



2017 Welcome Package

A GUIDE FOR MILITARY FAMILIES
IN THE NATIONAL CAPITAL REGION



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Look for a computer icon for a direct link to accurate and detailed information about our programs and services.

QUICK ACRONYMS GUIDE

NCR = National Capital Region
 MFRC = Military Family Resource Centre
 CFSU(O) = Canadian Forces Support Unit (Ottawa)
 CFSACO = Canadian Forces School of Aerospace Control Operations
 FLO = Family Liaison Officer



mfrnc • **ncr**
crfm • **rcn**

The information presented in this guide is accurate as of July 1st, 2017. The MFRC-NCR reserves the right to modify or cancel any programs and/or services. For the latest and most accurate information please call us at (613) 998-4888 or visit our website at www.cafconnection.ca/ncr

WELCOME FROM BOARD CHAIR



On behalf of the Board of Directors, welcome to the National Capital Region!

My name is Katrina Au-Yong and I am the Chair of the Board of Directors for the Military Family Resource Centre of the National

Capital Region. During my 10 years as a family member in the military community, I have lived in various locations across North America, including Victoria, BC and Colorado Springs.

The MFRC-NCR is a charitable organization governed by military families, for military families. I have served on the MFRC Board of Directors for the past three years. As a community member who personally understands the challenges associated with the military lifestyle, I am extremely passionate in my position to serve as an advocate and voice for families in the NCR.

In addition to my experience with the MFRC, I bring knowledge and

resources from previous volunteer positions on the Board of Directors for the Colorado Springs Festival of Lights (the annual city Christmas parade), Habitat for Humanity, and Partners in Housing (a non-profit organization providing housing to low-income families) and the Ottawa Humane Society's Humane Education program.

I look forward to getting to know you and your family in contributing to the continuing success of the MFRC-NCR!

Sincerely,

Katrina Au-Yong
Chair, Board of Directors
Military Family Resource Centre of
the National Capital Region

WELCOME FROM EXECUTIVE DIRECTOR



On behalf of the MFRC, I would like to welcome you to the National Capital Region! We are thrilled that you are joining our community.

As a native of the NCR and through my 19-year career in Social Services Sector, I bring an innate knowledge of the exten-

sive resources available within our community. Families posted to the NCR face challenges unique to the geography and composition of our region. The MFRC strives to offer support that transcends the borders of our neighbourhoods and cities, focusing on program outreach and meaningful service delivery.

Within our Family Engagement, Family Wellness, and child care programs, our staff, volunteers and community partners provide services that are essential to whatever "family" means to you. We hold programs and events that are tailored to the needs of the military lifestyle.

I have a profound respect for the sacrifices that members of the military face for our nation. During my time at the MFRC-NCR, I have also

witnessed the resiliency, adaptability, and positivity that their families exude. In my role as Executive Director, I am honored to contribute in a small way by assisting Canadian Armed Forces members and their families through transition support and services to help the NCR feel like home.

I look forward to connecting with you and your family, and welcome the opportunity for communication and feedback.

Sincerely,

Tanya Mendes-Gagnon
Executive Director
Military Family Resource Centre of
the National Capital Region

STAYING CONNECTED

Welcome & Information Services have made staying connected to the MFRC-NCR community an easy process. We understand that Canadian Armed Forces families posted to the NCR are facing different challenges. Both the vast geographic area we operate in and the absence of a central military base can be sources of isolation. Find the way to stay connected that fits your family from the options below.



Join our Social Media

For the latest update of our services, a quick share of a local event or an opportunity to participate in one of our many last minute giveaway our social media are the best place to start following your new MFRC.



@MFRNCNR



@MFRNCNR



@MFRNCNR



@MFRNCNR



Keep connected with our Electronic Newsletter

Our newsletter informs our community members on a monthly basis of new programs and events hosted by the MFRC-NCR.

WWW.CAFCONNECTION.CA/NCR/NEWSLETTER



Visit our Website

Our website is always available to learn more details on our many programs and events. Offered in partnership with all the MFRC and PSP across Canada and abroad our website is the essential resource for our community members.

WWW.CAFCONNECTION.CA/NCR



Call us

Prefer to speak to us in person? We are available to answer your call from 6 h30 to 18 h weekdays.

(613) 998-4888

ABOUT US

The Military Family Resource Centre of the National Capital Region is your family, your friend, your soft place to land. We are here for you. We are a place to come together, learn, and develop strengths, as well as to share thoughts, interests, and concerns.

Come to visit, anytime weekdays from 6 h30 to 18 h, enjoy a coffee and see what we have to offer. Share your opinion and ideas and get involved. We'd love to get to know you!

We are dedicated to enhance the quality of life for CAF families by providing unique and tailored programs and services. We are governed by military families for military families.

