

UNIT LIAISON TRAINING

HANDBOOK



STRONGER TOGETHER – UNIT LIAISON
GUIDE TO WORKING WITH YOUR MFRC

MF ESQUIMALT
RC

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Introduction

Welcome to the Military Family Resource Centre's (MFRC) Unit Liaison program. The Unit Liaison program was created to facilitate communication between units and the MFRC. The Unit Liaison is the unit point of contact for the MFRC and the Family Support Network. The goal of the program is to keep units informed about MFRC programs and services and for units to provide feedback to the MFRC. Your participation will ensure that Canadian Armed Forces (CAF) members and their families will have access to MFRC programs and services.



Message from MARPAC Commander

Maritime Forces Pacific (MARPAC) is blessed with a Military Family Resource Centre that provides incredible support to our families. As Unit Liaisons, you play a role in enhancing that support by working collaboratively with the MFRC staff as the MFRC POC in your unit. The strength behind our uniforms is our families, and I expect you to engage the Esquimalt MFRC frequently during your time in this position.

This guide is filled with many tips learned and refined throughout MFRC's 26-year history. It is an important reference for you in your Unit Liaison role, and I encourage you to provide any feedback on it to the MFRC.

W.S. Truelove, Rear-Admiral,
Commander MARPAC/Joint Task Force (Pacific)

Message from Executive Director

Thank you for taking on this most important role of Unit Liaison. This program has a long history in the community. For over 20 years, units have worked alongside the MFRC to create partnerships that are mutually beneficial.

MARPAC has embraced the value and significant role families play in the well-being of Canadian Armed Forces members and, ultimately, their deployability. When families are made part of the team and these relationships are nurtured, commanding officers have reported less stress for CAF members in their units, improved morale and more resilient families. Unit Liaisons are essential to this partnership as they play a key role in being that “link” between the Unit and the MFRC.

Working collaboratively with the Unit Liaisons, leadership and units, we are able to ensure that we maintain this goal.

The purpose of this guide is to provide both new and experienced Unit Liaisons with a reference resource on the role and best practices. We hope that you find it useful and we look forward to receiving your feedback.

Gaynor Jackson, Executive
Director, Esquimalt Military Family Resource Centre

Canadian Forces Family Covenant



Military Families
Strength Behind
the **Uniform**

La famille
La force
conjointe

Canadian Forces Family Covenant

We recognize the important role families play in enabling the operational effectiveness of the Canadian Forces and we acknowledge the unique nature of military life. We honour the inherent resilience of families and we pay tribute to the sacrifices of families made in support of Canada.

We pledge to work in partnership with the families and the communities in which they live.

We commit to enhancing military life.



National
Defence

Défense
nationale

Canada

Unit Liaison Role And Responsibilities

Your position as Unit Liaison has a clearly defined role and specific responsibilities. Understanding each of these will ensure that your unit has access to all of the MFRC's programs and services.

Role of the Unit Liaison

As a Unit Liaison, you are in a unique position to interact with all levels of the unit structure, from the most junior CAF personnel to command leadership. You are the link to important MFRC support programs and services. In this capacity, you are expected to:

- serve as an ambassador on behalf of the MFRC.
- provide information about MFRC programs and services.
- promote family activities/programs/services (e.g., circulate publications, articles and posters).
- attend the annual Unit Liaison training.
- advise the MFRC as to how they can best meet the needs of your unit.
- inform the MFRC when you leave the role.
- when possible, provide a turnover to your replacement.



Representing the MFRC

As representatives of the MFRC, Unit Liaisons must convey the following core messages to commands, CAF members and families:

- Military families are the strength behind the uniform.
- The MFRC is inclusive of all military families.
- The MFRC provides strength-based programs and services.
- The MFRC offers services to all members of the CAF community.
- The MFRC partners with CAF and civilian community organizations.
- The MFRC is committed to maintaining confidentiality.

MFRC Policies

Unit Liaisons are required to follow all MFRC privacy and ethics policies, including:

- Confidentiality: Confidentiality must be maintained at all times. All information concerning MFRC clients must be held in the strictest confidence.
- Privacy Code: The MFRC adheres to the Privacy Code for Military Family Services Programs. The Code was developed for the protection of personal information about CAF members and their families. For more information, refer to Appendix A, the *MFRC Privacy Policy*.
- Conflict of Interest: A conflict of interest exists when an individual could benefit personally or where someone might reasonably perceive a benefit.
- Boundaries: It is important to remember that as a UL you are expected to maintain professional boundaries with those you serve.

Unit Liaison Responsibilities

Administrative Tasks

As a Unit Liaison, you play a key role in supporting overall unit morale and readiness. To be effective, you should commit to the following tasks:

- Coordinate the completion of MFRC Family Information Forms by unit members.
- Maintain a unit display board and literature.
- Submit periodic routine order entries.
- Be visible and accessible within the unit. Your name/contact information is to be posted in a prominent area; you are to be the main point of contact for unit members.

