



# FAMILY HANDBOOK

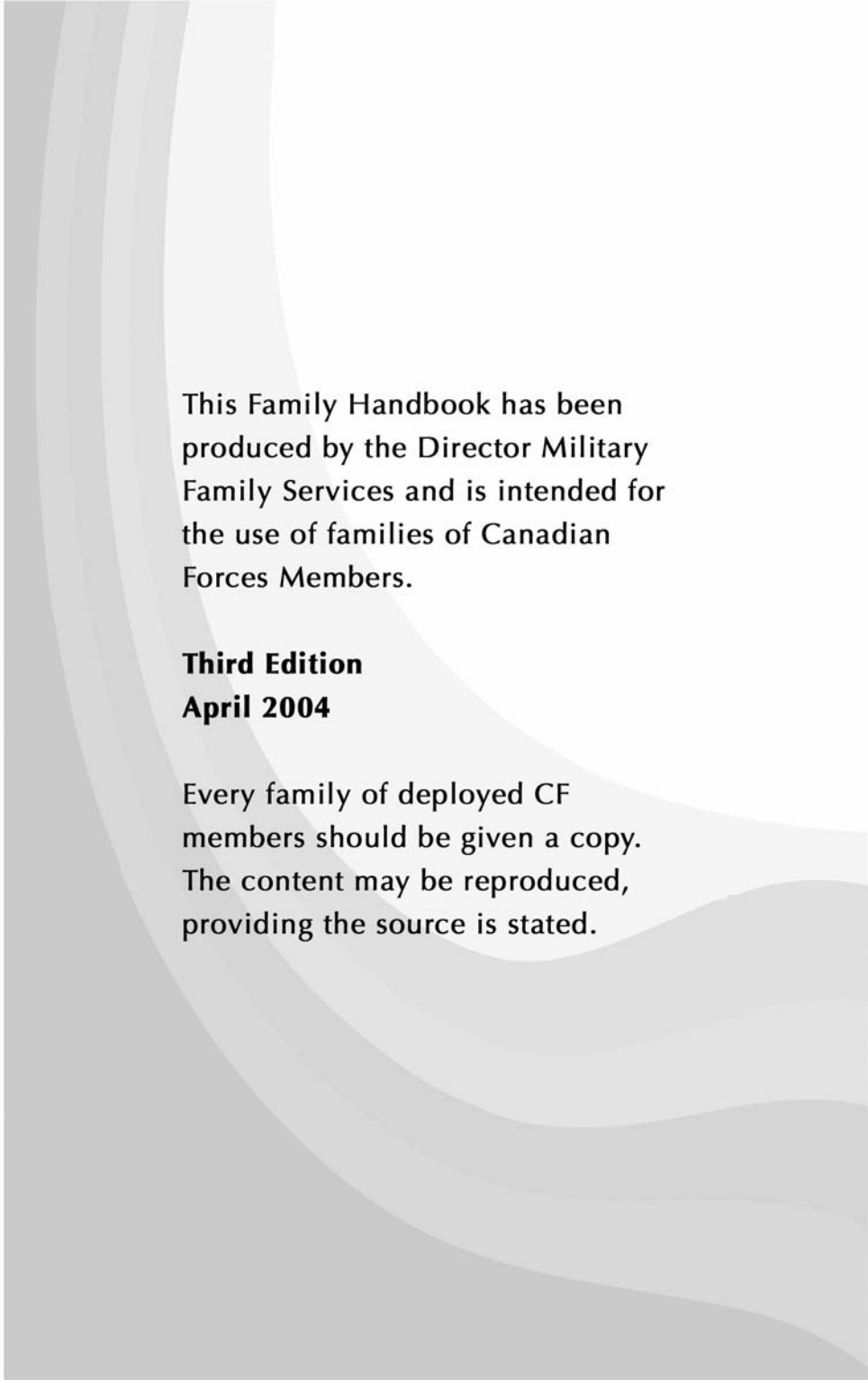
MILITARY OPERATIONS

*Resources and  
Information for Families of  
Canadian Forces members*



A Division of the Canadian Forces Personnel Support Agency

Canada 



This Family Handbook has been produced by the Director Military Family Services and is intended for the use of families of Canadian Forces Members.

**Third Edition**  
**April 2004**

Every family of deployed CF members should be given a copy. The content may be reproduced, providing the source is stated.

# 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 than Parent Unit \_\_\_\_\_

## Addresses During Deployment:

**Postal**

**E-mail**

_____	_____
_____	
_____	
_____	
_____	

Name of Mission or Military Operation \_\_\_\_\_

## Important Telephone Numbers

Local Military Deployment Support Group: Army Rear Party, Naval Shore Element or Air Sponsor Group

Name \_\_\_\_\_ Telephone \_\_\_\_\_

Canadian/Military Family Resource Centre located nearest to the family

Name \_\_\_\_\_ Telephone \_\_\_\_\_

Mission Information Line (MIL)

1-800-866-4546 (North America)

613-995-5234 (outside of North America) - Collect calls accepted Mon-Fri from 8 am-4:30 pm Ottawa time.

Canadian Forces Member Assistance Program (CFMAP) 1-800-268-7708 (for Canada only) For International Access Codes for other countries, refer to Chapter 3.

National Passenger Service 1-800-487-1186

Public Service Health Care Plan (PSHCP) 1-888-757-7427

SISIP Financial Services 1-800-267-6681, in Ottawa 233-2177

[www.sisip.com](http://www.sisip.com)

Local Representatives:

Insurance Representative \_\_\_\_\_ Telephone \_\_\_\_\_

Financial Planner \_\_\_\_\_ Telephone \_\_\_\_\_

Financial Counsellor \_\_\_\_\_ Telephone \_\_\_\_\_

Canadian Forces Personnel Assistance Fund (CFPAF) 1-888-753-9828,  
in Ottawa 760-3447

Department of National Defence/Veterans Affairs Canada Centre  
(DND/VAC) 1-800-883-6094

Frequently called numbers: \_\_\_\_\_

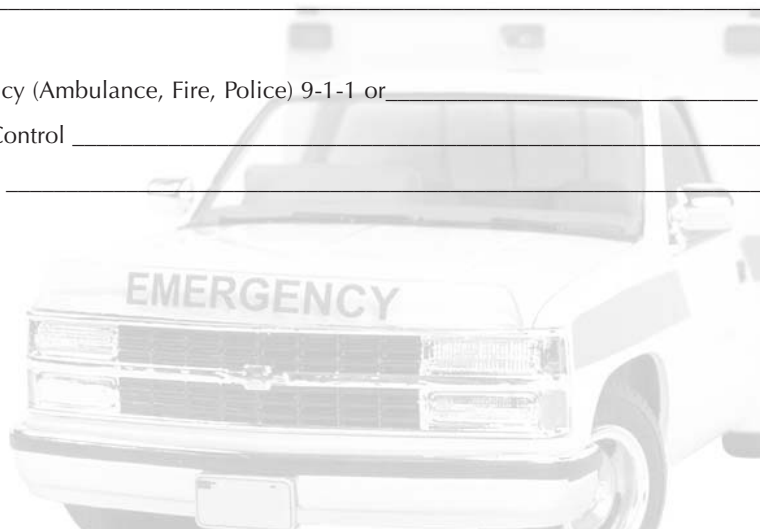
\_\_\_\_\_

\_\_\_\_\_

Emergency (Ambulance, Fire, Police) 9-1-1 or \_\_\_\_\_

Poison Control \_\_\_\_\_

Hospital \_\_\_\_\_



# TABLE of CONTENTS

Greetings from the Director Military Family Services

## Chapter One – RESOURCES

Sources of Information / Support . . . . .	1
Pre - Deployment Checklist . . . . .	2
Military Support – National Programs. . . . .	5
Military Family Services Program . . . . .	5
Canadian/Military Family Resource Centres . . . . .	5
Mission Information Line . . . . .	7
SISIP Financial Services . . . . .	10
Support to Deployed Operations . . . . .	12
Strengthening the Forces Health Promotion Program . . . . .	14
Ombudsman for the Department of National Defence and the Canadian Forces . . . . .	16
Military Support – Local . . . . .	18
Deployment Support Groups . . . . .	18
SISIP Sample Consent Form . . . . .	19

## Chapter Two – COMMUNICATION

Telephone . . . . .	23
E-mail . . . . .	24
Mail – Postal . . . . .	24
Service Air Travel . . . . .	28

## Chapter Three – HEALTH AND WELL-BEING

Stages of Deployment . . . . .	31
The Emotional Cycle of Deployment . . . . .	33
Maintaining Health . . . . .	40
Medical and Dental Plans . . . . .	42
Canadian Forces Member Assistance Program . . . . .	43
Department of National Defence/Veterans Affairs Canada Centre . . . . .	45
Sample Medical Claim Letter . . . . .	48
Sample Dental Claim Letter . . . . .	49



Chapter Four – BENEFITS AND ALLOWANCES

Benefits and Allowances .....53  
Family Care Assistance .....53  
Family Care Plan .....54  
Emergency Child Care Services .....55  
Legal Issues .....55  
Humanitarian Aid .....56

Chapter Five – RESERVE FORCE CLASS C SERVICE

Pay and Benefits .....59



## GREETINGS FROM THE DIRECTOR MILITARY FAMILY SERVICES

This handbook has been prepared first and foremost for the civilian spouses/partners of Canadian Forces personnel and Reserve Forces members serving on operational missions outside of Canada. Other family members (parents, siblings, children, grandparents, etc.) will also find useful information in the handbook. In addition, many of the strategies and checklists will also assist families during other prolonged separations related to training or operations.

Let me begin by assuring you that you are not alone. Although this may be a first experience for you and your family, thousands of Canadian families have experienced and continue to face similar challenging separations. This handbook has been created from the collective wisdom of many CF families to help you identify accessible sources of information and support prior to, during, and after the deployment. It is vitally important that you and your family cope effectively with the variety of challenges you will face while your loved one is deployed on missions or other duties.

