A Family Guide to the MILITARY EXPERIENCE
Three Access Points to Services

**In person:**
Local Military Family Resource Centre

**By phone:**
Family Information Line
1-800-866-4546 (North America)
00-800-771-17722 (Europe)

**Online:**
www.familyforce.ca

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Record of Important Information

Information on Deployed Military Member

Complete Name:_________________________________________
Rank:_________________________________________
Service Number:_________________________________________
Military (Parent) Unit:_________________________________________
Occupation or Trade:_________________________________________
Unit deployed with, if different from Parent Unit:________________________

Addresses During Deployment

Postal:_________________________________________
_________________________________________
_________________________________________

Email:_________________________________________
Name of Mission or Military Operation:________________________

Important Telephone Numbers

Name: __________________________ Telephone: __________________________
Name: __________________________ Telephone: __________________________

Military Family Resource Centre contact:

Name: __________________________ Telephone: __________________________

Family Information Line 1-800-866-4546 (North America)
00-800-771-17722 (Europe)

Canadian Forces Member Assistance Program 1-800-268-7708
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**Glossary of Acronyms and Abbreviations**

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**Military Family Services in Europe**

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Greetings from Military Family Services

The original Family Handbook was written for military families to plan for a Canadian Armed Forces member’s prolonged absence due to a deployment or training. Over the years, operational tempo has changed and so have family demographics. Although military families have experienced distinct shifts similar to those of civilian families, there are still certain characteristics that uniquely belong to military families. Recurring moves, ongoing separation from family and risk of injury, illness or even death are all an identifiable part of the military lifestyle. The Canadian Armed Forces recognizes that facing such challenges is a lot to ask of any family.

This new edition of A Family Guide to the Military Experience is designed specifically for modern military families who are balancing the challenges of frequent relocations, separation and risk while maintaining overall health and well-being for their whole family. And it is intended for you—the spouse, partner, parent, grandparent, sibling and/or child of a serving member. It provides you with a general overview of the resources you need to plan and prepare for the lifestyle associated with service in today’s climate, whether you are just entering the military family community, facing a deployment or a move, or supporting a member who is transitioning out of the Canadian Armed Forces. Information about programs, services, contacts and other useful tips has been compiled for your ready access and will serve as a helpful reference guide to available services should you need them.

Service to the Canadian Armed Forces, as you know, carries with it a range of duties and responsibilities that impact the entire family. Military Family Services is responsible for ensuring that the Canadian military family community is well supported. The foundation of family support comes from the Military Family Services Program with its partners, the Military Family Resource Centres.

Together, the people behind the Military Family Services Program and Military Family Resource Centres have one principal objective—to serve military
families. Support is available to you or someone you care for. Any member of your family can access a Military Family Resource Centre. Visit us online at www.familyforce.ca or call the Family Information Line at 1-800-866-4546 for any questions or concerns.

Thank you for your enduring support and dedication to the Canadian Armed Forces.

Military Family Services
Canadian Armed Forces Family Covenant

We recognize the important role families play in enabling the operational effectiveness of the Canadian Armed Forces and we acknowledge the unique nature of military life. We honour the inherent resilience of families and we pay tribute to the sacrifices of families made in support of Canada. We pledge to work in partnership with the families and the communities in which they live. We commit to enhancing military life.
A career in the Canadian Armed Forces (www.forces.gc.ca) is a commitment to protect and serve Canada. Military personnel selflessly rise to the challenge of protecting Canadians and Canadian interests at home and abroad. This requires a high level of obligation, commitment and risk and, similarly, a high level of support from families and loved ones.
The Canadian Armed Forces consists of three main operational elements—air, land and sea—and comprises four key groups:

- The Royal Canadian Navy
- The Canadian Army
- The Royal Canadian Air Force
- Canadian Special Operations Forces Command

The Canadian Armed Forces is a unique profession, a profession of arms that requires ongoing training to develop and refine combat and combat support skills. Outside of the Canadian Armed Forces, there are no positions comparable to that of a military member. As a result, all military personnel begin with basic training and, over years, career progressions come with practice and experience. Personnel are highly trained and are continually refining skills and gaining knowledge throughout their career.

Ongoing training is a condition of service that takes the member away from their home and their family for extended periods of time. The uncertainty and unpredictability of these absences can have a profound impact on families. Extended time away, whether it is for training, tasking or deployment, can present challenges to the modern military family that affect the health and well-being of each individual within the family unit.

The Canadian military has a rich history of providing support to the family community dating back over 60 years. It is guided by the Canadian Armed Forces Family Covenant, which both acknowledges the complex relationship between healthy families and effective warriors, and underscores the Canadian Armed Forces’ moral obligation to those who stand by the side of those in uniform.

**Regular and Reserve Forces**

Canadian Armed Forces members can be either Regular Force members or Reserve Force members (reservists). Regular Force members work full time within the military and can be relocated and ordered on operational deployments at any time throughout their career. Reservists are Canadian Armed Forces members who have voluntarily chosen to devote a portion of their time to military service. They often serve weekends and evenings, and are not relocated or deployed unless they volunteer.
**Regular Force**
The Regular Force is part of the Canadian Armed Forces that serves full time to protect Canada, to defend North America in cooperation with the United States and to contribute to international peace and security. Regular Force members are ready at any time to respond to a crisis or threat at home or abroad.

As full-time personnel of the Canadian Armed Forces, they receive a competitive salary, continuous support to advance in their careers, the chance to travel the world, and extensive tangible benefits including health and dental care, education and training, a generous leave allocation, and a sound pension plan.

Families of Regular Force members are entitled to all the services and programs intended for families. Access points to services for families are detailed in Section 2.

**Reserve Force**
Members of the Reserve Force serve part time in the Canadian Armed Forces. The role of the Reserve Force is to augment, sustain and support the Regular Force at home and abroad. Reserve Force members are generally employed part time within the Canadian Armed Forces. They may serve a few evenings a week or on weekends at locations close to home. However, in the event of a threat or crisis, reservists may be asked to serve full time as part of a mission in Canada or overseas. As a reservist, the choice to go is always voluntary.

Reservists are employed in jobs similar to those of Regular Force members, working in the three elements and rank structure, and are trained to the level of and are interchangeable with their Regular Force counterparts. Most reservists have full-time careers outside the Canadian Armed Forces or are full-time students.

Families of reservists may need the same information, resources and support as families of Regular Force members, especially during times of deployment or absences. Access points to services for families are detailed in Section 2.
Reservist families have access to all mandated services of the Military Family Services Program. In addition, there may be special programs or activities initiated during periods of extended absence of Regular Force members, to which families of Reserve members also have access. Many family members of reservists do not live in close proximity to military bases/wings, and may not be able to attend programs or activities at military facilities. Outreach activities and initiatives play an important role in supporting reservist families. More information is available through local Military Family Resource Centres, the Family Information Line (1-800-866-4546) and online (www.familyforce.ca). Information on family services is also available through the military member’s Reserve Unit.

**Training**

The purpose of military training is to prepare members for the profession of arms in order to meet the demands and challenges of Canadian Armed Forces operations. The Canadian Armed Forces provides comprehensive training to develop and improve the knowledge, skills and abilities required by military personnel to perform their duties effectively.

Basic Training is the first exposure a new recruit has to military training. It provides knowledge that is common to all trades and elements, with an emphasis on physical and mental readiness and fundamental military values.
Following Basic Training, Canadian Armed Forces recruits continue both individual and collective training throughout their careers.

The Canadian Armed Forces is committed to providing its members with continuous professional development, responsibility for which is shared by Commanding Officers and individual members.

**Length of Service**

Enrolment in the Canadian Armed Forces requires recruits to commit themselves to duty, which is referred to as Terms of Service. There are three types of Terms of Service offered to Canadian Armed Forces members:

1. **Variable Initial Engagement**
   When Regular Force members first join the Canadian Armed Forces, they sign a Variable Initial Engagement. This can range in length from three to nine years not including subsidized training or education. The length varies depending on the needs of the occupation, and the training time that is required for that occupation.

2. **Indefinite Period of Service**
   After the Variable Initial Engagement has been completed, members who decide to continue their military career are provided with an Indefinite Period of Service (also known as Continuing Engagement). An Indefinite Period of Service extends service until the member is legally released or no later than their 60th birthday.

3. **Intermediate Engagement 25 Year**
   An Intermediate Engagement is a fixed period of service in the Regular Force of 25 years of continuous service, followed by an Indefinite Period of Service until the member is legally released.
Relocation and Postings
Once initial training is complete and the member is ready to begin duty, a posting is assigned based on skill and occupational requirements. Although there is an effort to accommodate the member’s preferred location where possible, it ultimately depends on where their skills are needed to best support the Canadian Armed Forces. The duration of a posting varies according to the member’s occupation and rank, but Regular Force members can expect to move to a new location every few years.

Over the course of their careers, Canadian Armed Forces personnel serve throughout Canada, and in some cases, around the world. Postings may occur for a number of reasons including promotions, training opportunities, to fill high-priority vacancies or simply to enhance the member’s diversity of skills and breadth of experience. All moves during a posting are paid for by the Canadian Armed Forces and administered through a separate relocation service in accordance with Canadian Armed Forces compensation and benefits policies. For more information, visit the Policies and Standards page (www.forces.gc.ca/en/about-policies-standards/index.page).
In some cases, military members may request a posting to a specific location for compassionate reasons. Such postings may be authorized to allow the family to be closer to an ailing relative, to have better access to medical or specialized services, to address special education needs, or for other situations where family welfare and stability are being affected. There are, however, no guarantees that this will be possible.

As a matter of routine, military personnel are asked to identify their posting preferences. They are able to update these preferences at any time, as their personal situation may change. All of the information regarding preferred choices for employment is managed by a Career Manager. A Career Manager is responsible for managing the important aspects of a member's career such as initiating postings and course registrations.

On average, personnel spend approximately three to five years in any given location before being moved to a new job. Not all postings involve a geographical move. On larger bases/wings/units there are a number of requirements and demands that may see the member posted to a new position while remaining on the same base/wing/unit.

The effects of frequent moves can create difficulties for families as spouses/partners attempt to re-establish community services for themselves and their children with every new posting. A number of factors, including spousal employment, children's education or family medical concerns may prompt a Canadian Armed Forces member to request a deferral or an unaccompanied posting. Canadian Armed Forces personnel who are authorized to proceed unaccompanied without their family to their new place of duty do so under a policy known as Imposed Restriction.
**Imposed Restriction**

The Canadian Armed Forces expects its members to relocate with their families when posted to a new location. It is, however, recognized that there are circumstances that may require the member to elect to be separated from the family. Imposed Restriction provides an option for Canadian Armed Forces members who are posted to proceed unaccompanied to a new place of duty.

Requests for Imposed Restriction may be approved for a number of reasons. These reasons include, but are not limited to:

- **Domestic**: the family would be uprooted outside of the regularly scheduled Annual Posting season
- **Education**: the children’s academic year or a period of high school would be disrupted
- **Financial**: a lease would be broken, the family is unable to rent or sell a home, or a working spouse wishes to continue current employment
- **Medical or Dental**: a member of the family requires ongoing medical or dental treatments
- **Courses**: a member is posted on a course
- **Posting Notice**: less than 90 days’ warning is provided for a posting
- **Retirement**: members are within two years of reaching compulsory retirement age
- **Cost of Living**: members are posted to high cost-of-living locations

Imposed Restriction is intended to be a short-term option to mitigate potential conflict between military service and family obligations. The Imposed Restriction policy effectively addresses some of the disruptions that frequent relocations produce, such as the impact on spousal employment, children’s education and family medical care. The policy also considers the long-term effect that extended separations may have on family members.
Release and Retirement

Release from the Canadian Armed Forces occurs when members leave the service before the end of their Term of Service. This occurs for a variety of reasons including medical, voluntary, misconduct or unsatisfactory service. Members will not be eligible for an annuity and will receive a return of their pension contributions.

