



Frequently Asked Questions

Emergency Child Care Info OUTCAN Are there child care assistance programs OUTCAN?

Are there Emergency Child Care services while I am posted to the US?

Yes, there are services to assist families with emergency child care needs. A military family may be eligible for up to 96 hours of subsidized child care, or in special circumstances, full reimbursement for child care expenses. If a military family requires more than 96 hours of child care, the situation will be assessed on an individual basis and approved accordingly by the MFSUS Senior Manager. Ask your local Military Family Service Coordinator (MFSC) for specific details. Depending on the situation, the emergency child care funding may be used to cover the cost of a family or friend to fly to an OUTCAN location to provide assistance.

If I am struggling through some personal issues and need to attend doctor appointments or support groups, are there services to assist me with my child(ren)?

Yes, you could be eligible for Respite Child Care. Respite care may be available when CAF personnel or any of their family (including dependents of single serving members) are seriously ill/injured and participation at medical, mental health services or social support appointments are required, or respite from child care is necessary to aid in their recuperation.

Policy Info:

1. Families must sign and submit an MFS Emergency/Respite Child Care Request Form to the MFSC which includes the Respite Care Agreement.
2. Families may be eligible for up to 96 hours of Respite Child Care
3. Respite Child Care funding eligibility;
 - 5 hours maximum per week up to 96 hours
 - Reimbursement will be up to \$10 USD per hour

When my CAF spouse is away for extended periods of time because of work, are there services to assist me?

Yes! Having a spouse away for any amount of time can sometimes feel overwhelming, especially if you aren't used to it. MFSUS has developed a plan to assist families with children coping with deployment or work related absences longer than 14 days.

Policy Info:

1. Deployment and Work Related Absence Child Care Provisions
 - Commanding Officer confirms deployment/absence; and
 - The member is absent from home for more than 14 days; and
 - There are no available/accessible services on the local US Military base.
2. Deployment and Work Related Absence Child Care funding eligibility;
 - 6 hours maximum per two week period up to 96 hours per deployment
 - Reimbursement will be up to \$10 USD per hour
 - Families may be eligible to use 6 hours for pre-deployment activities and 6 of the hours for post deployment activities (out of the 96 hours).

How does MFS assist my family in an emergency with my child(ren)?

In order for MFS to assist your family in the most effective way and with the least amount of stress on your family we have asked that all families fill out the [MFS Emergency Care Plan](#) (MFS ECP). This is different than the Military Family Care Plan, as it is more detailed and asks specifics regarding the care of your children and/or pets. These are all to minimize the worry for single members and families dealing with an emergency.

Once we have the MFS ECP and we have been notified of an emergency either through the family or the Chain of Command (COC) we can assist the child care providers listed in your plan and/or find care if those providers are not available.

What if my family does not have an MFS Emergency Care Plan on file with MFS - Can my family still get assistance?

Yes! However, it may not be guaranteed because MFS does not have all the necessary information. We cannot emphasize enough the importance of having the ECP on file; without an ECP assisting a family becomes very difficult, if not impossible with all the potential scenarios. It is best to get this on file as soon as you can after arriving at your post. Please note: an ECP is required to access Deployment and WRA childcare funding.

Additional Resources

MFSUS

- [MFS Emergency Care Plan](#)
- [MFS Family Guide](#)

For further information that may assist you and your family on supports for your child(ren)

- [MFS Parent and Caregiver page](#)
- [Locate your MFSC](#)

Other - Policies

- [BGRS \(IRP\) Policy - 3.4.02 Dependent care reimbursements](#)
- [Family Care Assistance \(Policy 209.335\)](#)
- [Daycare Assistance \(Military Foreign Service Instruction \(MFSI\)\)](#)

Who do I contact when needing child care assistance either for an emergency, respite care, or during my spouse's absence due to work obligations?

In these cases you can call the MFS Coordinator (MFSC) directly; however, the CAF member must notify their COC in cases of emergencies. If you are not aware of who your designated MFSC is, please check out our [website](#).

Are there additional supports for military families through someone else other than MFS?

Yes, the Department of National Defence has a few other options depending on the needs of a family.

Examples of these are [Family Care Assistance \(Policy 209.335\)](#) for single or dual-service members;

[Daycare Assistance](#) (Military Foreign Service Instruction (MFSI)) which helps families whose child care cost exceed Ottawa's cost and both parents work.

Am I eligible for child care during my move? If so, how do I access it?

Yes, through your relocation funding with BGRS, so please talk to your BGRS (IRP) representative for current information on the policy. Your local MFSC may also be a great resource to help you with a local babysitting list and possible drop in childcare centers in your new location for you.

[BGRS \(IRP\) Policy](#) - 3.4.02 Dependant care reimbursements

Is there a list of Babysitters in my area?

Contact your local MFSC and ask to see if they have a list of babysitters in your area. The list is usually comprised of names of sitters used by fellow Canadians or your MFSC during workshops. Having this list will allow you to conduct your own interview over the phone or in person to secure a sitter during the times of need. The US Family Centers (sometimes called Child Development Centers) on base may also be another great resource. Go and visit and learn how they operate and how you might be able to obtain care if necessary. It is best to do this BEFORE you need it!

MFS does not endorse any particular sitters or services and it is the responsibility of the parents to secure their own care.



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.

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Can I access US military base child care services?

We wish we could say this is an easy answer of 'yes', but the answer is 'sometimes'. Each base and their staff understand their requirements to provide Canadian families services differently; especially, if they have not had to deal with a question of a foreign military family needing service. So the best advice we can give you is to go to your local military base and ask them what the requirements are to use their services. Present them your military ID and see if there are any restrictions. If you get turned away completely, please notify your Commanding Officer and/or MFSC, as this should not be the case.

Check the [Installations](#) of your new posting, then click under programs to find child care options.

Where is the best place to look for daycare for my infant child?

Finding child care can be a struggle, and is usually the number one issue for families other than finding employment. Here are some suggestions:

- Local base child care centers
- Ask neighbours and other Canadians in your location for their recommendations
- Online child care resources: [Care.com](#), [Nanny.com](#), [Sittercity.com](#)
- Nanny co-op

MFS does not endorse any particular sitters or services and it is the responsibility of the parents to secure their own care.

What's the going rate, check out this out - [Child care - How much should I pay?](#)

Additional Resources

Websites

- [Care.com](#)
- [Nanny.com](#)
- [Sittercity.com](#)
- [Nanny Share information](#)



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