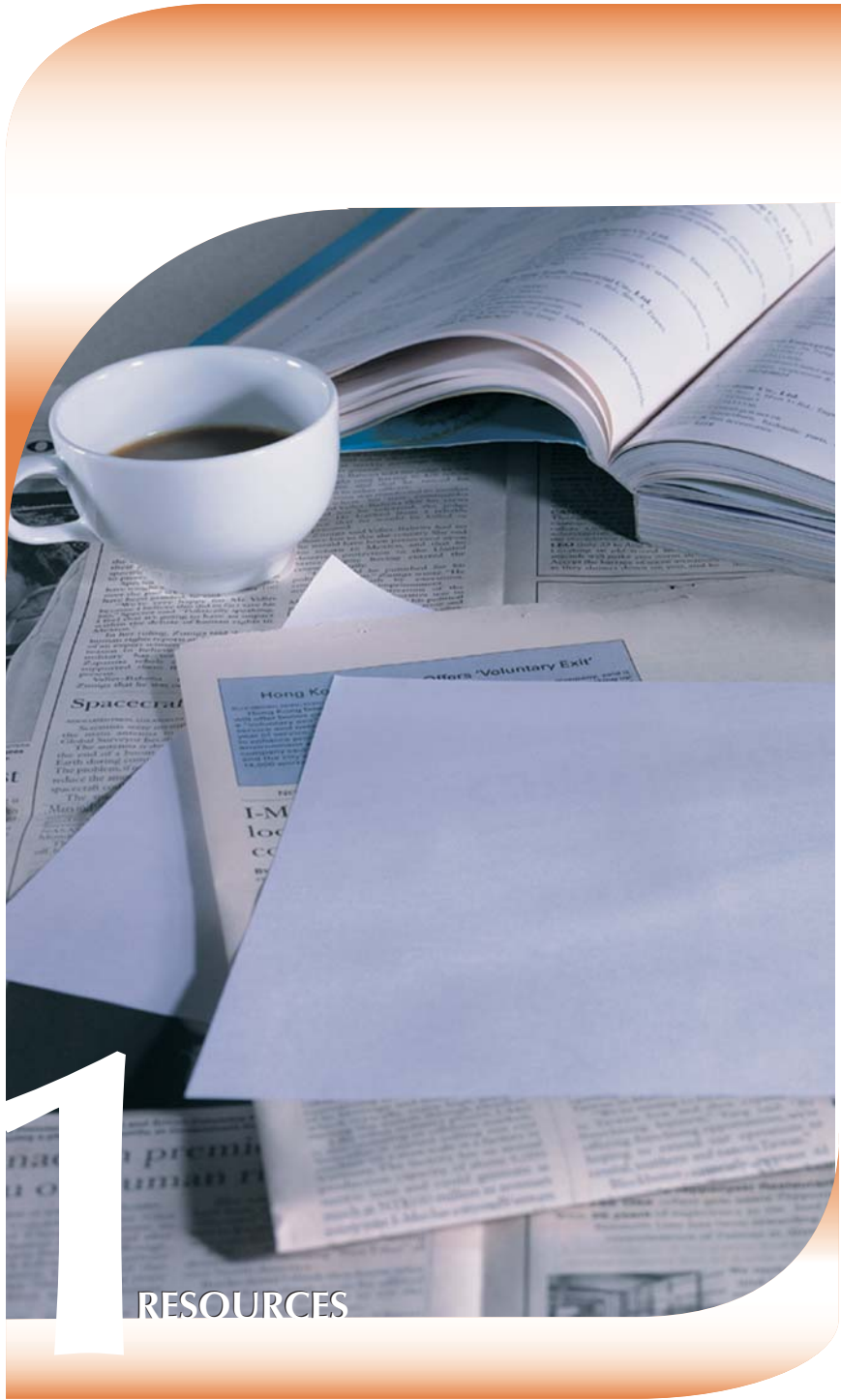
I would like to invite and encourage you to contact the nearest Canadian/Military Family Resource Centre (C/MFRC) and the Mission Information Line. See Chapter One for details. I know you will receive a warm welcome and a wealth of valuable and practical information. You will meet dedicated, competent people who will introduce you to a wide variety of resources and interesting activities organized by and for CF families.

The Military Family Services Program (MFSP) has been expanded to include Reserve Force members and their families. An Outreach to Reservists service is targeted to all Reserve Force members to inform them of C/MFRC services should they become deployed. In addition, all C/MFRC services are available to families of Reserve Force members prior to, during and for a one or two year period after deployment.

In closing, let me express my sincere appreciation for your resourcefulness. I know from personal experience that military family life can be challenging, particularly when Canada's international commitments require our loved ones to serve abroad. Their ability to fulfill their role is immeasurably strengthened by the support of a strong and resilient family at home.



Celine Thompson  
Director Military Family Services  
Canadian Forces Personnel Support Agency  
National Defence Headquarters



# 1 RESOURCES



## Chapter One

# RESOURCES

Please note that the term Military Family Resource Centre (MFRC) refers to an organization within Canada. The term Canadian Military Family Resource Centre (CMFRC) refers to an organization outside of Canada. When the acronym C/MFRCs is used it is referring to both MFRCs and CMFRCs.

## Sources of Information / Support

There are many resources that you can use to obtain information or seek solutions to situations that arise during deployment. These are listed below and outlined in further detail in this chapter.

Family Handbook Military Operations

Local Military Deployment Support Group  
Army Rear Party, Naval Shore Element or Air Sponsor Group

Canadian/Military Family Resource Centre  
Located nearest to CF member's family  
[www.cfpsa.com/en/psp/dmfs/mfrccontact/index.asp](http://www.cfpsa.com/en/psp/dmfs/mfrccontact/index.asp)

The Virtual CMFRC  
Located at the Centrepointe Web Site  
[www.centrepointe-europe.ca](http://www.centrepointe-europe.ca)



**Mission Information Line**  
1-800-866-4546 (North America)  
613-995-5234 (outside of North America)  
collect calls accepted Mon-Fri from 8 am-4:30 pm Ottawa time.

**Internet**  
Website [www.cfpsa.com](http://www.cfpsa.com)

**SISIP Financial Services**  
Website: [www.sisip.com](http://www.sisip.com); Toll Free: 1-800-267-6681; in Ottawa: 233-2177  
There are 18 SISIP Financial Services offices located at Wings, Bases and Units across Canada. The Canadian Forces Personnel Assistance Fund (CFPAF) programs are also offered through SISIP Financial Services. Visit the web site for a location near you.

## Pre-Deployment Checklist

A checklist is one way to actively prepare for deployment, facilitating a task that may at first seem overwhelming. It will provide structure to deployment preparations and will be useful when reviewed in advance of the departure date. It is recommended that the spouse and deploying member complete the checklist together.

Many CF families have learned from experience that keeping important documents secure and organized significantly decreases frustration and stress, particularly during family crises.

You may find that only some of the listed items are pertinent to your particular situation, or that you need to add some points of your own. Feel free to customize this checklist.

### Information/Support

- "Record of Important Information" completed
- Family Care Plan completed (for more information see Chapter Four)
- Local military unit contacted (Rear Party, Shore Element, Air Sponsor)
- Nearest Canadian/Military Family Resource Centre contacted – you can be added to their e-mail list
- Military Family ID card for eligible family members
- SISIP Financial Services office contacted
- \_\_\_\_\_

## Communication

- Addresses, phone numbers and e-mail addresses recorded (for deploying member and family)
- Set up a web based e-mail account (e.g. hotmail) for communication between member and family.
- List of important dates (and cards) given to deploying member
- Bedtime stories recorded by deploying parent
- \_\_\_\_\_

## Health

- Signed supply of Medical/Dental Insurance Plan Claims and letters authorizing payment to the spouse of CF member
- Names and phone numbers of doctor/dentist recorded (and emergency services)
- Emergency plan discussed with children
- \_\_\_\_\_

## Legal

- Identification cards, papers, certificates for all family members
- Copy of current wills accessible
- Powers of Attorney completed for both medical and financial matters
- Power of Guardianship completed
- Adoption Papers
- Marriage Certificate submitted to Orderly Room
- Common Law Declaration submitted to Orderly Room
- Location of any deeds or mortgages
- \_\_\_\_\_

## Financial

- Household budget – know all payments that need to be made
- Location of safety deposit box and key
- Accounts and credit cards (numbers recorded)
- Pay allotments arranged through Pay Office
- Know whom to call if problem arises with allotments, etc.
- Investment contributions (e.g. pre-authorized RRSP contributions)
- Income Tax Return information assembled\*
- Review of SISIP life insurance needs, coverage, and beneficiaries
- Have currency of country not only of where you are going, but also of countries where you may stopover
- \_\_\_\_\_

## Home

- Mortgage/rent payment arranged
- Insurance policies (Life, Home, Auto)
- Utilities (date, amount, account numbers and payment method for each)
- Vehicles (Registration, Driver's License renewal dates)
- Security and maintenance (inside, exterior)
- Arrange oil/heating for house
- Arrange for snow removal or lawn care
- Contacts for base housing, landlords, plumber, electrician, auto mechanic
- Location of electrical panel, water control valve, gas control valve
- Combination of any padlocks
- Kennels/Veterinarians/Medical records for pets
- \_\_\_\_\_

## Travel\*\*

- Passport
- Visa\*
- Immunization requirements confirmed\*
- If traveling outside of Canada with children, seek legal advice through your family lawyer or Immigration Canada. If you do not have a lawyer you can seek assistance through your local Lawyer Referral Service.
- Cameras and electronics should be pre-registered with Canada Customs
- \_\_\_\_\_

\* if required

\*\* for family member who will be traveling outside of Canada to meet the deployed military family member (spouse, parent, child)



