



**London Military Family Resource Centre**

*“Where It All Begins”*

*A Guide for New  
Canadian Armed Forces Families*

*There Truly Is “No Life Like It”*



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## Introduction

### General Information

#### **Welcome to the London Military Family Resource Centre!**

[www.familyforce.ca](http://www.familyforce.ca)

We would like to congratulate you on your family member's decision to join the Canadian Armed Forces.

The London Military Family Resource Centre is a not-for-profit, charitable organization dedicated to enriching the quality of life for military families. If you want to meet other military families.....if you are looking for interesting, thoughtful, fun-filled events, activities and information services for all ages.....if you are looking for rewarding volunteer opportunities.....please feel free to give us a call, send an email or better yet, drop by. The London Military Family Resource Centre welcomes all military families, at all stages of their military experience. Our complete contact information can be found on Page 7 of this manual.

The purpose of this manual is not only to welcome you to the London Military Family Resource Centre, but to give you the information and tools that your family may require to assist you through the unique challenges of military life.

#### Our Mission

***To enhance the quality of life of military families of South-Western Ontario***

#### Our Vision

***Capable and Connected military families***

### The London Military Family Resource Centre

The London Military Family Resource Centre is a not-for-profit, charitable organization dedicated to enriching the quality of life for military families. A volunteer Board of Directors comprised of a

minimum of 51% military spouses, CAF members and Ex-officio members governs our organization to ensure that we are accountable and operate in a transparent manner. The Centre's main source of funding is provided through our partnership with the Director of Military Family Services (DMFS). Additional funding and support services are raised through user fees, donations, fundraisers, grants and contributions from our community.

The nature of the military lifestyle, with frequent moves, prolonged absences and the risk of injury or death, makes military families naturally resilient. The Military Family Services Program ensures that families are helped through these challenges and strives to foster the active and meaningful participation of Canadian Armed Forces families in the development, delivery and evaluation of services. The Military Family Services Program is available to military members and their families and is delivered by local Military Family Resource Centres located across Canada, the United States and Europe.

### What Services Do We Offer?

#### **Personal Development and Community Integration:**

The Military Family Services Program helps families integrate into their new communities, enhances the quality of life and promotes and supports personal, family and community development.

- Welcome packages and Community Orientation
- Information and Referral to local services and agencies
- Employment and Education Assistance
- Personal Growth and Development Workshops and Activities
- Second Language Services
- Resource Library
- Special Events and Social Activities
- Opportunity to connect with other families.

#### **Family Separation and Reunion:**

The operational and training requirements of the Canadian Armed Forces often take the member away from their family. The absent member may also be at increased risk for their safety, which will heighten family concerns and anxieties. The Military Family Services Program provides information, outreach and support to these families in several ways:

- Deployment Information Packages
- Social Gatherings and Special Events

- Warm Line Contacts during Separation
- Information for Pre and Post Deployment
- Support Service Programs for Children and Adults
- Family Information Line

### **Child & Youth Development and Parenting Support Services:**

The Military Family Services Program supports parents in their caregiving role, and provides opportunities for the healthy development of children and youth as listed below:

- Activities and initiatives for Children and Youth
- Parent and Caregiver Education and Support
- Emergency Child Care
- Assessment and Referral to local services and agencies

### **Prevention, Support and Intervention:**

Individual and family well-being has a significant impact on military readiness. The Military Family Services Program provides services to strengthen the existing capacity of individuals and families through primary prevention services such as:

- Education and prevention
- Self-help groups
- Assessment and referral
- Short-term intervention and crisis support
- Social Worker

### **Volunteer Development:**

- Adult and Youth Volunteering
- Placements designed for individual interests and skills development
- Information and Referral to Community Opportunities
- Volunteer Recognition Activities
- Professional Development, Training and Workshops to enhance volunteer experiences
- Assisting in Fundraising Events, Program Activities or joining the Board of Directors

If you would like to offer your time to assist with programs and events in your area, please contact the office nearest you.

### **Contact Information**

Website: [www.familyforce.ca](http://www.familyforce.ca)  
 Email: [londonmfrc@familyforce.ca](mailto:londonmfrc@familyforce.ca)

### **London Military Family Resource Centre**

Wolseley Barracks  
 701 Oxford St. East  
 London, Ontario  
 N5Y 4T7  
 Telephone: 519-660-5366  
 Fax: 519-660-5340  
[Joan.Stone@forces.gc.ca](mailto:Joan.Stone@forces.gc.ca)

### **Hamilton Outreach Services Office**

CAFRB Hamilton  
 650 Catharine St. N.  
 Hamilton, Ontario  
 L8L 4V7  
 Telephone: 905-972-4000 Ext. 6623  
 Fax: 905-972-6750  
[Donna.Pickering@forces.gc.ca](mailto:Donna.Pickering@forces.gc.ca)

### **Windsor Outreach Services Office**

Tilston Armouries  
 4007 Sandwich Street  
 Windsor, Ontario  
 N9C 1C3  
 Telephone: 519-254-2535 Ext. 4501  
 Fax: 519-254-0636  
[Renee.Couvillon@forces.gc.ca](mailto:Renee.Couvillon@forces.gc.ca)

### **Who are Canadian Armed Forces Families?**

Canadian Armed Forces families are steeped in tradition but far from traditional.

To define a Canadian family is to understand the vastness and richness associated with the Canadian mosaic. There are a myriad of ethnicities and numerous religions represented within the Canadian population and there are a vast number of family combinations and compositions. As the Canadian Armed Forces are a representative force, so too are their families diverse. However, there are a number of elements that set Canadian Armed Forces families apart from other Canadian families.

Within the Canadian Armed Forces, the notion of family transcends religion, ethnicity and other demographic elements. Military families are linked by a shared Canadian Armed Forces mission. It is not uncommon for tight bonds between military families to form after just one encounter and to endure for years. With an instant understanding of the way of life and personal sacrifice, often come a deep sense of trust, admiration and a feeling of support and security. Often buoyed by a profound sense of duty and pride, Regular Canadian Armed Forces families relocate frequently and sometimes with short notice. These moves affect all elements of family life, including health care, education, spousal employment and housing, to name but a few. Relocating and reinvesting in a new life every few years can be especially burdensome on families.

A family's dedication to the Canadian Armed Forces experience requires an extraordinary level of sacrifice, adaptability, resourcefulness and resilience. Often, it is the unofficial Canadian Armed Forces community and its members who provide the unspoken, undocumented, and undying dedication and support required to keep these families strong.

### **General Information for All Military Families**

A career in the Canadian Armed Forces is a call to duty – the soldiers, sailors, airmen and airwomen who answer this call exemplify so many of the values that define and unite Canadians from coast to coast. They possess the desire to help others and a will to fight for and protect what they believe in. It is a career like no other, incredibly challenging, yet highly rewarding. Their efforts not only change the lives of those they assist, they impact the lives of Canadian Armed Forces members and their families.

The Canadian Armed Forces is comprised of four key groups:

- The Royal Canadian Navy; (<http://www.navy.forces.gc.ca>)
- The Canadian Army; (<http://www.army.forces.gc.ca>)
- The Royal Canadian Air Force; (<http://www.airforce.forces.gc.ca>) and
- Canadian Special Operations Forces; (<http://www.forces.gc.ca>) (Choose "Operations", "Special Operations Force")

Working alongside a civilian component in the Department of National Defence, the Royal Canadian Navy, Canadian Army and Royal

Canadian Air Force comprise the collective Defence Team. They are dedicated to defending Canada, protecting Canadian interests, and contributing to international peace efforts.

When men and women join the Canadian Armed Forces they enter a unique profession – the profession of arms. They assume obligation and responsibilities like very few other Canadian citizens.

The Canadian Armed Forces is distinct in that the Armed Forces is one of the only organizations in which there is a need to learn and develop combat and combat support skills. There are no lateral employment transfers from outside. As a result, all members start at the bottom and their career progression is based on experience and knowledge acquired through training and employment within the Canadian Armed Forces. Canadian Armed Forces personnel are highly trained and receive ongoing professional development throughout their careers. The training requirements often result in extended time away from home, both as students and as instructors.