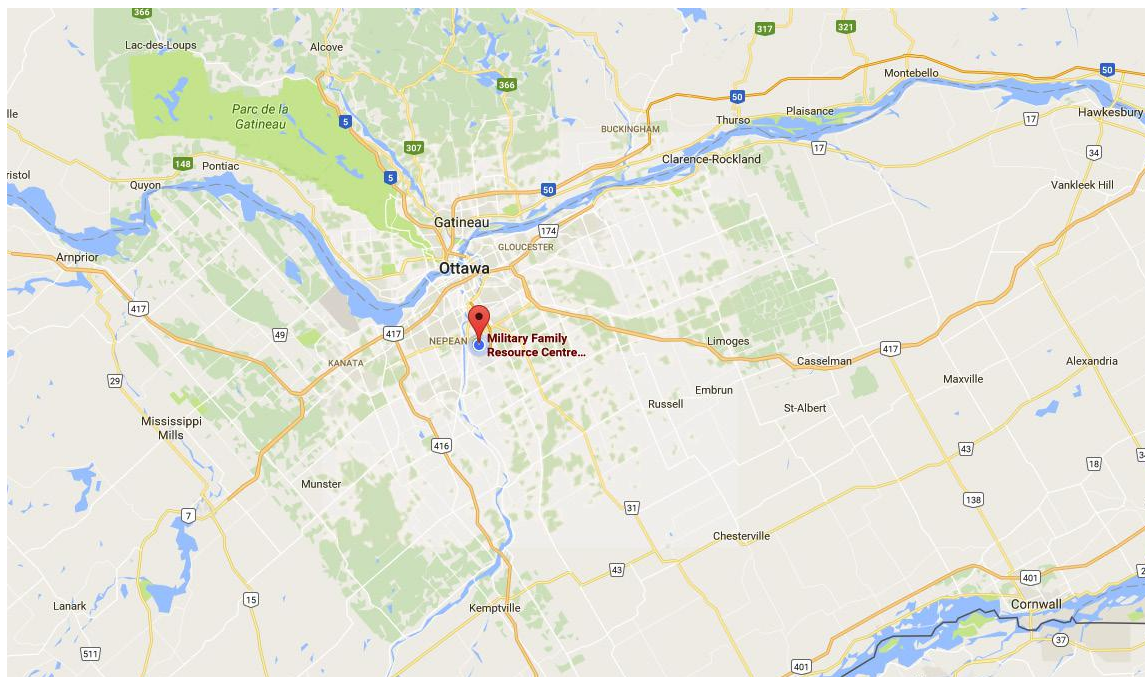
Hours of Operation:
6 h30 to 18 h, Monday to Friday

Phone: (613) 998-4888
Fax: (613) 998-9585

Email: info@mfrnc-ncr.ca
Website: WWW.CAFCONNECTION.CA/NCR

Address:
330 Croil Private, Building 471
Ottawa, Ontario K1V 1J1

MAP OF THE NATIONAL CAPITAL REGION



FAMILY ENGAGEMENT: BIRTH TO 18

Mini Care

We offer Casual care program for all Canadian Armed Forces families. We welcome children from 6 months to 4 years in our organized play environment that is supervised by qualified educators. Parents supply snacks and dinner. User fees apply and space is limited.

To register, please contact Welcome & Information Services at (613) 998-4888.

Playgroups

We host free drop-in programs where parents & caregivers stay to play with their children. Activities include free play, crafts and circle time. Playgroups are facilitated by an Early Childhood Educator who is able to answer questions and provide parenting resources. This is a great opportunity to connect with other military families.

Pre-teens & Teens

Family engagement team of the MFRC-NCR offers programming year round to meet the needs of our dynamic and unique military families. We also offer day trips, drop-in activities and specialized programming in partnership with PSP Ottawa.



Visit www.cafconnection.ca/ncr/Children-Teens for the weekly schedule of our programs. Also, learn more about our Playgroups and consult a program for our Teens and Pre-Teens.



Emergency Child care Services

Through the support of the CAF, the MFRC-NCR is able to facilitate short-term emergency child care services in diverse situations, in support of operational readiness. Its goal is to assist families during the first 96 hours of an emergency while waiting for their Family Care Plan to be implemented.

If the emergency situation happens after office hours, Ontario residents may contact Home Watch Caregivers at (613) 730-2188, available 24 hours a day, 7 days a week. Québec residents may contact Service à domicile de l'Outaouais (819) 561-0911. Please note that the latter is closed between midnight and 5:00 a.m.

Deployment Respite Child care

A respite child care allowance is available for parents whose serving partner is currently deployed for 30 days or more due to military obligation or are frequently tasked away for operational readiness. Deployment Respite Child care is a service requiring pre approval for qualifying families who are in financial or emotional need of respite care. Deployment includes: IR, course, training, tasking and operational tours.

