



Edmonton Garrison Military Family Resource Centre (MFRC)

Deployment Support Handbook

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Supporting the Heroes Behind the Heroes

Important Phone Numbers

Edmonton Garrison Switchboard (780) 973-4011

Enter the respective extension numbers or enter (0) for the Base Operator for assistance.

<u>Unit</u>	<u>Family Support</u>	<u>Duty Centre</u>	<u>Cell Phone</u>
1 CER	6303	3400	Through Duty Centre
1 Fd Amb	2665	2607	910-7855
1 MP Platoon.....	3320	3303	886-7615
1 PPCLI	5513	5500	721-7472
1 Svc Bn	2247	2009	Through Duty Centre
3 PPCLI	5132	5100	Through Duty Centre
408 THS.....	4927	4386	918-4950
742 Sigs Sqn.....	6741	940-7584	NA
HQ & Sigs	3844/3856.....	1675.....	NA
LdSH (RC)	3040/3106.....	3018/3019	Through Duty Centre

Emergency

Emergency Service	911
Garrison Fire Department	973-4011 ext 4810
Military Police (Emergency).....	973-4011 ext 4111
Military Police (non-emergency).....	973-4011 ext 4014
Emergency Childcare	973-4011 ext 6314 / 6300
.....	or 973-4011, 0, Ask for Duty Chaplain

Other

MFRC	973-4011 ext 6300
Deployment Support	973-4011 ext 5080 / 6304
211 Community Connection.....	211
(non-emergency social, health & govt. services)	
Garrison Fitness Centre	973-4011 ext 4383
CANEX Express Mart	973-3391
CANEX Retail Store	973-9527
Chaplain's Office	973-4011 ext 4999
Community Recreation Assn (CRA).....	973-4011 ext 4383
MFRC Daycare Centre	973-4011 ext 6307
Garrison Library	973-4011 ext 6345
Garrison Twin Arenas.....	973-4011 ext 4332
Garrison Social Work Office.....	973-4011 ext 5332
Garrison Psychological Social Sv	973-4011 ext 5332
Capital City Savings	973-7100



Family Separation and Reunion (Deployment Support)

What is the Edmonton Garrison MFRC?

The Edmonton Garrison Military Family Resource Centre (MFRC) is a non-profit, charitable organization. The MFRC fosters and supports individual, family and community well-being by providing services and support that address the uniqueness of our military families.

The MFRC is governed by a volunteer Board of Directors of which 51% must be a civilian spouse of full-time service Canadian Forces (CF) members.

Programs and Services

The MFRC provides programs and services that fall into the following four categories.

- Personal Development and Community Integration
- Child/Youth Development and Parenting Support
- Family Separation and Reunion
- Prevention, Support and Intervention

Personal Development and Community Integration

Mobility is an inherent part of the military lifestyle. Therefore, the MFRC helps military families integrate into their new community, enhances quality of life and promotes and supports personal, family and community development.

Child/Youth Development and Parenting Support

Positive parenting and support for the care and development of children and youth contribute to the health and well-being of families and communities. The MFRC supports parents in their care-giving role and provides opportunities for healthy development of children and youth

Family Separation and Reunion

The operation and training requirements of the Canadian Forces (CF) often result in the absence of the CF member from his/her family. The MFRC provides information, outreach and support to these families.

Prevention, Support and Intervention

Individual and family well-being has a significant impact on military readiness. The emphasis of the MFRC is to strengthen the existing capacity of individuals and families through primary preventative services.

Supporting the Heroes Behind the Heroes

Deployment Support

The MFRC deployment program provides resources, programs, and support to CF families prior to, during and after a deployment.

A deployment means the assignment of military personnel on unaccompanied duty away from their normal Garrison/Base for a period of more than four weeks. Examples of this would be temporary duty, extended course, unaccompanied posting or overseas missions.