## **Military Support – National Programs**

### **MILITARY FAMILY SERVICES PROGRAM (MFSP)**

#### **Director Military Family Services**

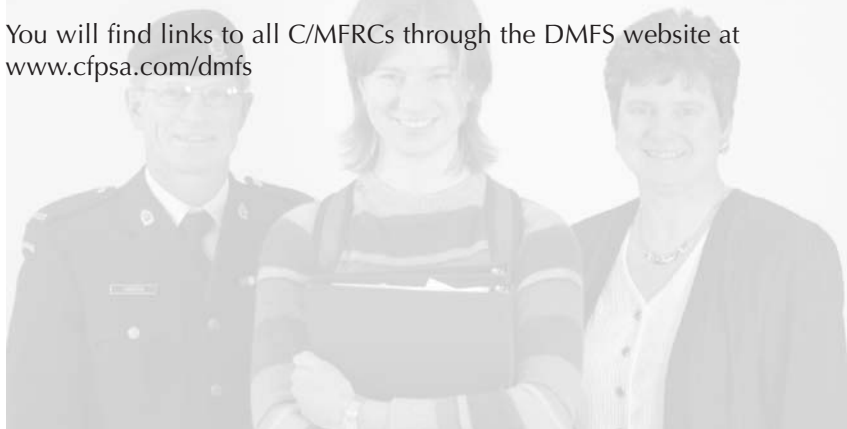
In 1991 the Military Family Services Program was formalized with dedicated, public funds. At National Defence Headquarters (NDHQ) in Ottawa, the Director Military Family Services (DMFS) is responsible for the development of MFSP policies and service delivery standards and verifying C/MFRC performance. DMFS also provides technical and professional advice and develops 'Good Practice and Resource Guides' in collaboration with MFSP stakeholders. In 2001, DMFS established regional field operations positions to assist with these responsibilities.

#### **Canadian/Military Family Resource Centres**

Canadian/Military Family Resource Centres are located both in Canada and out of country where a significant number of Canadian military families are located. C/MFRCs provide services and resources that respond to the essential needs of CF families that arise from their unique lifestyle, and/or support personal, family and community development. MFRCs in Canada have been incorporated as not-for-profit organizations governed by community based Boards of Directors. CMFRCs outside of the country operate as part of the military unit where they are located and are supported by community based Advisory Committees.

You are invited and encouraged to contact the C/MFRC nearest you as soon as possible, in order to take advantage of the many sources of information and support available to CF families. Your contact with C/MFRC staff will be treated confidentially.

You will find links to all C/MFRCs through the DMFS website at [www.cfpsa.com/dmfs](http://www.cfpsa.com/dmfs)



Services offered through C/MFRCS:

- Personal Development and Community Integration that includes:
  - Welcome and Community Orientation
  - Information and Referral
  - Employment and Education Assistance
  - Personal Growth and Development
  - Second Language Services
- Child and Youth Development and Parenting Support that includes:
  - Activities and Initiatives for Children and Youth
  - Parent/Caregiver Education and Support
  - Emergency Child Care
  - Emergency Respite Child Care
  - Casual Childcare
- Family Separation and Reunion that includes:
  - Outreach, information, support and assistance to CF family members
- Prevention, Support and Intervention that includes:
  - Assessment and Referral
  - Short-Term Intervention and Crisis Support
  - Education and Prevention
  - Self-Help Groups

### Centrepointe Virtual CMFRC

Centrepointe is an online, up-to-date resource for CF families moving to, living in, and returning home from Europe. Featured are interesting articles, captivating photography, lively discussions and useful links for almost all your needs. Input is posted from CF families from across Canada and Europe. You can access this useful site at [www.centrepointe-europe.ca](http://www.centrepointe-europe.ca)

## Mission Information Line (MIL)

1-800-866-4546 (North America)

613-995-5234 (outside of North America)

Collect calls accepted Mon-Fri from 8 am-4:30 pm Ottawa time.

### Purpose

The Mission Information Line (MIL) is a toll-free bilingual telephone service primarily for families of Canadian military personnel serving an operational role outside of Canada. The purpose of the MIL is to provide timely and accurate information as well as reassurance, support and referral to other resources when indicated.

### Information

The information provided by the MIL is obtained from official sources, which include units in operational settings, National Defence Command Centre (NDCC), and other military authorities. The information is reliable, valid, and comprehensive. The MIL enables families to obtain information related to living conditions and daily activities of CF personnel serving abroad. In addition, families can listen to messages from various levels of command, beginning with the Chief of Defence Staff, and from men and women working in a variety of operational environments. They often describe the role and current activities of their particular unit, comment on the weather and their interaction with the local people, as well as adding some personal comments.



## Confidentiality

The confidentiality of each call to the MIL is highly respected. Although you may be asked to give your name and telephone number for call back service or other practical reasons, you are not required to provide this information. You may also be asked to identify the location of the CF member so that pertinent information can be provided.

## Automated System

Using a touch-tone phone to access the system, you can select a pre-recorded briefing by following the instructions given on the line. You may choose from a variety of menu options, which provide information from a number of different locations. Deployed units abroad and deployment support groups here in Canada use the MIL mailbox system to keep families informed of events and changes by regularly updating their messages. This service is available 24 hours a day, seven days a week if you call from within North America, using the toll free number listed above. You may call as often as you wish to listen to the messages. To use this system you require touch-tone service.

If you are calling from outside of North America, call during the 'office hours' using the collect call number (see previous page) and MIL personnel will connect you to the system.

## Personalized System

This service is accessible 8 am to 4:30 pm (Ottawa time) Monday to Friday, statutory holidays excluded, using either the toll free number or the collect call number. At all other times if you are calling using the toll free number (from within North America), you will be asked to leave your name and telephone number including the area code. MIL personnel will return your call as soon as possible during working hours, or on the first working day following a weekend or holiday.

You can only access this service during office hours if you are using the collect call number (when calling from outside of North America).

You may use this system to request information packages related to a particular mission as well as to seek moral support, reassurance, or assistance in addressing administrative or personal problems. Although this system cannot be used by families to directly contact an individual, when required urgent messages may be relayed by MIL personnel to the unit, using the appropriate chain-of-command.



## MIL Personnel

MIL personnel work for the Director Military Family Services (DMFS). They are experienced professionals, familiar with Canadian Forces policies and operating procedures. MIL personnel are able to respond immediately to your request for information or assistance. They travel extensively, providing briefings, upon request, to families and military units throughout Canada. MIL personnel have access to a full range of resources for families. Some examples of these resources are:

- Summaries and maps of individual missions
- Booklets on stress related to deployment
- Arrival dates and times for UN/NATO flights
- Names and contact numbers for C/MFRCs and military personnel
- Contacts to quickly verify news reports or provide crisis response

## Internet

As required, the MIL funds several Internet accounts to facilitate e-mail access for deployed military personnel and families. These e-mail addresses are subject to change, according to individual units and locations. It is recommended that personnel acquire a portable address prior to deployment. MIL personnel do not have access to these portable addresses.



## SISIP FINANCIAL SERVICES

Toll Free: 1-800-267-6681

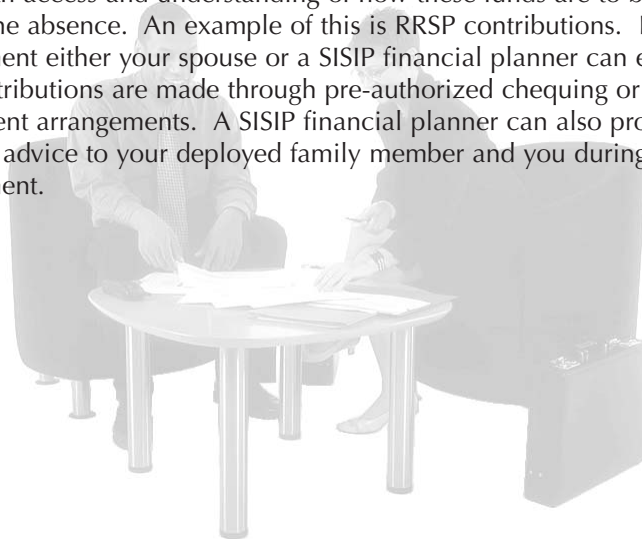
SISIP offers professional and confidential support to Canadian Forces members and their families and a diverse range of financial products and services. Families are encouraged to visit their local SISIP office for pre-deployment reviews of their insurance and financial needs. Advice and support during the period of deployment are also available through the toll-free line. Locations and contact numbers for SISIP offices across Canada are available on-line at [www.sisip.com](http://www.sisip.com).

### Insurance Services

Deployment can be a difficult time, for both the deployed member and his/her family, and peace of mind is of the utmost importance. You and your spouse should take the time to review the life insurance needs of your family and the coverage required. Make sure that the names of beneficiaries are updated prior to the deployment. A licensed SISIP insurance representative can provide your family with a thorough, no cost insurance needs analysis.

### Financial Planning Services

SISIP offers objective and unbiased advice on many aspects related to personal finances. Your deploying spouse should ensure that his/her finances are in order, that pay and posting allowances are deposited to the right accounts, and that arrangements have been made so that you have both access and understanding of how these funds are to be used during the absence. An example of this is RRSP contributions. Before deployment either your spouse or a SISIP financial planner can ensure that contributions are made through pre-authorized chequing or other convenient arrangements. A SISIP financial planner can also provide ongoing advice to your deployed family member and you during or post deployment.



## Financial Counselling Services

The SISIP Financial Counselling program provides confidential and timely assistance to families who may be experiencing financial difficulties. While deployed, it is important for your deployed family member to know that if a financial crisis occurs, the financial counsellor is in a position to assist you, the spouse, with direct assistance in determining the nature and scope of the problem, developing an action plan to rectify the situation and directly assisting you with the implementation of the plan.

The SISIP Financial Counsellor in Ottawa is the point of contact to provide financial counselling support or access to the CFPAF programs to deployed personnel and their families. If required, the Ottawa Counsellor will refer the case to the Financial Counsellor where the member's family is located.

Requests for deployed personnel financial counselling support are to be sent to the SISIP Financial Counsellor Ottawa by fax to (613) 233-5857, or by phone 1-800-267-6681.