In/Out-Routines

The in-routine process may be your best opportunity to connect CAF personnel and families with the MFRC. When conducting an in-routine, be sure to complete the following (a checklist of these tasks can be found in Appendix B):

- Provide personnel with the MFRC forms (see Appendices H and I). Explain that personnel can opt out of registering with the MFRC.
- Provide personnel with the MFRC brochure describing basic services.
- Review three main points about the MFRC:
 - In addition to the programs offered by MFRC, they provide information and referral services for all situations.
 - Contact information—give personnel the 24-hour telephone number.

- o Particularly for single members, explain that family includes more than spouse and children. Parents and boyfriends/girlfriends of single members may wish to have information about programs.

NOTE: Unit Liaisons must be proponents of the MFRC. You need to be familiar with the services offered and pass this information on to others at your unit and know that you can contact the MFRC UL staff representative for assistance at any time.

Deployment

During deployments, you play an important role in keeping information flowing between the MFRC and your unit. Two key roles ULs play during this time are:

- Sunday Sessions: During the Sunday Session, the Commanding Officer (CO) presents an information brief via satellite phone to families at the MFRC. CAF members may also then have time to chat with friends and family members via video teleconferencing (VTC). Unit Liaisons coordinate with the command and MFRC staff to provide this popular VTC program. To keep the program running smoothly, you may:
 - o coordinate a VTC sign-up sheet for participants.
 - o book an office or other location on board ship for the VTC session.
 - o arrange a timekeeper to keep participants on schedule.
 - o set up the video teleconference.
- Morale Boosters: Unit Liaisons may coordinate activities to boost unit morale during deployment. Examples include:
 - o Banners: You can arrange for banners to be set up for the members to sign and then be sent to the MFRC for display. Additionally, the MFRC can set up banners for family members to sign for each deployed unit. The banners are then sent to the commands to display.

- o Flower delivery: A local florist can arrange deliveries to loved ones while CAF personnel are deployed. The Unit Liaison can coordinate orders and payment.

Non-deploying Units

Unit Liaisons have an important role to play for non-deploying units, too (this can include unit members away on course/ training). You can be the conduit for information to your unit on the many programs and services provided by the MFRC..

NOTE: People may come to you with a wide range of issues. You need to be familiar with MFRC programs and services in order to provide accurate referrals and know how to contact the MFRC Unit Liaison staff representative for information and support.

MFRC Responsibilities in the Unit Liaison Program

MFRC staff members are committed to supporting the Unit Liaison program. To help you perform your duties, MFRC responsibilities include:

- Upon request, MFRC staff will supply each Unit Liaison member with information pertaining to the MFRC for distribution to unit members during the in-routine.
- MFRC staff will submit to the liaison member information to be included in the unit's routine orders.
- MFRC staff will attend the unit's pre-deployment family briefings and are available to attend the unit's annual Professional Development Days to brief on programs and services the Centre offers.

- The MFRC will conduct annual training with liaison members to evaluate the effectiveness of the Unit Liaison program, share ideas and tackle challenges.
- When the ship, unit or individual member is deployed, MFRC staff will contact the liaison member via email. When the ship is alongside or the unit is not actively deployed, contact will be initiated as required.
- By request, MFRC staff will meet with liaison members to discuss any pertinent information and provide resources.

What Does the MFRC Do?

Esquimalt MFRC's mission is, "To provide programs and services that serve, involve and advocate for the military community and their families, and which address the unique challenges of the military family lifestyle and will result in an enhanced quality of life." The MFRC strives to enhance the operational readiness of units by increasing the resiliency of CAF members and their families.

The MFRC and You

The MFRC staff works with the Unit Liaison to:

- provide resources and support for CAF members and families.
- enhance the ability of CAF members to be ready for duty.
- ensure CAF members and families are prepared for the challenges of the military lifestyle.

What We Offer

MFRC services fall into three primary areas, or "buckets." Each of these buckets contains programs, workshops and services dedicated to supporting CAF members and families. As a Unit Liaison, it is important that you familiarize yourself with the contents of each bucket. The buckets are:

- Deployment
- Relocation
- Social and Mental Wellness

Deployment

Deployment is one of the greatest challenges military families face. Deployed CAF members who are distracted by problems at home may not function efficiently. You are in a position to ensure that CAF members and their families are aware of the support services available through the MFRC. Informed families will be better able to cope with the stresses of deployment. Deployment support programs include:

Family Network

The purpose of a Family Network is to work with the MFRC to plan and conduct informational, care-taking, networking, morale-building and social activities that will help families deal with deployment and separation and help to meet the challenges of the deployments and the military lifestyle. Funding for the Family Networks comes from the unit funds.

Activities may be informational, supportive and social. The MFRC assists in providing family members with the tools and experiences necessary to educate, enable and empower them to meet the challenges of a military lifestyle by creating a mutually supportive military family. Family Networks and the MFRC:

- prepare members for deployments and homecoming.
- provide family support during deployment.
- help families adjust to challenges and to support one another in times of personal, unit or area crises.
- welcome/mentor members who are new to the military lifestyle.

- coordinate social events such as holiday celebrations, Away Cafés, halfway celebrations, deployment dinners, etc.

