

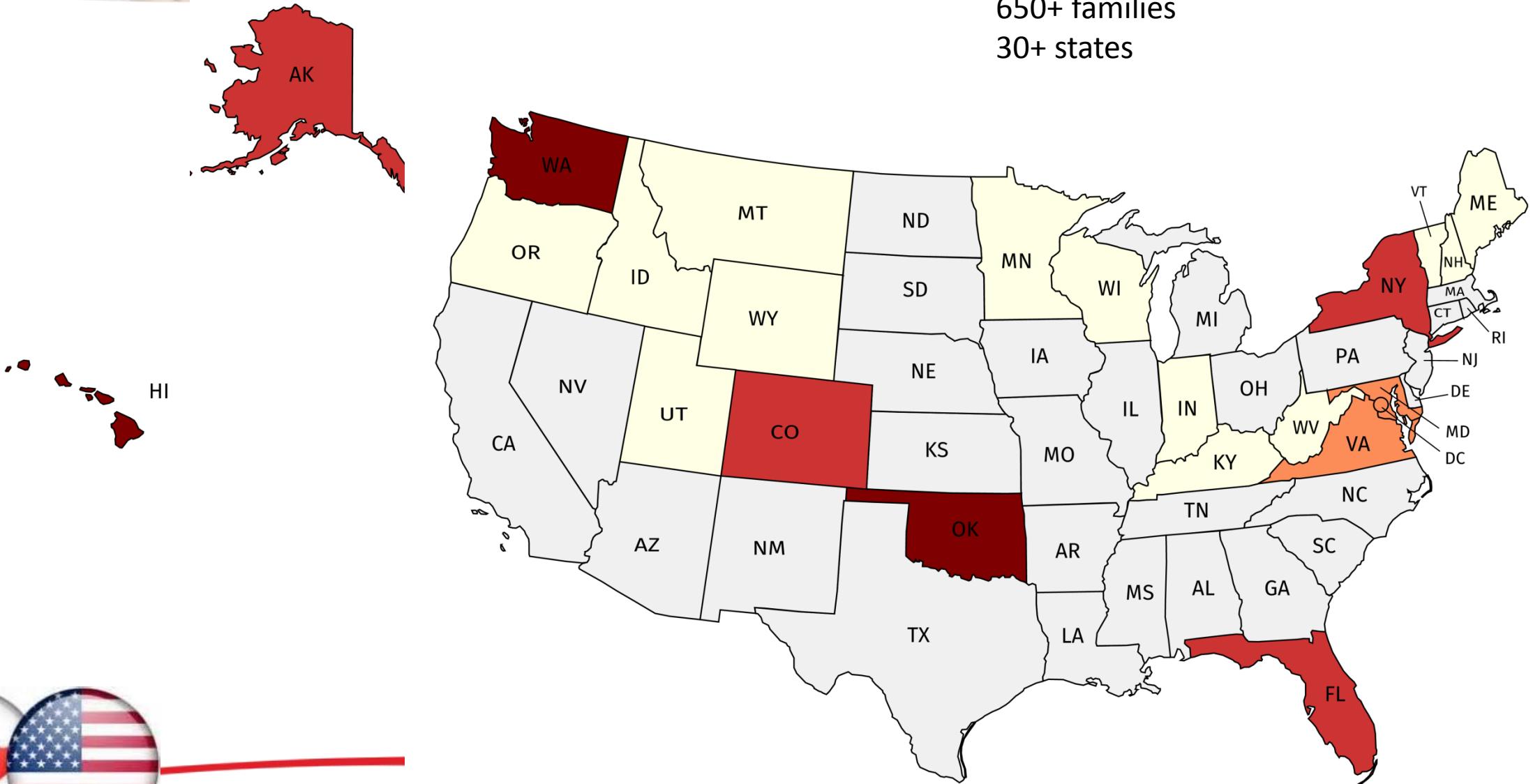


So your family is being posted to the U.S.?  
Canadian Military Family Services is here for you!