### Canadian Forces Personnel Assistance Fund (CFPAF)

The Canadian Forces Personnel Assistance Fund (CFPAF) provides financial assistance to serving or former members of the Canadian Forces Regular Component and their immediate families when warranted by distress or other qualifying circumstances. Reserve Personnel are also eligible for some CFP AF programs. Timely financial assistance in times of distress or emergency, or where it may substantially modify conditions, is considered a contributing factor to the morale and well being of the member and his or her family. CFP AF is comprised of four distinct programs: the Minor Disbursement Program, the Self Improvement Loan Program, the Financial Distress Program and the Educational Assistance Loan Program. For more information regarding the CFP AF programs, contact your SISIP Financial Counsellor.

**NOTE: Without a written consent from the member, information on a CF member's life insurance, or financial situation cannot be given to either you the spouse, or other family member(s). A sample consent form is included at the end of this chapter.**

**This consent is not required if you have power of attorney giving this same authorization.**

## SUPPORT TO DEPLOYED OPERATIONS

A wide range of Personnel Support Program products and services may be provided through the Canadian Forces Personnel Support Agency Deployment Support Manager to promote morale among the troops. All of these services and products are available to CF members deployed with a Canadian unit and to those deployed under special circumstances.

### Amenities

National newspapers, books and weekly news magazines and general interest magazines are provided for the messes. Duty free items for the warehouse and miscellaneous products for sale in the canteen are also provided.

### News and Media Services

DVD or VHS new release movies are provided in the language of choice. INFOFLASH news, which is a working day electronic synopsis of the news, is provided via the Internet. Canadian Forces Radio and TV (CFRT) is a 24/7 service consisting of French and English radio and TV programming. Programming revolves around radio and TV stations from the home unit's location with emphasis on radio and TV that covers live news, live sports, the best in radio music, and a variety of taped Canadian TV programming.

### CF Show Tour

This is a multi-talented variety show consisting of Canadian feature performers, novelty acts, bands, dancers and a master of ceremonies. Each show is approximately 2 hours of non-stop action.



## Rest & Recreation (R&R) Funding

Public funding is provided to the Task Force Commander for the purpose of purchasing R&R products (TVs, DVD/VHS players, stereos), services (bus rental for day trips, group membership to an athletic facility) and to offset costs for the R&R program in theatre.

## Operation Santa Claus

This activity is conducted for deployed members over the Christmas season. They receive a gift box filled with miscellaneous Christmas items and greetings from home in the form of Christmas cards from children and special greetings from the home unit and the general public at large.

## Remembrance Day & Canada Day Celebrations

Poppies and wreaths are provided for Remembrance Day and the appropriate memorabilia is provided to celebrate Canada Day.



## WHAT IS THE STRENGTHENING THE FORCES HEALTH PROMOTION PROGRAM?

Strengthening the Forces (STF) is a health promotion program designed to assist Canadian Force (CF) members, Regular and Primary Reserve, to take control of their health and well-being. Maintaining a high level of health improves one's ability to perform effectively and safely on CF operations, and to enjoy a high quality of life. Some programs are also available to families and other members of the Defence Team.

Health promotion in the CF has been carried out under the title "Strengthening the Forces" for several years. This program has been expanded and adapted to meet the needs of the CF community in the 21st century. The rejuvenated program was launched in November 2002 at 26 sites across the country. Strengthening the Forces is a joint initiative of Force Health Protection (FHP) and the Canadian Forces Personnel Support Agency (CFPSA). CFPSA delivers health promotion programs through 38 Health Promotion Directors and Managers located at bases and wings across Canada and in Germany.

### Health Promotion

The mandate of health promotion – one of education, awareness and prevention – is similar to that of C/MFRCs. Health promotion supports a holistic approach to the individual (body, mind and spirit) while recognizing the requirement for strong organizational support. It recognizes the power of an individual to take responsibility for his/her health and well being while acknowledging social, economic, legislative and environmental influences external to the individual. Health promotion is community-based, universal and voluntary. It aims to decrease high-risk behaviours (e.g. smoking, gambling) while increasing healthy lifestyle behaviours (e.g. exercise and good nutrition). Health promotion works in partnership with other health professionals; the role of health promotion is education. Referrals can be made to other services that provide specific medical or counseling services.

### What Programs Are Available?

Core program components include: nutrition and weight management, addictions-free living, stress management, prevention of injury and violence, suicide prevention, healthy sexuality and spirituality. Health information will be available through specific workshops, brochures, displays, and individual appointments with your local Health Promotion staff.

## Health Promotion Involves Families

More than just program delivery, the job of Health Promotion Directors and Managers is to identify and respond to the health promotion needs of their community. Health Promotion Directors receive community input through health promotion advisory committees and local needs assessment. C/MFRC participation in the committee allows the needs of families to be recognized in program design and service delivery. It is recognized that lifestyle choices within families and relationships impacts significantly on the individual CF member's overall state of health and ability to perform operational requirements.

## Contact Your Local Health Promotion Office

Health promotion staff will be happy to provide further information regarding services specific to your location.

There are several ways to find out about Strengthening the Forces programs:

- Talk to the Health Promotion Director or Manager at your base, wing, unit or at CFSU(E).
- Talk to your doctor or other health care provider.
- Look for posters and brochures promoting STF program.



## OMBUDSMAN FOR THE DEPARTMENT OF NATIONAL DEFENCE AND THE CANADIAN FORCES

The Office of the Ombudsman was established in 1998 to give members of the military community a place to turn when they have a complaint or concern. The Office serves as a direct source of information, referral, and education on existing channels of assistance and redress. In addition, the Ombudsman may investigate matters affecting the welfare of Canadian Forces members, Department of National Defence employees, and their families. The ultimate goal is to contribute to substantial and long-lasting improvements to the quality of life of the men and women of DND/CF.

### Who May Contact the Office of the Ombudsman?

The Office can help you, if you are:

- A member or former member of the CF;
- An employee or former employee of DND;
- A member or former member of the Cadets;
- An employee or former employee of the staff of Non Public Fund, CF;
- A person applying to become a member;
- **A member of the immediate family of the above-mentioned;** or
- An individual on an exchange or secondment with the CF.

Since its establishment, the Office has assisted many family members by researching, referring and providing options to address their specific concerns.

### Services Are Confidential

All complaints are confidential and outside parties are not contacted without your consent. All employees of the Office of the Ombudsman swear an oath of secrecy. The trust you place in the Office is recognized and strict procedures are followed to ensure the confidentiality of the information you provide.

### What Can The Ombudsman Do For You?

The office does not replace existing complaint mechanisms. Intake staff will, however, provide you with referrals and options on how to address your specific problem. Information can also be provided on DND/CF policies and procedures, plus initiatives and resources available to members and their families.



If you are unable to resolve your problem or concern using the existing resources available, the Ombudsman may intervene to examine your complaint. The Office investigates broader issues and makes recommendations to improve the system as a whole. Recommendations are geared towards fair treatment of members and their families.

## What Types Of Problems Does The Ombudsman Deal With?

The Ombudsman's mandate extends to a large variety of issues affecting the welfare of members and their families, so long as the issue is a result of a decision or policy within the control of DND/CF. The Ombudsman does not investigate criminal offences or act as a court of appeal to review decisions of judges. Jurisdiction also does not extend to Veterans Affairs Canada.

The following are examples of some of the types of issues the Ombudsman can deal with:

- benefits
- postings
- leave
- housing and private married quarters (PMQ)
- post traumatic stress disorder/operational stress injuries
- quality of life
- harassment and abuse of power

If you are not certain whether the Ombudsman can help you with your problem, please call the intake staff at 1-88-88-BUDMAN. They will help you figure out where to turn to try to find a solution.

## How To Reach the Office of the Ombudsman

Call toll-free at: 1-88-88-BUDMAN (1 888 828-3626)

Send a fax toll-free at: 1 877 471-4447

Write to:  
Office of the Ombudsman  
100 Metcalfe Street, 12th Floor  
Ottawa, Ontario  
K1P 5M1

Visit the website at: [www.ombudsman.forces.gc.ca](http://www.ombudsman.forces.gc.ca)

## Military Support – Local

### DEPLOYMENT SUPPORT GROUPS (DSG)

DSG is the common CF title for the traditional Naval Shore Element, Army Rear Party and Air Sponsor Group. Within the respective environments, the traditional titles may continue to be used.

DSGs work towards helping the CF member and family cope with a military deployment, and contribute to the well being of the family unit. This is done through access to local military family resources, programs and services, through the provision of information on civilian family related programs and services and by providing assistance during family-related emergencies.

DSGs work in cooperation and with the participation of C/MFRCs and base/wing/station personnel to share and disseminate information affecting families before, during and after deployment.

Families are encouraged to visit their local C/MFRC for information regarding family briefings and to find out more about their Family Separation and Reunion Services. A link is provided to the CFPSA website earlier in this chapter that lists all C/MFRCs.