On any given day, a significant portion of the Canadian Armed Forces is preparing for, engaging in or returning from an overseas mission. In addition to supporting international missions, Canadian Armed Forces members regularly engage in domestic exercises/operations and routine employment that take them away from their homes and families for varying amounts of time. The uncertainty and unpredictability of these absences can have a profound impact on families. Being a Canadian Armed Forces member, or the family of one, requires self-sacrifice and dedication. The Canadian Armed Forces understands that extended time away, be it for training, taskings or deployments, can be challenging for families and works to ensure that support resources are in place.

### **Training**

Canadian Armed Forces training provides the basis for developing the knowledge, skills, and abilities needed for a wide range of functions, while being a primary vehicle for promoting morale and cohesion. The purpose of military training is to transform a Canadian citizen into a true military professional. Basic Training is the first exposure a new Canadian Armed Forces Recruit has to the military training and emphasizes physical and mental readiness, basic military skills, and ethical values. Following Basic Training, Canadian Armed Forces Recruits will continue both individual and collective training throughout their careers.

Individual training provides Canadian Armed Forces members with specific skills for their trades, increasing ranks, or responsibilities. As military equipment continues to improve and new technologies are introduced there is a requirement for advanced training to maintain proficiency on what is some of the world's most innovative technologies and sophisticated weaponry.

Collective unit training is designed to build cohesive teams and capitalizes on general military and occupational skills. Collective training often occurs as field exercises and can occur at a variety of training locations across Canada and the United States.

Canadian Armed Forces personnel are highly trained and receive professional development opportunities throughout their careers. The Canadian Armed Forces views continuing professional education as both a responsibility to its professionals and as a mechanism to constantly improve occupational knowledge and skills.

### **Postings**

Once all initial training is complete, Regular Canadian Armed Forces members receive their first posting based on where their new skills are most needed. Although there is an effort to accommodate the member's preferred location whenever possible, it ultimately depends on where their skills are needed to best support the Canadian Armed Forces. Posting duration varies greatly depending on the member's occupation and rank, although Regular Force members can expect to move to a new location every few years. Postings allow for diversity in the scope of a member's career experiences and are meant to enhance training and experience, and to keep members alert and ready to handle new challenges.

### **Deployments**

Regular Canadian Armed Forces members can expect to be deployed domestically or overseas at various times throughout their careers. The type and frequency of deployment depends on an individual's skill set, rank and qualifications as well as the needs of the individual mission. Deployments can last a few days or weeks when providing disaster relief or up to six or nine months as part of an international commitment like that in Afghanistan.

There are advantages to joining as a Reservist, such as working part-time without long-term commitment, serving in the local community and voluntary deployments.

### **Family Challenges**

In the last decade, there has been a perception that Canadian Armed Forces families are in a state of crisis and/or are breaking down at a high rate. Research found that a large portion of Canadian Armed Forces members do believe that military families are in "trouble", and that the demands of military life do interfere with family life. Although these perceptions exist, contradictions emerge when data on member perception of their own relationships were examined.

While a large number of members believe that military life interferes with their home and family life, they also report that their own family life is not suffering as a result of work commitments. In fact, when asked to describe their personal relationships, members reported having good marriages/partnerships; that their relationships were stable, strong and made them happy; that they felt like they were part of a team; and that everything considered, they were happy with their marriage/partnership.

### **Canadian Armed Forces Chaplains**

Canadian Armed Forces Chaplains can be a great source of comfort and inspiration to both the Canadian Armed Forces member and their family.

**Chaplaincy Mission** - To support and enhance the effectiveness of the Canadian Armed Forces as a whole – its leadership, the individual men and women who serve and their families – through the provision of comprehensive religious and spiritual support, advice and care.

**Chaplaincy Vision** - To be an operationally relevant Chaplaincy that supports and cares for all Canadian Armed Forces personnel and their families, wherever they live and serve, empowering them spiritually and morally to meet the demands of military service.

To learn more about the Canadian Armed Forces Chaplain Branch and to find your local Chaplain, please go to <http://www.forces.gc.ca>, choose CAF Community – Support Services – Chaplaincy, or call the CAF Chaplain Branch at 1-866-502-2203.

## Family Separation and Reunion

### Deployment

Deployment is the assignment of military personnel to temporary duty away from the home location. Throughout their careers CAF personnel are required to serve away from their families for a variety of reasons, or varying lengths of time. Deployment is a fact of military life.

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

To reduce deployment stress the best strategy is preparation.

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.

### Separation

Separation can be stressful on the family and the deployed member, but for different reasons.

Families may experience an increased work load at home, stresses about the safety of the deployed member, stresses about how the deployment will change the deployed member, and fear that young children won't remember the deployed parent or won't be excited upon their return. There could be the added challenge of having to make important decisions in the absence of one's spouse and sometimes having to deal with family emergencies such as illnesses or accidents.

Immediately after departure, families may become emotionally disorganized. No matter how prepared they think they are, separation may still come as a shock. The initial sense of relief could be followed by guilt, anger, depression and feelings of loneliness. Some people report disturbances in their sleep and appetite, feelings of increased irritability, and an overall sense of being disorganized and indecisive. It is not uncommon for people to feel overwhelmed by their new responsibilities.

Canadian Armed Forces members may experience a feeling of helplessness in being unable to assist with issues at home such as illnesses or household problems.

In time, families become used to new roles and responsibilities and the changes experienced with loved ones being away. Although they may continue to worry and will miss their loved one, they will find that they are coping better now than before. At this point, families have entered the recovery and stabilization stage.

A few weeks before the Canadian Armed Forces member returns, families will begin to anticipate the homecoming, and often feel excited yet apprehensive about the homecoming. Some families worry about how they will react to each other and how life will be now that they are back. It is also common to feel overwhelmed by all the things that need to be done in preparation for the homecoming.

### Reunion

Just as it was difficult to adjust into a new routine when the Canadian Armed Forces member left, it can be equally difficult to adjust when they return home. Family routines are again uprooted and the family member left behind might be reluctant to adjust to a new routine. The initial reunion is usually easy; however, the adjustment period can be difficult in the days and weeks to follow. Children also need to adjust to an additional authority figure in the home.

After the reunion, couples may need to renegotiate the relationship. Some people find this stage to be the most stressful. Couples have adapted to cope with the separation and have been affected differently by the demands. The spouse or partner may have become more independent, taken on new roles and responsibilities, and established new household rules. The Canadian Armed Forces member has also been affected by the demands of their duties. Once the excitement of the reunion has passed, the focus turns to re-establishing "normality."

With time, (usually four to six weeks), feelings of intimacy, closeness and confidence in the relationship should start to re-emerge. As new routines are established, family members begin to feel more relaxed and eventually move into the final stage of reintegration and stabilization.

For many families, managing deployments can be challenging – extended separations, increased workloads, anxiety over the safety of their loved one, managing transition and reintegration issues upon completion of the tour – all amount to increased stress. Fortunately, there are many resources that can help families cope with the challenges of separation and thrive during the deployment experience.

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 Westal 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.

### The Emotional Cycle of Deployment

<b><u>Pre-Deployment Stage</u></b>	<b><u>Time Frame</u></b>
Anticipation of Loss	1-6 weeks before departure
Detachment and withdrawal	Last week before departure
<b><u>During Deployment Stage</u></b>	<b><u>Time Frame</u></b>
Emotional disorganization	1 <sup>st</sup> 6 wks of deployment
Recovery and stabilization	Variable duration
Anticipation of homecoming	Last 6 wks of deployment
<b><u>Post-Deployment Stage</u></b>	<b><u>Time Frame</u></b>
Renegotiation of relationships	1 <sup>st</sup> 6 weeks home
Reintegration and stabilization	6 – 12 weeks

Many families find the first few weeks after the military member's return from a lengthy deployment at least as stressful as the separation. You are encouraged to contact the nearest Military Family Resource Centre to obtain information and support.

