

? frequently asked QUESTIONS

My family is returning to Canada. What are some things I need to know?

What happens to my medical insurance when I move to Canada?

You will return to the Provincial Health Care system for main support. In most provinces, there is no longer a waiting period to get your provincial health insurance.

With Sun Life, you have 60 days to transfer your Comprehensive care over to Supplemental care.

[Public Service Health Care Plan](#)

[Public health care managing my coverage](#)

If there is a waiting period, the family will remain with Public Service Health Care Plan until the provincial health care takes effect. Then the member should complete the transfer from comprehensive to supplemental care through his/her orderly room and through Sun Life Positive Enrollment form.

How do I find a doctor in Canada?

Finding a doctor is always one of the first things you want to do for your family. Military Family Services (MFS) has partnered with [Calian](#), one of the largest medical clinic management companies in Canada. These clinics are in 8 different locations. Visit [Calian Military Family Doctor Network](#) to see where these partners are located. If you are moving to Ottawa, look into [Operation Family Doc](#) affiliated with the NCR MFRC. If you are need assistance, please reach out to the Military Family Resource Centre (MFRC) in your location.

How do I find out what immunization my school-age child needs to attend a Canadian school?

When you are on your house hunting trip this is a great time to find a doctor and look into schools. At this time, speak to your school and doctor in your new city for up to date information on what your child needs. You can also check the Health Canada website. [Healthy Canadians schedule for immunizations](#)

What if I need dental work done when I move to Canada?

Your dental insurance will not change; you will stay with Great West Life. So you will select a dentist in Canada that you would like your family to go to and use your Great West Life insurance. Some places will ask you to pay upfront and you will be reimbursed, and others will direct bill; so just ask before going to the dentist.

What paper work do I need to import my vehicle to Canada?

There is a step by step process you will need to be familiar with before importing your car to Canada

Registrar of Imported Vehicles (RIV) - [Importing Vehicles to Canada](#)

This website has additional information you will need from both the US side and the Canadian side. There are different requirements for vehicles purchased in Canada or purchased in the US. Also, your CDLS(W) and CFSU(CS)/NORAD Welcome/Departure books have detailed information you should review.

As of 2014, the US side implemented a new system to export your vehicles from the US and it is through the Automated Export System (AES). This is a process that may take several days, so plan ahead. Your moving company may be able to assist you with this process, as you do need a Social Security Number. T Additional link that might be helpful [US Custom & Border Protection](#). Some additional information, [RIV - US export Requirements](#)

When I moved to the US I was told to do an inventory list. What do I do when moving back to Canada, do I need to dig out this list again?

If you made an inventory list when you left Canada, find it and update that list; it is much easier to add to it than to start fresh. The list is more important for when you come back to Canada, and should be more detailed than the Shippers Inventory List that is created by the moving company. The high value items should be detailed with photos, model numbers, serial numbers, value, etc. Clothes can be grouped with a general value, and evening gowns can be separated if they are high valued items. If you do an excel spreadsheet it is much easier to follow or use an App such as the "Itemizer" app, as it is free. You can also do a search to find an app or program best for your family.

Canadian Customs uses a form called Personal Effects Accounting Document—This must be included with your paperwork. It lists not only the value of your house inventory, but also your vehicles and trailers. They do not want to see the Drivers sticker List, as this just says 4cu, 5cu and not the content. [See the Form HERE](#) ** Make sure to verify if you are crossing the border over a weekend or a US holiday that your border crossing is open and clearing paperwork on both sides.**

How to know if I can use my current cell phone in Canada?

You can use your cell phone in Canada as long as you can remove the SIM card. You will need to be able to put in the SIM card from your new carrier. It is best to contact your new provider in Canada and ask them about your particular phone.

Who else do I need to contact to update our family information?

You should contact your Orderly Room and your MFS Coordinator to update your Family Care Plans. Your MFSC can put you in touch with the MFRC closest to your new posting.

Please reach out to your [MFSC](#) for support if you have questions.

Other Resources From Canadian Gov Agencies

[FAQ Importing a vehicle purchased in the U.S.](#)

[Environment Canada Vehicle Emission Requirements](#)

[Car seats, what caregivers should know](#)

Check in with your new Military Family Resource Centre (MFRC) in Canada

[Canadian MFRC Listing](#)

This Information Sheet is offered to you to help you and your family to find the benefits and services available during your OUTCAN posting.
Please be vigilant in doing the research appropriate for your situation, as each is different.

[CDLS\(W\) website](#) is full of great information to support you during your OUTCAN posting.

**MFS US
FAQ**