Services provided by the MFRC deployment service include:

- Resources and up-to-date mission information
- Assistance during family-related emergencies
- Drop-in centre for families – Garrison Family Support Coordination Centre (GFSCC)
- Mail drop-off for overseas delivery
- Special events and activities for adults and families
- Deployment related publications for adults and children
- Dedicated website – www.gfsc.com
- Liaise regularly with unit family support sections
- Family briefings
- Reunification briefings
- Regular informal social gatherings
- Deployment related workshops
- Social events
- Deployment child care
- Warmline phone service (for family members of personnel deployed two months and longer).



Family Separation and Reunion (Deployment Support)

Resources - Publications for Adults

The MFRC has a wide variety of deployment related publications for adults. Available in English and French.

- **Family Handbook**

The Family Handbook includes information for families of deployed CF members. Material includes resource information, check lists, family communications information, guides on health & well-being, and information on benefits and allowances.

- **Preparing for Deployment Stress**

This booklet offers general suggestions for some of the common reactions faced through the different phases of deployment — pre-deployment, during deployment and post- deployment. It offers suggestions for both the departing CF member and the spouse who is staying.

- **Preparing for Critical Incident Stress**

This handbook offers assistance in recognizing, accepting and dealing with Critical Incident Stress. Critical Incident Stress is a normal reaction to an abnormal event which is sudden and unexpected, disrupts one's sense of control, involves the perception of a life threat, and may include elements of physical or emotional loss.

- **Preparing for Reunion Stress**

This handbook offers assistance for military families reunited after unaccompanied tours of duty. Reunion stress refers to the physical and emotional demands experienced by family members around the time of homecoming.

- **Member Assistance Program**

This publication provides information on the Members Assistance Program. The Members Assistance Program offers qualified and confidential support to assist you in overcoming almost every problem that can affect your professional or personal life.

Supporting the Heroes Behind the Heroes

Resources - Publications for Children & Youth

The MFRC has a wide variety of deployment related publications for children and youth. The purpose of these books is to bring some comfort to the children of deployed members while their parent is deployed.

Available in English and French.

- **Joey's Mom is Going Away**

Joey, a four-year-old beaver, finds out that his mother is leaving home for a long time to help a family member. "We hope that young children, ages three to six, whose parents are deployed will relate to Joey's experiences and enjoy doing activities with him," says Nathalie Connolly, the book's author.

- **A Father to Be Proud Of**

A military father explains his absences to his children. Geared to younger children with lots of illustrations.

- **My Mother is a Soldier**

This book addresses the experience of children who leave family and friends due to postings. The story is told from the unique perspective of a five-year old living in a military community where his mother is a service member.

- **Student Deployment Journal**

This activity book is targeted to children in the age group between 8 and 11

30 Wellness Place

(MFRC Special Resource Library)

The MFRC offers a comfortable reading and resource library offering a well-stocked library of printed and audio-video material. The resources available include information on Family Growth and Development, Relationships, Deployment Issues, Career Development and other human needs and concerns. Material may be loaned out for up to three weeks.



Family Separation and Reunion (Deployment Support)

Mission Information

- **Information Briefings**

In partnership with the Units, the MFRC hosts regular information briefings.

The briefings include:

- Updated information regarding deployments
- Personnel to answer any questions
- New support resources and activity opportunities
- Exchange of advice and ideas

- **On-line Mission Information** (www.mfrcedmonton.com)

Updated mission information is available through links on the MFRC website under Deployment Support. Links include:

- CF Department of National Defense Operations information
- Canadian Military Families
- Unit websites

- **Mission Information Line** (1-800-866-4546)

The Mission Information Line is a toll free, bilingual telephone service for families of Canadian military personnel serving an operation role outside of Canada.

The Mission Information Line provides families

- Timely and accurate information
- Reassurance and support
- Referral to other resources when required.
- Information access 24 hours a day
- Line Personnel available from 6:00 a.m. to 2:30 p.m. Edmonton time.