To seek pre-approval, please contact the Family Separation and Reunion Coordinator: (613) 991-5051 or via email at family@mfrnc-ncr.ca.



Visit www.cafconnection.ca/ncr/Respite-Care to download the forms needed to apply for a childcare allowance.



PLAYTIME PLATOON CHILD CARE CENTRE

Playtime Platoon's Early Childhood Educators support and nurture children's play based learning within an inclusive program. They encourage development by responsive attention to individual stages and children's interests. Priority placement is given to children of Canadian Armed Forces families.

- Non-profit child care licensed under the Ontario Ministry of Education
- Preschool program for ages 2.5 – 5 years of age
- Toddler program for ages 18 – 30 months
- Open 6 h30 to 17 h
- Registered Early Childhood Educators
- Located at the MFRC-NCR at 330 Croil Private Building 471

Contact

(613) 998-4888
330 Croil Private, Bldg 471
Ottawa, ONK1V 1J1
daycare@mfrnc-ncr.ca

 Visit www.cafconnection.ca/ncr/PlaytimePlatoon to learn more about our licenced child care programs offered at the MFRC-NCR.



EMPLOYMENT SERVICES

The MFRC-NCR provides employment services to CAF families through the Employment and Volunteer Coordinator. We are pleased to offer the following services:

- Information on employment resources available in the National Capital Region;
- Current information on the labour market;
- Job opportunities with employers from across the NCR region;
- Referral to community program services, agencies and employers and educational institutions;
- Diverse year-round events catered CAF families;
- Basic one-on-one employment counselling sessions;
- Employment program registrations;
- A Self-Employment Network support group.

We are proud to be one of 7 MFRCs participating part in the Military Employment Transition Program (METSpouse) pilot project offered by Military Family Services (MFS) and Canada Company.



Visit www.cafconnection.ca/ncr/employment for more information on upcoming employment events and workshops.

VOLUNTEER SERVICES

We are always looking for volunteers to join our team. Each individual empowers the community by taking an active role in supporting Canadian Armed Forces families. Volunteering is an excellent way to discover new areas of interest, build self-confidence, develop and improve your marketable skills, and add on-the-job experience to your resume.

How to become a volunteer: Connect with our Volunteer Coordinator at volunteer@mfrc-ncr.ca or by phone (613) 991-3676 to schedule an appointment



Visit www.cafconnection.ca/ncr/Volunteering to learn more about our volunteering opportunities and to download all the documents required to apply.

FAMILY ENGAGEMENT: ADULT

Parents of Military Member

We meet every two months to discuss, support and learn about topics related to the military family experience. We hope to share our experiences to create a safe space for discussion when the people you love are serving members of the Canadian Armed Forces.

Social Buzz

This active daytime adult get together provides a facilitated social, informative and supportive opportunity for the military community members. Join us for an engaging activities on a weekday morning.

Women's Night Out

Calling all spouses, female military members, girlfriends, moms, sisters and adult daughters to the Women's Network!

The Women's Night Out is a warm and inviting group where you can engage with other women who share the military lifestyle. It is more than just a social gathering. The goal of the Women's Night Out is to be a peer-support group that provides a safe environment for social interaction as well as fun and informative activities.



Visit www.cafconnection.ca/ncr/Social-Groups to learn more about what we have planned for the next meeting.

FAMILY WELLNESS SERVICES

The military lifestyle introduces unique challenges to our serving families. Our Family Wellness Services Team is here to assist families of CAF members by providing a broad range of psycho-educational activities and support services during difficult situations or periods of crisis.

Available Services

- Confidentiality
- Free of charge
- Counselling for individuals, couples, family and youth facing problems directly linked to CAF life
- Referrals to professional and community resources, including services in the civilian community
- Mutual aid groups (self-help groups)
- Workshops
- Resource library



Visit www.cafconnection.ca/ncr/Family-Wellness for more details on our services.

FAMILY SEPARATION & REUNION

The MFRC-NCR provides support to the families of Regular Forces and Reservists who are experiencing a separation both within the country and overseas. We are there through all stages of the separation to ensure families are well supported and connected. Please remember that all our Family Separation and Reunion services are available to spouses, parents, children, and siblings of members. We know that the need for comradery, and having an outlet to confidentially share your concerns is just as important for all family members.



Visit www.cafconnection.ca/ncr/Deployment to download all the forms, and learn more about the services we offer. Consult the latest parcel service guidelines.

Contact

Information, Intake and Referral
family@mfrnc-ncr.ca
(613) 991-5051

After Office Hours

If you are in a crisis situation and require immediate assistance, please call the local authorities at 9-1-1. You may also contact the Duty Chaplain via the Military Police Line (613) 995-0123 or the Family Information Line available 24/7 at 1-800-866-4546.