### General Coping Suggestions

1. Allow your self to feel and express all emotional responses.
2. Involve the whole family in preparing for the separation.
3. Create opportunities for warm lasting memories; take pictures.
4. Encourage all family members to share their feelings.
5. Participate in pre-deployment briefings and activities.
6. Set realistic goals for yourself for the deployment period.

### Canadian Armed Forces Member Assistance Program

(<http://www.forces.gc.ca>)

(Choose "CAF Community" – "Health Services" – "MAP")

**24-hour Service, 365 Days per Year**

**1-800-268-7708**

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

Obviously, you wish to have the best quality of life. However, a variety of problems can arise. Therefore, a valuable resource is available to you: The Canadian Armed Forces Member Assistance Program (CAFMAP). Thousands of individuals have already called upon the Member Assistance Program for help. They have benefited from qualified and confidential support.

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

How the Program Works:

1. Your counsellor will help you clearly define your problem.
2. If necessary, your counsellor will put you in contact with specialized services in your area.
3. The professionals and the resources that contribute to the Member Assistance Program will work together to establish a personal action plan that will help you resolve your problem. If the circumstance is severe or in cases of immediate danger, intake counsellors have the professional training required to appropriately intervene during critical incidents.

### **Family Information Line**

<http://www.familyforce.ca/sites/FIL/EN/>

The early 1990's saw itself punctuated by growing support for Canadian military families and the unique lifestyle challenges that affected their lives. In response to this movement, the Canadian Armed Forces (CAF) founded the Military Family Services Program, which was designed to provide families with coordinated and consistent services through Canadian/Military Family Resource Centres (C/MFRCs) located within each community and managed and funded by Director Military Family Services (DMFS).

Subsequent to the creation of this program, Director Military Family Services founded the Mission Information Line (MIL) to bolster the existing support available for families during peacekeeping operations. Established as a national "1-800" number designed to complement local Military Family Resource Centres, the MIL featured a bilingual, 24-hour message box system that offered detailed reports about CAF missions and operations from around the world, as well as a confidential counselling and information service that families could call to discuss their concerns and to obtain information and referrals.

In the eighteen years since its inception, the MIL has evolved to meet the changing needs of military families, and as the nature of CAF deployments has changed over the years from peacekeeping to combat operations and disaster relief missions, so has the MIL by enhancing its services to help families cope with new kinds of deployment stress.

Today the MIL has expanded and transformed into the **Family Information Line (FIL)**, a dynamic, full-service program that offers information, support and referral services to all CAF families, irrespective of whether a family's loved one is deployed or not.



### **The Role of the Canadian Armed Forces**

Today's Canadian defence policy is based on the "Canada First Defence Strategy". Across the country, Canadians expect and deserve a highly capable military that can keep them safe and secure while effectively supporting Canada's foreign policy and national security

objectives. To this end, the Government of Canada has given the Canadian Armed Forces clear direction and outlined three roles:

- protecting Canada and defending our sovereignty
- defending North America
- contributing to international peace and security

### **Protecting Canada**

Of foremost importance, the Canadian Armed Forces ensures the security of Canadian citizens and helps exercise Canada's sovereignty. With a responsibility to respond to domestic crises and to identify potential threats, Canadian Armed Forces personnel work to ensure our peace and security. This is achieved through various activities including coastal patrols, search and rescue missions, disaster relief assistance to civil authorities, and Arctic operations. Regardless of the mission, the Canadian Armed Forces possess the capacity to respond quickly and effectively.

### **Defending North America**

Defending North America is achieved through the mutual and cooperative work of Canada and the United States. With common defence and security requirements, Canada and the United States work together through the North American Aerospace Defence Command to monitor and defend our continental airspace and ocean areas. Canadian Armed Forces' ships and aircraft patrol our seas and skies, and monitor the longest coastline of any nation in the world.

### **Contributing to International Peace and Security**

Canada's prosperity and domestic security are dependent on stability throughout the world. As such, Canada continues to step forward and do its part to address international challenges including humanitarian assistance, peace building, and combat operations. Canada contributes to international organizations such as the United Nations and the North Atlantic Treaty Organization and in confidence-building measures such as arms-control programs. The Canadian Armed Forces contributes to international peace and security. The Canadian Armed Forces will continue to support freedom, democracy, the rule of law and human rights around the world.

### **Operational Elements**

The Canadian Armed Forces is comprised of four main operational elements – the Royal Canadian Navy, the Canadian Army, the Royal Canadian Air Force, and Canadian Special Operations Forces. Each



offer specialized capabilities to meet the Canadian Armed Forces established objectives.

### **The Royal Canadian Navy**

The Royal Canadian Navy maintains combat-capable, multi-purpose, highly adaptable and flexible maritime forces to meet Canada's defence objectives. Its key roles include: defending Canadian sovereignty by upholding and safeguarding Canada's fisheries and energy resources; and assisting other government departments in times of emergency or natural disaster. The Navy's fleet of warships and submarines, deployed in two fleets, positioned one each on the East and West Coast, is ready to respond to conflict and emergencies around the globe. The Navy supports Canadian foreign policy by maintaining an international presence in humanitarian assistance, peace support and maritime security operations. As a maritime nation, Canada depends on the seas for a large part of its trade and security and as a medium through which to exert national influence in concert with allies.

### **The Canadian Army**

The Canadian Army's mission is to provide trained, combat-ready, agile and quickly responsive troops to meet Canada's defence objectives. Its key roles include: defending Canadian territory and helping maintain Canada's sovereignty by providing land surveillance and combat-ready forces; providing armed and unarmed assistance to civil authorities in the event of natural disaster, emergencies or threats to security; and supporting Canadian interest abroad, including support for United Nations, North Atlantic Treaty Organization, and coalition operations, peacekeeping and humanitarian aid. The Canadian Army is ready to respond to conflict and emergencies. Acknowledged throughout the world for its exceptional level of training and professional excellence, the well-equipped Canadian Army has consistently been called into action in the fight for freedom, stability and human rights around the world.

### **The Royal Canadian Air Force**

The Royal Canadian Air Force supports a wide variety of domestic and international operations. It also provides support to the Navy and the Army by providing an operationally-ready, multi-purpose, and combat-capable force. Its key roles include protecting Canada's sovereignty through air surveillance or surveillance of Canada's airspace, assisting other government departments in times of emergency or disaster, and contributing to the collective defence of North America through North American Aerospace Defence Command. The Royal Canadian Air

Force is ready to respond to conflict and emergencies by providing air lift of equipment, military personnel and cargo at home and abroad. The Royal Canadian Air Force also moves humanitarian and disaster relief supplies to stricken regions around the world and it conducts maritime and northern patrols, as well as search and rescue operations.

### **Canadian Special Operations Forces**

The Canadian Armed Forces has agile, high-readiness Special Operations Forces. Comprised of personnel and capabilities from each of the three elements, Special Operations Forces are capable of operating across the spectrum of conflict at home and abroad.

### **Regular and Reserve Forces**

Canadian Armed Forces members can be either Regular Force members or Reserve Force members. Regular Force members work full-time with the military and can be relocated and ordered on operational deployments throughout their career. Reservists are Canadian Armed Forces members who have chosen to devote a portion of their time to military service. They often serve weekends and evenings, and are not relocated or deployed unless they volunteer to do so.

### **Regular Force**

The Regular Force is part of the Canadian Armed Forces that serves full-time to protect Canada, to defend North America in co-operation with the United States and to contribute to international peace and security. Regular Force members are ready at any time to respond to a crisis or threat at home and abroad. Its current strength is approximately 68,000 members.

Regular Force members are individuals who have chosen the Canadian Armed Forces as their full-time career. A key component of their employment is that they can be sent on operational deployments any time and must remain ready for combat operations through training and experience at all times. They receive a competitive salary, continuous support to advance in their careers, the chance to travel the world, and extensive tangible benefits including health and dental care, education and training, a generous leave allocation and a sound pension plan.