Adult Deployment Workshops

The MFRC has a variety of programs to help military members and their families cope with the significant challenges of deployment. Deployment workshops are free and, in most cases, child care can be arranged. Workshop topics include:

- Pre-Deployment Briefings
- Reunification Briefings
- Stress Busters
- Re-establishing Your Relationship
- Return and Reintegration
- Making Connections
- Transitions
- Preparing for Deployment and Dealing with Deployment
- Single Sailors Homeward Bound
- Road to Mental Recovery (R2MR)

Children's Deployment Workshops

These workshops offer an opportunity for children to interact with other children who are going through the same experience during a parent's absence. There are programs for:

- preschool (age 3-5 years)
- school age (age 5-8 years)
- and preteen (age 9-12 years).

Children's Deployment Workbooks

For those families who cannot attend the on-site Children's Deployment Workshops, the MFRC has developed a take-home workbook series for the at-home parent to use. These workbooks are available in English and French, and they are free and available at each MFRC location.

Additional Services

In addition to the programs described above, the MFRC offers services intended to help military families cope with deployments. Services include:

- Pre-deployment booklet and checklists
- Staying in Touch (SIT) calls and emails
- Video teleconferencing
- Deployment Respite Child Care
- Away Café Coffee Nights
- Deployment Dinners (monthly)
- Internet access
- *Parenting from Afar* handbook
- Pregnancy and labour support
- Emergency services
- Read Me a Bedtime Story
- Stories from Sea
- Virtual Programming



Relocation

Another challenge unique to the military lifestyle is frequent relocation. Approximately 10 percent of our community relocates each year. The MFRC can ease the sense of isolation experienced by many CAF members and families. Relocation programming includes:

Welcome Book

This contains great information on Canadian Forces Base (CFB) Esquimalt, each of the communities in greater Victoria, guidance on finding accommodation, details on the healthcare system in British Columbia, and essential information on everything from insuring your vehicle to finding schools.

Activities

There are a number of events that provide networking opportunities for military families new to Esquimalt:

- Away Cafés
- Formation Fun Day
- Military 101
- Newcomer's activities
- Pacific Women's Day



Community Information

In addition to social events, the MFRC helps family members connect with the local community. Information is available about transportation, housing, utilities and health care. MFRC staff can also assist with information about:

- employment. The MFRC refers families to community resources for employment and education support.

- base resources.
- child-care resources.
- health care.
- Family Navigator.
- military family ID cards.
- second language services for families.

NOTE: By providing this information during in-routines, you can help CAF members and families make a successful transition to their new location.

Social/Mental Wellness

There may be times when the stresses of life become difficult to handle. MFRC staff provides support with many issues faced by CAF members and families.

NOTE: The rules of confidentiality apply to these contacts; MFRC staff will not divulge information without the consent of the client.

Emergency Services

The Emergency Services program offers support and resources to members and their families during emergencies related to child care, deployment, pregnancy and any other urgent family situation. Staff create an action plan with the client that may involve services offered through the MFRC and/or referrals to community agencies.

- The Emergency Services program maintains a list of qualified care providers who can provide child care during an emergency.

- The 24-Hour Information Line is available 365 days per year.

Counselling

Individuals, couples and families can receive counselling services in a confidential setting. Registered social workers and clinical counsellors can provide support with:

- relationship issues.
- parenting challenges.
- military lifestyle.
- coping with short-term crisis situations.
- various emergencies.

Parenting

- Programs such as day care, out-of-school care, pre-schools and Casual Child Care.
- Parenting information and support

Family Care Plan

The Family Care Plan ensures that military members have a plan in place to care for their families in the event of an emergency callout, planned deployment or unforeseen situation. It is the responsibility of all military members to fill out a Family Care Plan and return it to their unit. The MFRC can assist with the development of Family Care Plans. (See Appendix E for a copy of the Family Care Plan.)

Emergency Child Care Plan (for the family member at home)

All families should ensure they have an emergency childcare plan in place to accommodate deployments and emergencies. (See Appendix F for a copy of this form.)

Emergency Child Care Service (ECS)

The Emergency Child Care Service provides timely, affordable and regulated child care for CAF families to meet their child-care needs. It supports the ability of the CAF members to be available for duty if their child-care plan fails.

Workshops and Groups

Support for adults and children on topics such as resilience, parenting and coping with stress..

Resources

The MFRC is also your one-stop source for quality referrals to outside counselling resources and specialized support services.

- Crisis—links to military and community crisis-response programs, including CAF health services, military police and Members Assistance Program (MAP).
- Mental Health and Addictions—includes links to community resources for mental health issues, addictions and eating disorders.
- Military Lifestyle—provides resources for dealing with military life.
- Parenting—links to workshops and resources for families with children.
- Legal Separation and Divorce—connects to legal assistance and support for families experiencing divorce.
- Family Violence—access to information on the Base Family Violence Crisis Team and local community supports/resources.

For specific contact information, please check the MFRC website under the Social/Mental Wellness tab or call the MFRC at 250 363 3080.

Communication Strategies

The definition of “liaison” includes “... provide information to each other ...” Your role as Unit Liaison is to communicate information among the MFRC, command leadership, unit members and families.

Communication with MFRC

Your role as Unit Liaison is to keep an open line of communication with the MFRC staff. This will enable you to learn about upcoming events and any new resources or programs that are available. You can also notify the MFRC staff of any recurring issues you see at your unit. Whether you are with a deploying unit or a non-deploying unit, regular contact with the MFRC can ensure that timely services are available to all who need them.

