



Frequently Asked Questions

Returning to Canada



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 10 different locations.

Visit [Calian Military Family Doctor Network](#) to see where these partners are located. If you are need assistance, please reach out to the Military Family Resource Centre (MFRC) in your location.

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.

Additional helpful links or information

[US Custom & Border Protection](#)

[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 return 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. There are a number of Apps to choose from and you can decide which is best for your family. Some are free and some have a cost.

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.**

Additional Resources

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

[Canadian MFRC Listing](#)

(click on the drop-down menu beside "Your Community" at the top left)

Resources From Canadian Gov Agencies

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

[Environment Canada Vehicle Emission Requirements](#)

Please reach out to your MFSC for support if you have questions.

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 Canada Life. So, you will select a dentist in Canada that you would like your family to go to and use your Canada 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.

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 and are able to unlock your phone from your current carrier provider. You will need to be able to put in the SIM card from your new carrier in Canada. It is best to contact your new provider in Canada and ask them about your particular phone.

Can I use my car seat that I purchased OUTCAN back in Canada?

There are different regulations and standards between Canada and the United States. For more information see [Transport Canada guidelines](#) and contact your local MFSC for a fact sheet with more information.



This information sheet is offered to you to help direct you and your family to the correct locations 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!

Your Support Unit (CDLS(W) or CFSU(CS)) website is full of great information to support you during your OUTCAN posting.

MFSUS FAQ

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What can I do to help prepare my children for a move to a new school in Canada?

Guidance Counselling Services and Tutoring services are offered to our families through the Canadian Education Management Program (CEM) and are designed to help with potential negative impacts on schooling due to geographical moves. Students may be eligible for tutoring in the subjects they are struggling with due to their return to Canada. Tutoring is available for one year upon arriving at post, so please don't delay in applying if your child is in need of some assistance.

Guidance Counselors are also able to offer assistance in understanding which credits are required and which are transferable to help our High school aged teens. Something to think about with your teens is they may need to take some additional Canadian history or government courses to graduate in Canada and CEM can assist with this. CEM's Guidance Counsellors can be [reached by phone or email](#).

As a spouse looking for Employment in Canada, is there anything I can do before my arrival to help me find a job?

Yes. The first recommendation is to contact your new MFRC and ask to see if they have an Employment Coordinator or someone that can assist you in finding a new job in that location.

MFS has recently launched the [Military Spousal Employment Network](#), developed as part of a suite of employment and entrepreneurship programs and services available to military spouses. The Network is a self-directed resource where military spouses can directly access employers and employment opportunities. Some of the tools available include an online job board and virtual career fairs with participating employers located in multiple locations across Canada.

Also, please read our [FAQ on Spousal Employment Support](#) for some programs and benefits that you may be eligible for.

What do I need to do to prepare my pet for our move to Canada?

It is important to check out the Canadian Food Inspection Agency (CFIA) Import rules when travelling with pets [website](#) for current and up to date information regarding importing your pet into Canada. There may be local requirements in regards to specific animals and breeds and more research may be required based on the location that you are moving. Also, check the website for information on importing specific dog food.

Please visit your vet and make sure that all vaccines (especially rabies) are current and up to date and get a copy of their records. If you will be traveling back to Canada by car with your pet, it is important to ask hotels what their pet policy is (some may be free to \$100/night) and make appropriate reservations. If you will be traveling back to Canada by air with your pet, it is important to contact the airline in advance to discuss pet air travel and if there are any restrictions. Some airlines will not transport dogs in the summer due to the heat in the cargo hold and on the tarmac.

Is there anything I should do or additional recommendations before leaving the US?

- Get copies of your medical and dental files at least one month prior to your departure
- Contact all Medical Providers you and your family visited off base to ensure you do not have an outstanding balance
- Get a criminal record check done at your location in the US if needed for employment and/or volunteering in Canada. (it is a hassle to complete from Canada if needed). This is normally completed through your state Bureau of Investigation.
- Go to your local United States Post Office and fill out a Change of Address form (PS Form 3575) to have your mail forwarded to your new home in Canada. For more information, visit the [USPS website](#). Please note, the USPS must be your local one which can be determined on the USPS website. The COA form (PS Form 3575) must be filled out in person and not online for international moves. Finally, it is recommended to print off the COA FAQ from the USPS website and bring it with you to the Post Office. An international COA request is unique and not frequently completed and the info may be helpful to your service representative.
- Get a Driving Record (Driver's Abstract in Canada) for all licensed family members from your local DMV



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