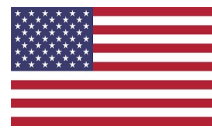




CANELEMNORAD

Welcome to the United States of America Handbook 2022



A WORD FROM THE COMMANDING OFFICER

5600-3 (P Admin O)

03 February 2022

WELCOME TO CANADIAN ELEMENT NORAD (CANELEMNORAD)

A posting outside of Canada (OUTCAN) provides a great opportunity to represent the nation and, more specifically, the Canadian Armed Forces (CAF) abroad. A posting to NORAD provides an even more distinctive experience as the bi-national command charged with the defence of the homelands is a truly unique organization not found anywhere else in the world. This posting will undoubtedly challenge your professional and technical expertise as well as create new and lasting memories for you and your family.

While familiarity with our partner and ally to the south of the 49th parallel may lull us into a sense of complacency, I can personally tell you that living in the United States of America is very much different than visiting the United States of America. While we share a common border and a common language, our two nations have dissimilarities which will be underlined during your posting. Our culture, our values, while having a common grounding, are also varied to the point where you will notice these differences during your time as part of CANELEMNORAD. We must be mindful and respect these differences as we live and work side by side with our American brothers and sisters in arms.

While my previous year's welcome letter optimistically hoped for an end to the pandemic, it seems that we will have to continue living with COVID-19 and its variants for a while longer. The difference in how Canada the United States of America approaches living with the pandemic may cause some members and their families pause. Regardless of that difference (especially how it manifests at your specific post) know that CANELEMNORAD and the Support Unit will do what it can to keep you, our members, and your families, healthy and safe. Also know that NORAD's mission, and the mission of the Support Unit, has not changed. While NORAD continues to be vigilant and on guard in its defense of North America, the Canadian Forces Support Unit (Colorado Springs) (CFSU (CS)) remains steadfast in its commitment to serving you and your family, allowing you to carry out your duties and obligations to NORAD.

As the "base/wing" equivalent support unit for the duration of your OUTCAN posting, CFSU (CS) oversees the personnel administration, financial, logistical, and information system requirements of more than 300 Canadian Armed Forces members and over 500 dependents/family members scattered throughout the continental United States and Greenland. Due to the geographical distances involved, each CANELEMNORAD Detachment has dedicated administrative/financial staff that is in constant communication with CFSU (CS) and will execute or facilitate the day to day financial and administrative processes and transactions to enable you to fulfill your mission for the duration of your posting.

CFSU (CS) relies heavily on leveraging existing technology to provide you and your family with the services you need. Rest assured that the support unit is also constantly exploring new and more innovative ways to deliver support when and where you need it.

I strongly encourage each and every one of you to contact your support staff or your chain of command to pass along any suggestions, ideas or recommendations to improve. We can only get better if we know what the challenges are.

In order to help the Support Unit provide you with the tools you need to succeed in your OUTCAN posting, I would ask that you take the time to thoroughly review this Welcome Book and to review the CFSU (CS) website to better understand the support structure for CANELEMNORAD and to gain insight into the organization and the services the Support Unit provides. This knowledge will help smooth the transition for you and your family from life in Canada to life in the United States of America.

For those with OUTCAN experience, whether recent or dated, please take the time to get situated and familiarize yourself with this posting's environment and surroundings, professionally and personally. The pace of change that has occurred, and continues to occur OUTCAN is, at times, overwhelming and one of the roles of the Support Unit is to ensure that you are given accurate and timely information which will allow you to make informed choices and decisions. Allowances, benefits and entitlements have evolved through the years, so don't be afraid to ask questions or seek clarification if the Support Unit has not explained something to you adequately. The sole reason for the existence of CFSU (CS) is to support CAF members and their families. Help us to help you and your family have the best posting possible by working with us to achieve this common goal.

It is my sincerest wish and hope that your move to the United States of America goes smoothly; furthermore, that your posting to CANELEMNORAD is a rich and fulfilling one.

Servitium nulli secundus



A. (Apollo) Edmilao
Lieutenant-Colonel
Commanding Officer

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LIST OF ABBREVIATIONS

BGRS – Brookfield Global Relocation Services (formerly RLRS)

CAC – Common access card

CAI – CANELEMNORAD Administrative Instructions

CANELEMNORAD – Canadian Element NORAD

CBI – Compensation and Benefits Instructions

CBSA – Canada Border Services Agency

CFAO – Canadian Forces Administrative Orders

CFIRP – Canadian Forces Integrated Relocation Program

CFPO – Canadian Forces Post Office

CFSU (CS) – Canadian Forces Support Unit (Colorado Springs)

CIC – Citizenship and Immigration Canada

COS – Change of Strength

CRA – Canada Revenue Agency (formerly CCRA)

DAOD – Defence Administrative Orders and Directives

DCBA – Director Compensation and Benefits Administration

Det OR – Detachment Orderly Room

DIT – Destination Inspection Trip

DMIL C – Director Military Careers

DoD – Department of Defence

EAD – Employment Authorization Document

GAC – Global Affairs Canada (formerly Department of Foreign Affairs and International Trade)

HG&E – Household Goods and Effects

HHT – House Hunting Trip

ILM&M – Interim Lodgings, Meals and Miscellaneous

LTS – Long Term Storage

MQ – Married Quarter

MTF – Military Treatment Facility

NDHQ – National Defence Headquarters

NORAD – North American Aerospace Defense Command

OUTCAN – Outside Canada

PSHCP – Public Service Health Care Plan

PSS – Personnel Support Services

RIV – Registrar of Imported Vehicles

SIT – Storage In Transit

SSN – Social Security Number

UAB – Unaccompanied Baggage

USCIS – US Citizenship and Immigration Services



Arrival Information

CHAPTER 1 – POSTING OVERVIEW

INTRODUCTION

1 Congratulations on your selection for employment in NORAD with the CANELEMNORAD. This handbook is a compilation of lessons learned from postings to the U.S. The intent of this handbook is to assist you and your family with preparations for your move to the U.S. Given the complexities of a move to another country, it cannot be stressed enough how important it is for you and your family to take the time to complete your screening properly and to become familiar with the contents of this handbook. Past experience has shown that a proper screening, coupled with significant preparation prior to a move to the U.S., are crucial to a successful move and posting. If, at any time during your screening or posting preparations, you encounter advice or direction that is contrary to this document, you are advised to contact CFSU (CS) immediately using the contact list at Annex A.

SECURITY CLEARANCES

2 Contingent upon your new position, you may require an upgraded security clearance. The security clearance level required for your new position is found on your screening message. If you do not currently hold the required level you must immediately commence upgrading through your Unit Security Supervising Officer (USSO). Should you fail to do so and report to your new post without the proper security level, you may be refused access to your place of duty. Be advised that the upgrading procedure often takes at least six months to finalize, so the need to plan ahead cannot be overstated.

3 Top secret (TS)/Level III security clearance with Special Access (SA) indoctrination is required for many positions in NORAD. The SA indoctrination is associated with a position and cannot be applied for until TS security clearance is attained. On receipt of the posting screening message, the Canadian Armed Forces (CAF) member shall:

- a. verify the NORAD position security clearance required and contact sponsor (if known);
- b. if required, initiate a TS/Level III security clearance upgrade or renewal IAW Section 5 of DND 4064; and
- c. upon attainment of Level III security clearance upgrade, initiate SA indoctrination through the losing unit USSO.

4 Upon receiving a posting message, a NORAD Special Security Officer (SSO) rep will contact the member to confirm the process has commenced and initiate internal NORAD & NORTHCOM processes for special accesses. It is extremely important that every effort shall be made by the member and losing unit to confirm the requirement and complete Level III security upgrade and SA indoctrination prior to departure from Canada as it could impact the ability to be gainfully employed at NORAD.