Communication with Command Team

You are also responsible for keeping the command team informed about learning opportunities and events offered by the MFRC. Methods for conveying this information may vary by command; most often, you will bring all information to the Coxswain, who then passes it up the chain of command to the Commanding Officer and Executive Officer.

Communication with Unit Members

Communicating directly with unit members will ensure that everyone receives accurate information. Your unit may have a set policy for delivering information to the unit. Be sure to check with your command team about unit procedures.

- When authorized, Unit Liaisons will notify unit members of MFRC programs and services via email.
- Each unit may have a display board for posting information about upcoming events and relevant programs. You should

ensure that the MFRC contact poster and any MFRC fliers are on the unit display board. Be sure to include your contact information on the poster.

- Take advantage of all opportunities to talk with unit members about MFRC programs and services. Keeping this line of communication open will enable you to advise the MFRC about the needs of your unit and help members stay informed about available services.
- Publish a routine order entry four times per year (September, December, March and June). Example (also included in Appendix D):

Military families are the strength behind the uniform: They cope with many unique circumstances, including work-related separations (training, duty watches, deployments and postings). The Unit Liaison program keeps military families informed about programs and services available at the MFRC, especially during work separations and deployments. To ensure CAF members remain focused on their mission, ULs work closely with the Command team and the MFRC to promote programs and services to military families. For more information or to provide feedback, please contact your UL (INSERT NAME), the unit Family Network (INSERT CONTACT INFO), or visit www.esquimaltmfrc.com.

NOTE: It is strongly recommended that all unit members fill out the Family Information Form to stay connected and up-to-date on programs and services available through the MFRC.

Communication with Families

Your primary means of communication with families is most often through unit members. Ensure that all unit members complete the Family Information Form so family members stay informed about programs and services that are available to them.

Encourage family members to join the Family Network for updates during deployments, information during emergencies, invitations to social events and opportunities to connect with other families.

Encourage them to connect with the Family Network representative and to be familiar with their contact information.

Summary

The Unit Liaison is the primary means of communication between the MFRC and the units, CAF members and the families that it serves. By keeping this line of communication open and active, you can enhance the mission readiness of your unit and the resiliency of members and families.



Appendices

Appendix A: MFSP Privacy Policy

At the Esquimalt Military Family Resource Centre (MFRC), your privacy is very important to us. We strive to create an environment where you feel safe and supported. That is why protecting your confidentiality and privacy is of vital importance to us. This information summarizes the privacy policy and practices of the Esquimalt MFRC.

Purpose

To ensure that all information obtained from clients is treated with respect and that it is used only within the context authorized by the individual giving the information.

How we respect your privacy

We respect your privacy in many ways. During your visit to our website, the MFRC does not automatically gather any specific personal information from you (or your computer) such as your name, phone number or email address. If you provide us with your email address, such as when you send an email request, we use that information to respond to your message with the information you may have requested and not for any other purpose.

At any point of personal information collection, you will be asked for your consent to collect your information, and you will be informed of the purpose for which it is being collected and how to exercise your right of access to that information.

MFRC Confidentiality: Information Collection and Use

The MFRC only collects the personal information that is necessary to provide the information or services requested by the individual.

We will not provide any information of a personal or confidential nature to any person or organization without your explicit permission.

We are not required to report the names of program participants to any Canadian Forces authority.

Participation/use of our programs will not negatively affect your career.

For counselling-related programs/services, we do not discuss your case files with anyone unless you have given us explicit permission to do so.

Appendix B: Unit Liaison Checklist

In-Routines

- ☐ Provide personnel with the MFRC forms. Explain that personnel can opt out of registering with the MFRC.
- ☐ Provide personnel with the MFRC brochure that describes MFRC services.

Review three main points about the MFRC:

- ☐ MFRC provides many services, including a 24/7 information line. If you are looking for a community resource or have an unanswered question, the MFRC is a great place to start.
- ☐ Provide the MFRC contact information—the 24/7 contact number is (250) 363-2640 or 1 (800) 353-3329.
- ☐ Some members believe the MFRC is not for them if they do not have a spouse or children. Let them know that “family” also includes parents of single members, siblings, other family members and friends who may also wish to have access to information about programs. www.esquimaltmfrc.com

Ongoing

- ☐ Post/update MFRC information on unit display boards.
- ☐ Provide your MFRC staff contact with any relevant feedback from the unit.

During Deployments

- ☐ Maintain regular communication with MFRC staff contact in order to stay updated.
- ☐ Post/distribute MFRC information on internal bulletin boards.

Sunday Sessions – activities may include

- ☐ Coordinate a video teleconference sign-up sheet for participants.
- ☐ Book an office or other location on board ship for the VTC sessions.
- ☐ Set up the VTC.
- ☐ Arrange a timekeeper to keep participants on schedule with the VTCs.

Appendix C: Sample Routine Order Entry

The following is an example of a routine order entry that should be submitted quarterly.

Military families are the strength behind the uniform: They cope with many unique circumstances, including work-related separations (training, duty watches, deployments and postings). The Unit Liaison program keeps military families informed about programs and services available at the MFRC, especially during work separations and deployments. To ensure CAF members remain focused on their mission, ULs work closely with the Command team and the MFRC to promote programs and services to military families. For more information or to provide feedback, please contact your UL (INSERT NAME), the unit Family Network (INSERT CONTACT INFO) or visit www.esquimaltmfrc.com.