Retirement occurs at completion of the contract. Military members can complete their Terms of Service with either a minimum of 20 years or 25 years of service or a member can work to 60 years of age, well beyond the 25 years of service mark.

After retirement, member support transfers to Veterans Affairs Canada (www.veterans.gc.ca). Access for medically releasing members and their families is available through some Military Family Resource Centres. For more information, visit www.familyforce.ca.
Military Families

The military family of the 21st century is quite different from the military families of years past. Today, about 80 percent of military families live off-base, as opposed to that same number living on-base several years ago. This brings a host of new realities for families as they attempt to integrate themselves into new communities every few years. Where families might have relied on close-knit military communities years ago, they now rely on civilian communities far more. In some cases, this may create disengagement with the military community, a lack of awareness of services and programs available, and a sense of isolation.

Canadian family structures and societal norms have also evolved significantly over the years. Shifts in family dynamics are continually considered in the development of services and programs for military families.

By definition, a military family includes:

• Military families, including all Canadian Armed Forces’ personnel, Regular and Reserve Force, and their parents, spouses, children and other relatives of significance
• Non-Public Fund and Department of National Defence civilian employees during a deployment with the Canadian Armed Forces to a mission area outside of Canada, their parents, spouses, children and dependent relatives
• Family members and persons of significance to Canadian Armed Forces personnel who die while serving remain part of the military family community in perpetuity.

Eligibility for support services for families varies based on a member’s condition of service. For eligibility requirements for specific services, call the Family Information Line at 1-800-866-4546.
Military Lifestyle

The military lifestyle has a number of unique characteristics, including frequent moves from one posting/location to another across the country and, in some cases, to other countries. The duration of postings can vary from a few months to several years, depending on the member’s trade, skills and experience. Postings allow members to acquire diverse skills, gain career experience and progress in their chosen field of expertise.

The military lifestyle also encompasses frequent absences and deployments by the military member, who can be called to participate in training exercises domestically or overseas. These absences and deployments can last a few days, weeks or months depending on circumstances.

With frequent moves, absences and deployments largely characterizing the military lifestyle, issues such as finding child care and employment, continuing educational pursuits and ensuring smooth transitions during moves are often problematic for military families.

The Department of National Defence and the Canadian Armed Forces has assigned responsibility to Military Family Services to ensure that the Canadian military family community is well supported so families can lead positive, nurturing family lives comparable to other Canadian families.
Risks

All Canadian families deal with the challenges of sustaining loving relationships, running functional households, managing careers, balancing budgets and raising children. One of the unique characteristics that distinguishes modern military families from their civilian counterparts is the element of risk associated with the profession of arms.

The significant risk of personal harm for military members is a reality of service that requires ongoing training and combat operations.

Canadian Armed Forces members deploy on operational missions fully aware of the risks involved in working in volatile environments. This notion of risk, including the possibility of permanent injury, illness or even death, is accepted as a central tenet of the profession of arms.

Contrary to popular belief, this risk is not limited to missions like Afghanistan. Preparing for combat operations requires comprehensive and intensive training with lethal weapons systems, live ammunition and powerful machinery, employed in all types of environments, conditions and scenarios. Military members are trained to build their capacity for physical and mental endurance to prepare for duty in war zones. This type of training in and of itself can be perilous, sometimes resulting in injuries and deaths despite the many precautions and safety measures put in place.

The element of risk is yet another reason that support to military members, their families and the entire military family community is so essential.
Access Points to Services for Families

Military Family Services is a division of Canadian Forces Morale and Welfare Services. It is responsible for the oversight and management of support to military families. This includes the Military Family Services Program (including funding and oversight of Military Family Resource Centres and Children’s Education Management), the Family Information Line, www.familyforce.ca, and more.
The Military Family Services Program provides programs and services specific to the needs of military families. It is based on diversity and flexibility in order to enable individuals and families to manage crises and periods of high stress.

Military families can access information, programs and services through three access points:

- in person at local Military Family Resource Centres
- by telephone by calling the Family Information Line (1-800-866-4546)
- online (www.familyforce.ca)

**Military Family Resource Centres**

Military Family Resource Centres are the frontline service providers to Canadian military families. By definition, a military family includes:

- Military families, including all Canadian Armed Forces’ personnel, Regular and Reserve Force, and their parents, spouses, children and other relatives of significance
- Non-Public Fund and Department of National Defence civilian employees during a deployment with the Canadian Armed Forces to a mission area outside of Canada, their parents, spouses, children and dependent relatives
- Family members and persons of significance to Canadian Armed Forces personnel who die while serving remain part of the military family community in perpetuity.

Military Family Resource Centres are responsible for connecting with and delivering a wide range of services and programs to military families in their communities. Military Family Resource Centres across Canada provide relevant programs and services that empower and encourage strong, independent individuals and families within the Canadian Armed Forces. For families posted outside of Canada, services are provided to meet their specific requirements while living abroad.
Military Family Resource Centres are family-governed, federally-funded not-for-profit organizations who partner with families, local community organizations and various levels of government. Each Military Family Resource Centre is managed by a volunteer Board of Directors with a majority representation of civilian family members of military personnel. Board members are elected by the community to assess local needs, determine priorities and provide local leadership for the delivery of the Military Family Services Program. This includes:

- Community Orientation and Involvement
- Child and Youth Development
- Deployment Support
- Parenting Support
- Personal Development and Community Integration
- Second Language Services
- Employment and Education Assistance
- Outreach, Information, Support and Assistance
- Intervention and Crisis Support

Opportunities exist for meaningful involvement within the military community by volunteering at local Military Family Resource Centres. Volunteering is an essential component to the success of Military Family Resource Centres and their ability to enhance service to families.
The Family Information Line is available to all military families regardless of where they live or what questions they might have.

Trained Family Information Line counsellors offer confidential, bilingual information, referral and crisis support 24 hours a day, 7 days a week, and can help connect families with a variety of national and local resources, including Military Family Resource Centres, chaplains and other community service providers.

The confidentiality of each call to the Family Information Line is highly respected and personal information is not required to receive service. If any contact information is requested, it is used solely for call back service. The caller’s identity and any information provided are not shared with any other person outside the Family Information Line office unless required by law or at the caller’s request. Note that counsellors are required to contact appropriate authorities whenever they believe someone is a serious threat to themselves or to others and in all cases of suspected child abuse.

The Family Information Line also includes a detailed recorded message about deployed operations in Canada and abroad. Families can access message boxes with information about their loved one’s experience, confirmation of news releases, information on incidents and periodic situation reports. Although the Family Information Line cannot be used by families to directly contact a deployed individual, messages may be relayed by the counsellors to the member’s unit when emergencies arise.

Families may also contact the Family Information Line by email at FIL@familyforce.ca.
WWW.FAMILYFORCE.CA

This website provides online access to a wealth of information, resources and services for and about military families.

It is a portal to all Military Family Resource Centres, as well as a source of useful information on the specific programs and services they offer.
Deployments and Absences

Deployment

Throughout their careers, military personnel are required to serve away from their families for a variety of reasons and for varying lengths of time. Although the term “deployment” commonly evokes visions of overseas missions, it can also refer to domestic operations and exercises.
By definition, a deployment is the assignment of military personnel to temporary tours of duty away from the home location for a period of more than 30 days. That said, military operations and training requirements can vary; some military families may experience longer absences that are less frequent in nature, while others may experience shorter absences that are more frequent.

Each family separation requires members and families to adapt. The emotional and physical demands relating to a deployment may cause what is called “deployment stress” and can affect family members staying at home as well as the deploying military member. Family separation and reunion of the family after a deployment place additional demands on a family’s stability.

Regardless of the type of deployment or absence that families encounter, there are a number of factors that affect deployment stress levels; some factors are related to the individual, others to the separation and others to the type of deployment.

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<td>• Personal coping abilities</td>
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<tr>
<td>• Previous deployment experience</td>
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<tr>
<td>• Attitude towards the assignment</td>
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<tr>
<td>• Confidence in self, the military unit and the level of community resources and services available</td>
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<tr>
<td>• Sense of security in family and community relationships</td>
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**Family Separation**

Separation due to deployment is stressful on families for a variety of reasons.

When a military member deploys, families experience increased workload at home, stress about the member's safety, stress about the impact that deployment will have on their loved one, and worry for the impact that deployment will have on their children. There is also the added challenge of having to make important decisions in the absence of their spouse/partner and sometimes having to deal with family emergencies such as illnesses or accidents. Meanwhile, Canadian Armed Forces members experience a feeling of frustration as their families back home are dealing with these stresses on their own.

Immediately after the member’s departure, families may become emotionally disorganized. The absence of the member may leave the rest of the family confused for a time. Families often report disturbances in their sleep and appetite, feelings of increased irritability, and an overall sense of being disorganized and indecisive. It is not uncommon for families to feel overwhelmed by responsibilities and cycle through a range of feelings during this time.

At a certain point, families start to settle into their new roles and responsibilities and find a way to manage while the member is away. Although the spouse/partner continues to worry and miss their loved one, the family finds a way to cope. At this point, families enter the recovery and stabilization stage.

A few weeks before the Canadian Armed Forces member returns home, families begin to anticipate the homecoming, and often feel excited yet apprehensive at the same time. It is common to feel overwhelmed by all the things that need to be done in preparation for the homecoming.
Fortunately, there are many resources that can help families with the challenges of separation and reunion as a result of deployments.

Military Family Resource Centres have useful local tools, such as video teleconferencing, morale mail and workshops, to support Canadian Armed Forces families through deployment. Deployment information and resources can also be found online at www.familyforce.ca.

**Emotional Cycles of Deployment**

The Emotional Cycle of Deployment is based on experience and research with military families who have experienced a more traditional long-term deployment. Families find understanding and reassurance in this model and the suggested coping strategies, with the knowledge that many others share similar responses to this challenging experience.

Short-term deployments that are more frequent and less predictable in nature can be just as disruptive and demanding on the family. Constant and continuous periods of separation and reunion may be more difficult to manage given the short periods required to readjust from one absence to the next.
Many families who experience frequent short-term separations and reunions experience an ongoing sense of emotional disorganization challenging their ability to act and react.

**Emotional Cycle of Deployment**  
(Short-Term and Frequent Separations)

The challenge for families during these types of deployments is that they have to constantly adjust and move through the stages at a much more rapid pace without the benefit of time to adjust emotionally.