5 All screenings will be considered **YELLOW** once the Security Clearance level has been initiated for Upgrade and/or Update (if the appropriate level and date are not currently met).

POSTING INSTRUCTIONS

6 Upon receipt of your posting instructions (known by the American military as “orders”), immediately verify that all the information is correct including dependant information. Of the utmost importance is the accuracy of your posting instructions, which play a vital role in the acquisition of passports and visas, at border crossings, and during the determination of potential entitlements. Posting instructions must show a Tour Expiry Date (TED). If you plan to bring or to apply for the addition of a Special Dependant, approval must be sought from DCBA 4 in accordance with MFSI 10.9.01 <https://www.canada.ca/en/department-national-defence/corporate/policies-standards/compensation-benefits-instructions/chapter-10-foreign-service.html> as early as possible in the posting process, through your respective chain of command. All dependants (and the member) must successfully complete the screening process before Posting Instructions are issued.

7 NDHQ/D Mil C should assign a TED of 31 August for all CANELEMNORAD postings. In an effort to reduce illegal immigration, some U.S. states (most notably Colorado) have implemented a policy whereby the TED is used as an expiry date on state-issued driver’s licences for CAF members and their dependants. An expiry date of 31 August will allow CAF members to repatriate to Canada in July and provide sufficient time to acquire a new provincial driver’s licence before the state-issued licence expires. Similarly, visas and U.S. CACs are usually issued with the same expiry date as the TED. The 31 August TED will alleviate many problems upon repatriation. CAF members are advised that the 31 August TED should not be construed as an indication that they will be repatriated in August – on the contrary, most CANELEMNORAD members are assigned a July COS date upon return to Canada.

EXTENDED VISIT AUTHORIZATION (EVA)

8 Every CAF member posted to the U.S. requires an EVA. This is a requirement of the U.S. DoD and provides proof of your security clearances, gives members access to their respective places of work, and facilitates obtaining the CAC. Within the first week of receiving your posting message, it is imperative you complete the Extended Visit Authorization (EVA) form available at <http://national.mil.ca/en/locations/outcan/washington-visits-eva.page> Do not submit the EVA before the posting message is cut. As per the U.S. DoD requirement, you must submit your EVA at least 90 days prior to starting your posting.

9 When completed, please forward the EVA to: [+CDLS\(W\)Visits](mailto:cdlswvisits@forces.gc.ca) (cdlswvisits@forces.gc.ca). If you require access above TS/Level III security clearance in your new posting, please also send your request to: [++NSC Sec Inquiries](mailto:NSC.SecInquires@forces.gc.ca) (NSC.SecInquires@forces.gc.ca). Once posted to the U.S. under your EVA, you will be certified to a specific facility only. If you are required to visit other U.S. DoD facilities during your posting you will require separate Visit Clearance Request (VCR) to access these facilities. Once your EVA has been submitted, no amendments can be made. Should your posting be extended, you will need to submit a new EVA for the extension period.

CANELEMNORAD SPONSOR PROGRAM

10 As a new arrival, you will be assisted in your move by a sponsor whose duties include assisting you in the myriad of tasks associated with an OUTCAN move. Upon being assigned the task, your sponsor should be in touch shortly thereafter and will be available to assist you with posting specific details like hotel accommodations, meeting you on arrival, and taking you to your new place of duty on the first day. It is your sponsor’s duty to assist wherever possible to

help make your relocation as smooth as possible, so you are encouraged to stay in close contact with your sponsor once initial contact is made. If you do not receive contact from a sponsor, please contact your gaining Human Resources Manager (HR Mgr), HR Supervisor (HR Supr) or senior HR Administrator (sr HRA) as soon as possible. Contact info can be found on the PSS webpage of the CFSU (CS) website.

11

Military Family Services operates with the premise that no one is left behind. Each individual and family, as a whole, deserves to have the connections, information and support that will enable them to have a successful posting. The Spousal Sponsor Program (SSP) is a key resource to ensure that spouses receive ample support to successfully integrate with their new community and to enhance connections between community members. The primary objective of the SSP is to match a spouse with a sponsor, similarly to the sponsor a military member receives, who most resembles the spouse's (and the family's) needs and dynamics. The local MFS will be in contact to supply you further information and a sponsor name upon receipt of your posting message.

PASSPORTS AND RELATED DOCUMENTATION

12

All CAF members and their dependants authorized to move must obtain a special ("green") passport and a NATO-2 class visa (U.S. DS-160 Non-Immigrant Visa Application). The process of obtaining passports and visas may take up to ten weeks or longer; therefore, personnel must report to their local Unit Orderly Room as soon as possible after receiving their screening message to initiate this process. Unlike in the past, you (and your dependants) are now eligible to apply for your special passport once the screening message has been received and it is recommended to start the process right away to avoid delays in reporting dates. Furthermore, in order to speed up the process, NATO-2 visa applications can now be completed using your American unit/detachment address.

13

The following are important points to consider when obtaining a passport:

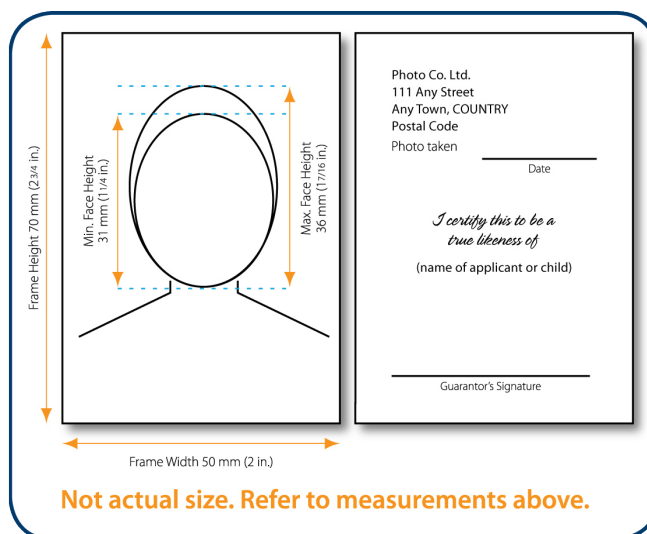
- a. you should expect to undertake your HHT on a regular ("blue") passport as it is unlikely that your special passport will be ready in time;
- b. do not leave Canada for the commencement of your posting without a valid passport and multi-entry visa (i.e. NATO-2 visa);
- c. if you already have special passport but it will expire before your tour ends, you must renew your special passport (prior to applying for your visa) in order to cover the entire posting period;
- d. the process of obtaining a passport and visa may take up to ten weeks or longer through Official Travel with Passport Canada. CFSU (CS) has no control over this timeline. The U.S. State Department is responsible for issuance of the NATO-2 visas and CFSU (CS) also has no control over this process; and
- e. each individual on the posting message needs to complete one special passport application (if they are a Canadian citizen) and one visa application.

14

Each applicant needs three photos: two physical photos for the passport and one electronic photo for the visa. The photos for the passport will be sent with the passport application. The electronic photo will be uploaded as part of the online visa application completed by the

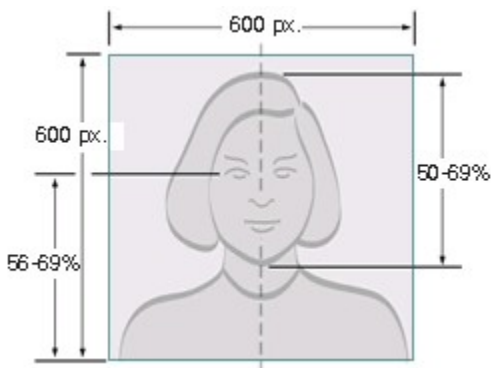
member. It is important to note that Passport Canada's photo requirements differ from the guidelines for the U.S. visa application (see below). The number one reason passport and visa applications are delayed is due to poor quality and irregular photos.