NOTE: It is strongly recommended that all unit members fill out the Family Contact Form to stay connected and up-to-date on programs and services available through the MFRC.

Appendix D: Mythbusters!

Some CAF members may have misconceptions about the MFRC. As a Unit Liaison, part of your role is to educate unit members and families about MFRC programs and services. Listed below are some common myths and possible responses.

Myth. I am single and I do not have children — the MFRC cannot do anything for me.

Response. The MFRC offers programs for everyone. Many single members access the following services:

- The 24 hour Information Line, a great starting point for any questions you may have and a great resource for parents and family members of single members when deployed.
- During deployment, the Staying in Touch program keeps your parents and family members informed and connected about operations. In addition, many loved ones contact the MFRC for morale mail information.
- Relocation information when posted to or from CFB Esquimalt.
- Welcome programs and events to help you get to know the city, other community members, and things to do.
- Personal development workshops.
- Counselling and emergency resources when life throws an unexpected challenge at you.

Myth. I am in the Reserves — the MFRC cannot help me.

Response. The same programs listed above are available for reservists.

Myth. If I visit the MFRC for confidential counselling services, everyone will know.

Response. The MFRC will not divulge any information, unless required by law or asked to by the individual. Confidentiality guidelines will be explained before counselling begins. Referrals will be provided to anyone who prefers to seek counselling outside the MFRC.

Myth. The MFRC staff are all military spouses and cannot be trusted with my information.

Response. While some MFRC employees are military spouses, all staff are hired based on their qualifications and possession of the skills required for the position. They must abide by professional and organizational codes of ethics as well as the national Privacy Act.

Myth. MFRC and the Personnel Support Programs (PSP) offer the same services.

Response. PSP and MFRC are separate entities that work together to meet the needs of CAF members and their families. PSP is part of the Department of National Defence (DND) and helps CAF members maintain their fitness and agility. PSP also provides recreational programs and facilities for the military community. The MFRC is a nonprofit organization mandated to assist military families in meeting the psychosocial aspects of the military lifestyle.

Myth. Ships, boats and units do not need to provide nominal rolls.

Response. Nominal rolls are needed to keep family members informed about changes in deployment schedules or to provide families with situation reports. Nominal rolls are only used to inform families of changes with the mission, emergencies or other reasons deemed important under the direction of a Command team. Nominal rolls are used to help the MFRC ensure it has the most up-to-date personnel list but again are only used when Command directs the use of nominal rolls to contact next of kin.

Myth. Fund-raising is unnecessary. The base covers all MFRC expenses.

Response. The MFRC is *not* a government agency. It is a nonprofit charitable organization that receives a portion of its funding through government support. Seventy percent of MFRC operating expenses are provided through government support. The remainder is generated through user fees, donations, grants and fundraising activities such as the Government of Canada Workplace Charitable Campaign (GCWCC). Without the support of donors, many critical programs would disappear.

Appendix E: Family Care Plan

PROTECTED B (When completed) – PROTÉGÉ B (Une fois remplie)

DAOD 5044-1A
DOAD

FAMILY CARE PLAN (FCP) DECLARATION – DÉCLARATION DE PLAN DE GARDE FAMILIALE (PGF)
(All members shall complete Part I. See page 2 for instructions. – Les militaires doivent remplir la partie I. Voir les instructions à la page 2.)

PART/PARTIE I – IDENTIFICATION, DECLARATION AND ADMINISTRATION / IDENTIFICATION, DÉCLARATION ET ADMINISTRATION

Surname – Nom	Given Name – Prénom	SN – NM	Rank – Grade	Unit – Unité
I have read and understood the FCP section in DAOD 5044-1, Families, and declare that: (check the applicable situation)		J'ai lu et compris la section portant sur le PGF de la DOAD 5044-1, Les familles, et déclare que : (indiquer la situation appropriée)		
I am not presently responsible for providing care to a family member and have no requirement for an FCP.		<input type="checkbox"/>	À l'heure actuelle, je n'ai pas la responsabilité de fournir des soins à un membre de ma famille et je n'ai donc pas besoin de préparer un PGF.	
I am presently responsible for providing care to a family member and my FCP is set out in Part II.		<input type="checkbox"/>	À l'heure actuelle, j'ai la responsabilité de fournir des soins à un membre de ma famille et mon PGF figure à la partie II.	
I am presently responsible for providing care to a family member and have an FCP, but choose not to set it out in Part II.		<input type="checkbox"/>	À l'heure actuelle, j'ai la responsabilité de fournir des soins à un membre de ma famille; j'ai préparé mon PGF, mais il ne figure pas à la partie II.	
I authorize the disclosure of the personal information in this declaration to my unit's MFR.		Yes - Oui <input type="checkbox"/>	No - Non <input type="checkbox"/>	J'autorise la divulgation des renseignements personnels contenus dans cette déclaration au CRFM de mon unité.
I authorize the destruction of any previous copies of the FCP when it has been replaced with a new version.		<input type="checkbox"/>	<input type="checkbox"/>	J'autorise la destruction de toute copie de mon PGF lorsqu'il est remplacé par une nouvelle version.
Member's Signature Signature du militaire				Date 2001