Regardless of the type of deployment, there are common reactions and general coping strategies that can help families deal with the absence of a loved one. The following tables compile the shared experiences of spouses, children and parents during the three phases (pre-, during, and post-deployment). As well, workshops on the cycle of deployment are often offered at Military Family Resource Centres.
### Pre-Deployment Phase

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<th>General Coping Strategies</th>
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| 1-6 weeks prior to departure: Anticipation of Loss | • Fluctuations in energy levels and mood  
• Fantasizing  
• Feelings of sadness, anger, excitement, restlessness  
• Anxiety, tension, frustration, resentment, depression | • Feel and express all emotional responses  
• Encourage all family members to share their feelings  
• Involve the whole family in preparing for the separation  
• Complete the Pre-Deployment Checklist  
• Participate in pre-deployment briefings and activities at the local Military Family Resource Centre  
• Create opportunities for warm, lasting memories such as taking pictures  
• Set realistic goals for the deployment period |
| Final week before departure: Detachment and Withdrawal | • Reduced emotional and sexual intimacy  
• Feelings of despair, hopelessness, impatience, numbness | • Accept feelings as normal reactions to challenging circumstances  
• Communicate as openly and as honestly as possible  
• Be patient  
• Keep the last day for family time  
• Ignore rumours and rely on official sources of information |
## During Deployment

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<th>Common Reactions</th>
<th>General Coping Strategies</th>
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| **First 6 weeks of deployment:** Emotional Disorganization | • Magical thinking—believing the impossible or unlikely  
• Sleep and appetite disturbances  
• Feelings of relief, guilt, anger, numbness, depression  
• Confusion, disorganization, indecision, loneliness  
• Vulnerability, irritability | • Communicate—keep in touch about everyday events and share feelings to maintain the emotional bond  
• Number and date letters so that they can be read in sequence  
• End phone calls on a positive note  
• Help children to express their feelings and to stay in touch with letters, pictures, cards, audio/video cassettes  
• Maintain a healthy lifestyle—eat nutritiously, exercise regularly, drink plenty of water, and get an adequate amount of sleep |
| **Variable duration (6 to 12 weeks): Recovery and Stabilization** | • Feelings of increased confidence, independence, competence, freedom, pride, isolation, anxiety, depression | • Enjoy new skills, freedom, independence  
• Celebrate signs of positive growth in self and other family members  
• Offer empathy and support to others  
• Maintain regular contact through phone calls, letters, email  
• Confide in trusted peers  
• Seek professional counselling if feelings of depression/anxiety are threatening to overwhelm |
## During Deployment

<table>
<thead>
<tr>
<th>Stage</th>
<th>Common Reactions</th>
<th>General Coping Strategies</th>
</tr>
</thead>
</table>
| **6 weeks prior to return:** 6 weeks prior to return: Anticipation of Homecoming | - Increased energy and activity  
- Sleep and appetite disturbances  
- Feelings of joy, excitement, anxiety, apprehension, restlessness, impatience | - Share feelings of apprehension, as well as excitement and joy  
- Share expectations and desires for the homecoming  
- Share feelings of love and commitment  
- Include children in planning for the homecoming celebrations  
- Participate in preparation for reunion activities  
- Ignore rumours and rely on official sources of information concerning return date, time and location |
| **Post-Deployment Phase** First 6 weeks home: Renegotiation of Relationships | - Difficulty re-establishing emotional and sexual intimacy  
- Feelings of excitement, disorganization, resentment, frustration  
- Grieving loss of freedom and independence | - Communicate as openly and honestly as possible  
- Accept feelings as normal and not a threat to the relationship  
- Be patient  
- Renegotiate household roles and responsibilities to share the workload  
- Celebrate together the personal growth each has achieved  
- Continue to participate in a support group/network  
- Seek professional counselling, contact a doctor, chaplain or social worker for assistance in coping with stress |
### Post-Deployment Phase

<table>
<thead>
<tr>
<th>Stage</th>
<th>Common Reactions</th>
<th>General Coping Strategies</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 to 12 weeks after return:</td>
<td>• Feelings of intimacy, closeness, confidence in relationship</td>
<td>• Both partners should be aware of the signs of Post-Traumatic Stress Disorder (PTSD) and formerly deployed partner should be encouraged to seek professional help as appropriate</td>
</tr>
<tr>
<td>Reintegration and Stabilization</td>
<td>New routines become stabilized</td>
<td>• Remember to follow through on promises made during deployment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Spend time relaxing and enjoying time together as a family</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Share lessons learned with other families</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Identify what worked well in the planning and what could be improved for the next deployment</td>
</tr>
</tbody>
</table>

**Stage**
- Reintegration and Stabilization
  - New routines become stabilized

**Common Reactions**
- Feelings of intimacy, closeness, confidence in relationship

**General Coping Strategies**
- Both partners should be aware of the signs of Post-Traumatic Stress Disorder (PTSD) and formerly deployed partner should be encouraged to seek professional help as appropriate.
- Remember to follow through on promises made during deployment.
- Spend time relaxing and enjoying time together as a family.
- Share lessons learned with other families.
- Identify what worked well in the planning and what could be improved for the next deployment.
Family Reunion

Many families find the first few weeks after the military member’s return from deployment at least as stressful as the separation.

Just as it is difficult to adjust to a new routine when a Canadian Armed Forces member leaves, it is equally difficult to readjust to the previous routine when the member returns home. Families become accustomed to new routines and may be reluctant to alter their well-established schedule. The initial reunion is easy; however, the adjustment period can be difficult in the days and weeks to follow.

Once the excitement of the reunion has passed, there is a period of renegotiation in determining the roles, responsibilities and relationships in the household. Most families find this stage to be quite stressful. The spouse/partner may have become more independent and established new household rules. Military members must now find a way to re-establish their roles within the new family structure. Now families must work together to re-establish “normality.”

It takes some time (usually four to six weeks) for feelings of intimacy, closeness and confidence in the relationship to reappear. As routines begin to shift, family members begin to feel more relaxed and eventually move into the final stage of reintegration and stabilization.

Families have access to resources that help with the reunion phase of deployment through local Military Family Resource Centres. These resources can also be accessed online at www.familyforce.ca.
Reunion for Children
Reunion is often very stressful for children as they have less experience and fewer coping mechanisms than adults. Age and stage of development primarily determine a child’s reaction. The returning family member should be patient and gentle, welcoming rather than demanding affection.

Suggestions for Parents of Infants (Birth to 1 Year)
- Participate as a couple in child care—bathing, changing, feeding
- Try to be relaxed, infants are intuitive

Suggestions for Parents of Toddlers (1 to 3 Years)
- Be affectionate and playful as a couple—toddlers will then join in
- Sit on the floor and wait for your child to approach you
- Never force a hug, kiss or play

Suggestions for Parents of Pre-School Children (3 to 5 Years)
- Listen carefully and accept the feelings expressed
- Reinforce unconditional love
- Express interest in activities (games, books, songs)

Suggestions for Parents of School-Aged Children (5 to 12 Years)
- Praise children for coping with the separation
- Listen to children—ask for opinions, preferences
- Review school work
- Share scrapbooks, pictures, etc.

Suggestions for Parents of Teens (13 to 18 Years)
- Respect teens’ privacy and friends
- Listen attentively and non-judgementally to teens’ attempts to share current interests/activities
- Encourage teens to talk about their lives during the separation and share appropriate deployment experiences with them
Homecoming for Parents of Deployed Personnel
Parents of deployed personnel should be aware of some of the more common reactions of personnel upon their return, including the following:

- Feelings of frustration, anxiety, sadness, restlessness, confusion, impatience, irritability
- Sleep and appetite disturbances
- Spending/gambling binges
- Increased use of alcohol/drugs

Suggestions for Parents of Returning Personnel

- Remember that young people may experience significant changes (physical, emotional, spiritual and social) during the deployment, particularly if this was the first prolonged absence from family and/or Canada
- Be patient
- Express interest in hearing about the deployment experience whenever he/she is ready to talk about it
- Show acceptance and support of signs of increasing independence and maturity
- Maintain contact with families of other deployed personnel, and share concerns and frustrations
- Contact the nearest Military Family Resource Centre or the local military unit for persistent concerns
Coping with the Stress of Deployment

Stress is a normal part of everyday life. Stress in itself is not harmful; it can, in fact, be very positive in motivating us to deal with life's challenges. However, long-term stress can have negative impacts on our health. It is important to be educated about the impact of stress, learn to recognize signs of stress and to develop a stress management plan.

<table>
<thead>
<tr>
<th>Physical</th>
<th>Emotional</th>
<th>Cognitive-Reasoning Ability</th>
<th>Behavioural</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trembling, tics</td>
<td>Anxiety</td>
<td>Memory loss</td>
<td>Inability to complete projects</td>
</tr>
<tr>
<td>Increased heart rate and blood pressure</td>
<td>Depression</td>
<td>Difficulty with making decisions</td>
<td>Sleep disturbances</td>
</tr>
<tr>
<td>Headaches</td>
<td>Resentment</td>
<td>Confusing important matters with trivial ones</td>
<td>Appetite changes</td>
</tr>
<tr>
<td>Gastrointestinal problems (constipation, vomiting)</td>
<td>Feeling overwhelmed</td>
<td>Difficulty concentrating</td>
<td>Increase in smoking or drinking</td>
</tr>
<tr>
<td>Difficulty sleeping</td>
<td>Cynicism</td>
<td>Loss of attention span</td>
<td>Accident proneness</td>
</tr>
<tr>
<td>Constant state of fatigue</td>
<td>Pessimism</td>
<td></td>
<td>Decreased involvement with others</td>
</tr>
<tr>
<td></td>
<td>Guilt</td>
<td></td>
<td>Procrastination—putting things off</td>
</tr>
<tr>
<td></td>
<td>Anger</td>
<td></td>
<td>Tendency to cry</td>
</tr>
</tbody>
</table>

To reduce deployment stress, the best strategy is preparation. This cannot be overemphasized. Preparation means anticipating the changes and challenges, and developing strategies to cope with each one. It is essential to consider all aspects of family life: psychological, spiritual, emotional, social and physical health.
Suggestions to Increase Stress Resistance

- Simplify life—reduce or delegate activities
- Get organized—prioritize tasks
- Set aside personal time—listen to music, read, do something enjoyable
- Keep a stress journal—track what sets you off and write about feelings
- Eat a healthy diet
- Reduce caffeine and sugar intake (these are stimulants that increase edginess)
- Learn some relaxation techniques such as deep breathing exercises, progressive muscle relaxation, guided imagery, meditation and/or prayer
- Try massage therapy
- Work off stress through physical activity (walk, swim, garden)
- Go to bed earlier—adequate sleep is required to heal the body and cope with day-to-day life
- Use humour (movies, books) to reduce tension
- Focus on others—volunteer in the community
- Maintain a strong social support network—call a family member or friend

If stress symptoms remain unresolved, seek assistance from a medical doctor, the Family Information Line (1-800-866-4546), the Canadian Forces Member Assistance Program (1-800-268-7708), or from another professional counsellor.

Another excellent resource is Road to Mental Readiness (R2MR), a resilience and mental health training program for Canadian Armed Forces members. A family component was implemented to inform families about the realities of deployment and to prepare them to better cope with the associated challenges. Families receive training before and after the member’s deployment through local Military Family Resource Centres. R2MR program information is available at www.familyforce.ca.
Pre-Deployment Checklist

Preparing for deployment can seem like an overwhelming task and can add to the level of stress that families experience. The following checklist helps ease the burden by providing structure to deployment preparations. It is easily customizable.

Ideally, spouses/partners and deploying members should complete the checklist together, and preparations should begin well in advance of the departure date. As well, keeping important documents secure and organized can significantly decrease frustration and stress, particularly during family crises.
Information/Support
- Complete the Record of Important Information (copy at the front of this guide)
- Complete a Family Care Plan (see Section 6 for details)
- Contact the local military unit (Rear Party, Ship’s Liaison, Sponsor)
- Contact the nearest Military Family Resource Centre (families can ask to be added to their email/mailing list; for a list of centres, visit www.familyforce.ca)
- Contact SISIP Financial Services

Communication
- Record addresses, phone numbers and email address (for deploying member and family)
- Set up an email account for communication between the deploying member and family
- Make a list of important dates and provide birthday and anniversary cards to deploying member for future mailing
- Have deploying member record bedtime stories (audio or video)

Health
- Compile a supply of signed medical/dental insurance plan claim forms, as well as a letter authorizing payments to the spouse of the military member
- Record contact information for health care service providers (doctor, dentist, walk-in clinics, emergency rooms, etc.)
- Discuss emergency plan with children

Legal
- Compile identification cards, papers, certificates, etc., for all family members
- Ensure copies of current wills are accessible
- Complete Power of Attorney forms for both medical and financial matters
Financial

- Assess the household budget and identify all payments that need to be made
- Determine the location of safety deposit box and key
- Record all account numbers and credit card numbers
- Arrange military pay allotments through the base/wing pay office
- Know whom to call if problems arise with allotments, etc.
- Record investment contributions (e.g. pre-authorized RRSP contributions)
- Assemble Income Tax Return information
- Review life insurance needs, coverage and beneficiaries
- Acquire currency for country to be visited and any stopover countries

Home

- Arrange mortgage/rent payments
- Review insurance policies (life, home, auto)
- Review utilities (date, amount, account numbers and payment method for each)
- Review vehicles (registration, driver’s licence renewal dates)
- Discuss security and maintenance (inside and outside)
- Arrange for snow removal and lawn care
- Record contact information for base housing, landlords, plumber, electrician, auto mechanic, etc.
- Determine location of the electrical panel, water control valve, gas control valve
- Record the combination of any padlocks
- Record contact information for kennel for pets
- Make a secure list of passwords (voicemail, security systems, computer, software, email, etc.)
Travel (for family members travelling outside of Canada to meet the deployed military family member)

- Obtain passport
- Obtain travel visa
- Confirm immunization requirements
- Seek legal advice if travelling outside of Canada with children from the family lawyer or by visiting the Government of Canada’s Travelling With Children page (www.travel.gc.ca/travelling/publications/travelling-with-children)
Communication During Deployments

**Telephone**

Talking on the phone with a family member who is deployed can be a comforting and wonderful experience. However, it can also be a frustrating or disappointing one if the connection is difficult or the call ends abruptly.