Canada Passport Photo



Note: Make sure the Passport Canada photo has been taken within the last six months. For more information please refer to Passport Canada's photo guideline at: <http://www.cic.gc.ca/english/passport/apply/photos.asp>

U.S. Visa Photo Guideline: Digital Image Head Size Template



15 Only legally married spouses will be granted/issued NATO-2 derivative visas; common-law partners are not eligible. Due to the constraints on the member and the spouse with respect to the type of visa eligible, members in common-law partnerships will be screened **RED**. See the handbook section on common-law partnerships for more information.

16 You are entitled to hold a regular/blue and special/green passport at the same time. However, you are not entitled to possess two valid special/green passports at the same time (with the exception of a separately issued special passport for deployment purposes only). Official Travel will not release a new special passport until the previous (green or diplomatic ("red")) passport

has been returned to Official Travel or cancelled. For instance, if you have a red passport from a posting to China, you will have to return this passport upon your return to Canada before you receive your green passport for the US. Note that, as with any cross-border travel, you will need a valid passport for your HHT. CFSU (CS) does not pay for regular passport applications. If a member (or dependants) does not have a blue passport, they are responsible to purchase these official travel documents themselves.

17

The special (green) passport and NATO-2 visa processes are summarized as follows:

- a. all forms and instructions for obtaining a passport are available from the Passport Canada webpage at: <http://www.cic.gc.ca/english/passport/index.asp>. A member should follow the instructions on the website regarding completion of the appropriate forms applicable to their specific circumstances;
- b. submit completed passport applications and all related documents to their unit OR clerk;
- b. the home unit OR clerk will forward application with a copy of the posting instruction and passport requisition form to Passport Canada;
- c. green passports are returned from Passport Canada to the OR Clerk and then provided to the member. Note that you will need your green passport (or its number) in order to fill out a NATO-2 visa application online. The special passport number is usually provided in advance of receiving the physical official documents in order to expedite the visa application process as much as possible;
- d. member completes electronic visa application form U.S. DS-160 Non-Immigrant visa application for all members proceeding to the U.S. Forms are available from the U.S. Department of State webpage at: <https://ceac.state.gov/genniv/>. Points to note:
 - (1) you do not require an appointment;
 - (2) the application forms are timed. You will need to be quick when filling out the application forms;
 - (3) you will require an electronic passport picture to upload onto the application process;
 - (4) you will need a NATO-2 class visa; and
 - (5) ensure you saved a copy of the completed application forms.
- f. green passports and printed copies of the visa application forms are returned to the unit OR clerk by the member;
- g. all documents are sent back to Passport Canada for furtherance to the U.S. Embassy;
- h. once the visas have been approved, the green passports with NATO-2 visas will be sent back to the OR clerk for issue to the member. It bears repeating that if

you already have a green passport, you must ensure that it will not expire before the TED identified in your posting message. If it does, you must reapply for a new passport to cover the entire posting, before applying for the NATO-2 class visa. Once posted, if an extension is granted, then an extension for the visa will also be required which can be done through the CFSU(CS) CO's Administrative Assistant, Mrs. M. (Misty) Baker, at (719) 556-8242; and

- i. members posted outside Canada should ensure that accompanying dependants are aware that, in accordance with QR&O 102.01, a person, not otherwise subject to the Code of Service Discipline, who accompanies any unit or other element of the Canadian Forces that is on service or active service in any place is subject to the Code of Service Discipline.

18 CAF members posted to NORAD are granted a NATO-2 visa. This visa category does not allow CAF members to work in the U.S. outside of their military duties. As such, CAF members are also not allowed to volunteer while on duty or in uniform. Note that this preclusion does not apply to dependants as they are issued derivative visas and may apply for (and be granted) Employment Authorization Documents (EADs) which will allow them to legally apply for and accept employment while posted OUTCAN.

ELIGIBILITY AND TERMS OF USE FOR SPECIAL PASSPORTS – FAMILY REUNION TRAVEL (FRT)

19 Special passports are issued to Canadian citizens who require them for travel on official government business or to represent the government of Canada abroad. In the case of CAF members and families posted OUTCAN, this includes students who would normally reside with the member but attend secondary or post-secondary schooling in Canada, and then return to the member's OUTCAN place of duty during official school breaks (summer break, Christmas, reading week, etc). Until such time as Official Travel/Passport Program Management staff develop an agreement that would permit retention of the special passport by the dependant student, the current policy of returning the special passport upon completion of FRT remains in effect.

20 In the case of students travelling to be with family on FRT, special passports may be issued for the duration of the student's visit to the member's place of duty, and upon the student's return to place of study in Canada, the special passport MUST immediately be returned to the offices of Official Travel/Passport Program Management. It is the responsibility of the member/parent to ensure the special passport is requested four to six weeks in advance to permit timely processing of the passport, along with any applicable visas or work permits. Upon the student's return to Canada, the special passport shall be returned to Official Travel/Passport Program Management until such time as the special passport is requested by the bearer's parent again. Existing visas or working permits contained within the special passport or granted to the bearer are not affected for subsequent FRT, so long as the member remains posted at the OUTCAN location. All other non-FRT trips (non-U.S. location) (i.e. vacation, etc) shall be conducted using the regular (blue) passport.

21 Failure to return the special passport to Official Travel - Passport Program may result in any/all of the following:

- a. other programs between DND and Official Travel may be jeopardized; and

- b. Official Travel/Passport Program Management may revoke the passport and deny issuance of any future special passport requests.

22

To request the special passport for FRT, the process may be found at this link:
<http://www.cic.gc.ca/english/passport/officialtravel/safekeeping.asp>

Special passports may be returned to Official Travel - Passport Program Management via post:

DND/Official Travel Section (Passports)
NDHQ
101 Colonel By Drive
Ottawa, ON K1A 0K2

You may also return the passport in person:

Passport Canada - Official Travel
200 Place de Portage
Centre Block, 2nd level
Gatineau, QC
Office Hours: Mon - Fri, 0830 - 1630
Reception: 819-956-8772 or 819-994-3550
Fax: 819-997-1255

Official Travel website: <http://www.cic.gc.ca/english/passport/officialtravel/index.asp>

AUTOMATION OF FORM I-94 ARRIVAL/DEPARTURE RECORDS

23

The I-94 is an arrival/departure record, issued either in paper or electronic format by a U.S. Customs and Border Protection (CBP) Officer to foreign visitors entering the U.S. The purpose of an I-94 is to verify immigration across U.S. borders. Since April 2013, all arrival/departure records are also created electronically upon arrival; the visitor will be provided with an annotated stamp in the foreign passport. If provided a paper document, the admitting CBP Officer generally attaches the I-94 to the visitor's passport and stamps the departure date on the form. Paper I-94 documents are usually issued at a land border crossing – they are not normally issued on an air entry. Even if you are provided a paper document, an electronic record is still created.

24

At the border, ensure that you state clearly to the CBP officer that you are moving and show your NATO-2 visa. Prior to leaving the border, ensure that your I-94 does not have an end date, and instead has been stamped D/S (duration of status). If you encounter issues, contact the CFSU (CS) PSS OR upon your arrival.

25

If you or your family require the information from your I-94 to verify immigration status or employment authorization, the record number and other admission information is available at: <https://i94.cbp.dhs.gov/i94/#/home>. In addition, it is recommended that you check your I-94 status shortly after your arrival in the U.S. to ensure that your movement has been properly recorded. If it is incorrect, it will need to be amended. Contact Ms. M. Baker at CFSU (CS) for assistance.