## **Reserve Force**

The role of the Reserve Force is to augment, sustain and support the Regular Force. The current strength of the Reserve Force is approximately 25,000 members.

Reserve Force members are generally employed part-time within the Canadian Armed Forces, unless under specified contracts for full-time employment. While not obligated to serve overseas, many Reservists choose to do so. Reservists are employed in similar jobs as Regular Force members, working in the four elements and same rank structure, and are trained to the level of and are interchangeable with their Regular Force counterparts. Most Reservists have full-time careers outside the Canadian Armed Forces or are full-time students.

## **Types of Reserve Commitments:**

Class A" Reservists:

- sign up for part-time service
- work anywhere from 3 hours to 12 full days per month

Class B" Reservists:

- work full-time for a set period of time

Class C" Reservists:

- those that volunteer to do a deployment, whether domestic or international.

## **Medical and Dental Plans**

### **Medical Plan**

Info and Claims forms at: <http://www.sunlife.ca>  
-888-757-7427 – Sun Life

Regular, Class B Reserve Force members serving in excess of 180 days and Class C Reserve Force members may enrol their spouses and children in the Public Service Health Care Plan through the Administrative Section of their Unit.

The Public Service Health Care Plan (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.

## **Dental Care Plan**

Info at: <http://www.greatwestlife.com>

Regular, Class B Reserve Force members serving in excess of 180 days and Class C Reserve Force members may enrol their spouses and children in the Dental Care Plan through the Administrative Section of their Unit.

The Plan covers full-time indeterminate employees, seasonal employees, employees appointed for a term of six (6) months or more, employees who have completed six (6) months of continuous employment, and part-time employees whose assigned work week is more than 1/3 of the normally scheduled hours for a full-time employee in the same occupational group.

Please contact your departmental Compensation Advisor if you have questions regarding your eligibility.

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 a 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.

## **Introduction to Basic Training and the Canadian Armed Forces Leadership and Recruit School**

<http://www.forces.gc.ca>

(Choose "Education and Training" – Canadian Forces Leadership and Recruit School)

## **Mental Preparation for Military Basic Training**

"Basic Training" is the first step for all Canadian Armed Forces members to complete. The goals of Basic Training include basic soldiering skills, Canadian Armed Forces structure, discipline and physical fitness. After this course is completed, the next phase of training will be based on the soldier's occupational element, whether it is Army, Navy or Air Force.

For many younger recruits accepting the challenge of Basic Training, this may be the first extended time spent away from the comfort and security of home, much like going off to College or University in a different town or city. However, we trust that the Basic Training

experience, whether it is at Canadian Armed Forces Leadership and Recruit School in St. Jean, Quebec or Reserve Basic Training at another location, will prove to be positive and the beginning of a very successful career for your family member.

You may have been briefed by the Recruiting Centre (Reg Force) or Reserve Unit about the physical demands, mental and social pressures faced during this time. Some recruits may not be prepared for the mental stress they face immediately upon entering the training program. Separation anxiety could become a reality, the same as experienced when going off to school. Even though your Canadian Armed Forces member may believe that they are ready to begin a life without a support network, all too often the separation proves stressful and emotionally difficult.

The staff of the London Military Family Resource Centre is here to offer some suggestions on how to alleviate some of the stress that may be experienced before leaving for Basic Training and during the Basic Training experience.

Once your Recruit has made the decision to enter the military, begin practicing "self-reliant behaviours. Hopefully your CAF member will openly express any concerns about separation from family and friends. There is nothing more difficult than being far away from a situation that they feel needs attention, but are not able to give that attention, either mentally or physically. They need to board the transportation to the school with a clear sense of purpose and resolve.

There may come a time when your Recruit is experiencing difficulties with the choice they have made and may be looking to you for strength as well as advice. They are entering an atmosphere where their instructors may order them to perform tasks that seem to make no sense. Confusion over this can lead to frustration, and unchecked frustration can really hurt their sense of self-worth. The sooner it is realized that this is a temporary situation, the better everyone will be emotionally.

Recruits will be tested both physically and mentally. A minor mistake in executing a marching order may gain the attention of the instructors. Believe it or not, the goal is not to single Recruits out for punishment. While the instructors were busy correcting your Recruit on that missed step, a dozen other Recruits were silently correcting their own mistakes.

Try to help your Recruit to keep a healthy sense of humour and don't sweat the small stuff. With this in mind, they should be better equipped

to survive the stress of Basic Training. It does get much easier in the long run.

The Canadian Armed Forces Leadership and Recruit School is the center of excellence responsible for conducting the basic training for non-commissioned members and officers of the Regular Force. The training does not only provide the knowledge that is common to all trades, but it also develops a military state of mind and behavior, the mental and physical endurance and combat skills necessary for the profession of arms.

The CAF LRS Mission is to prepare future CAF warriors and warrior leaders morally, mentally and physically for the profession of arms. During training and the rest of their career, your Recruit will be required to adhere to the fundamental military values such as loyalty, duty, courage and integrity. They will have to apply these values in a context where the discipline level will be very high and team work is essential to their success.

As in any organization, situations can arise that require attention. Fortunately, these are few and far between, but knowing how to assist your CAF member to address these issues is the first step in reaching a resolution.

There may be times when your Recruit will look to you for strength and encouragement. They will be looking for a sympathetic ear on the other end of the phone and as family members, the best that you can offer is just to listen. There will be good days and bad days. There may be times when they want to give up. Encourage them to take one day at a time and hopefully tomorrow will be better. The pride and accomplishment of Graduation will make the whole process worthwhile!

We have provided contact information at the end of this booklet to assist you with sourcing helpful information on many different topics.

During the course of Basic Training a Recruit may hear that due to circumstances, whether it be disciplinary action or medical reasons, there could be the threat of being re-coursed or released from Basic Training. Once again, there are procedures that have to be followed before either course of action can be taken. Most "re-courses" occur due to medical issues. The Recruit is given time to heal and then picks up his/her training with another platoon where he/she left off. We have been assured that no one person has the authority to re-course or dismiss a Recruit from Basic

training. There is a system in place, the “Progress Review Board” which entails many steps, many interviews, and the decision to terminate can only be made by the Commandant of the School.

Should a Recruit decide to leave Basic Training for reasons of their own, they must sign a “Voluntary Release Form”. Once again, there are procedures in place to make sure that this is the right choice for the candidate. The Recruit will be interviewed by various military personnel. Every effort Recruit insists on leaving, the entire process to release could take anywhere from seven to ten days, perhaps longer, depending on circumstances.

If you or your Recruit should have any questions regarding any of the above-mentioned procedures, please feel free to contact your local Recruiting Centre, Parent Unit or Military Family Resource Centre.

## **Information for Families of Regular Force Members**

### **Military Lifestyle**

There is little doubt that military lifestyle invokes its own unique set of assets and challenges. The commitment to serve, although officially assumed by the Canadian Armed Forces member, also has a profound effect on military families.

- Military members are dynamic individuals who have the opportunity to travel across Canada and visit many interesting parts of the world, forming life-long friendships and embarking on new experiences.
- Military members often find that their unit becomes their “other” family with a shared sense of community.
- Military members are often posted far away from the place where they grew up, their extended families and lifelong friends.
- It can be difficult to invest time to integrate into a new community and create new social ties knowing that a posting to a new location may come in the near future..
- Military lifestyle can be stressful, but it also builds character, self-confidence and a sense of accomplishment.
- As a Regular Force member, the military member will receive a competitive salary, continuous support to advance their career, the chance to travel the world and many other tangible services and benefits, including the following:

**Education and Training:** The Canadian Armed Forces (CAF) has outstanding education, training and professional development opportunities, such as paid tuition, second language training and financial support for continuing education.