PART/PARTIE II – FAMILY CARE PLAN (Optional) / PLAN DE GARDE FAMILIALE (Facultatif)

SECTION A – FAMILY MEMBER IDENTIFICATION / IDENTIFICATION DES MEMBRES DE LA FAMILLE

Spouse or Common-Law Partner Surname Nom de l'époux ou conjoint de fait	Given Name – Prénom	Telephone – Téléphone Home Résidence	Work Travail
Family Members Provided Care Membres de la famille sous la responsabilité du militaire	DOB (yyyy/mm/dd) DDN (aaaa/mmm/jj)	Health Problems/Special Care Problèmes de santé/Soins spéciaux	
1.			
2.			
3.			
4.			
Language – Langue <input type="checkbox"/> English – Anglais <input type="checkbox"/> Français – French <input type="checkbox"/> Others – Autres _____			

SECTION B – CAREGIVER IDENTIFICATION / IDENTIFICATION DES FOURNISSEURS DE SOINS

1 st Caregiver – 1 ^{er} fournisseur		2 nd Caregiver – 2 ^e fournisseur	
Surname and Given Name Nom et prénom	Relationship to Member (if applicable) Lien de parenté avec le militaire (s'il y a lieu)	Surname and Given Name Nom et prénom	Relationship to Member (if applicable) Lien de parenté avec le militaire (s'il y a lieu)
Agency (if applicable) – Agence (s'il y a lieu)		Agency (if applicable) – Agence (s'il y a lieu)	
Address (Street/PO Box, City, Province, Postal Code) Adresse (rue/C.P., ville, province, code postal)		Address (Street/PO Box, City, Province, Postal Code) Adresse (rue/C.P., ville, province, code postal)	
Telephone – Téléphone		Telephone – Téléphone	
Potential Difficulties (if applicable) – Difficultés éventuelles (s'il y a lieu)		Potential Difficulties (if applicable) – Difficultés éventuelles (s'il y a lieu)	

Privacy Act Statement on page 2. – L'énoncé de la Loi sur la protection des renseignements personnels à la page 2.

PROTECTED B (When completed) – PROTÉGÉ B (Une fois remplie)

07 JAN 02

28 Unit Liaison Training Handbook

INSTRUCTIONS ON COMPLETING THE FCP DECLARATION

PART I – IDENTIFICATION, DECLARATION AND ADMINISTRATION

Part I is used to identify the member and to indicate the member's family situation. Selecting the second or third situation indicates to the CO that the member has an FCP and that any family care responsibilities which could, at any time, prevent an absence for duty, have been fully taken into account in the preparation of the FCP.

Part I is also used to indicate if the member authorizes:

- the release of the personal information contained in the FCP Declaration to the unit's Military Family Resource Centre (MFRC); and
- the destruction of any previous copies of the FCP Declaration when it is replaced with a new version. Only the most current copy of the FCP Declaration is kept on the member's personal file. When the FCP Declaration is updated, the previous one must be returned to the member unless its destruction is authorized in writing.

PART II – FAMILY CARE PLAN

SECTION A – FAMILY MEMBER IDENTIFICATION

Section A is to identify family members and to set out any health problems or special care required.

SECTION B – CAREGIVER IDENTIFICATION

Section B is used to identify the caregiver. It must contain the names of at least two persons or agencies able to care for the family members in the event of an absence for duty reasons. In most cases the first caregiver would be the member's spouse or common-law partner. Address, phone numbers and potential difficulties with the caregiver assuming their responsibilities should also be indicated. It can also be used to indicate to the CO any potential difficulties that a member may experience in carrying out the FCP, e.g., movement of the children or the caregiver, sufficient financial capability, travel escort, special requirements, etc.

"The personal information provided on this declaration is collected under the authority of the *National Defence Act* and will be used by the Department of National Defence to assist members of the Canadian Forces with family care planning. This information is protected from unauthorized disclosure by Canada's *Privacy Act* and you may request it at any time by quoting Personal Information Bank (PIB) number DND PPE 818".

INSTRUCTIONS POUR REMPLIR LA DÉCLARATION DE PGF

PARTIE I – IDENTIFICATION, DÉCLARATION ET ADMINISTRATION

La partie I sert à identifier le militaire et à indiquer sa situation familiale. En choisissant la deuxième ou troisième option, le militaire indique au cmdt qu'il a un PGF et que ses obligations familiales, qui pourraient à n'importe quel moment l'empêcher de s'absenter pour des raisons de service, ont été considérées lors de la préparation de son PGF.

De plus, la partie I sert à indiquer si le militaire autorise :

- la divulgation des renseignements personnels fournis dans la déclaration de PGF au centre de ressources pour les familles des militaires (CRFM) de son unité;
- la destruction de la déclaration de PGF lorsqu'elle est remplacée par une nouvelle version. Seule la copie la plus récente de la déclaration de PGF est conservée dans le dossier du militaire. Une fois révisée, l'ancienne déclaration de PGF doit être remise au militaire, sauf s'il consent par écrit à ce qu'elle soit détruite.