26 Replacement of a lost or stolen paper form I-94 falls under the responsibility of the Department of Homeland Security (DHS). To file for a replacement paper form I-94, see Application for Replacement/Initial Non-immigrant Arrival/Departure Document, Form I-102, at the DHS, U.S. Citizenship and Immigration Services (USCIS) website: <https://www.uscis.gov/i-102>. As well, refer to DHS website <https://www.dhs.gov/>.

27 Incorrect I-94 information will cause an individual to be improperly registered with the USCIS, which may preclude dependants from working, children from enrolling in school, etc. You do not need to pay a fee to request a correction to your I-94 if the error(s) on your document was made by USCIS, through no fault of your own.

28 The USCIS agent at the point of entry will enter the NATO-2 visa classification (used by the U.S. for foreign military members and their dependants seeking admission to the U.S. under the NATO Status of Forces Agreement (SOFA)) on the I-94 card to indicate your status as a non-immigrant in the U.S. While there are many classifications used by the U.S. for non-immigrant aliens, NATO-2 will apply to you and your family. <http://www.state.gov/>.

29 Without NATO-2 status indicated on your I-94, you will be improperly registered with the USCIS, thereby potentially causing future problems when applying for social security numbers, dependant employment, and education.

COMMON-LAW / MARRIED

30 All domestic partnerships must be identified during the screening process. It should be noted that the following information provided is in accordance with U.S. policies, and that CAF members in the U.S. under the NATO SOFA and must abide by such policies.

31 Definitions:

- a. DOMESTIC PARTNERSHIP (also known as COMMON-LAW MARRIAGE): A relationship between two individuals who live together and share a common domestic life but are neither joined by marriage nor a civil union. U.S. Federal regulations do not recognize Canadian domestic partnerships;
- b. MARRIAGE: The state of being united to a person, regardless of gender, in a consensual and contractual relationship recognized by law; and
- c. SPOUSE: The person legally married to the employee.

32 U.S. Department of State (DoS) Domestic Partnership Policy. Opposite-sex domestic partnerships (common-law marriages) are not recognized by DoS. Partners in opposite-sex domestic relationships are not eligible for NATO-2 derivative visas.

33 Selection of “common-law” on your screening will prompt further questions during your CO’s interview. Due to the constraints on the member and the spouse with respect to the type of visa eligible (and the subsequent flow of entitlements from said visa), CANELEMNORAD will screen those CAF members who identify as being in common law partnerships as **RED**.

34 Same-sex marriages are now recognized by the U.S. government with a marriage certificate. As a result, spouses (and their children, if applicable) are recognized for derivative visas. In

addition, same-sex marriage is valid for immigration purposes even if the couple intends to reside in one of the 37 U.S. states that do not recognize same-sex marriages.

35 The Employment Authorization Document (EAD) – Policy & Guidelines for Processing states that “any applicant who has a different last name to that of the sponsor is required to provide a copy of a marriage certificate at time of application. U.S. Citizenship and Immigration Services (USCIS) authority does not recognize common law marriages for purposes of an EAD”. This means that spouses who are not legally married will not be able to apply for an EAD and legally work in the U.S. Further information is available from CFSU (CS), Mrs. M. (Misty) Baker at (719) 556-8242.

IDENTIFICATION CARDS

36 CFAO 26-3 and 20-50 state that you must obtain a new identification card (ID) before leaving Canada if your present ID expires before completion of your posting in the U.S. There are no CAF photographic sections in the U.S., and identification photos obtained through U.S. military facilities are not acceptable for the renewal of CAF ID.

37 All members posted into CANELEMNORAD will be issued a U.S. military CAC upon in-clearance at their U.S. support base/installation. The CAC is issued through Defence Enrollment Eligibility Reporting System (DEERS) which coordinates all entitlements to use base facilities and services (including medical care and commissary access). Each member of the family over the age of 10 must be in attendance in order to receive the CAC. When applying for a CAC members must bring the required documentation, including their marriage certificate and passport and visa with them. A complete list of required documents is provided to members from the CFSU (CS) OR. The line to obtain a CAC can be quite lengthy depending on the location and it is recommended to arrive just before the building opens in order to get a same day appointment. Dependant identification cards cannot be issued to common-law partners as common-law relationships are not recognized in the U.S.

U.S. CURRENCY

38 Sufficient U.S. currency on-hand is essential when traveling in the U.S. This is worth mentioning since you will receive your posting/moving advances and claim payments electronically in Canadian funds. It can be complicated to exchange Canadian funds for American money (cash) in some areas of the U.S. And while Canadian cheques are accepted by most U.S. banks, the funds are normally placed on hold until cleared/verified by the Canadian institution. This process can be time consuming. U.S. traveler’s cheques are readily accepted by most businesses/merchants; as such they are the recommended means for transferring monies to open U.S. bank accounts. Most U.S. cash machines/automated teller machines (ATMs) will issue U.S. currency using a Canadian credit or debit card. ATMs are readily accessible throughout the U.S. however will inevitably incur a service charge.

It should be noted that fees related to this expense are not reimbursable. It is strongly advised that you open a U.S. bank account (recommend a non-interest-bearing account to avoid any difficulty with the IRS) during your HHT to ensure expeditious transfer of funds for pay and rent. It is also highly recommended to have sufficient funds in your U.S. account as many services (e.g. phone, internet, cable, etc.) will require a deposit on start of service.

CREDIT CARDS

39 Obtaining major credit cards, such as Master Card or Visa, in the U.S. may be a challenge. Most credit card companies do not accept credit ratings from Canada; many also require that the applicant provide a U.S. SSN. It is not uncommon for personnel to have to wait six months before obtaining U.S. credit cards. In addition, local banks may require sizeable deposits in savings accounts (at low interest rates) before accepting your application. If you are a member of the Canadian Automobile Association (CAA), it is recommended that, during your HHT, you arrange to have your membership transferred to the American Automobile Association (AAA) and, upon acceptance, you may then apply for a AAA Visa or Master Card. An added benefit of AAA membership is that it may include a bail guarantee, which would potentially enable you to avoid incarceration if involved in a traffic violation while traveling in the U.S. Likewise, if you have an American Express credit card, you may apply to have your account transferred to the U.S. Other Canadian banking institutions like Toronto Dominion (TD) and the Royal Bank of Canada (RBC) also have branches in the U.S., which may facilitate banking and access to funds.

40 Most U.S. bank cards have either a Master Card or Visa logo on them, making them dual-purpose and allowing them to serve as a credit card. It is also advisable to keep Canadian credit cards valid until you are certain of American replacements. Even then, Canadian credit cards are useful while traveling in Canada and for maintaining your Canadian credit rating. A major credit card will be required in securing a rental car or hotel accommodations on your HHT.

BANK ACCOUNTS AND FINANCIAL INFORMATION

41 On your HHT (or before your HHT), you will be required to open a U.S. bank account. This account is very different from having a U.S. currency account from a Canadian institution. A U.S. bank account will have a routing number and an account number, whereas a Canadian bank account will have three identifying numbers (including an institution number). The CFSU (CS) cashier will be unable to deposit your pay or cash claims in U.S. dollars to a U.S. currency account from a Canadian banking institution. Therefore, you must have U.S. bank account. Many people opt to use a cross-border account (e.g. CIBC Smart-Account) through a Canadian institution as U.S. banks typically require you to have a SSN prior to applying to open an account.

42 It is recommended that you maintain a chequing account with a Canadian financial institution during your posting in the U.S. where the account is accessible by mail, telephone, or internet. Additionally, it is recommended that you confirm that your bank will accept banking transactions via facsimile (fax).

43 Experience has also shown that some Canadian banks (e.g. ING Direct, RBC, BMO, and TD/Canada Trust) may have a U.S. affiliate/partnership, which allows for economical and expedient transfer of U.S. and Canadian funds between the U.S. and Canadian financial institutions. Given that many Canadians during the course of their OUTCAN posting transfer funds between their U.S. and Canadian bank accounts, you are encouraged to discuss this issue with your present Canadian financial institution to determine what processes are in place (and the associated costs) to transfer funds between U.S. and Canadian banks.