**Dependent Education Management (DEM) –** This program manages the education compensation and benefits programs for Department of National Defence members to ensure that their dependent children obtain elementary and secondary education. The responsibilities of Dependent Education Management are to assist, provide information and authorize military education allowance entitlements to assist CAF members with transition from one province/territory to another or to an overseas posting. More information can be found at [www.forces.gc.ca](http://www.forces.gc.ca). (Choose “Canadian Armed Forces Community – Support Services – Dependent Education Management)

**Health & Dental:** As a member of the Regular Force, the member will receive health care and dental care from the time they join until the time they leave the Canadian Armed Forces. Similar benefits for the family will begin three months after enrolment in the Regular Force, but the family must source their own family doctor. The Military Family Resource Centre may be able to provide you with a list of doctors accepting new patients in your area.

**Vacation:** As a member of the Regular Force the member will receive 20 vacation days per year, which increases to 25 days per year after five years and 30 days per year after 28 years. Vacation can be requested anytime, depending on training and operational requirements; however, some units use “block leave” periods where vacation time is expected to be used.

**Pension:** The CAF Pension plan is designed to provide the member with a retirement income on completion of their military career. It is one of the best and safest pension plans in Canada.

**Maternity & Parental Leave:** Maternity and parental benefits help to balance work with the responsibilities that come with the birth or adoption of a child. In addition to financial benefits, the member can take time away from work to care for children.

**Personal Support:** The CAF offers a wide variety of support programs and services, including:  
Family support centres (Military Family Resource Centres)

- Retail stores on CAF bases (Canadian Armed Forces Exchange System – CANEX)
- Financial planning services
- Financial assistance programs
- Counselling services
- Group term life insurance
- Comprehensive long term disability

For more information please visit the Director General Morale and Welfare Services at [www.CAFpsa.com](http://www.CAFpsa.com).

**Leisure Time:** Canadian Armed Forces Bases are equipped with facilities for a variety of sports and activities, including intramural and local league sports. Most bases have swimming pools, gyms and sports fields, while some have skating rinks, golf courses, and rod and gun clubs. There are also libraries and community centres that host a wide variety of personal interest clubs and activities, including Recreation Association Memberships for family use.

**Moving Costs:** When work requires your family to move, the CAF covers the costs for a posting of longer than six months. Other financial assistance is available, depending on whether the member is married, where you are posted and for how long.

**Bursaries:** There are bursaries, scholarships and financial awards available to CAF members and their families. More information can be found at <https://www.cfmws.com>. (Choose “Support Our Troops – Programs – Scholarships and Bursaries”). The member’s Orderly Room may also have information regarding scholarships and bursaries.

**Benefits Relevant to Family Members:**

Are you and your family entitled to benefits? In the event of an illness or injury, various financial benefits are available to facilitate financial support for the member and family. Next of Kin (NOK) Travel Benefits reimburse travel and living expenses to recognized NOK to facilitate family reunification. Others, such as Allowances – Loss of Operational Allowances (ALOA), ensures the member receives their full benefits if they are repatriated due to operationally-related conditions. Severance pay may also be available to CAF members who transfer or are released from the Regular Force or the Primary Reserve, based on years of eligible service and whether they have previously elected to “cash-out” their severance pay. For more information, please contact the Director Casualty Support Management (DCSM) – 1-800-883-6094.

**Relocation and Postings**

Over the course of their careers, Canadian Armed Forces personnel will move throughout Canada, and in some cases, around the world. The process of relocating for work reasons is referred to as a posting. Postings may occur for a number of reasons including promotions, training opportunities, to fill high-priority vacancies or simply to expand the member’s knowledge, skills and experience.

In some cases, military members may request a posting to a specific location for compassionate reasons. Such postings may be authorized in order to allow the family to be closer to an ailing relative, to have better access to medical or specialist services, to address special education needs or for any number of other situations where family welfare and stability is affected.

As a matter of routine, military personnel are asked to identify their posting preferences. Canadian Armed Forces members are able to update these preferences at any time, as their personal situation may change. All of the information regarding preferred choices for employment is managed by each member’s Career Manager, the staff officer responsible for initiating postings, registering personnel on key courses and managing important aspects of the member’s career.

When it comes to postings, the Canadian Armed Forces endeavours to move personnel based on their list of posting preferences, but this is not always possible. The deciding factor must always be the operational needs of the Canadian Armed Forces. On average, personnel spend approximately three to five years in any given location before being moved to a new job. Not all postings involve a geographical move; on large bases where many opportunities for employment within a given career field exist, members may simply be moved to a new position in a different local unit, or even within their existing organization.

The effects of frequent moves can create difficulties for families as they attempt to re-establish activities. On occasion, the Canadian Armed Forces may post an individual to a location that does not correspond to the member’s preferred career path or family situation. A number of factors, including spousal employment, children’s education or family medical concerns may prompt a Canadian Armed Forces member to request the deferral of a posting, or consider an unaccompanied posting. Canadian Armed Forces personnel who are authorized to proceed unaccompanied, without their family to their new place of duty, will do so under a policy known as “Imposed Restriction”.

## **Housing for Canadian Armed Forces Families**

Due to the nature of military employment, the majority of Canadian Armed Forces members and their families will be required to move a number of times over the course of a military career. With each relocation, military members and their spouses must consider a number of factors, one of the most important of which is family housing.

Families must consider whether to rent or buy, what to do with their current residence, if it is more feasible for the Canadian Armed Forces member to move to the new posting unaccompanied, and the financial implications of any decision taken. In some instances, housing may be far less affordable than that in the current location, leaving families with limited options. Accessible housing may be a long distance from the new workplace or desirable schools, inaccessible by public transportation, or much smaller than a family's current residence, resulting in the need to downsize furniture and possessions or pay out of pocket for storage solutions.

### **Canadian Armed Forces Integrated Relocation Program**

In order to ease the difficulties associated with moving to a new location, the Canadian Armed Forces provides members with access to specialized, tailored relocation services and a variety of allowances and subsidies through the Canadian Armed Forces Integrated Relocation Program. Military personnel are obligated to use the services of the Canadian Armed Forces Integrated Relocation Program, which includes the assignment of a relocation consultant to assist with many of the details tied to a move.

The program ensures that members are provided assistance and funding through every stage of the relocation process, from house hunting at the new destination, to sale of the current residence, to contracting for the move of furniture and effects, to travel to the new destination and transient accommodations along the way. Notwithstanding the support provided by the Canadian Armed Forces Integrated Relocation Program, the entire process of moving to a new home remains a stressful one for the military members and their families.

In most cases, military members have the option of either purchasing or renting private dwellings on local housing markets, or where available, occupying Department of National Defence residential housing units. Military personnel are responsible to cover monthly mortgage or rental costs tied to their choice of housing. In some instances, Canadian

Armed Forces personnel posted outside of Canada or to isolated Canadian locations are provided with additional rent subsidies, based on Government of Canada guidelines and regulations.

### **Buying, Selling and Renting**

When Canadian Armed Forces members relocate, they may buy or rent local accommodations. A series of processes are triggered as part of the Canadian Armed Forces Integrated Relocation Program and include shipment of household goods, provision of accommodations and meals for family members while travelling to the new location, and connection of utilities and services in the new residence.

Canadian Armed Forces members who decide to buy or rent locally are not constrained as to the type, size or cost of the dwelling that they choose to secure. There are limits, however, as to the level of reimbursement for certain expenses related to the sale and purchase of homes. In accordance with the Canadian Armed Forces Integrated Relocation Program, Canadian Armed Forces members who sell or buy a new residence may be entitled to full or partial compensation for expenses related to real estate commissions, land survey and legal fees, home inspections, and mortgage early repayment or lease termination penalties.

### **Housing Outside of Canada**

Canadian Armed Forces personnel who move to locations outside of Canada are not normally encouraged to purchase a home. Instead, most rent local homes. In some instances, personnel take over the home rented by their predecessor. In others, local base housing offices assist families with finding a home, inspecting the premises to ensure they meet specific standards and providing translation services to facilitate communication with local landlords. Canadian Armed Forces personnel posted overseas are also eligible for reimbursement of a number of costs under the provisions of the Canadian Armed Forces Integrated Relocation Program.

### **Information for Families of Reserve Force (Part-time) Members**

There are many advantages to joining the Reserve Force, such as working part-time without long-term commitment, serving in the local community, and gaining valuable skills that will apply to alternate careers.