PARTIE II – PLAN DE GARDE FAMILIALE

SECTION A – IDENTIFICATION DES MEMBRES DE LA FAMILLE

La section A sert à identifier les membres de la famille du militaire et permet d'indiquer les problèmes de santé et les soins spéciaux requis.

SECTION B – IDENTIFICATION DES FOURNISSEURS DE SOINS

La section B sert à identifier les fournisseurs de soins. Il faut indiquer au moins deux personnes ou agences capables de s'occuper des membres de la famille en cas d'absence pour des raisons de service. Dans la plupart des cas, le premier nom fourni est celui de l'époux ou du conjoint de fait du militaire. Il faut également fournir les adresses et numéros de téléphone des fournisseurs de soins, ainsi que les difficultés éventuelles. Elle peut également servir à indiquer au cmdt toute difficulté éventuelle que pourrait éprouver le militaire dans l'application du PGF (p. ex. déplacement des enfants ou du fournisseur de soins, moyens financiers suffisants, escorte de voyage, besoins spéciaux, etc.).

«Les renseignements personnels qui figurent dans cette déclaration sont recueillis en vertu de la *Loi sur la défense nationale* et seront utilisés par le ministère de la Défense nationale pour aider les militaires des Forces canadiennes à établir un plan de soutien à la famille. Ces renseignements sont protégés contre une divulgation non autorisée en vertu de la *Loi sur la protection des renseignements personnels du Canada*. Vous pouvez demander d'avoir accès à ces renseignements en tout temps en donnant le numéro MDN PPE 818 du Fichier de renseignements personnels.»

Appendix F: Emergency Child Care Plan (for the family member at home)



Emergency Child Care Information Form / Formulaire de renseignements en cas d'urgence			
Please complete one plan per child, keep a copy for yourself and give a copy to your caregiver Veuillez compléter un plan d'urgence par enfant, gardez une copie pour vous et donnez-en une à votre gardien			
Child's Full Name Nom de l'enfant			
Parent/Guardian Full Name (please list ALL legal guardians of the child) Nom du parent ou du gardien (s.v.p. veuillez indiquer TOUS les noms des gardiens légaux de l'enfant)			
Address / Adresse			
City, Province, Postal Code Ville, Prov, Code postal		Home Phone / Numéro de téléphone à domicile	
Birth Date Date de naissance		Gender <input type="checkbox"/> Male / Garçon <input type="checkbox"/> Female / Fille	
Prov Health Card # Numéro de carte d'assurance maladie			
Language(s) Spoken at Home / Langue(s) parlée(s) à la maison		Animals in the Home / Animaux dans la maison	
If your child attends school or daycare please provide name, location/address, phone number, contact person and bus route information / Si votre enfant va à l'école ou à la garderie, veuillez indiquer le nom, l'endroit et l'adresse, numéro de téléphone, la personne contact et les renseignements sur le trajet de l'autobus			
Does your child have? État de santé de votre enfant?	Yes Oui	No Non	Comments / Commentaires
Allergies	<input type="checkbox"/>	<input type="checkbox"/>	
Ongoing medical problems Des problèmes médicaux	<input type="checkbox"/>	<input type="checkbox"/>	
Physical limitations/Special needs Des incapacités physiques/Besoins spéciaux	<input type="checkbox"/>	<input type="checkbox"/>	
Psychological problems Problèmes psychologiques	<input type="checkbox"/>	<input type="checkbox"/>	
Up to date Immunization Immunisation à jour	<input type="checkbox"/>	<input type="checkbox"/>	
Other (please state) Autres (s.v.p. indiquez)	<input type="checkbox"/>	<input type="checkbox"/>	
Family Physician Médecin de famille			Phone / Téléphone
Address / Adresse			

Emergency Contact / Personne en cas d'urgence		Please leave an emergency contact in the case you cannot be reached. S.v.p. veuillez donner les coordonnées d'une personne à rejoindre en cas d'urgence.	
Name / Nom			Relationship / Relation
Address / Adresse			
Tel (Home) / Tél (rés.)		Tel (Work) / Tél (travail)	
Information About Your Child / Renseignements à propos de votre enfant			
If your child is taking medication, what is it and what is it for? Si votre enfant prend des médicaments? Pour quelle raison?			
Describe how your child communicates Expliquez comment votre enfant communique			
Describe your child's diet (include types of food/fluids s/he is now taking) Décrivez le régime alimentaire de votre enfant. (le type de nourriture, ce qu'il boit etc.)			
Fluids/Beverages / Liquide/Breuvages :			
Solids / Nourriture solides :			
Additional comments about your child's diet and/or eating habits Renseignements supplémentaires sur les habitudes alimentaires de votre enfant			
How far has your child progressed in toilet training, if applicable? Votre enfant porte-t-il des couches? Veuillez expliquer où en est-il avec l'apprentissage de la propreté?			
Describe an ordinary day in your child's life, from getting up in the morning to going to bed at night, include times for naps, meals, play etc / Décrivez une journée dans la vie de votre enfant en commençant par le levé du matin jusqu'au coucher du soir (incluant les siestes, l'horaire des repas et les périodes de jeux etc.)			
Morning / Matin :			
Afternoon / Après-midi :			
Evening / Soir :			
How does your child react to new situations Comment réagit votre enfant face aux nouvelles situations			
Emergency Child Care Providers / Gardien(s) en cas d'urgence			
Please provide names and contact information for people who could be part of your backup plan to provide child care for your family in an emergency / Veuillez nous donner les noms et les coordonnées des personnes à contacter en cas d'urgence			
Caregiver 1 / Gardien 1		Caregiver 2 / Gardien 2	
Surname and Given Name / Nom de famille et prénom	Relationship to Military Family / Relation avec la famille militaire	Surname and Given Name / Nom de famille et prénom	Relationship to Military Family / Relation avec la famille militaire
Address / Adresse		Address / Adresse	
Telephone Number / Téléphone		Telephone Number / Téléphone	
Parent's Signature / Signature du parent		Date	