# SAMPLE CONSENT FORM FOR INFORMATION FROM SISIP

## DISCLOSURE OF INFORMATION BETWEEN SPOUSES

MGen George R. Pearkes Bldg  
Ottawa ON K1A 0K2

\_\_\_\_\_

(date)

I, \_\_\_\_\_

(Service Number) (Name)

\_\_\_\_\_

(Address)

hereby authorize SISIP Financial Services to disclose to my spouse any and all personal information relating to me on:

insurance plan(s);  financial planning;  
 financial counselling;  CFPAF

that is under the control of SISIP to:

\_\_\_\_\_

(Name of Spouse)

\_\_\_\_\_

(Date of Birth)

This authorization is to remain in effect until:

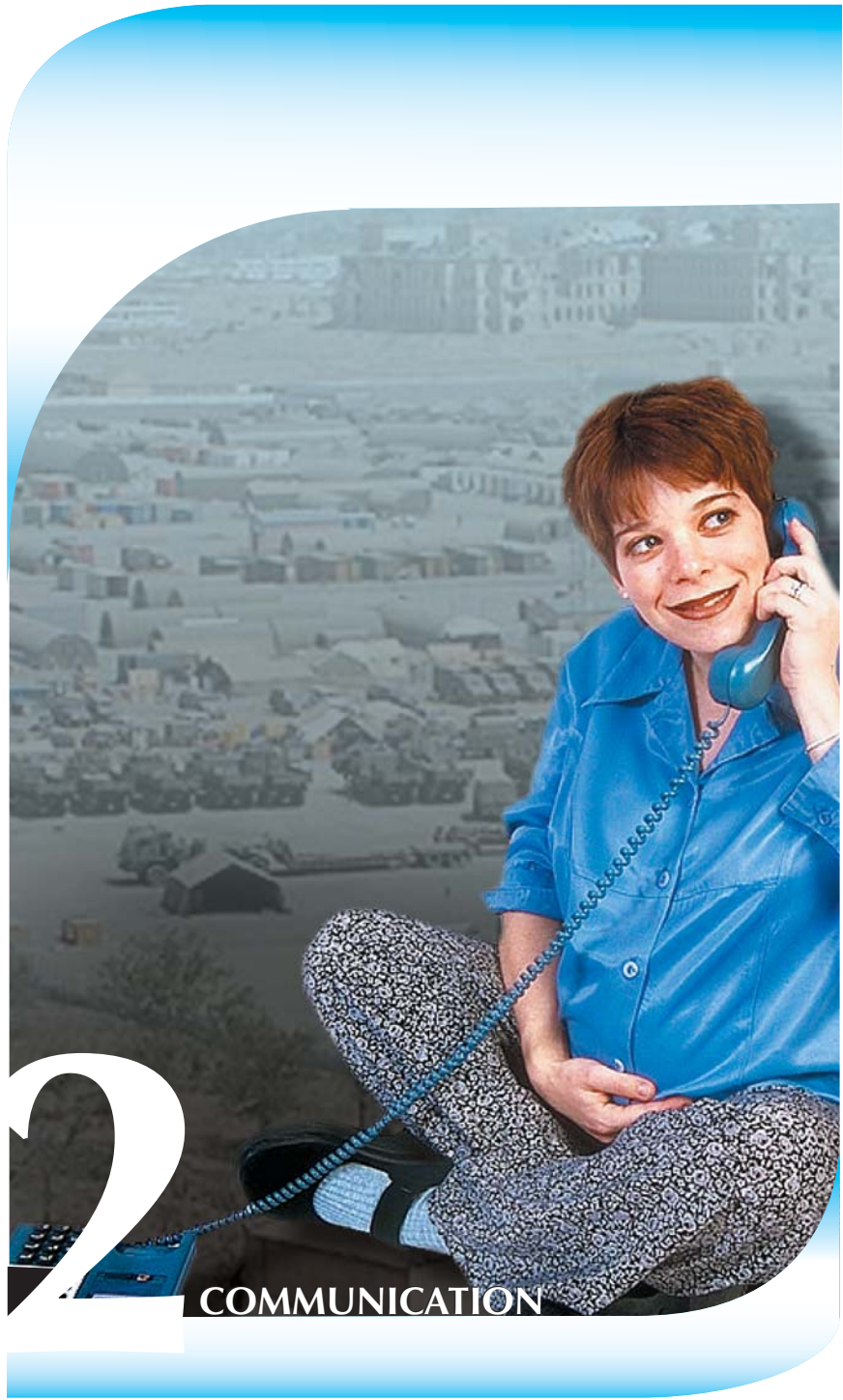
revoked by myself in writing; or  
 date of my return from:

\_\_\_\_\_

Location Expected Date of Return

\_\_\_\_\_

(signature of CF member)



2

COMMUNICATION

## Chapter Two

# COMMUNICATION

## TELEPHONE

Talking by telephone to your spouse or other family member who is deployed halfway around the world can be a comforting and wonderful experience. However, it can also be frustrating and very disappointing when the connection is difficult or the call ends abruptly. Many years of experience with deployed members enable us to advise you that the most successful call is initiated by the deployed military person and has a prearranged date and time.

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 be periods of time when access is limited, such as the first few days of deployment or during operational commitments.

The Morale and Welfare Calling Home Service is a new initiative. It is designed to provide deployed CF personnel, who have no direct access to normal telecommunication (terrestrial) infrastructure, the ability to use satellite-based communication terminals either installed on naval vessels or provided to land forces. The goal of this service is to allow CF personnel to make use of their telephone call allowance entitlement to call home from any location worldwide through the use of commercial satellite-based systems.

You may find a recorder and/or an answering machine a worthwhile investment, to enable younger children to listen repeatedly to the last conversation while waiting for the next.

If there is an urgent requirement to contact a CF member on peacekeeping or other military operations abroad, you should request assistance from the local military unit (Rear Party, Ship's Liaison, Sponsor). MIL personnel may provide assistance if you are unsure of how to contact the military unit.

## E-MAIL

E-mail communication may be an option available to you and the deployed member. Most military units provide access to e-mail communication for families through the C/MFRC or your local Deployment Support Group. Internet stations at major missions may be provided for CF personnel to communicate with their families.

Deployed CF members may wish to set up a web-based account (e.g. hotmail), as this is accessible anywhere in the world and from any computer with Internet access.

Contact between the family and deployed member may be influenced by these factors:

- CF personnel often serve in areas of the world where conflict has disrupted systems of communication, at least temporarily.
- Your personal access to the Internet is another factor. If you do not have a computer at home or are not "on the net", you may still be able to access e-mail through the C/MFRC or your local Deployment Support Group. Many public libraries throughout Canada now offer free Internet access.

## MAIL – POSTAL

### General Information

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

All rules and regulations regarding mail, as set out by Canada Post, apply to this mail. However, you pay only the required postage to Belleville. From there, the mail is handled by the Canadian Forces Postal Service (CFPS), at no cost to you. In Europe, contact your postmaster at CFSU(E).

Some C/MFRCs have a system in place to provide mailing services for you. Your local C/MFRC can be contacted to determine whether or not they provide this service and if so how to access it.

## Letter Mail Guidelines

A letter to or from Canada can consist of one or more pages in an envelope, or a "Forces Air Letter" form, which is available at any CFPS Post Office free of charge. Please note that enclosures are not permitted in the "Forces Air Letter". Ensure that the rate is for domestic mail to Belleville, and not the international rate for the overseas destination.

## Customs Regulations

All parcels must have a customs declaration form or an itemized list affixed listing the contents and their value. The listing must be specific. Please note that "gift" is not an acceptable listing.

For parcels originating outside Canada mailed to a Canadian address, Canada Customs regulations allow the receipt of duty-free gift parcels up to a maximum value of \$60.00. Two or more gifts are permitted in a gift parcel provided they are identified as being for more than one person and the maximum exemption of \$60.00 per person is not exceeded. It is preferred that you put each individual's first name in brackets beside the item listed on the custom declaration form. Mail from overseas is processed by Canada Customs before delivery, so be prepared to pay duty and GST if so advised by the Custom's Office. Duty free entitlements vary depending on the length of time spent outside Canada. Military personnel are provided with information pertaining to Customs Regulations to facilitate sending or bringing gifts home. If you will be traveling outside Canada to meet your family member or for any other reason, please check with the nearest Canada Customs Office to have the most up-to-date information.

**Note:** Tobacco products and alcoholic beverages are excluded as gifts and are prohibited items for mailing, as are flammable goods. Should there be any concern regarding the acceptability of an item for mailing, please contact your CF Postal Service or Canada Post for assistance.



## Mailing Address

It is important to use the complete mailing address, using all CAPITAL LETTERS. You will need to include the individual's rank, initials, name, mission, PO Box #, and the postal code for Belleville.

You can obtain the correct address from the individual's unit, the nearest C/MFRC, by calling the MIL or by contacting the NATO unit with which the member is deployed. Listings for the larger operations are available at the following Web address:

[www.forces.gc.ca/site/community/messageboard/addresses\\_e.asp](http://www.forces.gc.ca/site/community/messageboard/addresses_e.asp)

The generic format for sending mail to a CF member serving outside Canada is:

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

\*XXX would be replaced by the correct digits for the box number assigned to a specific mission or site

For example, if you want 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



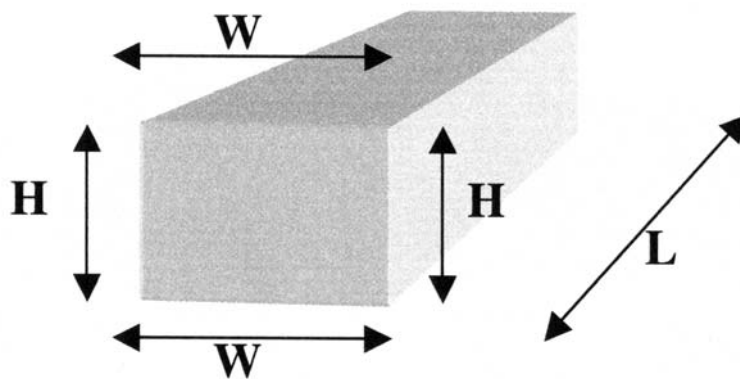


## Guidelines for Parcel Preparation Mailed to Overseas Operations

**Oversized and overweight parcels will not be accepted. Your local Base may have additional restrictions should you wish to use the free mail system. Be sure to check locally to ascertain if there are any local restrictions.**

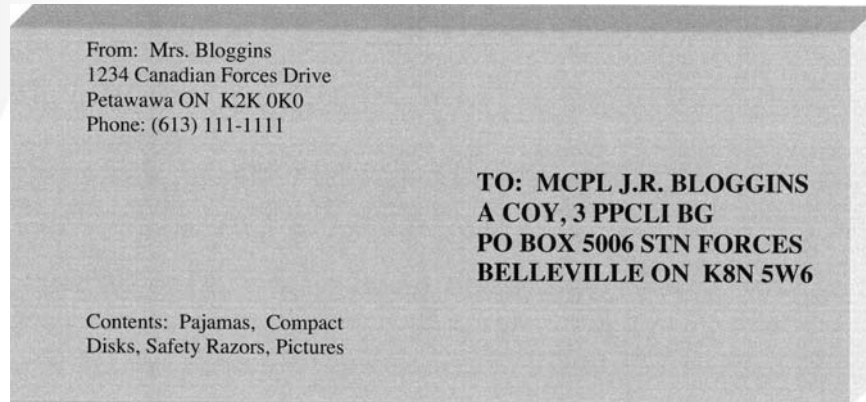
**Weight:** Maximum 20 Kg.