44 Some observations with respect to American banking:

- a. upon arrival in the U.S, you will likely have the credit rating equivalent to a 16 year old and it will take time for your credit score to improve;
- b. cheques (checks) are still very popular in the U.S. It is not unusual for someone to pay for their purchase at Wal-Mart or McDonalds using a personal cheque. E-transfers (or Interact transfers) are not as prevalent as in Canada and not all banks allow, or are connected to, third party application money transfers;
- c. when writing post-dated cheques, it is important to make clear to the recipient (e.g. landlord, rental company) that these cheques will only be cashed on the date of the cheque and not before. U.S. banks will accept and try to cash all cheques on date of deposit, regardless of the date marked on the cheque;
- d. on-line bill payments are available. However it is important to note that the bank may deduct the payment from your account and then write a cheque to the specific company or person. Payments are not necessarily electronic. This may result in a delay for the payment to reach the specific company/person;
- d. contactless payment, or “tap to pay” (tap) is slowly coming to the U.S. Many banks do not produce and will not provide you with a card that has tap capability, though more vendor payment machines now have the tap feature; and
- e. it is important (and bears repeating) to keep in mind that when you open an American bank account, select a “non-interest-bearing checking account” to avoid tax implications with the IRS.

45

In the past, some CAF members holding financial products (including registered retirement savings plan (RRSP), registered educational savings plan (RESP) and tax free savings account (TFSA)) with Canadian banks and financial institutions (including Service Income Security Insurance Plan (SISIP)), have been required to provide a Canadian address while serving OUTCAN. Consequently, a CFPO box number has been issued to CANELEMNORAD members. This CFPO box number is to be used for financial and investment purposes only. Please note that any personal mail (i.e. magazine subscriptions, commercial advertising correspondence) and all parcels sent to the CFPO box number will be returned to the sender by the postal unit without any notification to the CAF member. Note that if the member’s spouse has a different last name, please ensure you insert the member’s name and rank in the second line of the address. The CFPO box number address to be used is:

RANK, INITIALS, LAST NAME
 UNIT or CANADIAN COMPONENT (specify location)
 CFSU (CS)
 PO BOX 5233 STN FORCES
 BELLEVILLE ON K8N 5W6
 CANADA

46

If you have investments or deposited funds with Canadian banks or trust companies which pay dividends or interest, you may find that you are charged a “non-resident withholding tax” indicated on the T-5 slip received from the institution concerned. Contact CRA to rectify this problem should it occur. As well, it is highly recommended that you go in person to your bank or financial institution prior to your posting to the U.S., to explain that you are a CAF member about to leave for an OUTCAN posting, and that as such, CRA considers that you will retain your

Canadian residency for tax purposes. Ensure you have your posting instructions and official passport in your possession to serve as evidentiary support.

CANADA CHILD TAX BENEFIT

47 The Canada Child Tax Benefit (CCTB) may be paid directly through direct deposit to a Canadian bank account. It is recommended that this procedure be put in place prior to your departure from Canada because of the difficulties in cashing Canadian cheques in the U.S. Any inquiries regarding the CCTB should be directed to the CRA at: <http://www.cra-arc.gc.ca/menu-e.html>. More information can be found at [Canada Child Benefit and Related Provincial programs Publication](#).

CANADA REVENUE AGENCY – QUEBEC TAX

48 Members who are posted from the province of Quebec to OUTCAN will continue to pay the province of Quebec income tax. Both a federal and a provincial income tax declaration will have to be filed in the first year of your posting. In order to avoid double taxation, attach a letter explaining your situation and request relief from your Quebec taxes. Contact Revenu Quebec at 1-800-267-6299 or visit their website for more information: [Revenu Quebec](#).

RESIDENCY STATUS FOR TAX PURPOSES

49 Residency status is an individual circumstance based on your residential ties. For tax purposes, there are four types of residency status – Factual Resident, Deemed Resident, Deemed Non-Resident and Non-Resident. If you do not own a residence in Canada and you sever significant residential ties, under subsection 250(1) of the Income Tax Act, Canadian Forces members are considered to be a “Deemed resident” for tax purposes. For more detailed information, please read the [General Income Tax and Benefit Guide for Deemed Residents of Canada](#).

50 It is the responsibility of individuals to make themselves fully aware of their own individual tax situation and the tax implications of being OUTCAN as individual tax situations will differ. The administrators of the CFSU (CS) OR are not registered tax agents; therefore, no assistance can be given with regards to the specifics U.S. or Canadian taxes. However, it is recommended that you include your posting message and a letter explaining your residency status when you submit your tax return. It is your responsibility to file your taxes by 30 April annually, no matter your residency status. Unfortunately, if you are a “Deemed Resident”, you are ineligible to submit your taxes online by software or e-file and must submit your tax return forms directly to the Winnipeg Tax Centre. If you are using tax software, ensure that the tax program that you are using will work with your residency status, as not all software is compatible with every situation. Hard copy tax returns may be mailed to the following address:

Winnipeg Tax Centre
Post Office Box 14001,
Station Main
Winnipeg MB R3C 3M3
CANADA

51 As per information provided by CRA in June 2015, all spouses who are accompanying CAF members or DND civilians on posting and intend to return to Canada following the assignment will be considered a “Factual resident of Canada” due to their secondary residential ties. Do not complete Form NR73 – Determination of Residency Status (Leaving Canada). If your

circumstances differ from this, it is the responsibility of individuals to contact CRA to determine their residency status, usually through the submission of [Form NR73 – Determination of Residency Status \(Leaving Canada\)](#) to the CRA.

52 In the past, some members or their spouses have had their taxes returned by CRA with a change of residency status or removal of federal tax credits and incentives. If this happens, there are a few avenues of recourse. It is recommended that members or their spouses go to their CRA My Account online profile and select the “Register my formal dispute”. This avenue is the fastest way to submit documents relating to a dispute and is often a successful means of recourse.

53 If members or their spouses are continuing to have difficulty with CRA, or have had their dispute returned with a non-successful recourse, it is recommended that the member contact the [National Defence and Canadian Forces Ombudsman](#) or the [Office of the Taxpayers Ombudsman](#).

PERMANENT RESIDENT CARDS

54 CIC requires that landed immigrants with permanent resident status be in possession of a Permanent Resident Card (PRC) when returning/travelling back to Canada. Otherwise, a limited use travel document may be obtained from CIC (via online at their website using CIC forms) for a fee. This domestic policy may have an impact on CAF members if their spouse is not a Canadian citizen but has achieved permanent resident status. As a result, it is paramount that you ensure your PRC does not expire while OUTCAN or an applicant will have to return to Canada in order to apply for a PRC renewal. Expenses related to a PRC application are not reimbursable. Information regarding this process can be found at the CIC website at: <http://www.cic.gc.ca/english/information/applications/prcard.asp>

CITIZENSHIP FOR DEPENDANTS BORN ABROAD

Reference: CANFORGEN 162/06 CMP 077 011009Z NOV 06

55 Children born to Canadians abroad are automatically considered Canadian citizens regardless of whether or not they have the Certificate of Canadian Citizenship (CCC). When you apply for the CCC, you are not making an application for citizenship but simply applying for proof of citizenship. The cost of obtaining a CCC is not reimbursable.

56 There are a number of factors to consider if having a child in the U.S. and these are determined, in part, by the visa class of the member when the child is born. Issues relating to dual citizenship, obtaining Canadian passports, and the potential for the child to have to file taxes with the IRS every year from age 18, may arise. In addition, a U.S. government program known as the Selective Service System (SSS) registers all U.S. born males between the ages of 18 and 25 in order to ensure that a future war draft, if needed, will be fair and equitable. Lawful U.S. non-immigrants with NATO-2, A and G visas do not need to register. However, male dual national U.S. citizens, male U.S. citizens and permanent alien citizens between the ages of 18 and 26 must register.