# Canadian Military Families in the USA – You will not be alone!

650+ families  
30+ states





# Who we are & How we function

## Part of Military Family Services (under CFMWS)

MFRC's in Canada  
MFS in U.S. & Europe

## Barb Bragg, North America Senior Manager (U.S. & Yellowknife)

[Bragg.barb@cfmws.com](mailto:Bragg.barb@cfmws.com)

## National Support Team

Tammy Kingston, Outreach Coordinator  
[mfs.outreach@cfmws.com](mailto:mfs.outreach@cfmws.com)

Joanna Church, Virtual Program Developer  
[mfs.virtual@cfmws.com](mailto:mfs.virtual@cfmws.com)

## Military Family Services Coordinators (MFSCs) and Program Providers

CAF Spouse stationed in the U.S.

Rotating position

There are 11 MFS staff located in the U.S. with families stationed in 30+ states.

## Centers/Work from home

Only some of our MFS staff have centers to work out of  
Most MFS staff work out of their homes

## Advisory Committees

Instead of Board of Directors

## Responsive to the OUTCAN Chain of Command (COC)

CDLS(W)  
CFSU/NORAD





# Staff Contacts in the U.S.

MFS Elmendorf, Alaska

Shannon Pistun

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MFS Hawaii

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MFS Whidbey Island

Madeleine Epple

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MFS JBLM

Interim – Steph Barber / Elizabeth Morris

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MFS Washington D.C. & Capital Region

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MFS Rome

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MFS Outreach Coordinator

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MFS Vandenberg

Michelle Darrell

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## Their Role with families stationed in the U.S.:

- ❖ A point of contact for information, referral and resources
  - ❖ Organizes groups, volunteers and meetings
    - ❖ A contact in case of emergency
    - ❖ Community Needs Assessments
    - ❖ Annual Outcomes Plans and Budgeting



# Building a Network of Support OUTCAN



## Information and Education/Awareness

- Welcome/Orientation – Welcome Events and Briefs
- Education Information – Second Language Support
- Personal Development – Health and Wellness workshops, self care

## Referral and Support/Services

- Information and Referral to other professionals - local community events/program such as Child Care, Education, Community Centers, as well as SISIP and even Counseling services
- For employment services – Workshops and Support
- For education services; both adults and children – Workshops and Support
- Community Integration – Coffee mornings and Mom and Tot/youth groups
- Activities for families
- Outreach – Warm line Calls, Virtual Programs such as book Club
- Assessment of family needs
- Deployment support

## Intervention

- Child Care Support (i.e.. options, child care list, MFS Emergency Family Care Plan, arranging emergency child care in some situations, etc)
- Crisis Support – Emergency Support and Referral

# OUTCAN Physical Fitness Program

- Services available include:
  - One-on-one fitness and lifestyle consultations
  - Personalized fitness training programs
  - Group presentations, clinics, and workouts
  - Weight room familiarization training
  - Monthly fitness & health initiatives
  - Fitness and Health page on MFS site & newsletter

Contact the OUTCAN Physical Fitness Coordinator at  
[Todd.Cirka@forces.gc.ca](mailto:Todd.Cirka@forces.gc.ca) or (613) 852-7059



# Best things about living in the U.S.

- Healthcare
  - If you live in a location that has a base hospital, your entire family can use it for much of your healthcare needs
    - Family Doctor, Pharmacy, Imaging, Immunizations, Gynecologist, Pediatrics
- Military Discounts
  - In Military Communities there are numerous restaurants and stores that offer military and military family discounts
- Commissaries & PXs BXs or NEXs
  - Amazing on-base shopping at seriously discounted pricing
- Jobs
  - Military communities in the U.S. are used to working with spouses who will only be there for a couple of years!

- Incredible Base Services
  - Moral, Welfare and Recreation (MWRs)
  - Readiness Centers
  - Free gym access (including classes!)
  - Child Care Centers
- The comradery of military families
  - You will make new international friends!
- The general respect and appreciation shown to military members and their families
  - Don't be surprised if from time to time people approach your member to say thank you for their service or offer to pay for their meal.
- Travel/Recreation
  - From Mountains, to Sandy Beaches, to Metropolis's of millions. Amusement Parks, National and State Parks, museums, zoos, and more!
  - Post Travel Assistance

And some fun ones – U.S. Netflix! U.S. Amazon! Target! Unlimited data on cell phone plans for cheap!