Supporting the Heroes Behind the Heroes

Additional Family Support

Several agencies work hand-in-hand with the MFRC to help provide advice and support to the families of deployed members.

- **Family Support Sections**

Many units at Edmonton Garrison have internal Family Support Section (FSS). They provide families with an additional, local point of contact and source of support. The MFRC works in close collaboration with the Unit FSS as a Family Support Team to coordinate and provide deployment support programs for families.

- **Garrison Social Work Office**

The Garrison Social Work Office (GSWO) is comprised of military and civilian social workers well versed in the unique lifestyle of the military family. The staff is available to assist with individual, marital and family counseling. Other preventative services are also offered. Sometime just being able to talk about your concerns can help you overcome, or at least reduce the feeling of being overwhelmed by the demands of the military lifestyle. You can contact the GSWO by calling the Garrison Operator at 973-4011.

- **Chaplains**

The military Chaplains are well versed in the issues facing the families of our military members. Both the Roman Catholic (RC) and Protestant Chaplains are located in Lancaster Park. Many of the Units have their own Chaplains. You can contact the unit FSS to find out this information. During silent hours, a “duty chaplain” is always available to look after emergency situations. You can contact Pastoral care 24 hrs a day by calling the Garrison Operator at 973-4011.



Family Separation and Reunion (Deployment Support)

Member Assistance Program (MAP)

The Member Assistance Program (MAP) is a voluntary and confidential service, initiated by the Canadian Forces (CF) to help members and family members who have personal concerns that affect their personal well being. Some of the problems that the MAP may provide assistance include:

- Marital & family problems
- Work-related problems
- Emotional problems
- Psychological problems
- Substance abuse
- Financial difficulties
- Interpersonal conflicts
- Legal difficulties
- Gambling problems

Any individual wishing to talk to a professional counselor or to make an appointment can simply call the Member Assistance Program, 24 hours a day, and 365 days a year.

The Canadian Forces (CF) pays for the cost of the program. If you need specialized or longer-term help, your counselor will refer you to an appropriate professional resource.

The Member Assistance Program is confidential. Professional counselors are bound by their code of ethics to guarantee confidentiality.

For more information or for an appointment, call:
1-800-268-7708

Supporting the Heroes Behind the Heroes

Emergencies (Family Related)

Be prepared to provide details of the deployed military member (name, rank, initials, service number)

In the event of an emergency at home, **where you require family support assistance:**

1. Contact the deployed member's unit family support section (FSS) directly.

Family Support Phone #'s (Call 973-4011 and the extension #.)

1 CER..... ext 6303	408 THS.....ext 4801
1 Fd Amb ext 2665	742 Comm..ext 6741
1 MP PI... ext 3320	HQ & Signs ext 3844/3856
1 PPCLI .. ext 5513	LdSH (RC)..ext 3040/3106
1 Svc Bn . ext 2247	
3 PPCLI .. ext 5132	

2. If you are unable to contact the FSS directly, immediately call the unit Duty Centre. Advise them that you have a family emergency, and need to speak with a member of the FSS. Leave a telephone number where you can be reached. The Duty Centre staff will initiate a call on your behalf, and you should receive a telephone call back as soon as possible.

Duty Centre Phone #'s (Call 973-4011 and the extension #.)

1 CER..... ext 3400	408 THSext 4395
1 Fd Amb... ext 2607	742 Comm..940-7854
1 MP PI..... ph 866-7615	HQ & Sigs...ext 1675
1 Svc Bn ext 2009	LdSH (RC)..ext 3018/3019
1 PPCLI ext 5500	
3 PPCLI ext 5100	

3. If you are unable to contact the parent unit FSS or duty centre, or if you are unsure of who to call, call the Deployment Support Coordinator at 973-4011 ext 5080

After hours, call 973-4011 and ask for the Garrison Duty Centre;.