All reasonable attempts are made by deployed military units to facilitate regular telephone access for all personnel. Of course, different time zones and working schedules need to be taken into consideration. There may also be periods when access is limited, such as the first few days of deployment or during operational commitments. Calls with family members are usually most successful when initiated by the deployed person at a prearranged date and time.

Calls from satellite-based systems are designed to give deployed military personnel, who have no direct access to normal telephone technology, the ability to use their telephone call allowance entitlement to call home from any location worldwide. Satellite-based communication terminals are either installed on naval vessels or provided to land forces.

Voicemail services or an answering machine are recommended for missed calls. A small digital recorder may also be a worthwhile investment, as it allows younger children to listen repeatedly to the last conversation while waiting for the next.

If there is an urgent need to contact a military member on a military operation abroad, assistance can be requested from the Family Information Line 24 hours a day, 7 days a week (1-800-866-4546; in North America, or 00-800-771-17722; in Europe) or by contacting the member’s local military unit (Rear Party, Ship’s Liaison or Sponsor).
Email

Email communication between families and deployed members may be an option, as Internet stations at major missions may be provided for military personnel. If families do not have a computer at home or are not Internet-savvy, email access is available through Military Family Resource Centres or at many public libraries throughout Canada.

Using a web-based account (such as Hotmail) can help, since this is accessible anywhere in the world and from any computer with Internet access.

No matter how quick and easy email can be, families need to keep in mind that military personnel often serve in areas of the world where conflict disrupts communication systems, at least temporarily.

Mail

The most convenient, efficient and economical way to mail a letter or parcel to military personnel deployed on operations overseas is to use the Canadian Armed Forces Post Office, Belleville, Ontario address assigned to the particular deployment.

All rules and regulations regarding mail are set by Canada Post, with applicable postage required to get the package to Belleville. From there, the mail is handled by the Canadian Armed Forces Postal Service at no extra cost.

Some Military Family Resource Centres have systems in place to provide mailing services. This is the result of coordinated efforts between the local Military Family Resource Centre and the local commander, based on available resources. Contact your local Military Family Resource Centre directly to determine whether they provide this service (often referred to as morale mail) and, if so, how to access it.
Mailing Address
It is important to use the complete mailing address, using CAPITAL LETTERS. The generic format for sending mail to a Canadian Armed Forces member serving outside Canada is:

RANK/INITIALS/NAME
UNIT/SECTION
OPERATION NAME OR ACRONYM
PO BOX 5XXX STN FORCES
BELLEVILLE ON K8N 5W6

Information (including the official operation name or acronym, and the correct digits for the PO Box number assigned to the specific mission or site) can be obtained by visiting the nearest Military Family Resource Centre, by calling the Family Information Line (1-800-866-4546; in North America, or 00-800-771-17722; in Europe) or by contacting the unit with which the member is deployed.

For example, to write to someone named Corporal Dan Sinclair serving in Bosnia with the First Battalion of the Princess Patricia’s Canadian Light Infantry (1PPCLI), the address would be:

CPL DJ SINCLAIR
1 PPCLI
OP PALLADIUM
PO BOX 5112 STN FORCES
BELLEVILLE ON K8N 5W6
For mail destined for ships, use the following addresses, as applicable:

RANK/INITIALS/NAME
MESS #/SECTION
NAME OF THE SHIP
PO BOX 17000 STN FORCES
VICTORIA BC  V9A 7N2

RANK/INITIALS/NAME
MESS #/SECTION
NAME OF THE SHIP
PO BOX 99000 STN FORCES
HALIFAX NS  B3K 5X5
Customs Regulations
The customs documentation that is required for an item shipped from Canada depends on the international service used, the content of the item and the destination. All items addressed to a deployed ship or a Canadian Armed Forces unit with the Belleville address must have the proper customs documentation. Details are available on the Canada Post website (www.canadapost.ca/tools/pg/manual/PGcanforce-e.asp#1378916).

Non-permissible items include the following:
- Alcohol, beer and wine
- Tobacco products, cigarettes and cigars
- Weapons, including replicas
- Knives
- Explosives, radioactive materials or ammunition
- Matches
- Flammable liquids or solids
- Compressed gas
- Propane cigarette lighters
- Corrosive fluids
- Obscene magazines or pictures
- Drugs
- Perishable items

There are also customs regulations concerning parcels originating outside of Canada and mailed to a Canadian address. Families posted overseas who want to send packages back home to Canada must include a customs declaration form or an itemized list outlining the contents and their value. The listing must be specific; “gift” is not an acceptable listing. Families can contact the post office at their unit or the local Military Family Resource Centre for details.

Canada Customs processes mail from overseas before delivery, so be prepared to pay duty and GST if so advised by Canada Customs. Duty free entitlements vary depending on the length of time spent outside Canada. Military personnel are provided with information pertaining to these regulations to facilitate sending or bringing gifts home.
Letter and Parcel Preparation
Each Canadian Armed Forces mail item must meet the size and weight specifications of the service used. Oversized and overweight parcels will not be accepted. Details are available on the Canada Post website (www.canadapost.ca/tools/pg/manual/PGcanforce-e.asp#1378611).

All parcels are subject to inspection by the host country Customs Officials. Therefore, a detailed list of contents must be inscribed on the bottom left corner or completed by a Customs Official.

Senders are encouraged to place their address and phone number on the top left corner of the parcel to allow the Canadian Armed Forces Postal Service to contact them should their item be undelivered. Without this information, the item may be disposed of in theatre, should it be undelivered.

Do not send parcels to the Canadian Armed Forces Postal Office Belleville by courier service, as they will not be accepted.

For more information, consult the National Defence and the Canadian Armed Forces website (www.forces.gc.ca/en/write-to-the-troops/mailing-instructions.page) or the Canada Post website (www.canadapost.ca/tools/pg/manual/PGcanforce-e.asp).
Health can be defined as well-being, a resiliency that allows you to cope with the everyday stresses of life. It is about having balance, feeling good not only physically but also mentally and spiritually.
The health and well-being of each individual in the family is vital. Military Family Resource Centres offer educational and preventative programs that allow families to be proactive about their health and wellness. To locate the nearest Military Family Resource Centre, visit www.familyforce.ca.

For detailed information on dealing with deployment stress, see Section 3.

Health Care

Health care for military families involves several issues. Recurrent postings for military families can disrupt health care services. As well, families sometimes have a hard time finding a new family doctor. A move across provinces may further complicate things as families need to re-establish provincial health care coverage.

Recently, provinces and territories have taken steps to ensure military families have same-day access to health care insurance when they move within Canada by waiving the mandatory 90-day waiting period to access provincial health care. For more information, visit the Health Canada website (www.hc-sc.gc.ca/hcs-sss/delivery-prestation/ptrole/index-eng.php).

For information on medical and dental benefits, see Section 6.

Mental Health and Social Wellness

Military Family Services’ resource, You’re Not Alone: Connecting Military Families to Mental Health and Social Wellness Programs, provides a wealth of information on programs and resources available to Canadian Armed Forces members and their families. It is available online at www.familyforce.ca as well as at local Military Family Resource Centres.

Visit the Canadian Mental Health Association website (www.cmha.ca) and the Centre for Addiction and Mental Health website (www.camh.ca) for other helpful resources.
Strengthening the Forces: CAF Health Promotion

Maintaining good health improves one’s ability to perform effectively and helps control one’s personal well-being. Strengthening the Forces is a health promotion program designed to empower military members to improve their overall health.

Strengthening the Forces programming addresses:
- Addictions awareness and prevention
- Injury prevention and active living
- Nutritional wellness
- Social wellness

For detailed information, visit www.cfgateway.ca.

Support for Ill and Injured Personnel

The Joint Personnel Support Unit

The Joint Personnel Support Unit is a key element in coordinating care and support to military members. It plays a central role in the transition process for military personnel recovering from serious illness or injury, and either progressing towards a return to duty or preparing for a civilian career.

The Joint Personnel Support Unit performs the following core functions:
- Return to duty program coordination
- Outreach to deliver information on casualty support programs and services
- Casualty follow-up and monitoring
- Casualty administrative and advocacy services
- Military leadership, supervision and administrative support to personnel who are posted to the Joint Personnel Support Unit
- Liaison with Military Family Resource Centres, local base support representatives and local unit commanding officers

The Joint Personnel Support Unit also provides information and support to members with less complex medical requirements who are not posted to the
unit. The unit responds to queries from family members regarding support services and programs for ill and injured personnel, and provides referrals as appropriate.


Through Integrated Personnel Support Centres located across Canada, the Joint Personnel Support Unit provides one-stop access to services and benefits, simplifying the process for members seeking assistance.

**Integrated Personnel Support Centres**

Integrated Personnel Support Centres across Canada offer high-quality, consistent personal and administrative support to all current and former ill and injured military personnel and their families.

The Integrated Personnel Support Centres team provides support during all phases of recovery, rehabilitation and reintegration for return to military service or transition to civilian life. The provision of support services includes families of the fallen.

For more information and locations, visit the Casualty Support Contact Us page (www.forces.gc.ca/en/caf-community-support-services-casualty-support/contact-info.page).
Family Liaison Officers

Family Liaison Officers are Military Family Resource Centre social services professionals, located within the local Integrated Personnel Support Centre. They connect both centres to ensure wide-ranging support is offered to families who may be coping with an illness, injury or special need.

Family Liaison Officers are available to help families deal with all phases of the member’s recovery, rehabilitation and reintegration, whether they are returning to service or transitioning through the release process.

Family Liaison Officers deliver the following services:

- Confidential individual, family or group counselling
- Referrals to mental health services for adults and children
- Access to education and prevention-based programs in the community
- Short-term individual or group support for families of ill, injured and deceased military personnel
- Outreach support to families in the surrounding area
- Tailored assistance to the families of the fallen, including professional counselling and referrals to appropriate civilian resources
Transition

Canadian Armed Forces Transition Services offers various programs and services to members transitioning to civilian life.

Transition Services:

- can prepare members for a second career
- is connected with potential employers and industry
- educates stakeholders on the benefits of hiring former military members
- connects releasing military members with continuing education, vocational training, entrepreneurial opportunities, and other opportunities

For more information, visit the Canadian Armed Forces Transition Services page (www.forces.gc.ca/en/caf-community-support-services/caf-transition-services.page).

Spiritual and Religious Well-Being

Military chaplains provide non-denominational pastoral care and counselling and contribute significantly to the spiritual and mental health of military members and their families. Chaplains are available to support members in need 24/7 and provide guidance and advice to the chain of command and other military community care providers.