**Size:** Two conditions must be met regarding size: (a) maximum length is one metre; and (b) the maximum length plus girth is two meters (the definition of girth = width + height + width + height). In the following illustration, the parcel has the following dimensions: length = 1.0 m, width = 0.3 m, and height = 0.15 m. The parcel just meets the maximum size by the following calculation:  $1.0 + 0.3 + 0.15 + 0.3 + 0.15 = 1.9$  m.



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 a completed Custom's Declaration must be affixed to the parcel.

Senders must place their address and phone number on the top left corner of the parcel thus enabling the CF Postal Service to contact them if necessary. An example of a parcel with complete addressing follows:



**Do not send parcels to CFPO Belleville by courier service, as they will not be accepted.**

## SERVICE AIR TRAVEL

In Trenton the National Passenger Service (NPS) operates 365 days a year performing the following functions:

- Duty bookings on CF flights
- Non-duty travel bookings including vacation, compassionate and family reunification.

Family members may be entitled to use this service for one or more of the following types of non-duty travel:

- Compassionate bookings
- Vacation travel
- Family Reunification Program
- Special Christmas/New Year's leave.

You are advised to discuss air travel options as soon as possible with your spouse (or the military member of your family) and with the local military unit.

For information on CF flights, you may contact 2 Air Movements Squadron Trenton at 1-800-487-1186. In Europe, contact the Traffic Section at CFSU(E).



3

HEALTH AND WELL-BEING

## Chapter Three

# HEALTH & WELL-BEING

## STAGES OF DEPLOYMENT

Deployment is the assignment of military personnel to temporary unaccompanied tours of duty away from the home location for a period exceeding 30 days. Throughout their careers CF personnel are required to serve away from their families for a variety of reasons, for varying lengths of time. The term "deployment" could refer to domestic operations and exercises, although overseas missions usually come to mind when we hear or see the word "deployment".

Deployment stress refers to the emotional and physical demands relating to deployment, and affects family members staying at home as well as the deploying military member. Family separation and family reunion both place additional demands on family stability.

To reduce deployment stress the best strategy is PREPARATION! This simply 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.



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.

### Individual Factors

- Personal health
- Personal coping abilities
- Previous deployment experience
- Attitude toward the assignment
- Confidence in self, the military unit and the level of community resources and services available
- Sense of security in family relationships

### Separation Factors

- Preparation time available
- Previous family separation experience
- Important family events during the deployment

### Deployment Factors

- Nature and length of the mission
- Communication (access, frequency, efficiency of system)
- Geographical location (terrain, weather)
- Living and working conditions

## THE EMOTIONAL CYCLE OF DEPLOYMENT

The following chart represents the emotional cycle of deployment and describes the seven distinct emotional stages that can occur.

Based on experience and research with military families, Kathleen Vestal Logan developed the Emotional Cycle of Deployment\*. Thousands of military families have subsequently validated these stages.

You may find hope and reassurance in this model and the suggested coping strategies, with the knowledge that many others share your responses to this challenging experience.

Many families find the first few weeks after the military member's return from deployment at least as stressful as the separation. In the following section, spouses, children and parents have generously shared their experiences and offer their recommendations for coping strategies that may be of assistance to you and your family. You are encouraged to contact the nearest C/MFRC to obtain information and support. Workshops on the cycle of deployment are often offered at C/MFRCs. Please contact them to see when the next one is scheduled. The C/MFRCs also have two free booklets for children that deal with deployment: *Joey's Mom is Going Away*, suggested for children up to 8 years and the *Student Deployment Journal*, suggested for children 8 to 12 years.



# THE EMOTIONAL CYCLE OF DEPLOYMENT



Phase	Stage	Time Frame
Pre-deployment	Anticipation of Loss	1-6 weeks before departure
	Detachment & Withdrawal	last week before departure
During Deployment	Emotional Disorganization	first 6 weeks of deployment
	Recovery & Stabilization	variable duration
	Anticipation of Homecoming	last 6 weeks of deployment
Post-deployment	Renegotiations of Relationships	first 6 weeks home
	Reintegration & Stabilization	variable (6 to 12 weeks)

*\* Adapted from the Emotional Cycle of Deployment by Kathleen Vestal Logan*

## Anticipation of Loss

### Common Reactions

- Fluctuations in energy levels and mood
- Fantasizing
- Feelings of sadness, anger, excitement, restlessness
- Anxiety, tension, frustration, resentment, depression

### General Coping Suggestions

- Allow yourself to 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 with your spouse
- Participate in pre-deployment briefings and activities
- Create opportunities for warm lasting memories; take pictures
- Set realistic goals for yourself for the deployment period

## Detachment and Withdrawal

### Common Reactions

- Reduced emotional and sexual intimacy
- Feelings of despair, hopelessness, impatience, numbness

### General Coping Strategies

- Accept your feelings as normal reactions to challenging circumstances
- Communicate as openly and honestly as possible
- Be patient with yourself and other family members
- Keep the last day free for family time
- Ignore rumours and rely on official sources of information



## Emotional Disorganization

### Common Reactions

- Magical thinking – believing the impossible or unlikely
- Sleep and appetite disturbances
- Feelings of relief, guilt, anger, numbness, depression
- Confusion, disorganization, indecision, loneliness
- Vulnerability, irritability

### General Coping Strategies

- Communicate; keep in touch about everyday events and share your feelings to maintain the emotional bond
- Number and date your letters so that they can be read in sequence
- Try to 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)

## Recovery and Stabilization

### Common Reactions

- Feelings of increased confidence, independence, competence, freedom, pride, isolation, anxiety, depression

### General Coping Strategies

- 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, e-mail
- Confide in trusted peers
- Seek professional counseling if feelings of depression/anxiety are threatening to overwhelm

## Anticipation of Homecoming

### Common Reactions

- Increased energy and activity
- Sleep and appetite disturbances
- Feelings of joy, excitement, anxiety, apprehension, restlessness, impatience

### General Coping Strategies

- Share your feelings of apprehension as well as excitement and joy
- Share your expectations and desires for the homecoming
- Reassure your partner of your love and commitment
- Include your children in planning for the homecoming celebrations
- Participate in preparation for reunion activities
- Ignore rumors and rely on official sources of information concerning return date, time, and location

## Renegotiations of Relationships

### Common Reactions

- Difficulty re-establishing emotional and sexual intimacy
- Feelings of excitement, disorganization, resentment, frustration
- Grieving loss of freedom and independence

### General Coping Strategies

- Communicate as openly and honestly as possible
- Accept your feelings as normal and not a threat to your relationship
- Try to be patient with yourself, partner, and children
- 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 counseling, contact your doctor, chaplain or social worker for assistance in coping with stress
- Both partners should be aware of the signs of Post Traumatic Stress Disorder (PTSD) and the formerly deployed partner should be encouraged to seek professional help as appropriate

## Reintegration and Stabilization

### Common Reactions

- Feelings of intimacy, closeness, confidence in relationship

### General Coping Strategies

- Remember to follow through on promises made during deployment
- Relax and enjoy yourself and your family
- Share what you have learned with other families
- Identify what worked well in your planning and what could be improved for the next deployment

### Reunion for Children

Remember that reunion is 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 with your spouse; your toddler will join in
- Sit on floor and wait for your little one to approach you
- Never force your toddler to hug, kiss, or play with you or your partner

### Suggestions for Parents of Pre-School Children (3 To 5 Years)

- Listen carefully to them and accept their feelings
- Reinforce that you love them unconditionally
- Express interest in their activities (games, books, songs)

## Suggestions for Parents of School Age Children (5 To 12 Years)

- Praise children for their efforts to cope with the separation
- Listen to your children; ask for their opinions, preferences
- Review school work with your children
- Share scrapbooks, pictures, etc.

## Suggestions for Parents of Teens (13 To 18 Years)

- Respect your teen's privacy and friends
- Listen attentively and non-judgmentally to your teen's attempts to share their current interests/activities
- Encourage your teens to talk about their lives during the separation and share appropriate deployment experiences with them

## Homecoming for Parents of Single Deployed Personnel

### Common Reactions of Young Single Personnel

- 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 Single Returning Personnel

- Remember that young people may experience significant changes (physical, emotional, spiritual, social) during the deployment, particularly if this was the first prolonged absence from family and/or Canada
- Be patient; let your son/daughter know you are interested 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; share your concerns and frustrations
- Contact the nearest C/MFRC/local military unit for persistent concerns

## MAINTAINING HEALTH

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 in your life, feeling good not only physically but also mentally and spiritually.

### 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 educate yourself about the impact of stress, learn to recognize signs of stress and to develop a stress management plan.

### Common Reactions To Stress

#### Physical:

- Trembling, tics
- Increased heart rate and blood pressure
- Headaches
- Gastrointestinal problems – constipation, vomiting
- Difficulty sleeping
- Constant state of fatigue

#### Emotional:

- Anxiety
- Depression
- Resentment
- Feeling overwhelmed
- Cynicism; pessimism
- Guilt
- Anger

#### Cognitive-Reasoning Ability:

- Memory loss
- Decision-making difficulties
- Confuse important with trivial
- Difficulty concentrating
- Loss of attention span



## Behavioural:

- Inability to complete projects
- Sleep disturbance
- Appetite changes
- Increase in smoking or drinking
- Accident proneness
- Decreased involvement with others
- Procrastination – putting things off
- Tendency to cry

## Suggestions to Increase Your Stress Resistance

- Learn some relaxation techniques such as deep breathing exercises, progressive muscle relaxation, guided imagery, meditation and / or prayer
- Try massage therapy
- Listen to music, read, write a journal
- Eat a balanced diet
- Work off stress through physical activity – walk, swim, garden
- Build time in your schedule to recharge through periods of rest and relaxation
- Use humor – movies, books
- Maintain a strong social support network of family and friends
- If stress symptoms remain unresolved, seek assistance from your medical doctor, CFMAP or other professional counselor.