Advise them that you must speak with a member of the **EDMONTON GARRISON FAMILY DEPLOYMENT SUPPORT COORDINATION CENTRE** immediately, and leave a telephone number where you can be reached. The Duty Staff will contact the GFSCC on your behalf, and you will receive a telephone call from the GFSCC as soon as possible. The GFSCC will do whatever it can to assist in an emergency.



Family Separation and Reunion (Deployment Support)

Emergency Childcare

Ph 973-4011 extension 6314

After hours, 973-4011, Press (0) for Base Operator, ask for the Duty Chaplain.

The MFRC Emergency Child Care Service supports the ability of CF members to be available for all types of duty by ensuring parents have access to child care in emergency situations. This is conducted by assisting families in the development of a family care plan, providing referrals to alternate full time child care services, etc.

In specific circumstances the Emergency Child Care Service may provide up to 72 hours of financial support for families during an emergency by paying for childcare.

Emergencies do not including recurring events during the course of a year. Such circumstances should be addressed in the family care plan. Emergency situations are expected to be resolved within a 24 – 72 hour period and are considered situations that are not foreseeable.

Examples of emergencies that would clarify for this service are:

- When the CF member is away on duty and the spouse/caregiver is unavailable due to illness.
- When the CF member is away on duty and the spouse/caregiver is unavailable due to a family emergency.
- When a single parent or both parents are CF members and CF duty requirements are such that the regular child care provider is unavailable.
- When a child is ill and the parent is unable to access their usual child care arrangement at a time when the CF member's presence at work is critical to the military operation.

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Deployment Drop-In Centre (GFSCC)

Ph 973-4011 extension 5080 / 5081

Located in the MFRC (Building 161)

Open 8:00 a.m. to 4:00 p.m.

- Comfortable lounge for families of deployed military members
- Current deployment information
- Coffee
- Computers with internet and e-mail access
- TV and VCR
- Children's books, toys and games
- Bulletin board about social events, programs, resources
- Military and civilian staff are available to assist with any questions you may have.

Social Activities

The primary purpose of these events is to provide you with an opportunity to get out, meet with other families, and share experiences/advice in a relaxed and fun setting.

Some examples of previous activities include:

- Family and adult-oriented field trips
- Adults' night out
- Movie nights
- Karaoke night
- Christmas Party

Your suggestions for activities are always welcome.

Information on upcoming activities is available in the MFRC Newsletter, on the MFRC website (www.mfrcdmonton.com) and at the Deployment Drop-in Centre (GFSCC).



Family Separation and Reunion (Deployment Support)

Deployment Childcare

Ph 973-4011 extension 6300

Located in the MFRC (Building 161)

- Free for families of military members deployed for more than four weeks.
- For children from age birth to 12 years
- Supervised by experienced childcare providers in an environment appropriate to the child's age and developmental stage.
- Games, art activities, singing, stories, outdoor play.
- School-aged children can enjoy video games, foosball, large screen TV and other activities at "The Edge" Youth & Teen Centre at the MFRC.
- Peanut/nut-free snacks and/or lunches and juice must be provided by parents.
- Families can book for more than one session at a time, but no earlier than two weeks in advance.
- Families will be asked to fill in a form prior to their first deployment child care.
- Pre-registration for deployment childcare sessions is required. Enrollment is limited and based on a first-registered basis. The registration for each session closes at least two business days before the scheduled date.
- Please make sure your child has appropriate indoor shoes and appropriate outdoor clothing and footwear. Please provide a change of clothes for young children.

For information on upcoming Deployment Childcare dates:

- Drop in to the MFRC
- Visit www.mfrcedmonton.com
- Call 973-4011 extension 6300

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Mail Information

Free Mail Service - Edmonton Garrison

Military family members can send “care packages” to loved ones overseas. The service may be used by CF personnel, their families, DND or other Federal Government employees (includes RCMP and CFP SA). Civilian contractors are not entitled to use this service.

Please refer to the MFSP Family Handbook for Military Operations pg 26 for general information on sending mail overseas.