Appendix G: Family Information Form (English)



Family Information Form

Note: This form is used to update your personal information and your Contact's information with your local MFRC. Ideally this form is to be completed by any CF personnel (Reg/Res) yearly and then again prior to any work related separation. Once completed this form is to be submitted to your MFRC.

1. Particulars of CF Member

Service Number	Rank	Surname	Given Name & Init.
Home Unit		Home Unit Location	Trade
Training Information (This section is to be completed for those anticipating a work related separation due to course or training)		Training Dates	Training Location
Deployment Information (This section is to be completed for those anticipating a work related separation due to a deployment)		Deployment Dates	Deployment Location
Mounting Base	<input type="checkbox"/> Regular Force <input type="checkbox"/> Reserve Force <input type="checkbox"/> Civilian		
Deploying Unit	<input type="checkbox"/> Regular Force <input type="checkbox"/> Reserve Force <input type="checkbox"/> Civilian		
Are you currently on Imposed Restriction?		Yes <input type="checkbox"/> No <input type="checkbox"/>	
Your Current Home Address		City/Province	Postal Code
Mailing Address (If different from above)		City/Province	Postal Code
Home Phone Number ()		Cell Phone Number ()	Work Phone Number ()
Children's names and birthdates			

Special Considerations that your loved ones may have while away (e.g. Pregnancy, Disability or any other special needs)

For Office Use Only

Date Received:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Letter Sent	<input type="checkbox"/> Yes <input type="checkbox"/> No	Added to Email	<input type="checkbox"/> Yes <input type="checkbox"/> No
Deployment Package Sent	<input type="checkbox"/> Yes <input type="checkbox"/> No	Family Network Contacted	<input type="checkbox"/> Yes <input type="checkbox"/> No	Entered into Database	<input type="checkbox"/> Yes <input type="checkbox"/> No
Forwarded to another MFRC? <input type="checkbox"/> Yes <input type="checkbox"/> No Location : _____					

Who do you wish to be contacted for family support services? <input type="checkbox"/> Contact 1 <input type="checkbox"/> Contact 2 <input type="checkbox"/> Both Please specify the method(s) of contact that they would prefer: <input type="checkbox"/> Telephone <input type="checkbox"/> Email <input type="checkbox"/> Both	
If living outside of the local area, would you like this form shared with the nearest MFRC? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Primary Contact (1)	
Relationship <input type="checkbox"/> Spouse <input type="checkbox"/> Partner <input type="checkbox"/> Parent <input type="checkbox"/> Friend <input type="checkbox"/> Other	Language <input type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Other
Name	
Complete Mailing Address (of contact) <input type="checkbox"/> Same as Military Member	
Home Phone Number ()	Cell Number ()
Work Number ()	Email Address (of contact)
Would you like to register this contact for our "Staying in Touch Service" (only when you are deployed)? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Email <input type="checkbox"/> Phone	If Yes, indicate frequency of call: <input type="checkbox"/> Bi Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Bi Monthly <input type="checkbox"/> Other
Would this contact be interested in being a media spokesperson for the MFRC? <input type="checkbox"/> Yes <input type="checkbox"/> No	Would this contact be interested in receiving the MFRC / PSP Activity Guide? <input type="checkbox"/> Yes <input type="checkbox"/> No

Primary Contact (2)	
Relationship <input type="checkbox"/> Spouse <input type="checkbox"/> Partner <input type="checkbox"/> Parent <input type="checkbox"/> Friend <input type="checkbox"/> Other	Language <input type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Other: _____
Name	
Complete Mailing Address (of contact)	
Home Phone Number ()	Cell Number ()
Work Number ()	Email Address (of contact)
Would you like to register this contact for our "Staying in Touch Service" (only when you are deployed)? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Email <input type="checkbox"/> Phone	If Yes, indicate frequency of call: <input type="checkbox"/> Bi Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Bi Monthly <input type="checkbox"/> Other
Would this contact be interested in being a media spokesperson for the MFRC? <input type="checkbox"/> Yes <input type="checkbox"/> No	Would this contact be interested in receiving the MFRC / PSP Activity Guide? <input type="checkbox"/> Yes <input type="checkbox"/> No

Privacy Disclaimer The information on this form will be kept confidential and used only for the purpose for which it is collected within the Military Family Resource Centre (MFRC). The MFRC adheres to the <i>Privacy Act</i> . I understand this information will be shared with my Unit's Family Network. Member's Signature: _____ Date (DD/MMM/YY): _____