CHAPTER 2 – GENERAL ADMINISTRATIVE INFORMATION

POSTING LOANS

Reference: CBI 10.20.01 (Military Foreign Service Instructions)

- 1** Upon written request, you may be authorized an interest-bearing posting loan in the amount not exceeding 50% of your gross annual salary in effect at the time the loan is applied for, or an amount promulgated by DCBA 4 annually, whichever is less. If you are entitled to the posting loan in accordance with reference, you must coordinate with your losing support unit for approval. Alternatively, you are entitled to apply for the posting loan within 12 months of your arrival in the U.S.
- 2** It is recommended that you complete the application prior to departure if the intent is to utilize the monies from the posting loan in Canada. If the intent is to utilize the monies once in the U.S., you should wait until your arrival for the application. This recommendation is based on some of the difficulties and additional expenses that could be incurred when transferring monies to/from Canadian and U.S. accounts.

PROCUREMENT OF MILITARY CLOTHING

- 3** Operational clothing for CANELEMNORAD units is provided by various designated support units throughout Canada because there are no CAF clothing facilities in the U.S. Members should strive to ensure that they arrive at their new unit with sufficient items of kit for their entire posting. Members are advised that CANELEMNORAD dress-of-the-day consists of Flight Clothing for Pilots, Air Combat Systems Officers, and individuals in flying positions, Naval Combat Dress for all Royal Canadian Navy (RCN) personnel and Light Weight Combat Clothing (LWCC) for all others. Distinct environmental uniform (DEU) items may be ordered/purchased from Clothing Online at <http://www.logistikunicorp.com> as there may be ceremonial functions which will require the wear of DEU.
- 4** Members who require the replacement of operational clothing are to contact the CFSU (CS) Logistics Assistant at (719) 556-8249 in order to arrange an exchange with 17 Wing in Winnipeg.
- 5** Members are reminded that alterations to military clothing are restricted to such things as affixing rank insignia, NORAD badges, raising or lowering trouser leg/shirt-blouse sleeve lengths, and increasing/decreasing trouser or skirt waist size. For reimbursement of these expenses, see your HR Mgr. Alterations to operational clothing are not authorized.

CAF PHYSICAL FITNESS TESTING – FORCE TEST

- 6** All members must achieve a PASS status for fitness testing IAW DOAD 5023-2 prior to departing for their posting to the U.S. A valid PASS status is a condition for successful screening.
- 7** All OUTCAN personnel shall be tested annually. Since 2008, OUTCAN locations are no longer considered "location excused". While CANFORGEN 132/19 removes the requirement for fitness

criteria from annual selection boards, members are still required to test annually and require a valid PASS status for promotion. Specific promotion criteria/direction in light of the global pandemic has been issued and should be verified when processing promotion.

LICENCE PLATES/REGISTRATION

8 You may be permitted by state and provincial authorities to maintain valid Canadian provincial vehicle registration and licence plate. In such instances, you should confirm with the applicable state and provincial Department of Motor Vehicles (DMV) prior to your departure from Canada.

9 Many U.S. require an original bill of sale plus the provincial registration documentation before issuing a state licence plate. While some U.S. will accept a "Certified True Copy" of these documents, it is highly recommended that, during your HHT, you contact your local state-licensing agency to ensure that you will have the required documentation upon your arrival at post. A major difference from the Canadian vehicle registration system is that in Canada you can let your registration expire if you are not using a vehicle. In some U.S. states vehicle registration must be maintained. If you plan on registering your vehicle in the U.S. ensure that you have enough time remaining on your current Canadian registration to process your new U.S. registration. If your Canadian registration expires, you may not be permitted by the state DMV to register your vehicle in the U.S.

10 Should your vehicle(s) be registered in your spouse's name, it will be subject to personal property tax. Therefore, it is advisable to change the ownership to the CAF member's name prior to departure from Canada, thereby avoiding an expensive yearly tax. Although the cost to change ownership is not claimable, it is much cheaper than paying a yearly state tax.

11 The term "registration" does not have the same meaning in the U.S. as in Canada. In Canada your registration paper is both the registration and ownership. In the U.S., you will be issued a Title Certificate that is the ownership to the vehicle while the registration paper proves that your plates are current.

DRIVER'S PERMIT/LICENSE

12 CAF members may be permitted to retain their Canadian provincial driver's licence while serving in the U.S. It is highly recommended that members contact their respective provincial DMV to confirm whether this is possible. If it is not possible to retain the provincial driver's license, a state licence can be obtained upon arrival at post.

INTERNATIONAL TRAVEL WHILE ON U.S. POSTING

13 For members and dependants traveling outside of the U.S. during the posting (for pleasure or TD), the special (green) passport is to be used. The U.S. NATO-2 visa in the passport entitles the bearer to legally re-enter the U.S.

14 Effective January 2008, it is a requirement to carry a passport when entering the U.S. from Canada by all means. Members should remind relatives and friends who intend to visit them during their posting in the U.S.

15 Be advised that many countries require visas in advance, either for official or vacation travel, e.g. you now require a visa when travelling to Mexico when using a special (green) passport. It is recommended that you research the policy for each country prior to travel.

16 When traveling internationally, it is possible that the I-94 may be removed from the passport at the airport or cruise line embarkation point before departure by airline/travel personnel or customs officials in error. If this occurs, you must request a new I-94 immediately upon return to the U.S. The I-94 is a very important document, and if it is not obtained upon return to the U.S., you may need to return to a border crossing to be issued a new one. If you are unable to obtain a replacement I-94 upon return to the U.S., contact your HR Manager for further assistance.

17 The I-94 is re-issued each time that you cross the U.S. border (even if your paper copy never changes), so it is important that you re-enter the U.S. on your special (green) passport and not your personal (blue) passport. Additionally, when you are travelling by air, the Customs kiosks will not accept the NATO-2 visa due to the requirement for a new I-94. Therefore, every time that you return to the U.S., ensure to go to a Customs Border Services agent for a manual customs check vice the simplified kiosk method.

18 CAF members proceeding on duty or non-duty travel outside Canada or the U.S. are also required to notify the Canadian Forces National Counter-Intelligence Unit (CFNCIU) as far in advance of their departure date as possible by submitting a Notice of Intent to Travel form, and at that time, inform their supervisor of such intent. Submit the Notification of Intent to Travel form to the CFNICU web site at: <http://cdi.mil.ca/sites/intranet-eng.aspx?page=3022>

19 Under “Procedures” on the website; there is a link to fill and submit the form. Have the member fill out the required information and submit their request. A CFNCIU member will contact the member and make appropriate arrangements for any required briefing or debriefing. In addition, members are encouraged to review the Country Specific Travel Advisories available at <https://travel.gc.ca/travelling/advisories>.

LEAVE POLICY

20 **General.** The following information on the CANELEMNORAD leave policy is provided so that individuals can take into consideration local policy when making long range leave plans. Leave accumulation within CANELEMNORAD will only be approved in exceptional circumstances, due to imperative military requirements. Consequently, members must plan to use their full leave entitlement every year.

21 **Statutory Leave.** Statutory holidays for CANELEMNORAD personnel will mirror those observed by U.S. personnel (e.g. Martin Luther King Day, Presidents’ Day, U.S. Thanksgiving). Canadian holidays such as Good Friday, Easter Monday and Victoria Day are not recognized as statutory holidays in the U.S. While there are differences between the observances of some statutory holidays, the overall result equates to the same number you have become accustomed to receiving in Canada.