The free mail service should not be used if the member is due to return to Canada within **four** weeks of mailing date.

Items cannot be traced using this service and delivery times are varied and not guaranteed. If you require these service, you may wish to use Canada Post for quicker delivery.

No Charitable donations and/or humanitarian aid is permitted to be sent through this service (in accordance with policy issued by the VCDS).

Drop Off Locations

Families may drop off their SHOEBOX size (or smaller) mail to:

- MFRC Deployment Support Drop-In Centre (GFSCC) in Building 161
- Garrison Mailroom at Garrison HQ in Building 181
 - Mailroom is open 7:30 a.m. - 12 noon; 1:00 p.m. - 4:00 p.m.
 - After-hour drop off may be made at the Garrison Duty Centre in the same building (Building 181)

Families may drop off larger size mail to:

- Garrison Mailroom at Garrison HQ in Building 181
 - Mailroom is open 7:30 a.m. - 12 noon; 1:00 p.m. - 4:00 p.m.
 - After-hour drop off may be made at the Garrison Duty Centre in the same building (Building 181)



Family Separation and Reunion (Deployment Support)

Mail Information (Continued)

Guidelines:

- Maximum Weight: 20 kg or 44 lb
- Size: Maximum length may not exceed 1 m
- Overall maximum dimensions not to exceed 2 m
- Oversize or overweight parcels will not be accepted.
- Parcels must be properly addressed to members, which includes their unit.
- Senders must place their return address in top left corner, along with their home phone number
- All parcels must have a detailed list of the contents on the front bottom left corner of parcel.
- Letters may also be mailed.
- All parcels are x-rayed at CFPU Trenton before dispatch overseas and subject to inspection by host country.

Prohibited Items

Canada Post guidelines regarding prohibited items to host country will be followed. The following are prohibited items for mailing:

- Articles which may generally be viewed as obscene. (pornography)
- Compressed gases (certain aerosols)
- Corrosive liquids/solids (bleach, acids, certain batteries)
- Flammable liquids/solids (flints, lighter fluid, perfumes)
- Explosives (fireworks)
- Alcoholic products (wine, beer, spirits)
- Tobacco Products (cigarettes, cigars)
- Drugs and narcotics (includes prescription drugs)
- Perishable items
- Weapons, firearms or anything resembling a weapon are not permitted to be mailed. This includes replicas.

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Administrative and Financial Support for Deployed Members

Ops Unit Record Support (URS).

When a service member is deployed overseas, a Unit Records Section (URS) is designated in Canada to hold all of the member's military records for the duration of the tour.

The URS is responsible to provide administrative and financial support to personnel deployed on operations.

The typical functions provided by a URS during a tour include ensuring that the member's pay is correct, that arrangements for leave (including reimbursement of funds) are made, and that information regarding the member's family address and/or Next of Kin is correct and current.

It is important to understand that while the MFRC can act as a local point of contact for assistance in dealing with administrative problems, the URS is the only agency that can take the physical action necessary to resolve it.

Remember that you will need an approved power of attorney form to access your partner's pay while they are overseas.

You can contact your FSS or Deployment Support Coordinator to set up a meeting with Ops URS.



***Family Separation and Reunion
(Deployment Support)***

Notes



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Notes



Family Separation and Reunion (Deployment Support)

Are you going to be away from your regular residence?

Spouses of deployed military members are asked to complete the following form if they are going to be absent from their normal residence for any extended period of time.

Please complete this form and return to the MFRC Deployment Drop-In Centre (GFSCC) or your Unit Family Support Section (FSS).

Military Member's Information

Last Name:		Initials:
Rank:	Service Number:	
Unit:	Operation's Name:	

Spouse's Information

Last Name:	First Name:
Current Address:	
Current Home Ph:	
Current Work Ph:	

I will be absent from my usual residence:

Starting from (Date):	Returning Back (Date):
New Address	
New Phone Number:	

For Administration Use Only:

Date Received:	Date Entered:	Entered by
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