To find a chaplain, contact the nearest Military Family Resource Centre or call the Canadian Armed Forces Chaplain Branch (1-866-502-2203).
Canadian Forces Member Assistance Program

The Canadian Forces Member Assistance Program is a 24/7 toll-free telephone advisory and referral service for all Canadian Armed Forces personnel and their families, and can provide short-term, confidential, external counselling for those in need.

The Canadian Forces Member Assistance Program can assist with a wide range of individual or family issues, including:

- Marital and family
- Interpersonal relations
- Personal and emotional
- Stress and burn-out
- Work-related
- Harassment and sexual assault
- Alcohol, drugs and prescription drugs
- Finance
- Parenting

Contact the Canadian Forces Member Assistance Program by calling 1-800-268-7708.
Canadian Forces Member Assistance Program—Bereavement Services

Canadian Forces Member Assistance Program—Bereavement Services is a 24-hour, 1-800 bilingual telephone service, available 365 days a year to parents, spouses, children and step-children, fiancé(e)s, or any other person of significance to Canadian Armed Forces personnel who died while serving. Professional counsellors are available for family members that are grieving and feel they need help.

An appointment will be arranged within a maximum of 48 hours. Short- and long-term counselling options are available and are free of charge.

For more information or an appointment, call 1-800-268-7708 or 1-800-567-5803 for the hearing impaired.
**Operational Stress Injury Social Support**

Being with someone who has an operational stress injury can be difficult. Family members may feel guilt or frustration because they cannot help with physical or mental health concerns or their use of alcohol or drugs. They may end up neglecting their own needs, and feel very alone.

An Operational Stress Injury Social Support Family Peer Support Coordinator can offer support, hope and acceptance from someone who has first-hand experience in such a situation.

Family Peer Support Coordinators have developed networks of community resources and can connect family members to the resources of their choice. They know the links to valuable information and where to find tips to help cope with a loved one’s symptoms and how to care for oneself when it is needed the most.

Call 1-800-883-6094 or email a local Family Peer Support Coordinator (addresses available at www.osiss.ca/en/contact.html) to set up a meeting to talk either in person or over the phone.
HOPE

HOPE (Helping Our Peers by Providing Empathy) is a network of volunteers who provide confidential peer support to families of deceased military personnel. Trained volunteers who have experienced similar losses provide support to help others through their grief and recovery journey. Peers can offer a unique perspective, share experiences and provide hope to families that have lost a loved one.

HOPE is a complementary service that is not intended to replace other traditional bereavement services. Contact HOPE by calling 1-800-883-6094 or by email at HOPE-ESPOIR@forces.gc.ca.

Military Police Victim Assistance Program

The Military Police Victim Assistance Program is designed to assist victims, especially those of violent crime. Military Police ensure the fair treatment of victims of crime by providing immediate information, referrals to support agencies and continuous contact with the victim throughout the investigation.

For more information, visit the Military Police Services website (www.forces.gc.ca/en/caf-community-support-services-military-police/index.page).
Education

All Canadian families want their children to receive the best possible schooling. For military families who experience multiple moves across many geographical locations with differing school systems, ensuring their children receive a quality education is a concern.
Education Challenges
Education is a provincial/territorial responsibility. Not only does each system differ slightly but so do the programs from one school district to another. Differences in curriculum, provincial/territorial testing, credit transfers, administration, transfers of transcripts and language of instruction are some of the education challenges that military families face when relocating.

Language of Instruction
In Canada, children can receive their education in either of Canada’s official languages. Each parent has their rationale for choosing one language over another. Unfortunately, frequent relocations add a level of complexity that doesn’t always accommodate the option of a bilingual education.

International Moves
An international relocation may result in children attending boarding schools either in Canada or in neighbouring countries. These boarding arrangements can be positive experiences for families; however, they can also place significant emotional stress on the family.

Children’s Education Management
Under Military Family Services, Children’s Education Management manages the education compensation and benefits programs on behalf of the Department of National Defence.

Information and support is available for:
- Transition between school systems
- Tutoring
- Board and lodging
- Return travel
- Guidance counselling services
- Distance learning
- Education allowances
- English and French language of instruction
- Public, private and Catholic schooling

For more information on educational resources available to military families, visit www.familyforce.ca.
Spousal Employment

Relocating a family is disruptive and can take a significant amount of time and effort to settle into a new community. Although military members are afforded five days of leave before a move, the actual preparations and coordination can take much longer. In addition to preparing the home and family for a move, spouses who are employed must also make arrangements to terminate employment in their current location and seek employment in their new one.

In some locations outside Canada, spouses are able to find rewarding employment within the Canadian community abroad. Some of the larger military establishments overseas, and especially those in service with NATO (the North Atlantic Treaty Organization), have employment opportunities that

Moving outside of Canada can be exciting and stressful for families. Living abroad may mean experiencing new and different cultures, languages, social systems, foods, currency and more. Military spouses moving abroad may not be able to work despite their best efforts to seek employment. Often, spouses who are forced to live in a single-income household experience a sense of loss in terms of their career, income and identity. Military spouses must constantly reinvent themselves and recreate new networking opportunities. Some spouses choose to work part-time as a means to contribute to the family’s income. Others pursue volunteer opportunities, which, aside from being a rewarding experience, may ultimately lead to employment opportunities.

Military spouses are challenged with finding meaningful employment within the military lifestyle. Spouses have developed strategies to allow for employment portability. This could include becoming self-employed, operating a home-based business or telecommuting.

One of the challenges for military spouses is securing continuous full-time employment. The hunt for new work in a new market with different economic conditions and employee requirements presents further challenges. There is both a financial and emotional impact to leaving a position and the resulting loss of income, not only for the military spouse but also for the entire family.

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military spouses may be eligible for. To find out more, visit Military Family Services (Europe and United States) at www.familyforce.ca.

**Employment Insurance Considerations**

Employment Insurance benefits for Canadians are delivered by Service Canada. When spouses must leave their jobs due to a military posting, they should consult the Service Canada website (www.servicecanada.gc.ca) or visit the nearest Service Canada office to learn more about Employment Insurance eligibility.

If the military member is posted outside Canada, spouses are not entitled to Employment Insurance benefits except within the United States and under very specific conditions. A move to Europe or Asia requires termination of Employment Insurance benefits because the applicant cannot actively seek employment in Canada. There are some specific exceptions surrounding parental, sickness and compassionate care benefits. Visit www.servicecanada.gc.ca for more information.

**Integrated Relocation Program Benefit**

Through the Canadian Armed Forces Integrated Relocation Program (www.forces.gc.ca/en/about-policies-standards-benefits-relocation/toc-byear.page), members receive administrative and financial support for their relocation. Funding is available to assist spouses in their search for employment in their new location; however, the type and level of support varies from location to location.

Military Family Resource Centres also offer employment support directly or through partnerships with local employment agencies. Visit www.familyforce.ca for more information.
Benefits and Other Assistance

Compensation and Benefits

Canadian Armed Forces personnel are entitled to a variety of benefits to compensate them for service both in and outside of Canada. Some benefits are intended to cover the increased costs of Foreign Service, while others are in place to recognize the hardship and violence that military personnel may face.
Prior to making any financial commitments based on anticipated foreign allowances, members should direct questions concerning specific entitlements to their Unit Orderly Room, since all benefits and allowances are subject to change without notice.

A brief overview of the benefits personnel may be entitled to can be found through the Compensation and Benefits website (www.forces.gc.ca/en/caf-community-benefits/index.page).

**Medical and Dental Benefits**

The Public Service Health Care Plan is designed to help pay for some of the health services not covered by provincial health care plans, such as prescription drugs, vision care and emergency travel health care assistance. A detailed description of eligible services and claim procedures can be found on the Public Service Health Care Plan website (www.tbs-sct.gc.ca/hr-rh/bp-rasp/benefits-avantages/hcp-rss/hcp-rss-eng.asp).

The plan provides special assistance to all members posted outside of Canada and their families, to ensure that they have the necessary information to enroll. Cases are managed individually to ensure minimal disruption to claims reimbursements. For more information, visit the Health and Dental page (www.forces.gc.ca/en/caf-community-benefits/health-dental.page).

The Dependants’ Dental Care Plan provides coverage for certain dental treatments and procedures.

Legal Issues (Power of Attorney)

Power of Attorney is a legal document that authorizes someone to act as an agent on one’s behalf. It can be useful in many circumstances, including when a member is posted on Imposed Restriction, on temporary duty, on course or on deployment.

The document can be obtained from a lawyer, or a Power of Attorney kit can be purchased. Power of Attorney is usually provincially governed, so it is important to research its validity prior to relocating to another province.

There are three different types of Power of Attorney:

• **Continuing Power of Attorney for Property:** gives someone else the legal authority to make decisions about your financial affairs/property, and allows that person to act on your behalf if you become mentally incapable.

• **Non-Continuing Power of Attorney for Property:** gives someone else the legal authority to make decisions about your financial affairs/property, in certain situations and for a specific period of time; it is automatically revoked if you become mentally incapable.

• **Power of Attorney for Personal Care:** gives someone else the legal authority to make personal care decisions on your behalf if you become mentally incapable (e.g., related to housing and health care).

Banks and financial institutions also have separate (but similar) documents that need to be completed if a member wants to give their spouse Power of Attorney for financial transactions.
Parental Support and Child Care

Positive parenting and child care options contribute to healthy and well-adjusted families and communities. The following programs and services are delivered through Military Family Resource Centres:

- Social and educational activities for children and youth
- Parent and caregiver education, resources and support
- Child care support

Visit specific Military Family Resource Centre pages on www.familyforce.ca for local programs and services.
Family Care Plan

The Family Care Plan is designed to ensure that the Canadian Armed Forces member and his or her family have a plan in place to care for family members in the event of an emergency or absence from home. The Family Care Plan is not a legally binding contract, but rather an exchange of information between the family and the Commanding Officer.

Families are encouraged to work together to create their individual Family Care Plan and to keep it current. While the Family Care Plan is protected in accordance with the Privacy Act, families may voluntarily share it with local Military Family Resource Centres by checking the box on the form so that centres are prepared to provide assistance as quickly as possible in times of emergency.

For more information, refer to the Canadian Armed Forces policy (DAOD 5044-1A) at www.forces.gc.ca/en/about-policies-standards-defence-admin-orders-directives-5000/5044-1.page#fcp.

Family Care Assistance

Family Care Assistance is designed to help military members who are single parents or dual-service couples with children. When service requires members to be absent from home for 24 hours or longer, the increased cost of child care is offset. In order to qualify for funding, the member needs to meet the eligibility requirements.

Family Care Assistance is available if:

- For service reasons, the member is absent for 24 hours or more from their place of duty or from their family home
- There is a dependent who is either younger than 18 years of age or 18 years of age or older but requires assistance due to a physical or mental disability and is not receiving a pension
- There is NO spouse or common-law partner OR
- There is a spouse or common-law partner who is also a Canadian Armed Forces member and is also away from their place of duty for service reasons

Child Care Support in Challenging Situations

At times, situations arise when the Family Care Plan fails. Additional child care support is available through Military Family Resource Centres in times of emergencies, military absences, illnesses, injuries or in the event of a death.

Emergency Child Care Services

Emergency Child Care Services can assist families when unexpected child care is needed as a direct result of service requirements. Military Family Resource Centres are available to support during short-term crisis and until long-term child care arrangements can be made.

Military Family Resource Centres are authorized to fund up to 72 continuous hours of Emergency Child Care Services under the following circumstances:

- When a military member is away on duty or other military-related tasking and their spouse or usual caregiver is unavailable due to illness or family emergency
- When a military member is required to report for duty on short notice and their spouse or usual caregiver is unavailable OR
- When a military member’s child is ill and the member’s family is unable to access their usual child care arrangement at a time when the military member’s presence is critical to the military operation

Additional funding may be available. Local Military Family Resource Centres can provide full details.
Respite Child Care Services

Respite Child Care Services can provide respite to support a family’s health and well-being while a military member is away on duty or during challenging periods.