## MEDICAL AND DENTAL PLANS

### Public Service Health Care Plan (PSHCP) - 1-888-757-7427

Regular and Class C Reserve Force members may enroll their spouses and children in the Public Service Health Care Plan, through the Administrative Section of their Unit.

The PSHCP is designed to help pay for some of the health services not covered by provincial health care plans. Each claim must be signed by the military member, or be accompanied by an original letter authorizing payment to a family member. A sample letter is included at the end of this chapter. If the spouse has Power of Attorney, a copy of this document could be included as another option.

PSHCP claim forms and complete information on coverage can be obtained by calling the toll-free number 1-888-757-7427 or by contacting PSHCP at the following Internet address: [www.tbs-sct.gc.ca](http://www.tbs-sct.gc.ca)

### Dental Care Plan

Regular and Class C Reserve Force members may enroll their spouses and children in the Dental Care Plan, through the Administrative Section of their Unit.

A Dental Care Plan Guide and claim forms are available at each military installation. The military member must sign each claim. Therefore it is advisable to have several claims signed prior to departure. The cheque will be issued to the military member, unless a letter authorizing payment to another family member, usually the spouse, accompanies the claim. A sample letter to authorize payment of a Dental Claim to another family member is included at the end of this chapter.

In Europe, inquiries concerning medical and dental coverage and billing can be made through the Regional Medical Administration Officer at the CFSU(E). In USA contact your local CFSU.

## CANADIAN FORCES MEMBER ASSISTANCE PROGRAM (CFMAP)

24-Hour Toll-Free Line for Canada only 1-800-268-7708

TDD 1-800-567-5803

To call the Global number from another country, dial the International Access Code of the country which you are calling from + 800-268-7708. Example: to call the CFMAP from France dial 00-800-268-7708.

<b>Available Countries</b>	<b>International Access Code</b>
Austria	00
Belgium	00
Denmark	00
Finland (Finet)	00
France	00
Germany	00
Ireland	00
Israel	00
Malaysia	00
Netherlands	00
New Zealand (Telecom New Zealand)	00
Norway	00
Switzerland	00
Taiwan	00
United Kingdom (BT & Mercury)	00
Hong Kong (Voice)	001
Japan (KDD)	001
Singapore	001
Australia	0011
Hong Kong (Fax)	002
Korea (Dacom)	002
Japan (ITJ)	0041
Japan (IDC)	0061
Sweden (Tele2)	007
Sweden (Telia)	009
<b>Italy*</b>	<b>See note</b>
Finland (Telecom Finland)	990

\*The only exception is Italy; the number you have to dial to reach the CFMAP from Italy is 800-875070. You do not require any access code

Note: From United States dial: 1-800-268-7708



The Member Assistance Program is a free, professional, confidential service, initiated by the Canadian Forces to help members and family members who have personal concerns that affect their personal well-being and/or work performance.

This is a voluntary program. Any CF member or a member of his/her family wishing to talk to a professional counselor or to make an appointment can simply call the CF Member Assistance Program, on their own, 24 hours a day, 365 days a year.

Examples of concerns are:

- Marital and family problems
- Divorce and separation
- Interpersonal relations
- Stress and/or burnout
- Addictions
- Children's education
- Parental care
- Family violence
- Children and drugs



## DEPARTMENT OF NATIONAL DEFENCE/ VETERANS AFFAIRS CANADA CENTRE

The Department of National Defence and Veterans Affairs Canada Centre for the Support of Injured and Retired Members and their families, referred to as "The Centre" is a unique interdepartmental initiative that began in April 1999 to bring together the two departments in a cooperative venture to provide information and services to injured members, veterans and their families. This facility provides a one-stop information and assistance service for VAC and DND pension entitlements & benefits and/or other concerns of injured personnel, their families or their survivors. The Centre's staff, which consists of both DND and VAC personnel, will support and serve, with dignity and respect, injured members and veterans of the CF and their families. The Centre is presently located at 285 Coventry Road, 2nd floor, Ottawa, Ontario.

### Summary of Key Areas of Activity at 'The Centre'

#### Casualty Administration Section

The Director of Casualty Support and Administration is the Office of Primary Interest for: CF 98's (Medical Report of Injury of CF Member); final review and approval of Board of Inquiries Reports (BOI) and Summary Investigation Reports (SI) into injuries and deaths of serving CF members on behalf of Chief of Defence Staff (CDS); Reserve Force disability compensation; operation of a 1-800 call center to assist injured members, retired members and families with problems related to military service, and Veterans Affairs pension and benefit issues; casualty support to both the CDS and the Minister for surviving family of members who die in service; maintenance of a casualty database; and the process of designation of Special Duty Areas/Special Duty Operation. Applications for the National Military Cemetery of the Canadian Forces are also administered and coordinated by the Casualty Section.

#### Client Services Section

This Section is responsible for the appropriate and effective management of difficult/complicated situations or cases. The Section is made up of Veterans Affairs Canada and CF staff whose main role is to inform and assist members on how to access VAC and DND pensions and or benefits. Monitoring, reviewing and evaluation of all client service/management activities is done to ensure that accuracy, Privacy Act, confidentiality and

administrative procedures are addressed. A short term Contingency Fund for the purpose of providing “aids to daily living” for injured and retired members and their families, and a small Family Visitation Fund for members and their families posted at isolated or semi-isolated Bases is also coordinated through this Section.

### Transition Services Section

This Section is responsible for the Transition Assistance Program (TAP), the Vocational Rehabilitation Program managed by the Service Income Security Plan (SISIP) and the Maritime Life Assurance Company and the overseeing and monitoring of the Service Personnel Holding List (SPHL). TAP assists members of the CF who have been injured in the line of duty and medically released in making the transition to the civilian work place. Prospective employers both in the public and private sectors who are willing to give special consideration to eligible CF members are actively recruited. The Vocation Rehabilitation Program was introduced in December 1999 and provides CF members who are medically released an assurance of 75% of their salary for two years less any income to complete a training program that positions them to integrate easily within the civilian workforce. The Director Casualty Support and Administration is the control door for all medically released members entering this program.

### Operational Stress Injury Social Support (OSISS)

This is a national peer support network established for members, veterans and their families. Presently there are 13 peer support Coordinator positions that have been established in Edmonton, Borden, Winnipeg, Petawawa, St John’s, Esquimalt, Kingston, Gagetown, SW Ontario, Vancouver, Montreal, Halifax, and Quebec City. Beyond the peer support network, OSISS is also mandated to:

- validate the development of education packages and pre-deployment training modules in partnership with health care professionals and the CF environments; and
- take a leading role to develop the methodology required to effect an institutional cultural change pertaining to the stigma associated with operational stress.

## How To Contact the Centre:

A toll-free help line provides easy access to the Centre

Telephone: 1 800 883-6094

Fax: 1 (613) 996-1405

## Walk-in office location:

285 Coventry Road, Second Floor, Ottawa, ON

## Mailing address:

Director of Casualty Support and Administration

National Defence Headquarters

Ottawa, ON K1A 0K2

## On Line Post Traumatic Stress Disorder (PTSD)

For information on line regarding PTSD go the Virtual C/MFRC  
'Centrepointe' at [www.centrepointe-europe.ca](http://www.centrepointe-europe.ca)



## SAMPLE LETTER AUTHORIZING PSHCP PAYMENT TO SPOUSE

Sun Life of Canada  
Health Claims Office  
PO Box 9601 CSC-T  
Ottawa ON K1G 6A1

\_\_\_\_\_  
(date)

This letter is to authorize payment of the attached claim to

\_\_\_\_\_  
(name)

\_\_\_\_\_  
(address)

Thank you for your cooperation.

\_\_\_\_\_  
(signature of CF member)

\_\_\_\_\_  
(name of CF member)

\_\_\_\_\_  
(PSHCP policy number)

## SAMPLE LETTER AUTHORIZING DENTAL CARE PAYMENT TO SPOUSE

CF Dental Care Plan  
Great West Life  
(see claim for appropriate regional address)

\_\_\_\_\_  
(date)

This letter is to authorize payment of the attached dental claim to

\_\_\_\_\_  
(name)

\_\_\_\_\_  
(address)

Thank you for your cooperation.

\_\_\_\_\_  
(signature of CF member)

\_\_\_\_\_  
(name of CF member)

\_\_\_\_\_  
(service number of CF member)



# 4

## BENEFITS AND ALLOWANCES

## Chapter Four

# BENEFITS and ALLOWANCES

## BENEFITS AND ALLOWANCES

CF personnel are entitled to a variety of benefits intended to financially compensate them for service outside 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 CF members may face. As all benefits and allowances are subject to change without notice, everyone should be cautious when making definite financial plans based on anticipated foreign allowances. A brief overview of benefits a member may be entitled to can be found at:

[www.forces.gc.ca/dgcb/dcba/engraph/home\\_e.asp](http://www.forces.gc.ca/dgcb/dcba/engraph/home_e.asp). Please note that these documents are not to be used as an authorization. Prior to making any financial commitments, members should take questions concerning specific entitlements to their unit Orderly Room.

You may also visit the Quality of Life website to view the virtual Handbook for Canadian Military Life. This handbook provides both Regular and Reserve military members and their families with a general, simple and easily understandable guide on the panorama of entitlements. It is found at <http://hr.ottawa-hull.mil.ca/hr/QOL/handbook>

## FAMILY CARE ASSISTANCE

### Family Care Assistance (FCA)

Both within Canada and Europe, the FCA is administered by the local unit and is designed to help CF members offset increases in their normal costs for family care when service requirements necessitate members to be absent from their home unit for 24 hours or longer.