22 **Special Leave – Relocation.** In accordance with CAF policy, members will be granted the necessary time away from their primary duties to resolve personal administrative matters arising from relocation on posting. CANELEMNORAD COs are the approving authorities for members posted to CANELEMNORAD. Members may request three days for personal administration and two days to supervise the unloading and unpacking of HG&E. These days are calculated in working days and are normally consecutive (do not include weekends or statutory holidays). Personnel who do not relocate with HG&E will be limited to two days for personal administration.

23

MATA/PATA. Members are entitled to request MATA/PATA benefits while OUTCAN. To discuss MATA/PATA OUTCAN allowances and entitlements, please contact the CFSU (CS) OR.

24

Dependant Curfews. Families are to note that there are curfews for teenagers in many areas in the U.S. For example, in Colorado Springs dependants under 18 years old have a curfew of 2200 hrs Sunday – Thursday and 0000 hrs Friday and Saturday. Members are encouraged to confirm the details of any possible curfews in areas they are to be posted. Generally these are municipal laws.

UNIT PERSONNEL RECORDS

25

Unit Personnel Records (UPR). Every APS many UPR, medical (shadow file) and dental documents are forwarded to the wrong gaining units. In addition, some personnel files have gone missing when sent through Canada Post/Unite States Postal Service (USPS). Please advise your respective ORs to utilize Fed Ex whenever possible and pass the following information on to your losing unit records support (URS) to facilitate timely forwarding of personnel documents. CFSU (CS) is the URS for all CANELEMNORAD units; however, you will need to send your personnel file to your specific Detachment OR to hold your file. Documents for personnel posted to the following UICs are to be sent to the applicable address listed:

- a. **2350** - DComd NORAD, CO
2672 - CFSU(CS), CO
Canadian Forces Support Unit Colorado Springs
135 East Ent Avenue, Building 365
Peterson Space Force Base, CO 80914-1115
U.S.;
- b. **0601** – Rome, NY
Canadian Detachment
Eastern Air Defense Sector
66 Otis St
Rome NY 13441-4812
U.S.;
- c. **0603** – Elmendorf-Richardson, AK
Canadian Detachment
9840 Pease Avenue, Suite 221
Elmendorf Air Force Base, AK 99506
U.S.;
- d. **0604** – McChord, WA
Canadian Detachment
Western Air Defence Sector
852 Lincoln Blvd
McChord Air Force Base, WA 98438
U.S.;

- e. **1601** – Tyndall, FL
Canadian Detachment
1210 Beacon Beach Road, Suite 222
Tyndall Air Force Base, FL 32403
U.S.;
- f. **4233** – Tinker, OK
Canadian Detachment
552 Air Control Wing
7556 Sentry Blvd, Building 225
Tinker Air Force Base, OK 73145
U.S.; and
- g. **3697** - OSO Det JFCC Space, Vandenberg, CA
1603 - OSO Det 10 SWS, Cavalier, ND
1604 - OSO Det 6 SWS, Cape Cod, MA
1605 - OSO Det 7 SWS, Beale, CA
1607 - OSO Det 12 SWS, Thule, GL
1608 - OSO Det 13 SWS, Clear, AK
1627 - OSO Det 2 SWS, Buckley, CO.

Canadian NORAD Space Detachment Vandenberg
OUTCAN Space Operations
Bldg 9334, Suite 109
360-6th St.
Vandenberg AFB, CA 93437
U.S.

26

Please note that all original medical files must be sent to:

0045 – Medical Administration Officers
Canadian Defence Liaison Staff (Washington)
501 Pennsylvania Ave, NW
Washington, DC
20001-2114
U.S.

27

Please note that all original dental files must be sent to:

1931 – 1 Dental Unit Ottawa
1745 Alta Vista Drive
Ottawa, Ontario
Canada
K1A 0K2

DWAN ACCOUNTS

28

When clearing out of your losing unit, ensure that the local Telecommunications and Information Systems Support (TISS) strips your DWAN and/or CSNI account(s) and enter each account into the “transfer OU”. Also, if you have information that you need to retain from your personal drives

and/or your PST file, copy them on a CD or a memory stick. Your local administrator can help you if you need assistance.

SCAN

29 Access to Second Career Assistance Network (SCAN) seminars are not available in the U.S. If members wish to attend a SCAN seminar at some point during their OUTCAN posting, it is highly recommended that they plan to attend one in Canada prior to proceeding on the OUTCAN posting or defer until their posting is complete and they have returned to Canada.

30 Within Part 2 of the DND 4064 Outside Canada Posting Checklist, personnel are now required to attest as to their decision regarding a SCAN seminar.

31 That being said, the VCDS has agreed that Executive SCANS for Capt(N)/Cols and above are by invitation only from DSA, are exemption based and subject to VCDS approval. Regular SCAN seminars are also exemption based and subject to the authorization of the member's Chain of Command and funding availability. Most of the presentations from the SCAN seminars are now available at the [Canadian Armed Forces Transition Services site](#).

CHAPTER 3 - HOUSE HUNTING TRIP (HHT)

References: A. CBI 208.832

B. A-PP-005-IRP-AG-001 Canadian Forces Integrated Relocation Program

<http://www.forces.gc.ca/en/about-policies-standards-benefits-relocation/toc-byyear.page>

GENERAL

- 1** Due to the ongoing global pandemic, CFSU (CS) is offering virtual HHTs. This opportunity is available if members wish to look for housing online or through CAF members posted back to Canada and vacating their rental accommodations. This option is not mandatory but is open to those that wish to confirm their accommodations without having to travel and navigate the many travel restrictions in place. **If members are interested in this option, please contact your administrator.** Note that you will not be entitled to Chapter 4 benefits of the CAF Integrated Relocation Program (CFIRP) book if this option is taken; however, you would be able to conduct a DIT with proper authorities, taking into account all travel directives.
- 2** The CFIRP governs all HHT benefits and as such, you must contact **BGRS** consultants at your unit in Canada for HHT entitlements upon receiving your posting instructions. After receiving your consultation, you will be provided with the HHT application form. **You must first have your CO recommend the HHT. Once the application is recommended, you must email the form to the CFSU (CS) HR Mgr in order to obtain the CFSU (CS) CO's authority to proceed on your HHT in the U.S..** Failure to do so will result in a delay of your HHT. Note that Foreign Service Directives (FSD) regarding HHTs and moves apply only to DND civilians and not CAF members (except in special cases like MPs).
- 3** Members are reminded that the aim of the HHT is to secure suitable accommodations and a door-to-door move, thus keeping Interim Lodgings, Meals and Miscellaneous (ILM&M) expenses and rent liability to a minimum. While on your HHT, **you must open a U.S. bank account, inquire about schooling for your children (if applicable), and investigate state laws concerning your vehicle amongst the various other administrative tasks to prepare for an OUTCAN U.S. posting.**
- 4** CAF members are reminded that there is no BGRS office in the U.S. Therefore, your move will be handled completely by the losing BGRS office. Nonetheless, the HR Mgr CFSU (CS) and the P Admin O are designated as a CFIRP Military Coordinator for CANELEMNORAD and can assist in any issues you may encounter. The following links have proven to provide very good sources to assist you in searching for accommodations near U.S. military bases:
 - a. Automated Housing Referral Network – A U.S. military-based source that is designed to improve the process of securing available housing for relocating military members and their families. Simply click on the link below to register and get started: www.ahrn.com; and
 - b. Rentals – Other useful commercial rental assistance sources:
 - (1) www.rentals.com,
 - (2) www.militarybyowner.com,

- (3) <https://www.trulia.com/>,
- (4) <http://www.zillow.com/>, and
- (5) <http://www.coloradohousingsearch.com/>

5 Additionally, there are several local companies easily found through an internet search that provide rental property search assistance. Rental agency finding fees are claimable under CFIRP. Please consult with BGRS for more information.