Military Family Resource Centres are authorized to fund up to 72 hours of Respite Child Care Services for a military member’s family, should a period of respite to alleviate some of the stress related to child care be required during a member’s absence due to a military-related tasking or family challenges.

Additional funding may be available. Local Military Family Resource Centres can provide full details.
Casualty Support Child Care

Through Casualty Support Child Care Services, Military Family Resource Centres provide additional child care services to support the families of military personnel who are ill, injured or have died while serving.

Military Family Resource Centres are authorized to fund up to 168 hours of Casualty Support Child Care Services under any of the following circumstances:

• To facilitate family attendance and participation at medical, mental health or social support service appointments that will help in the military member’s recuperation
• To provide family respite
• To allow family participation in repatriation services
• To support the family throughout the funeral and bereavement process

Family Liaison Officers at local Military Family Resource Centres can provide more information about these services, and can link families to the appropriate support.
Canadian Forces Morale and Welfare Services

Canadian Forces Morale and Welfare Services programs are tailored to help families thrive in their communities, whether they are looking to sign their children up for swimming lessons, improve family fitness, make friends in a new community, or organize their finances.
Proceeds from the retail (CANEX) and financial services (SISIP Financial Services and Canadian Defence Community Banking) of the Canadian Forces Morale and Welfare Services are reinvested back into valuable morale and welfare programs. Millions of dollars are distributed each year to local base/wing/unit funds, or are donated to the Support Our Troops Funds to assist Canadian Armed Forces community members in need.

**Morale and Welfare Services Directory**

The Morale and Welfare Services Directory (www.cfmws.com/YourServices) is a user-friendly resource that provides a detailed catalogue of all programs offered to military community members. The directory takes the guesswork out of what’s out there; community members simply select the category that best characterizes them (i.e. family member) to be directed to a list of services available to them. Each listing in the directory also provides a link to learn more about the individual program or service.
CANEX

CANEX outlets include retail stores, grocery stores and ExpressMarts (some with gasoline sales). CANEX also partners with independent retailers like Tim Hortons, tailors and barber shops, medical and dental facilities and vending operations. Its goal is to provide a wide range of goods and services to the Canadian military community, ensuring customer convenience and that the general needs of the military community are met.

CANEX Rewards (formerly ClubXtra) is a customer loyalty program that provides points on purchases made at CANEX. These can be redeemed towards future purchases. The program incorporates the new CFOne Card (see next page).

For more details on CANEX, including upcoming promotions and activities, visit the CANEX website (www.canex.ca).

CF Appreciation Program

The CF Appreciation Program is the official discount program of the Canadian Armed Forces community. It provides access to discounts at more than 27,000 locations worldwide and is designed to give back to the military community. Whether planning a vacation, shopping for a new car, or just looking for a night out on the town, community members can have more fun for less.

Details are available on the CF Appreciation Program website (www.cfappreciation.ca).
CFOne Card

The CFOne card is the one card needed to access programs and services delivered by Canadian Forces Morale and Welfare Services. It confirms membership within the military community and provides easy access to both the CANEX Rewards Program and the CF Appreciation Program.

Members of the Canadian Armed Forces community can apply for a card online (www.CF1FC.ca). Queries can be directed to the CFOne membership office (1-855-245-0330).

Canadian Defence Community Banking

Designed with military families in mind, Canadian Defence Community Banking eliminates the turmoil of changing financial arrangements during postings and deployments. Through a partnership with BMO Bank of Montreal, Canadian Defence Community Banking offers a comprehensive range of cost-effective banking products, plans and services. Military community members can benefit from low-cost student loans, lines of credit, as well as a BMO Bank of Montreal Support Our Troops MasterCard.

Since 2008, the Bank of Montreal has contributed hundreds of thousands of dollars to sponsor morale and welfare programs. Purchases made with the Support Our Troops MasterCard have generated thousands more for the Support Our Troops Funds.

For more information, visit the Canadian Defence Community Banking website (www.cfmws.com/en/OurServices/CDCB).
Personnel Support Programs

Personnel Support Programs, a division of Canadian Forces Morale and Welfare Services, believes in a holistic approach to well-being including the physical, emotional, intellectual, social and spiritual health of the individual. Their services include fitness, sport, recreation and health promotion services, and allow families to meet new people, keep active and have fun. From winter carnivals to Sports Day in Canada, Personnel Support Programs also organizes special events that bring military families together and foster community pride.

There are many unique Personnel Support Programs programs and services available to families:

- Online registration makes it easy to access state-of-the-art fitness, sports and recreation facilities and programs at reduced rates.
- Families have access to online resources through www.DFIT.ca, including personal training designed to help the military family become more physically active and make healthy changes to their diet.
- Day camps provide alternative solutions to child care with the convenience of being located at member work locations.
- People with special needs are encouraged to participate in a wide variety of activities offered.
- Programs are built on the HIGH FIVE framework (www.highfive.org), which ensures healthy participant development and higher quality of services.
- Facilities and equipment are available for rentals.
- As the largest Canadian Forces Morale and Welfare Services employer, Personnel Support Programs is proud to provide job opportunities to military family members on a priority basis as well as meaningful volunteer opportunities.
National programs and contests, such as the Canadian Armed Forces Photography Contest, give families opportunities to showcase their talents and win great prizes.

Services vary from base to wing. Families are encouraged to learn more about their location and get involved. Access is available through the Canadian Forces Community Gateway (www.cfgateway.ca).
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<th>Services</th>
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<td><strong>Departments</strong></td>
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<td>• Human Performance Research and Development</td>
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<td>• Messes</td>
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<td>• Specialty Interest Activities</td>
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<td>• Canadian Armed Forces Member Deployment Support</td>
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SISIP Financial Services

With SISIP Financial Services, military members and their families are assured that from posting to posting, their files will follow them in a seamless process, with no new registrations and minimal paperwork required.

SISIP Financial Services has been serving the military community since 1969. With personalized financial advice and tailored product solutions, SISIP Financial Services meets the specific needs of the modern military family.

Eighteen SISIP offices at major bases/wings/units across Canada ensure a standardized process and optimal service delivery of the following programs, products and services:

- **Term Life Insurance Plans** (including Long Term Disability and the Vocational Rehabilitation Program)—no exclusions for war, dangerous occupations, hobbies, volunteer activities or sports
- **Financial Planning**—personalized advice, savings options and investment vehicles to help clients achieve their financial goals
- **Canadian Forces Group Retirement Savings Plan**—a “do-it-yourself” online investment and savings option
• **Financial Counselling**—free, confidential support in the resolution of serious financial distress with access to Canadian Forces Personnel Assistance Fund loans and grants

• **Personal Financial Management Education**—courses for recruits and officer-cadets

Locations and contact numbers for SISIP Financial Services offices across Canada are available on their website (www.sisip.com) or by calling toll-free 1-800-267-6681.

**Support Our Troops Funds**

Support Our Troops Funds help Canadian Armed Forces personnel and their families cope with unforeseen challenges that arise due to military service. One hundred percent of the donations made to the Support Our Troops Funds go directly to supporting Canadian Armed Forces members and their families.

• **The Military Families Fund** provides emergency support to the families of serving and former Canadian Armed Forces members.

• **The Hospital Comforts Fund** provides hospitalized Canadian Armed Forces members with toiletries, reading material and other basic comforts.

• **The Soldier On Fund** provides opportunities for serving and former Canadian Armed Forces members with a visible or non-visible illness or injury to pursue sport, recreation or other physically challenging activities.

• **The Canadian Forces Personnel Assistance Fund** provides serving and former personnel and their families with loans and grants.

For more information, visit the Support Our Troops website (www.cfmws.com/en/SupportOurTroops/Pages/default.aspx).
Glossary of Acronyms and Abbreviations

Below is a list of acronyms and abbreviations commonly used in the Canadian Armed Forces.