### Family Care Assistance:

- is a non-taxable benefit under the Income Tax Act available to single members and service couples of the Regular Force and Primary Reserve on Class B or Class C service who have a dependant who is less 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 in receipt of a pension
- provides a total of \$75.00 per day for a maximum of 14 days if informed inside 48 hours of a deployment (not training) if commercial care is used and \$35.00 a day for cost exceeding the normal family care cost if non-commercial care is used



- limited to those occasions when service requirements are the sole cause of the absence of 24 hours or more
- assists with family care costs not only child care costs
- not available if incremental costs are covered through another benefit (e.g. emergency childcare services accessed through the C/MFRCs)

Members should:

- Submit a claim through their unit Orderly Room
- Include receipts for the amount paid and include
  - Name of the caregiver
  - Dates of employment

## THE FAMILY CARE PLAN

### Family Care Plan (FCP)

This is a new requirement administered by the local unit. The FCP is designed to ensure that all CF members have a plan in place to care for their family in the event of either an emergency callout or planned deployment. The form is designed to assist members in creating their Family Care Plan and to ensure they consider all the people for whom financial, health care, family or other support is normally provided.

The FCP is not a legally binding contract but rather an exchange of information between the member and the Commanding Officer, designed to assist in improving individual and unit operational effectiveness.

All CF members must complete the FCP form DND 2267. If required, Canadian/Military Family Resource Centres (C/MFRCs) will assist in finding a caregiver or in completing the Plan.

### The Family Care Plan:

- is kept on the member's personal file;
- is protected in accordance with the Privacy Act;
- makes Commanding Officers aware of any potential difficulties members may encounter when faced with a deployment.

Members should:

- review and amend their Family Care Plan when initially reporting to their new unit; when their family situation changes; and during the deployment preparation process; and
- indicate whether they wish to have the information contained in the plan shared with the local C/MFRC in case of an emergency.

## EMERGENCY CHILDCARE SERVICES (ECS)

Administered by the local C/MFRC, the ECS provides timely, affordable and regulated childcare for members in times of an emergency. ECS also provides a resource to parents who require short and longer-term care by maintaining a list of regulated and/or approved local childcare providers.

Funding for up to 72 hours of emergency childcare is available to all CF members and their spouses through the Emergency Childcare Coordinator at the C/MFRC. Under certain circumstances, additional funding may be available. This service is not available if incremental costs are covered through Family Care Assistance.

Members are expected to:

- have a regular childcare plan, including a back-up plan, in effect to cover childcare during regular working hours; and
- have a Family Care Plan in place in the event of an emergency or planned deployment.

Funding for up to 72 hours of respite childcare is also available in certain circumstances.

## LEGAL ISSUES

### Power of Attorney

The Power of Attorney form is a legal document that permits one person to sign for another. This document can be useful in many situations where a member who is deployed would not be able to sign on his or her own behalf. This document must be obtained prior to the member's departure, and you must have the document with you for all transactions requiring that person's signature. Retain the original and make copies as required. You are also advised to check with your local financial institution (bank, credit union), as many require a separate Power of Attorney document that has been notarized by the bank or credit union lawyer.

### Power of Guardianship

The Power of Guardianship is a legal document that allows parents to appoint a legal guardian for their child/children. This document is useful in a single parent family when the parent will be away for an extended period of time. It is also useful in a two parent family when both parents are deployed, or when one parent travels to visit the other during the deployment. In the event of an accident or illness, the Power of

Guardianship gives the legally appointed guardian the authority to approve certain types of medical care, which would ordinarily require parental permission.

### Common-Law Relationship

If you are in a common-law relationship with a CF member who will be serving outside of Canada, it is to your advantage to ensure that your partner has submitted a Statutory Declaration to that effect to the unit Orderly Room, prior to departure. Additional benefits and allowances may be applicable. You may request assistance from the nearest C/MFRC if your partner has already deployed without previously completing a Statutory Declaration to declare your common-law relationship.

## HUMANITARIAN AID

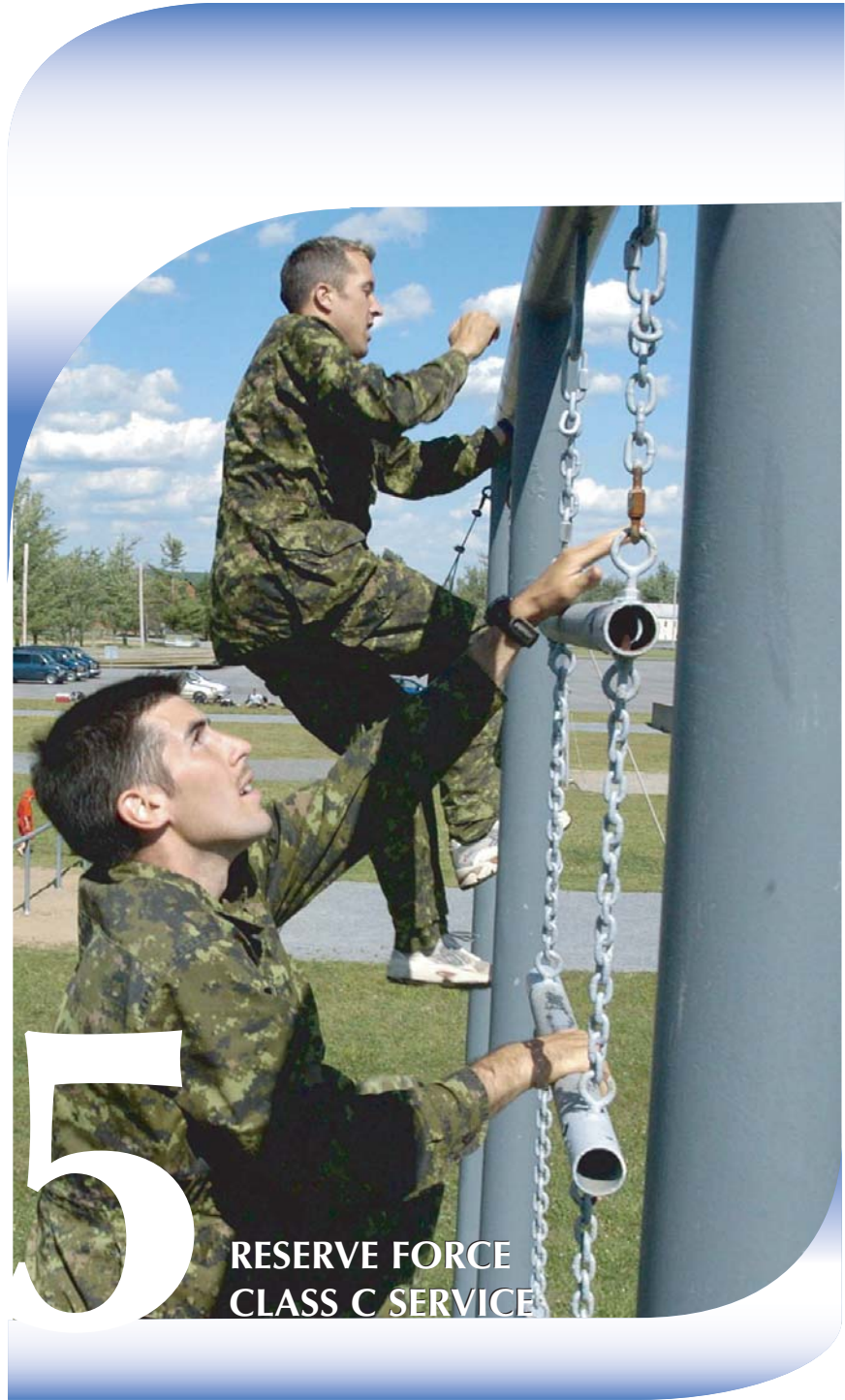
The CF Postal Service will not accept charitable donations or humanitarian aid. Such donations should be sent through the following agencies:

CANADIAN RED CROSS  
INTERNATIONAL SERVICE DIVISION  
1800 ALTA VISTA DRIVE  
OTTAWA ON, K1G 4J5

UNICEF CANADA  
443 MT PLEASANT RD  
TORONTO ON M4S 2L8

UN HIGH COMMISSION FOR  
REFUGEES (UNHCR)  
UNITED NATIONS  
NEW YORK, NY  
USA 10017

CARE CANADA  
P.O. BOX 9000  
OTTAWA ON K1G 4X6



5

RESERVE FORCE  
CLASS C SERVICE

## Chapter Five

# RESERVE FORCE CLASS C SERVICE

## PAY AND BENEFITS

### Terms of Service

Class C service means the Reserve Force member is serving on a full-time contract with the Regular Force and is entitled to all the rights and privileges of the Regular Force. Class C members earn the same pay and benefits as Regular Force members and have the same responsibilities. The Class C contract outlines the conditions of service, defining the rank, rate of pay and period of service.

### Pay Allotments

A maximum of two separate pay allotments can be made. A pay allotment is an amount of money that a service member requests to be taken out of his/her pay and forwarded on his/her behalf to a designated receiver. This can only be done for certain designated receivers such as a member's next of kin, a relative, foster parent, or another person on his or her behalf, a life insurance company, Central Mortgage and Housing Corporation, Group Surgical-Medical Insurance Plan, etc. These are all listed in the Annex to CFAO 207-1. The military member must arrange this with the Pay Office prior to departure.

### Deductions

Several deductions from pay are made prior to deposit in the member's account including the following: Income Tax, Employment Insurance, Pension Plan, Public Service Health Care Plan, Supplementary Death Benefits, Mess Dues, Rations and Quarters.

### Health Care

Reserve Force members on Class C service are entitled to full medical and dental care. The member may arrange to have his/her spouse and children covered by the Canadian Forces Dental Plan and the Public Service Health Care Plan.

### Benefits

The local administrative unit can provide information on Reserve Force member benefits and allowances.

### SISIP Financial Services

SISIP life and disability insurance, financial planning and financial counselling services are available to Reserve Force members and their families. Refer to Chapter 1 Resources for further information.