Members in the Reserve Force are entitled to receive additional benefits based on their service in the CAF. Reservists have the option to serve part-time, full-time or on a full-time mission (deployment) on a voluntary basis. How a member chooses to serve in the Canadian Armed Forces will determine the benefit package they are eligible for.

**Education and Training:** All reservists have access to education, training, military courses and professional development opportunities, such as tuition assistance and financial support for continuing education.

**Health and Dental Care:** If the member is serving part-time in the reserves, the CAF will cover medical expenses while on duty. Full-time and deployed members of the Reserve Force receive the same medical and dental care as Regular Force members. This coverage is not extended to family members.

**Vacation:** Part-time reservists do not receive vacation time, but may receive pay “in lieu of”. Full-time and deployed reservists are eligible to receive one vacation day for each 15 consecutive days of service, to a maximum of 24 working days in a year.

**Pension:** Full and part-time reservists are eligible to pay into the CAF pension program, similar to the Regular Force. The pension calculation is based on number of full days served and offers several payment options depending on the length of service.

Did you know that as a Reservist or former Reservist, you may be eligible for services and benefits from Veterans Affairs Canada (VAC)? VAC is a click, call or visit away. For general inquiries call 1-866-522-1122 or visit [www.veterans.gc.ca](http://www.veterans.gc.ca). You can discuss your needs on any of the following services and benefits:

- Rehabilitation Program
- Financial Benefits
- Disability Award
- Financial Advice
- Career Transition Services
- Group Health Insurance
- Mental Health Services
- Veterans Independence Program
- Health Care Benefits
- VAC Assistance Service (crisis help line) 1-800-268-7708
- Death Benefit
- Education Assistance Program
- Funeral and Burial Benefits

## **Annex A**

### **Military Personnel**

The Canadian Army and the Royal Canadian Air Force use identical naming convention to identify the ranks in the rank structure. Alternatively, the Royal Canadian Navy, drawing on tradition and history, uses its original forms of address from the 1800s to identify equivalent ranks.

### **Responsibilities of Rank Levels**

The Canadian Armed Forces is a hierarchical organization based on a structure of military ranks and discipline. There are nineteen ranks in the Canadian Armed Forces rank structure, separated into Officers and Non-Commissioned Officers and Non-Commissioned Members.

The chain of command is a structure in which authority passes down from the top and each person in the chain is directly responsible to the person above. The chain of command is a fundamental part of the CAF allowing superior officers to securely give orders and know the orders will be followed.

The effective functioning of the Canadian Armed Forces in peace and war depends on the proper execution of command and the fulfilment of duties at every rank level. The distribution of responsibilities and an effective relationship among the rank levels is fundamental to a unit's success.

**Commanding Officers:** The Commanding Officer is the ultimate authority within the unit. They have significant and wide ranging responsibilities, first and foremost being the combat effectiveness of their unit. The Commanding Officer is also responsible for the finances, equipment and personnel with the unit, and are assisted by staff who handle much of the day-to-day administration of the unit. The Commanding Officer is not simply a manager of a large and complex organization, but also a leader, who inspires by example, shaping the fighting spirit and cohesion of the unit. The success and failure of a unit is often directly influenced by the Commanding Officer.

**Officers:** The first duty of an Officer is to lead their subordinates in the accomplishment of the mission despite inherent risks. To be a good Officer, they must be models of professional excellence, displaying uncompromising integrity of character and professionalism. They must

walk a delicate balance of motivator, disciplinarian, and counsellor ensuring at all times that their equipment and subordinates are prepared for any task. Officers are accountable to their Commanding Officer for the actions of their subordinates.

**Varrant Officers and Non-Commissioned Officers:** Warrant Officers and Non-Commissioned Officers are frequently called “the backbone of the Forces”. Their primary role is to implement the orders of their commanders into action and they are the link between the sailors, airmen and women, and soldiers to their officers. Because of their experience, maturity and technical knowledge, Senior Non-Commissioned Officers serve a special function. They must not only set the example in matters of discipline, drill, dress and deportment, but they often have an important role in assisting in the development of inexperienced officers – a function that includes offering advice, helping solve problems, and providing feedback and information.

**Sailors, Airmen and Women, and Soldiers:** Junior ranks are expected to work, learn, train and most importantly carry out all orders and tasks. Junior ranks within the Canadian Armed Forces are unique in that they are expected to use their initiative and intelligence to solve problems at the lowest level and within their Commander’s intent. Their deportment, dress and conduct are expected to be of a high quality. In return they have the right to be competently and properly led, to be adequately trained and equipped and to be accorded trust and respect. The personal welfare of the junior ranks is of critical importance to all leaders.

### **Commissioning**

A commission is an official document issued by the federal government that binds the mentioned Officer. The Canadian Commissioning Scroll is signed by the Commander in Chief, the Governor General, acting on the monarch’s behalf and countersigned by the Chief of the Defence Staff. Once a member receives the commission, they enter the Officer rank structure and are bound to the commitment as stated on the official scroll. Non-Commissioned Members may become Officers, or granted a commission in the Canadian Armed Forces through Commissioned from the Ranks Plan, Special Commissioning Plan or University Training Program – Non-Commissioned Members.

## **Annex B**

### **Glossary of Terms and Acronyms**

ADR – Alternative Dispute Resolution
ADJT – Adjutant: Chief Administrative officer in a unit
AO – Assisting Officer
AO – Area of Operations
AOR – Area of Responsibility
APS – Active Posting Season
ASG – Area Support Group
ASU – Area Support Unit
ATL – Advanced Training List
AWOL – Absent without Leave
BComd – Base Commander
BCWO – Base Chief Warrant Officer
BFT – Battle Fitness Test
BG – Battle Group
BMQ – Basic Military Qualification
Bn – Battalion
BOR – Base Orderly Room
BOTC – Basic Officer Training Course
BPSO – Base Personnel Selection Officer
BTL – Basic Training List
Bty – Battery: equivalent of company, a component of an artillery unit
BZ – Bravo Zulu – a job well done – originated with Navy
C & P – Counselling and Probation
C7 – Rifle used by the Canadian Armed Forces
C9 – A light machine gun used by the Canadian Armed Forces
CADPAT – Combat uniform (Canadian Pattern)
CAF – Canadian Armed Forces
CANEX – Canadian Armed Forces Exchange System
CANFORGEN – Canadian Armed Forces General Order
CD – Canadian Armed Forces Decoration
CDB – Child Disability Benefit
CDS – Chief of the Defence Staff
CE – Continuing Engagement
CER – Combat Engineer Regiment
CAF – Canadian Armed Forces
CAFAO – Canadian Armed Forces Administrative Order
CAFB – Canadian Armed Forces Base
CAFFS – Canadian Armed Forces Fleet School



AFGB – Canadian Armed Forces Grievance Board
AFHA – Canadian Armed Forces Housing Agency
AFHSG – Canadian Armed Forces Health Services Group
AFIRP – Canadian Armed Forces Integrated Relocation Program
AFLRS – Canadian Armed Forces Leadership and Recruit School
AFMWS – Canadian Armed Forces Morale and Welfare Services
AF – MAP – Canadian Armed Forces Member Assistance Program
AFPAF – Canadian Armed Forces Personnel Assistance Fund
AFPO – Canadian Armed Forces Post Office
AFPSA – Canadian Armed Forces Personnel Support Agency
AFRP – Commissioned from the Ranks Plan
AFRG – Canadian Armed Forces Recruitment Group
Class C – Class C Reserve
Classified – Information that is protected as privileged
MBG – Canadian Mechanized Brigade Group
CO – Commanding Officer
CoC – Chain of Command
Comd – Commander
Comms – any method of communication (email, phone, wire)
CoS – Chief of Staff
CoY – Company: a component of an infantry unit
CP – Command Post
CSAR – Combat Search and Rescue
CSR – Combat Stress Reaction
DA – Designated Assistant
DAG – Departure Assistance Group
DAOD – Defence Administrative Orders and Directives
DART – Disaster Assistance Response Team
DCDS – Deputy Chief of the Defence Staff
DCO – Deputy Commanding Officer
DEM – Dependant Education Management
DEO – Direct Entry Officer
Deployment – Any time a soldier is separated from family
Det – Detachment
DEU – Distinctive Environmental Uniforms
DIN – Defence Information Network
DJAG – Deputy Judge Advocate General
DMFS – Directorate Military Family Services
DND – Department of National Defence
DO – Duty Officer
DOB – Date of Birth
DSC – Deployment Support Centre
DWAN – Defence Wide Area Network