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<th>Acronym</th>
<th>Description</th>
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<td>AC</td>
<td>Advisory Committee</td>
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<td>AFC</td>
<td>Armed Forces Council</td>
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<td>APS</td>
<td>Active Posting Season</td>
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<td>BN</td>
<td>Briefing Note</td>
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<td>CAF</td>
<td>Canadian Armed Forces</td>
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<tr>
<td>CAMH</td>
<td>Centre for Addiction and Mental Health</td>
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<td>CANEX</td>
<td>Canadian Forces Exchange System</td>
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<td>CANFORGEN</td>
<td>Canadian Forces General Message</td>
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<td>CDB</td>
<td>Child Disability Benefit</td>
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<td>CDR</td>
<td>Commander</td>
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<td>CDS</td>
<td>Chief of the Defence Staff</td>
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<tr>
<td>CE</td>
<td>Continuing Engagement</td>
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<td>CEM</td>
<td>Children’s Education Management</td>
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<tr>
<td>CF HR</td>
<td>Canadian Forces Human Resources</td>
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<tr>
<td>CFB</td>
<td>Canadian Forces Base</td>
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<tr>
<td>CFDS</td>
<td>Canada First Defence Strategy</td>
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<td>CFHA</td>
<td>Canadian Forces Housing Agency</td>
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<td>CFHS</td>
<td>Canadian Forces Health Services</td>
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<td>CFMAP</td>
<td>Canadian Forces Member Assistance Program</td>
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<td>CFMWS</td>
<td>Canadian Forces Morale and Welfare Services</td>
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<tr>
<td>CFPAF</td>
<td>Canadian Forces Personnel Assistance Fund</td>
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<td>CFPM</td>
<td>Canadian Forces Provost Marshal</td>
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<td>CFRP</td>
<td>Commissioned From the Ranks Plan</td>
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<td>CHA</td>
<td>Canada Health Act</td>
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<td>CMHA</td>
<td>Canadian Mental Health Association</td>
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<td>CMHC</td>
<td>Canada Mortgage and Housing Corporation</td>
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<td>CMP</td>
<td>Chief Military Personnel</td>
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<td>CO</td>
<td>Commanding Officer</td>
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<td>CRS</td>
<td>Chief Review Services</td>
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<td>Abbreviation</td>
<td>Description</td>
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<td>CSV</td>
<td>Community Site Visit</td>
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<td>CWO</td>
<td>Chief Warrant Officer</td>
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<td>D Chap Pol</td>
<td>Director Chaplain Policy</td>
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<td>DA</td>
<td>Designated Assistant</td>
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<td>DAOD</td>
<td>Defence Administrative Orders and Directives</td>
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<td>DCSM</td>
<td>Director of Casualty Support Management</td>
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<td>DDCP</td>
<td>Dependants’ Dental Care Plan</td>
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<td>DEUs</td>
<td>Distinctive Environmental Uniforms</td>
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<td>DGMPRA</td>
<td>Director General Military Personnel Research and Analysis</td>
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<td>DMFS</td>
<td>Director Military Family Services</td>
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<td>DND</td>
<td>Department of National Defence</td>
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<td>DSC, DSG</td>
<td>Deployment Support Centre, Deployment Support Group</td>
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<td>FCP</td>
<td>Family Care Plan</td>
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<td>FCT</td>
<td>Family Crisis Team</td>
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<td>FIL</td>
<td>Family Information Line</td>
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<td>FLO</td>
<td>Family Liaison Officer</td>
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<td>FS&amp;R</td>
<td>Family Separation and Reunion</td>
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<td>FSV</td>
<td>Formal Site Visit</td>
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<td>FVP</td>
<td>Family Violence Prevention</td>
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<td>HLD</td>
<td>Home Location Decompression</td>
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<td>IE25</td>
<td>Intermediate Engagement 25 Year</td>
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<td>IPS</td>
<td>Indefinite Period of Service</td>
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<td>IPSC</td>
<td>Integrated Personnel Support Centre</td>
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<tr>
<td>IR</td>
<td>Imposed Restriction</td>
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<tr>
<td>IRP</td>
<td>Integrated Relocation Program</td>
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<tr>
<td>iSTEP</td>
<td>Individual Success Through Empowering Peers</td>
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<td>JPSU</td>
<td>Joint Personnel Support Unit</td>
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<td>JSB</td>
<td>Joint Speakers Bureau</td>
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<td>JTF-2</td>
<td>Joint Task Force 2</td>
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<td>Lcdr</td>
<td>Lieutenant-Commander</td>
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<tr>
<td>LCol</td>
<td>Lieutenant-Colonel</td>
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<td>LFWA</td>
<td>Land Forces Western Area</td>
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<td>Lt(N)</td>
<td>Lieutenant (Navy)</td>
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<td>Abbreviation</td>
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<tr>
<td>Maj</td>
<td>Major</td>
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<td>MAM</td>
<td>Managing Angry Moments</td>
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<td>MFF</td>
<td>Military Families Fund</td>
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<td>MFRC</td>
<td>Military Family Resource Centre</td>
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<td>MFS</td>
<td>Military Family Services</td>
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<td>MFS (Europe)</td>
<td>Military Family Services (Europe)</td>
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<td>MFS (U.S.)</td>
<td>Military Family Services (United States)</td>
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<td>MFSA</td>
<td>Mental Fitness and Suicide Awareness</td>
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<td>MFSP</td>
<td>Military Family Services Program</td>
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<td>MP</td>
<td>Military Police</td>
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<td>MWO</td>
<td>Master Warrant Officer</td>
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<td>NATO</td>
<td>North Atlantic Treaty Organization</td>
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<td>NCM</td>
<td>Non-Commissioned Members</td>
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<td>NCO</td>
<td>Non-Commissioned Officer</td>
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<td>NOK</td>
<td>Next of Kin</td>
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<td>NORAD</td>
<td>North American Aerospace Defence Command</td>
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<td>NPF</td>
<td>Non-Public Fund</td>
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<td>NPP</td>
<td>Non-Public Property</td>
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<td>OSI</td>
<td>Operational Stress Injury</td>
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<td>OSISS</td>
<td>Operational Stress Injury Social Support</td>
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<td>PAO</td>
<td>Public Affairs Officer</td>
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<td>PDCI</td>
<td>Personal Development and Community Integration</td>
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<td>PFSS</td>
<td>Personnel and Family Support Services</td>
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<td>PPD</td>
<td>Policy and Program Development</td>
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<td>PSHCP</td>
<td>Public Service Health Care Plan</td>
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<td>PSI</td>
<td>Prevention, Support and Intervention</td>
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<td>PSP</td>
<td>Personnel Support Programs</td>
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<td>PTSD</td>
<td>Post-Traumatic Stress Disorder</td>
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<td>R2MR</td>
<td>Road to Mental Readiness</td>
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<td>RCMP</td>
<td>Royal Canadian Mounted Police</td>
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<td>RHU</td>
<td>Residential Housing Units</td>
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<td>RMC Saint-Jean</td>
<td>Royal Military College Saint-Jean</td>
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<td>RMCC</td>
<td>Royal Military College of Canada</td>
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<td>Abbreviation</td>
<td>Full Form</td>
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<tr>
<td>ROD</td>
<td>Record of Discussion</td>
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<td>ROTP</td>
<td>Regular Officer Training Program</td>
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<tr>
<td>S2S</td>
<td>Shoulder to Shoulder</td>
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<td>SC</td>
<td>Steering Committee</td>
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<td>SCP</td>
<td>Special Commissioning Plan</td>
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<tr>
<td>SID</td>
<td>Strategic Initiating Directive</td>
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<td>SISIP</td>
<td>Service Income Security Insurance Plan</td>
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<tr>
<td>SLT</td>
<td>Second Language Training</td>
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<td>SOP</td>
<td>Standard Operating Procedures</td>
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<td>STF</td>
<td>Strengthening the Forces</td>
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<tr>
<td>TLD</td>
<td>Third Location Decompression</td>
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<tr>
<td>TOR</td>
<td>Terms of Reference</td>
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<tr>
<td>UN</td>
<td>United Nations</td>
</tr>
<tr>
<td>UTPNCM</td>
<td>University Training Program—Non-Commissioned Members</td>
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<td>VAC</td>
<td>Veterans Affairs Canada</td>
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<tr>
<td>VIE</td>
<td>Variable Initial Engagement</td>
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<tr>
<td>W/B Comds</td>
<td>Wing/Base Commanders</td>
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<tr>
<td>WG</td>
<td>Working Group</td>
</tr>
<tr>
<td>WHO</td>
<td>World Health Organization</td>
</tr>
<tr>
<td>YPET</td>
<td>Youth with Parents who have Experienced Trauma</td>
</tr>
<tr>
<td>YSS</td>
<td>Your Say Survey</td>
</tr>
</tbody>
</table>
Military Family Resource Centres in Canada

**British Columbia**

**COMOX**
MFRC
1575 Military Row
Lazo BC  V0R 2K0
comoxmfrc@gmail.com
Tel.: 250-339-8290

**ESQUIMALT**
MFRC
1505 Esquimalt Road
Esquimalt BC  V9A 7N2
mfrc@shawcable.com
Tel.: 250-363-2640
Toll-Free: 1-800-353-3329

**MAINLAND B.C.**
MFRC
4050 West 4th Avenue
Vancouver BC  V6R 1P6
office@bcmfrc.com
Tel.: 604-225-2550 Ext. 2518
Toll-Free: 1-888-828-6372

**Alberta**

**CALGARY**
MFRC
4225 Crowchild Trail SW
Calgary AB  T3E 1T8
info@calgarymfrc.ca
Tel.: 403-410-2320 Ext. 3590

**COLD LAKE**
MFRC
674 Kingsway Road
Cold Lake AB  T9M 2C3
adminclmfrc@familyforce.ca
Tel.: 780-594-6006

**EDMONTON**
MFRC
Building 161
Mons Ave
Lancaster Park
Edmonton AB  T0A 2H0
information@mfrcedmonton.com
Tel.: 780-973-4011 Ext. 6300

**SUFFIELD**
MFRC
Building R35
Dugway Drive
Ralston AB  T0J 2N0
Tel.: 403-544-5567

**WAINWRIGHT**
MFRC
Building 400
CFB Wainwright
Denwood AB  T0B 1B0
info@wainwrightmfrc.ca
Tel.: 780-842-1363 Ext. 1253
Saskatchewan

CENTRAL SASKATCHEWAN
MFRC
17 Wing Detachment Dundurn
Building 100
Dundurn SK S0K 1K0
info@csmfrc.com
Tel.: 306-492-2135 Ext. 4266

MOOSE JAW
MFRC
15 Wing Moose Jaw
Building 80
Moose Jaw SK S6H 7Z8
moosejawmfrc@familyforce.ca
Tel.: 306-694-2273

SOUTHPORT
MFRC
55 Musketeer Road East
Southport MB R0H 1N1
portagemfsc@gmail.com
Tel.: 204-428-4292

Manitoba

SHILO
MFRC
Building T-114
Shilo MB R0K 2A0
general.reception@shilomfrc.ca
Tel.: 204-765-3000 Ext. 3352

WINNIPEG
MFRC
102 Comet Street
Winnipeg MB R3J 3Y5
winnipegmfrc@familyforce.ca
Tel.: 204-833-2500 Ext. 4500

Ontario

BORDEN
MFRC
28 Arnhem Road
Building E-123
Borden ON L0M 1C0
bordenfamilyresourcecentre@gmail.com
Tel.: 705-424-1200 Ext. 3994

KINGSTON
MFRC
Batoche Community Centre
CFB Kingston
32 Lundy’s Lane
Kingston ON K7K 5G3
info@kmfrc.com
Tel.: 613-541-5010 Ext. 5195

LONDON
MFRC
701 Oxford Street East
London ON N5Y 4T7
londonmfrc@familyforce.ca
Tel.: 519-660-5366
Toll-Free: 1-888-514-7444

MEAFORD
MFRC
4th Canadian Division Training Centre
Meaford Road, Building 208
Meaford ON N4L 0A1
mfrc.meaford@gmail.com
Tel.: 519-538-1371 Ext. 6509

NATIONAL CAPITAL REGION
MFRC
330 Croil Private, Building 471
Ottawa ON K1V 1J1
info@mfrc-ncc.org
Tel.: 613-998-4888
NORTH BAY
MFRC
39 Sterling Avenue
Building 95
Hornell Heights ON  P0H 1P0
Tel.: 705-494-2011 Ext. 2053

PETAWAWA
MFRC - Main
12 Reichwald Crescent
Petawawa ON  K8H 1J4
isas@pmfrc.org
Tel.: 613-687-7587 Ext. 3222

MFRC - North Side
10-16 Regalbuto Avenue
Petawawa ON  K8H 1L3
Tel.: 613-687-1641

THUNDER BAY
MFRC
125 Algoma Street North
Thunder Bay ON  P7A 4Z5
tbaymfc@tbaytel.net
Tel.: 807-345-5116

TORONTO
MFRC
5 Yukon Lane
Toronto ON  M3K 0A1
tmfc@forces.gc.ca
Tel.: 416-633-6200 Ext. 4311

TRENTON
MFRC
50 Rivers Drive East
Trenton ON  K0K 3W0
trentonmfrc@familyforce.ca
Tel.: 613-965-3575

Quebec
BAGOTVILLE
MFRC
1775 Lucien-Lecompte
Building 116
Alouette QC  G0V 1A0
info@crfmbagotville.com
Tel.: 418-677-7468

MONTRÉAL
MFRC
Saint-Hubert
4815 chemin de la Savane
Saint-Hubert QC  J3Y 9G1
Tel.: 450-462-8777 Ext. 6810

Saint-Jean Garrison
Building 178
Falaise Street
Richelieu QC  J0J 1R0
crfmmontreal@bell.net
Tel.: 450-358-7099 Ext. 7955

Longue Pointe
6550 Hochelaga
Building 214
Montréal QC  H1M 1X9
Tel.: 514-252-2777 Ext. 4984

VALCARTIER
MFRC
Building 93
Courcellette QC  G0A 4Z0
info@crfmv.com
Tel.: 418-844-6060
New Brunswick

GAGETOWN
MFRC
Base Gagetown
Building A45
St. Lawrence Avenue
Oromocto NB  E2V 4J5
mfrcgage@rogers.com
Tel.: 506-422-3352

MONCTON
MFRC
mmfrc@rogers.com
Tel.: 506-850-6372

Nova Scotia

GREENWOOD
MFRC
14 Wing Greenwood
AVM Morfee Centre
School Road
Greenwood NS  B0P 1N0
home@greenwoodmfrc.ca
Tel.: 902-765-5611

HALIFAX AND REGION
MFRC
6393 Homefire Crescent
Halifax NS  B3K 5X5
info@halifaxmfrc.ca
Tel.: 902-427-7788

Prince Edward Island

PRINCE EDWARD ISLAND
MFRC
88 Watts Avenue
Charlottetown PE  C1E 2C1
peimfrc@gmail.com
Tel.: 902-892-8999

Newfoundland and Labrador

GANDER
MFRC
117 Sullivan Avenue
Gander NL  A1V 1S3
gandermfrc@familyforce.ca
Tel.: 709-256-1703 Ext. 1206

GOOSE BAY
MFRC
734 Chatham Street
Goose Bay NL  A0P 1C0
info@goosebaymfrc.ca
Tel.: 709-896-6900 Ext. 6060

ST. JOHN’S
MFRC
145 Churchill Avenue
St. John’s NL  A1A 0N9
info@stjohnsmfrc.ca
Tel.: 709-570-4636