Beaches! Cheaper gas! Disney Land AND Disney World! Shopping! Shopping! Shopping!

# Most Common Challenges for Families Stationed in the U.S.



- Francophones
- Children's Education
  - French
  - Age difference
  - Common Core/academic differences
- Healthcare
  - Tricare
  - Base Hospital
  - Allianz Global
- Spouses/Dependent Employment
  - EAD
  - Social Security Number
  - Taxes
- Canadian Taxes
  - Residence status
- Cultural Differences
  - Children Sports
  - Eating Out - Frequency
  - Gun Laws/Access
  - Military Culture/Security
  - Ethnic Acceptance
  - Religion
  - Language
- Exchange Rate
  - Affects disposable income
  - Allowances compensate for fluctuating rate
- Driving
  - Lack of public transit
  - Larger highway systems
  - DMV issues
  - Using Canadian credit card for gas
- Child Care Issues
- Banking

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# My Base Guide

[MYBASEGUIDE.COM](http://MYBASEGUIDE.COM)



# Staying Connected & Informed



'Like us on Facebook to receive articles, news updates, virtual events, videos and more! (private location FB pages as well)

[www.facebook.com/NationalMFSUS](https://www.facebook.com/NationalMFSUS)



'Follow' us on Twitter to get quick updates and information!

<https://twitter.com/NationalMFSUS>



'Watch' us on YouTube with Military Family Services video campaigns!

<https://www.youtube.com/MFSCFMWS>



'Join' us on WebEx for online events, meetings, and recordings!

<https://mfsus.webex.com>



Get Informed on the new CAF Connection Website!

[www.cafconnection.ca/unitedstates](https://www.cafconnection.ca/unitedstates)

# What should you be doing right now?

## EDUCATE YOURSELF!!!

- Read your Relocation Benefits Book
- Read your CDLS(W) or NORAD Welcome books from cover to cover.
- Read the MFSUS Family Guide
- Before taking your HHT, reach out to the staff member for your location. Schedule a face to face
- Once you have your Change of Strength Date, start planning and booking your hotels ASAP – summer travel can cause booking issues depending on where you are traveling. Book extra days at destination. (Pet friendly?)
- Children's Education – start learning about school systems now! Get school records from Canada.

\*\*\*\*\*Reach out to the staff member assigned to your location! Former, (and even current) families who have lived in your new location may not have the most up to date answers for your questions.\*\*\*\*\*





# Let's talk HHT

- [www.militarybyowner.com](http://www.militarybyowner.com), [www.ahrn.com](http://www.ahrn.com), or Craigslist to find homes for rent in your location
  - Do you want to be close to where the bulk of CAF families live in your community?  
Reach out to your MFSC.
    - Contact prospective rental home and set up appointment prior to your HHT.  
Homes in military communities go fast!
      - Try to plan as many viewings in the first 3 days of your HHT as possible.
        - Contact your Canadian Phone Carrier.  
Let them know you will be traveling in the U.S. to ensure you have enough text, phone and data.  
The cost to cover this may be recouped in your HHT claim.
          - Contact your Canadian Credit Cards to inform them of your travel.
        - Know the measurements of your larger furniture items. Bring pictures of furniture.
          - Know your rent ceiling amount and your square footage allowance.
      - Take pictures of every room – floors, windows, tubs, walls, etc. – both on HHT and when you first arrive.



What to bring on your HHT: Folder for your important papers, notebook and pen, measuring tape, camera.

# Brookfield Changes

- Ask questions
- Don't wait until the last minute to figure it out.
- Remember that stories you read on social media are the unique experiences of each family. You may have a completely different experience.





# What are YOUR burning questions?

\*Please note we are not able to answer specific operational questions concerning pay, housing, allotments, taxes etc, but only general topics related to living in the U.S. Those questions should be directed to the clerk in your new location.





# Welcome to your new, joint, Canadian / U.S. Military Family!

Your Canadian Military Family Services U.S. (MFSUS) is here for you every step of the way!

## Thank you for your service!