DZ – Drop Zone
EAP – Employee Assistance Program
ED & T – Exempt from Drill and Training
EMQ – Emergency Military Quarters
Engr – Engineer
EOD – Explosive Ordinance Disposal
ERC – Enhance Reliability Check
EX – Exercise (e.g. Ex Storming Bear)
Extras – Extra Duties – usually given to recruits for under-performing
F & E – Furniture and Effects
FCP – Family Care Plan
FD Hosp – Field Hospital
Field Rations – Meals distributed and eaten in the field
FIL – Family Information Line
FLO – Family Liaison Officer (Social Worker)
FOA – Field Operations Allowance
FOB – Forward Operating Base
Fresh Rations – Meals prepared in a military kitchen
G-Wagon – Military jeep
GD – General Duty
GPS – Global Positioning System
Haybox – An insulated container for prepared (fresh) rations
HAZMAT – Hazardous Materials
HHT – House Hunting Trip
HLTA – Home Leave Travel Allowance
HLVW – Heavy Logistics Vehicle Wheeled
Hooch – An improvised shelter
HQ – Headquarters
IE25 – Intermediate Engagement 25 Year
IED – Improvised Explosive Device
IMP – Individual pre-packaged meal packets (field rations)
Infanteer – a soldier in the infantry
Int – Intelligence
IPS – Indefinite Period of Service
IPSC – Integrated Personnel Support Centres
IR – Imposed Restriction
IT & E – Individual Training and Education
JPSU – Joint Personnel Support Unit
JTF – Joint Task Force : a task force that utilized more than one element
JAG – Judge Advocate General
KIA – Killed in Action
LAV – Light Armoured Vehicle

O – Liaison Officer
TA – Leave Travel Assistance
Z – Landing Zone
MedA – Medical Assistant (also known as a medic)
MFF – Military Families Fund
MFR – Military Family Resource Centre
MFS – Military Family Services
MFSPP – Military Family Services Program
MIA – Missing in Action
Militia – old terminology for Army Reserve Force
MIR – Medical Inspection Room
MLVW – Medium Logistics Vehicle Wheeled
MND – Minister of National Defence
MO – Medical Officer
MOCC – Military Occupational Classification (trades)
MP – Military Police
MRE – Meals Ready to Eat (U.S. Field Rations) / IMP – Individual Meal Pack
MSE – Mobile Support Equipment
NAVRES – Naval Reserve
NBCW – Nuclear, Biological, Chemical Warfare
NCM – Non-Commissioned Members
NCOF – Non-Commissioned Officer (Sgt.)
NDA – National Defence Act
NHQ – National Defence Headquarters (Ottawa)
NGO – Non-governmental Organization
NIS – National Investigation Service
NOK – Next of Kin
NPP – Non-Public Property
NVG – Night Vision Goggles
OG – Orders Group – to relay information and how tasks will be accomplished
OC – Officer Commanding
OIC – Officer in Charge
OD – On Duty – At Work
OP – Operation (e.g. OP Archer)
OP – Observation Post
OPI – Officer of Primary Importance
OPO – Operations Officer
PO – Operations Order
OR – Orderly Room – the administrative hub of a unit
OSSI – Operational Stress Injury

OSSI – Operational Stress Injury Social Support
P & A – Pay and Allowances
PA – Public Affairs
PAFFO – Public Affairs Officer
PAT – Personnel Awaiting Training
PER – Personal Evaluation Report
PI – Platoon – component of a company
PLQ – Primary Leadership Course – course required to become a qualified Jr. NCM
PMQ – Private Married Quarters – Military (base) Housing
PO – Performance Objectives
POC – Point of Contact
POMV – Personally Owned Motor Vehicle
Posted – to be transferred from one military base to another
PMed Tech – Preventative Medicine Technician
PSP – Personnel Support Program
PT – Physical Training
PTSD – Post Traumatic Stress Disorder – operational stress injury
QL – Qualification Level
QR & O's – Queen's Regulations and Orders
R & Q – Rations and Quarters
R2MR – Road to Mental Readiness
Rats – Rations
RECCE – Reconnaissance
Reg F – Regular Force
Remuster – to change Trades (MOC)
RMC – Royal Military College
ROE – Rules of Engagement
ROTP – Regular Officer Training
RTU – Returned to Unit
S2S – Shoulder to Shoulder
SAR Tech – Search and Rescue Technician
SAT Phone – Satellite Phone
SCAN – Second Career Assistance Network Program
SCP – Special Commissioning Plan
Sect – Section – components of a Platoon
Shacks – Military Barracks
SHARP – Standard for Harassment and Racism Prevention
SISIP – Service Income Security Insurance Plan
SIU – Special Investigations Unit
SLC – Senior Leaders' Course (career course)
SN – Service Number
SOP – Standard Operating Procedures

sqn – Squadron: equivalent of company, a component of an armoured unit
tasking – specific job or responsibility
TD – Temporary Duty – a tasking that takes a military member away from their regular duties
TF – Task Force
Theatre – The specific geographic locale where an operation is/will occur
TMQ – Temporary Military Quarters
TOS – Terms of Service
TRG – Training
UER – Unit Employment Record
UMS – Unit Medical Station
UTPNM – University Training Program – Non-Commissioned Members
VAC – Veterans' Affairs Canada
VE – Variable Initial Engagement
VT – Video Teleconference
VIA – Wounded in Action
Zulu – Standardized Military Time (Greenwich Time)

## **Annex C**

### **Frequently Asked Questions**

#### **If a Recruit has to leave Basic Training due to a family emergency (birth, death), what impact does this have on their training?**

In accordance with their training plan, Recruits can only miss a certain amount of periods before being re-coursed. Depending on how long the Recruit is required to be away for the family emergency, this may result in a re-course. Regardless of the reason why a Recruit missed classes (medical appointments, family emergency, etc.), cases are all treated in the same way.

#### **What rules apply to sending mail/packages to a Recruit while at St. Jean and will receiving mail have any negative impact on the Recruit?**

Mail and packages are strongly encouraged. There is no negative impact on the recruits receiving mail. However, there is a list of prohibited articles:

- Fire arms or edged weapons (switch-blade knives, knives with blades longer than 6 inches)

- Food Stuff (fruits, chips, candy etc.) and drinks, including supplements
- Alcoholic beverages
- Illegal substances (including caffeine concentrate “wake up”)
- Materials with sexual connotation (magazines, photos, DVD, accessories, etc.)

#### **Where can I find information regarding the CFLRS Graduation Ceremony? (timings, location, accommodations?)**

All of this information can be found on the CAFLRS Website - <http://www.forces.gc.ca>. (Choose “Education and Training” – “Canadian Forces Leadership and Recruit School” – “Information for Visitors” and “Graduation Ceremonies”)

#### **How can I prepare for my soldier’s homecoming after Basic Training?**

Information provided in this manual re “Separation and Reunion” (Pg 7) will assist you with these transitions. For further assistance, please contact your local Military Family Resource Centre.

#### **Where will my soldier go after Basic Training?**

Unfortunately, there isn’t a cut and dried answer to this question. The answer is based on the trade and the timing of the next phase of training. Your soldier will be informed of where he/she goes next during the last few weeks of Basic Training. Reserve members will return to their parent unit.