Northwest Territories

NORTH OF 60
MFRC
5124-54th Street
Yellowknife NT  X1A 2R3
info.northof60.mfrc@northwestel.net
Tel.: 867-873-0700 Ext. 6859
Military Family Services in the United States

COLORADO SPRINGS
Military Family Services
135 East Ent Avenue
Peterson AFB, CO 80914
mfsus@cfmws.com
Tel.: 719-556-9269

TYNDALL
Military Family Services
500 Minnesota Avenue
Building 747
Tyndall AFB, FL 32403-5428
mfsus@cfmws.com
Tel.: 850-283-4839

ELMENDORF
Military Family Services
CF Detachment Elmendorf
10417 20th Street, Suite 125
Elmendorf AFB, AK 99506
mfsus@cfmws.com
Tel.: 907-552-3609

WHIDBEY ISLAND
Military Family Services
1589 Links Way
Oak Harbor, WA 98277
mfsus@cfmws.com
Tel.: 360-682-5909

ROME
Military Family Services
134 Chappie James Blvd.
Griffis Business and Technology Park
Rome, NY 13441–1234
mfsus@cfmws.com
Tel.: 315-339-4622

JOINT BASE LEWIS
McCHORD - TACOMA
Military Family Services
5512 S 320th Street
Auburn, WA 98001
mfsus@cfmws.com
Tel.: 253-737-8714

TINKER
Military Family Services Canadian Component 552
Air Control Wing 7710
First Avenue, Suite 37
Tinker AFB
Oklahoma City, OK 73145-9012
mfsus@cfmws.com
Tel.: 405-924-9531

WASHINGTON D.C.
Military Family Services Canadian Embassy
501 Pennsylvania Avenue
Washington, DC 20001
mfsus@cfmws.com
Tel.: 202-448-6352
Military Family Services in Europe

GEILENKIRCHEN
Military Family Services
Europe Regional Office
CFSU (Europe)
Building B14
Quimperlestr. 100
52511 Geilenkirchen
Germany

Military Family Services Europe
Regional Office
P.O. Box 5053, Station Forces
Belleville ON K8N 5W6
mfspeurope@gmail.com
Tel.: 011-49-2451-717192

SELFKANT KASERNE
Military Family Services
Europe CFSU (Europe)
Building 11
Quimperlestr. 100
52511 Geilenkirchen
Germany

Military Family Services Europe
Selfkant Kaserne
Slot 3099, P.O. Box 5053,
Station Forces
Belleville ON K8N 5W6
mfspeurope@gmail.com
Tel.: 011-49-2451-717500

UNITED KINGDOM
Military Family Services
CFSU Det United Kingdom
86 Blenheim Crescent, Building 188
Ruislip, Middlesex
HA4 7HB England

Military Family Services Europe
United Kingdom
P.O. Box 5051, Station Forces
Belleville ON K8N 5W6
mfspeurope@gmail.com
Tel.: 011-44-7814-240249

SUPREME HEADQUARTERS
ALLIED POWERS EUROPE (SHAPE)
Military Family Services Europe 1D
Pluton, Apt. #1-2
7010 SHAPE
Casteau, Belgium

Military Family Services Europe
SHAPE
P.O. Box 5048, Station Forces
Belleville ON K8N 5W6
mfspeurope@gmail.com
Tel.: 011-32-6544-5962
BRUSSELS
Military Family Services-Brussels
Frans Landrainstraat
Rue François Landrain 19-7
1970 Wezembeek-Oppem
Brussels, Belgium

Military Family Services Europe
Brussels
P.O. Box 5048, Station Forces
Belleville ON K8N 5W6
mfspeurope@gmail.com
Tel.: 011-32-6544-6012

NAPLES
Military Family Services-Naples
Via Madonna del Pantano
80014 Lago Patria
Naples, Italy

Military Family Services Europe
Naples
P.O. Box 5045, Station Forces
Belleville ON K8N 5W6
mfspeurope@gmail.com
Tel.: 011-081-509-9575

ALL OTHER LOCATIONS
Military Family Services Europe
Remote
P.O. Box 5051, Station Forces
Belleville ON K8N 5W6
mfspeurope@gmail.com
Tel.: 011-44-7814-240249
### Useful Links

Below is a list of useful links, including both those referenced in this guide and others. Should you discover a broken or outdated link, please call the Family Information Line (1-800-866-4546) to be directed to the most current and relevant information.

#### General Information

<table>
<thead>
<tr>
<th>Service</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Information Line (1-800-866-4546)</td>
<td><a href="http://www.familyforce.ca">www.familyforce.ca</a></td>
</tr>
<tr>
<td>Military Family Panel Process</td>
<td><a href="http://www.familyforce.ca">www.familyforce.ca</a></td>
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<tr>
<td>Department of National Defence and the Canadian Armed Forces</td>
<td><a href="http://www.forces.gc.ca">www.forces.gc.ca</a></td>
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<tr>
<td>Canadian Forces Morale and Welfare Services</td>
<td><a href="http://www.cfmws.com">www.cfmws.com</a></td>
</tr>
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<td>Community Gateway</td>
<td><a href="http://www.cfgateway.ca">www.cfgateway.ca</a></td>
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<td>SISIP Financial Services</td>
<td><a href="http://www.sisip.com">www.sisip.com</a></td>
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<tr>
<td>Canadian Defence Community Banking</td>
<td><a href="http://www.cfmws.com/en/OurServices/CDCB">www.cfmws.com/en/OurServices/CDCB</a></td>
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<tr>
<td>CANEX</td>
<td><a href="http://www.canex.ca">www.canex.ca</a></td>
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<td>CF Appreciation Program</td>
<td><a href="http://www.cfappreciation.ca">www.cfappreciation.ca</a></td>
</tr>
<tr>
<td>CFOne Card</td>
<td><a href="http://www.CF1FC.ca">www.CF1FC.ca</a></td>
</tr>
<tr>
<td>Ombudsman</td>
<td><a href="http://www.ombudsman.forces.gc.ca">www.ombudsman.forces.gc.ca</a></td>
</tr>
<tr>
<td>Veterans Affairs Canada</td>
<td><a href="http://www.veterans.gc.ca">www.veterans.gc.ca</a></td>
</tr>
<tr>
<td>Royal Canadian Legion</td>
<td><a href="http://www.legion.ca">www.legion.ca</a></td>
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### Relocation, Postings and Deployment

<table>
<thead>
<tr>
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<th>Website</th>
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<tbody>
<tr>
<td>Family Information Line (1-800-866-4546)</td>
<td><a href="http://www.familyforce.ca">www.familyforce.ca</a></td>
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<tr>
<td>Family Care Plan (DAOD 5044-1A)</td>
<td><a href="http://www.forces.gc.ca/en/about-policies-standards-defence-admin-orders-directives-5000/5044-1.page#fcp">www.forces.gc.ca/en/about-policies-standards-defence-admin-orders-directives-5000/5044-1.page#fcp</a></td>
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<tr>
<td>Canadian Armed Forces Postal Service</td>
<td><a href="http://www.canadapost.ca/tools/pg/manual/PGcanforce-e.asp">www.canadapost.ca/tools/pg/manual/PGcanforce-e.asp</a></td>
</tr>
<tr>
<td>Canada Post—Customs Regulations</td>
<td><a href="http://www.canadapost.ca/tools/pg/manual/PGcanforce-e.asp#1378916">www.canadapost.ca/tools/pg/manual/PGcanforce-e.asp#1378916</a></td>
</tr>
<tr>
<td>Canada Post—Letter and Parcel Preparation</td>
<td><a href="http://www.canadapost.ca/tools/pg/manual/PGcanforce-e.asp#1378611">www.canadapost.ca/tools/pg/manual/PGcanforce-e.asp#1378611</a></td>
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### Children and Youth

<table>
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<td>Family Information Line (1-800-866-4546)</td>
<td><a href="http://www.familyforce.ca">www.familyforce.ca</a></td>
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<tr>
<td>Connecting Canadian Forces Youth</td>
<td><a href="http://www.connectingcfyouth.ca">www.connectingcfyouth.ca</a></td>
</tr>
<tr>
<td>Child Care Human Resources Sector Council</td>
<td><a href="http://www.ccsc-cssge.ca">www.ccsc-cssge.ca</a></td>
</tr>
<tr>
<td>Child Care Resource and Research Unit</td>
<td><a href="http://www.childcarecanada.org">www.childcarecanada.org</a></td>
</tr>
<tr>
<td>Encyclopedia on Early Childhood Development</td>
<td><a href="http://www.child-encyclopedia.com">www.child-encyclopedia.com</a></td>
</tr>
<tr>
<td>Kids Help Phone</td>
<td><a href="http://www.kidshelpphone.ca">www.kidshelpphone.ca</a></td>
</tr>
</tbody>
</table>
The Students’ Guide to Mental Health and High School  
www.cmha.ca/mental_health/the-students-guide-to-mental-health-and-high-school

Sesame Workshop “Talk, Listen, Connect”  
www.sesameworkshop.org/what-we-do/our-initiatives

**Education**

Family Information Line (1-800-866-4546)  
www.familyforce.ca

Children’s Education Management  

CanLearn  
www.canlearn.ca

Financial Consumer Agency of Canada  
www.fcac-acfc.gc.ca

Employment and Social Development Canada  
www.esdc.gc.ca

Language Portal of Canada  
www.noslangues-ourlanguages.gc.ca

Youth Literacy  
www.youthliteracy.ca

**Employment**

Family Information Line (1-800-866-4546)  
www.familyforce.ca

Compensation and Benefits  

Veterans Affairs Canada—Benefits Browser  
www.veterans.gc.ca/eng/services/resources/benefits

Transition Services  

Service Canada  
www.servicecanada.gc.ca

Public Service Commission of Canada  
www.psc-cfp.gc.ca

Employment and Social Development Canada  
www.esdc.gc.ca

The Current State of Canadian Family Finances  
www.vanierinstitute.ca/family_finances#.VH5UzJV0xHg

Volunteer Canada  
volunteer.ca
Youth Canada  www.youth.gc.ca

**Family Violence Prevention**

Family Information Line (1-800-866-4546)  www.familyforce.ca

**Health and Wellness**

Family Information Line (1-800-866-4546)  www.familyforce.ca
Personnel Support Programs (via Canadian Forces Community Gateway)  www.cfgateway.ca
Fitness Tools and Resources  www.DFIT.ca
HIGH FIVE  www.highfive.org
Health Canada  www.hc-sc.gc.ca
College of Family Physicians of Canada  www.cfpc.ca
Doctor Search  www.cpso.on.ca/docsearch
Public Health Agency of Canada  www.phac-aspc.gc.ca

## Ill and Injured

**Family Information Line (1-800-866-4546)**  www.familyforce.ca

*The Guide to Benefits, Programs, and Services for Serving and Former Canadian Armed Forces Members and their Families*  

**Casualty Support / Joint Personnel Support Unit / Integrated Personnel Support Centres**  
www.forces.gc.ca/en/caf-community-support-services-casualty-support/contact-info.page

## Mental Health and Social Support

**Family Information Line (1-800-866-4546)**  www.familyforce.ca

**Canadian Forces Member Assistance Program**  
www.forces.gc.ca/en/caf-community-support-services-map/member-assistance-program.page

*You’re Not Alone: Connecting Military Families to Mental Health and Social Wellness Programs*  www.familyforce.ca

**The Mind’s the Matter**  www.familyforce.ca

**Road to Mental Readiness (R2MR)**  
www.forces.gc.ca/en/caf-community-health-services-r2mr/index.page

**Operational Stress Injury Social Support**  www.osiss.ca

**Veterans Affairs Canada—Mental Health**  
www.veterans.gc.ca/eng/services/health/mental-health

**Canadian Mental Health Association**  www.cmha.ca

**Canadian Association for Marriage and Family Therapy**  www.marriageandfamily.ca

**Post Traumatic Stress Disorder Association**  www.ptsdassociation.com