FINDING A FAMILY PHYSICIAN

Operation Family Doc is offered by the Military Family Resource Centre-National Capital Region (MFRC-NCR) in partnership with the Academy of Medicine Ottawa to connect Canadian Armed Forces (CAF) families with a family doctor.

All serving CAF members' dependants and CAF members undergoing release or retirement in the NCR (including Gatineau) are welcome to access this program. A referral will be sent to a family doctor on behalf of the family based on the information provided on a Family Referral Form. Next, the family will be given the contact information for their new family doctor, whom they will then contact to arrange their initial appointment.

You may apply by completing the available form online.

For questions regarding this program, please contact Operation Family Doc at (613) 993-8671 or by email at ofd@mfr-ncr.ca.



Visit www.cafconnection.ca/ncr/OFD for more details on these programs

CIVILIAN HEALTH INSURANCE

Ontario Health Insurance Plan (OHIP)

Upon arriving in Ontario, families who require provincial health insurance can apply for an Ontario Health Insurance Plan Card through ServiceOntario. Please remember to apply as a CAF family so that the three-month waiting period is waived.



For more information, including office locations and required documentation, please call their office at 1 (800) 268-1154 or visit www.health.gov.on.ca/en/public/programs/ohip/

Régie de l'assurance maladie du Québec (RAMQ Carte-soleil)

Upon arriving in Quebec, families who require provincial health insurance may register with the Régie de l'assurance maladie du Québec (RAMQ). Remember to apply as a CAF family so that the three-month waiting period may be waived. The CAF posting message may be required as proof of eligibility.



For more information, please contact them by phone at 1 (800) 561-9749 or visit www.ramq.gouv.qc.ca/

CFSACO

Cornwall, Ontario

A number of our families are located in the Cornwall area. The members that work in Cornwall are not affiliated with CFSU(O) but they are part of the Canadian Forces School of Aerospace Control Operations (CFSACO). It is the only unit of 16 Wing not physically located in Borden.

All MFRC-NCR events, services and promotions are available to families posted in Cornwall. Additionally, CFSACO Leadership works in collaboration with the MFRC-NCR to offer services and support to military families posted in Cornwall.



Visit www.cafconnection.ca/Cornwall to stay connected with your new community.

SHORT-TERM LODGING

The MFRC-NCR, PSP Recreation, PSP Military Housing and CFSU(O)'s Chaplain Services, under the auspices of the Commandant of CFSU(O), have partnered to provide the NCR with Short-Term Lodging Services. This program is designed to meet the temporary accommodation needs of military members and their families within the NCR.

The purpose of Short-Term Lodging Services is to provide temporary support for housing military members and/or their families in crisis, those requiring accessible accommodations for local specialist/medical appointments, those with visitation rights or Imposed Restriction (IR) visitation, and short-term housing for military members and their families unable to stay in their own homes due to flooding, fires, and/or extensive and unforeseen renovations.

Contact

Military Family Resource Centre- National Capital Region

Monday to Friday – 6 h30 to 19 h

(613) 998-4888

Duty Chaplain

Monday to Friday – 8 h to 15 h

(613) 998-3246

After Hours, please call the Military Police line and ask to speak to the Duty Chaplain.

(613) 995-0123



Visit www.cafconnection.ca/ncr/Short-term for more details on short term lodging.

mfric • ncr

Military Family Resource Centre
National Capital Region



crfm • rcn

Centre de ressources pour les
familles des militaires
Région de la capitale nationale

SECOND LANGUAGE TRAINING

When living in the NCR speaking both official languages is a highly sought-after skill. That is why we developed three innovative ways to learn English or French.

Attend a class

Our classes are offered to CAF members and their family members over the age of 16. French as a second language classes are offered across the NCR depending on your level. We also offer English as a second language in partnership with le Cegep de l'Outaouais.

Online Training

We suggest our community to access Duolingo, a free and modern way to learn the basics of a new language. This application is easy to use anywhere from your smartphone or your tablet. It features interesting ways to keep you motivated and stays current with the latest technology.

Listen to CDs

You can also borrow CDs varying in levels to learn French or English as a second language from the MFRC-NCR.

Contact

Second Language Training Coordinator
slt@mfr-ncr.ca
(613) 998-4844



Visit www.cafconnection.ca/ncr/slt to register for a session.



EXTERNAL RESOURCES

9-1-1 for emergencies
3-1-1 for local municipal services
2-1-1 for local social and government services

Info-Santé: Non-emergencies medical advice (Québec)
8-1-1

Telehealth: Non-emergencies medical advice (Ontario)
1-866-797-0000

Canadian Forces Member Assistance Program
1-800-268-7708 | (Teletypewriter) 1-800-567-5803

Family Information Line
1-800-866-4546 (International)
1-613-995-5234 (Collect calls)

Kids Help Phone
1-800-668-6868

Tel-jeunes
1-800-263-2266

CFSU(O) Chaplain
(613) 998-3246