#### **What is the process if my soldier decides to “Voluntarily Release” from Basic Training?**

CFLRS has a “5-week” policy. In most cases, a Voluntary Release would not be considered until after the 5 weeks of training are completed. Once a Recruit notifies their instructor that they wish to sign a Voluntary Release, they are asked to consider this decision for the next 24 hours. They are then asked to fill out a questionnaire as to the reasons for the release. The Recruit will meet with their Sgt, their WO, an Officer from their Chain of Command and the Personal Selection Officer. Voluntary Release involves a fairly lengthy process. Once the Recruit has made up their mind to release, the request is then sent to the CO who has to sign off on this request. The Recruit will then be removed from their platoon and sent to another platoon awaiting release. The entire process can take 7 – 10 days, perhaps longer, depending on the circumstances. The school must ensure that the Recruit is not indebted to them financially and vice versa. Transportation home for the Recruit is paid by CAFLRS.

**Where can I find information to assist my family with the move to our first posting?**

<http://www.forces.gc.ca>

Choose “CAF Community” – “Support Services” – “Housing”)

**Are PMQ's equipped with appliances?**

The official answer to this question comes from Canadian Armed Forces Housing Authority, and no, appliances are not provided.

**My Recruit has been injured during Basic Training and wants to come home. What happens now?**

All medical care and services are offered at CFLRS. Therefore, recruits will stay at CFLRS if they get injured in order to receive the best care possible and ensure their recovery.

**Can we visit our Recruit in St. Jean?**

Visits are not authorized during the indoctrination period (first five weeks of the course) or when the platoon is given supplementary training on weekends. Once the indoctrination period is over, candidates may welcome guests on Saturday (from 1:00 p.m. to 10:00 p.m.), on Sunday from 8:30 a.m. to 7:00 p.m.) and on statutory holidays (from 1:00 p.m. to 10:00 p.m.). Guests must be welcomed at the Rotunda and may go to the Subway, the Canex, the O'Mega Mess, the cafeteria or the lounge corridor. All other areas are explicitly out of bounds to any guests.

**Why has my family member decided to join the Canadian Armed Forces?**

The answer to this question lies with each individual soldier. There are many different reasons why your loved one may want to join the Canadian Armed Forces some of which may include service to their country, an exciting career, competitive salary and benefits, funding for education, personal and professional growth and a flexible lifestyle.

**What are the criteria for promotions within the Canadian Armed Forces?**

Promotions are based on attainment of required qualifications, completing a specified “time in rank,” and job performance.

**How is a member's “Terms of Service” determined?**

These will vary depending on the plan offered to the member on enrolment. The Recruiting Centre or parent Reserve Unit can provide more details.

**Annex D**

**Contact Information**

**London Military Family Resource Centre**

Administration

519-660-5366

Toll Free and After Hours Line – 1-888-514-7444

<http://www.familyforce.ca>

**London Military Family Resource Centre Social Worker**

Tami Murray

519-660-5275 Ext. 5169

[Tami.murray@forces.gc.ca](mailto:Tami.murray@forces.gc.ca)

**Family Information Line (24-hour service)**

1-800-866-4546

<http://www.familyforce.ca/sites/FIL/en>

**Canadian Forces Member Assistance Program (24-hour service)**

1-800-268-7708

[CAF Member Assistance Program | National Defence | Canadian Armed Forces](http://www.forces.gc.ca/en/caf-community-support-services-map/member-assistance-program.page)

<http://www.forces.gc.ca/en/caf-community-support-services-map/member-assistance-program.page>

**Canadian Armed Forces Morale and Welfare Services**

<https://www.CAFpsa.com/en/Pages/default.aspx>

**Canadian Armed Forces Mental Health Services**

[Mental Health Services | National Defence | Canadian Armed Forces](http://www.forces.gc.ca/en/caf-community-health-services-mental/index.page)

<http://www.forces.gc.ca/en/caf-community-health-services-mental/index.page>

**Department of National Defence Ombudsman**

**Ombudsman | National Defence | Canadian Forces**

<http://www.ombudsman.forces.gc.ca/en/>

1-888-828-3626

**Canadian Mental Health Association**

<http://www.cmha.ca>

### **Canadian Forces Leadership and Recruit School**

50-358-7099

Email: [elrfc-CAFIRS@forces.gc.ca](mailto:elrfc-CAFIRS@forces.gc.ca)

[Canadian Forces Leadership and Recruit School | DND CAF](http://www.forces.gc.ca/en/training-establishments/recruit-school.page)

<http://www.forces.gc.ca/en/training-establishments/recruit-school.page>

### **St. Jean Military Family Resource Centre**

50-358-7099 Ext. 7955

### **St. Jean Military Family Resource Centre Social Worker**

50-462-8777 Ext. 6828

### **London Recruiting Centre Detachment**

519-660-5110

### **Hamilton Recruiting Centre Detachment**

905-521-0928

### **Veteran's Affairs Canada (Mental Health)**

<http://www.vac-acc.gc.ca/clients/sub.CAFm?source=mental-health>

### **Friends for Life**

[FRIENDS for Life | Family Services Ottawa](http://familyservicesottawa.org/parents/friends-for-life/)

<http://familyservicesottawa.org/parents/friends-for-life/>

### **CAF Appreciation Program**

<http://www.CAFappreciation.ca>

### **Canadian Defence Community Banking**

#### **Canadian Defence Community Banking (CDCB)**

<http://www.cfmws.com/en/OurServices/CDCB/Pages/Default.aspx>

416-995-0321

### **Service Income Security Insurance Plan (SISIP)**

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

800-267-6681

### **Dependent Education Management (DEM)**

[Dependent Education | National Defence | Canadian Forces](http://www.forces.gc.ca/en/caf-community-support-services/dependent-education.page)

<http://www.forces.gc.ca/en/caf-community-support-services/dependent-education.page>

### **Windsor Essex Military Family Support Group**

Facilitator – Susan Wessel – 519-734-1670

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

Email: [info@wemfsg.com](mailto:info@wemfsg.com)

### **56 Family Support Group (Brantford, St. Catharines and Simcoe)**

Facilitator – Pat Cooke – 519-805-4495

[www.56familysupportgroup.ca](http://www.56familysupportgroup.ca)

Email: [info56fsg@isp.ca](mailto:info56fsg@isp.ca)

### **Hamilton Family Support Group**

Facilitator – Kathie Comeau

Email: [krcomeau50@gmail.com](mailto:krcomeau50@gmail.com)

## **Annex E**

## **References**

All CAF personnel demographic data taken from **Annual Report on Regular Force Personnel 2009/2010, DGMPRA, November 2011 and the Annual Report on Regular Force Attrition 2009/2010, DGMPRA, November 2011**

**Impacts of Military Life on Families: Results from the Perstempo Survey of Canadian Armed Forces Spouses**, Sanela Dursun; Kerry Sudom; DGMPRA TR 2009 – 001; Defence R&D Canada – DGMPRA; November 2009.

**Impact of Military Life on Families and Single Canadian Armed Forces Members: Current State of Knowledge and Research Gaps**. Kerry Dudom; DGMPRA TM 2012-008; Defence R&D Canada – DGMPRA; May 2012

### **Department of National Defence**

<http://www.forces.gc.ca>

### **The Canadian Armed Forces Family Experience Military Family Services (MFS)**

### **Canadian Armed Forces Recruiting Centre**

[Home | National Defence | Canadian Armed Forces](http://www.forces.gc.ca)

<http://www.forces.gc.ca>

(Choose “Jobs” – “Find a Recruiter”)

### **Load to Mental Readiness**

[Mental Readiness Training | National Defence | Canadian Armed Forces  
http://www.forces.gc.ca/en/caf-community-health-services-2mr/index.page](http://www.forces.gc.ca/en/caf-community-health-services-2mr/index.page)

### **Basic Up Videos”**

These videos were previously found on a Department of National Defence website, but can now be found on “You-Tube”

### **Guide to Military Rank System**

[www.familyforce.ca](http://www.familyforce.ca)

Select “London” from the “Location” box

Scroll down to “CF-101 for Civilians”

You will find the “Rank System” on Page 65