6 **Geographical Boundaries.** CAF members are to liaise with their gaining unit HR Mgr, HR Supr or Sr HRA for information regarding the geographical boundaries for their unit. Requests to live outside of the set geographical boundaries will need to be approved by the CO.

TIMING

7 Consideration should be given to U.S. holidays and local events when planning the dates of your HHT. Please confirm with your sponsor or gaining unit prior to booking your HHT.

RENT OR BUY

8 While you may purchase a home for your posting in the U.S., charges associated with purchase and the subsequent sale are not reimbursable, so it is highly recommended that CAF members rent accommodations. Members will not receive any rent allowance should they choose to purchase a home. Finally, it is important to note that the intent of MFSIs with respect to renting accommodations is to “ensure that, wherever possible and practicable and allowing for local conditions, a member can acquire suitable accommodation at the post for the member and the member’s dependants that is generally comparable to but does not necessarily equal to the size and nature of the accommodation the member would have obtained in Canada.”

9 The CFIRP manual authorizes CAF members to be reimbursed expenses **not to exceed one month’s rent** for rental finding services/rental agent fees provided by a professional firm. Real estate agent fees shall be reimbursed to you through the CFIRP. **CFSU (CS) does not directly reimburse rental agent fees.**

RENT CEILINGS

10 The rent ceiling is the maximum authorized rent that the CAF will subsidize based on family size and salary on COS date. Family size on COS date does not include dependants that only accompany the family on travel to the posting and then return to Canada. **A dependant must reside at post for eight of twelve months in the year to qualify as a dependant for rent ceiling.** This rent ceiling will not change, even if family size and rank change, for the duration of the posting in the U.S. Members are reminded that rent ceiling information is designated **PROTECTED B** and are not to be divulged to potential landlords or rental agencies under any circumstance. Note that at certain locations, landlords may only offer year-to-year leases. In such cases, members are to consider their rent very carefully during negotiations with their potential landlords. For example, negotiating a monthly rent (for a one-year lease) that equals the entire rent ceiling may not provide any flexibility when it comes time to re-negotiate a subsequent one-year lease.

HOUSEHOLD SIZE

11 In accordance with [MFSI 10.5.05](#), maximum “square metre entitlements” with respect to securing rental accommodations have been established; this entitlement is based on household size. What this means to CAF members and their families is that the house to be rented is limited to a certain area/size in correlation to the authorized rent ceiling, measured area (“square footage”), and number of bedrooms. The measured area of the rental accommodation is not to exceed the determined square metre entitlement. Members will be required to provide measurements of prospective homes that they wish to rent to their administrators on their HHT. The Treasury Board has also imposed a firm limit on the number of bedrooms authorized. As of APS 2022, members will be held to the number of bedrooms based on their household size (this is not one of the criteria for being able to opt up).

Number of Occupants

Number of Bedrooms Authorized

| | |
|-----------|---|
| 1 or 2 | 2 |
| 3 or 4 | 3 |
| 5 or more | 4 |

12 Space to be considered in measuring the area of a potential rental house includes hospitality and family living areas only. Included are the entrance foyer and coat closet, powder room, living and dining rooms, kitchen, food storage, bedrooms, bathrooms and den/family rooms. Finished rooms on the ground floor, attic or basement are to be included. Excluded are closets and storage areas (other than those noted), stairways, hallways, side and service entrances, laundry, furnace mechanical or electrical equipment rooms, unfinished basements and garages. Measurements are from inside wall to inside wall. Hallways are to also be excluded. However, if an “open concept” rental accommodation, the only hallways to be excluded are the ones between distinct rooms (i.e. between bedrooms). The hall (space) between the living room and dining room in an open concept house must be included as living space area.

LEASE NEGOTIATION

13 The lease negotiation is likely the most important transaction that you will experience in your move to the U.S. so the need to ensure you are fully conversant with the terms of your lease cannot be overstated. Normally, upon commencement of your HHT, you would receive a brief from your gaining unit OR staff that is intended to provide you with as much information as you need to ensure that your HHT and lease negotiations are successful. For APS 2021, we will be sending you an HHT package that includes a PowerPoint briefing as well as other forms related to your posting and move. A physical, group HHT briefing will not be held due to COVID19 mitigation measures. In addition, your unit HR Mgr, HR Supr or Sr HRA can be a valuable source of information and guidance with respect to any questions you may have regarding lease negotiations. Also, it is highly recommended that you review the rental and tenant laws for your new post prior to engaging and negotiating a lease.

14 Your lease is a legal agreement between you and the landlord only, the Crown assumes no responsibility regarding the contents/terms of your lease. While a copy of your finalized lease must be provided to your gaining unit OR for retention on your file, this cannot be construed as the unit “approving” your lease. **That having been said, the lease MUST be reviewed by your gaining Unit HR Mgr, HR Supr or Sr HRA prior to signing** in order to bring your attention any terms/conditions that should be discussed with your landlord prior to formalization. Members are

reminded that they must obtain accommodations within the geographical boundaries of the post. Finally, no benefits will be processed prior to receipt of your finalized lease.

15 **Pet Clause.** When, as terms of a lease, a landlord demands a pet deposit, these funds are not to be construed as part of your security deposit. **A pet deposit is YOUR cost.** It is your choice to have pets and you are solely responsible for damages that they may cause, including those which are in excess of the pet deposit and which the landlord may then withhold against the security deposit. The Crown will not be responsible for any claim against your security deposit due to damages caused by your pets. Members are to note that pet deposits can range from nothing to one month's rent, and in some areas, it may be more difficult to rent accommodations if you have pets.

16 **Death Clause.** A “death clause” is a mandatory article in your potential lease. Should you die without a death clause, your spouse or estate may be required to pay out all or a portion of the remaining lease in order to vacate the residence. If your lease does not contain a death clause, the following wording is recommended to be inserted into the lease by the landlord/rental agency:

“If the tenant should die, the surviving spouse or executor may terminate the terms of this lease by giving at least 30 days written notice”

17 **Insolvency Clause.** You must include an insolvency clause in your lease. This clause is to protect you against a landlord's bankruptcy.

“Where the Landlord becomes insolvent, bankrupt or proceedings to foreclose the Landlord's interest in the Premises commence, the Landlord shall immediately notify the Tenants in writing. The Landlord shall also immediately return the Tenants' security deposit to the Tenants; failing which the Tenants may immediately withhold the amount of the security deposit from any monies due from the Tenants to the Landlord.”

18 **Military Clause.** You must include a “military clause” in your lease. In view of the possibility that all CAF members may not complete a full tour in the U.S., the need for a military clause is absolute. While an example of a “military clause” is included below, it cannot be assumed that this clause implicates the Crown in any potential tenant/landlord issues if the military clause is needed. Should a landlord refuse to include a military clause and you sign this lease, you will be liable for any rent lease liability in excess of 60 days as per **CBI 208.955 (Reimbursement for Rent or Lease Liability)**. Of note, some landlords will also want a “reverse” military clause for themselves (usually when they are U.S. service members). If this occurs, you must discuss the circumstances with your Unit HR Mgr, HR Supr or SR HR Admin prior to signing the lease as this will not be authorized. It cannot be overstated the importance of having the Unit HR Mgr, HR Supr or Sr HRA review your lease prior to signing. An example of a military clause is:

“It is expressly agreed that if the Tenant herein should receive official military orders relieving him/her from station in the insert place of duty area, or ordering him/her into base accommodation retiring or relieving him from active duty in the Military Service, or death, he/she may terminate this lease upon written notice of intention to do so and termination shall become effective THIRTY (30) DAYS after the date of the service of the notice upon the Landlord, and if the date of such termination shall fall between days on which rent becomes due, there shall accrue on the first day of the rental period in which such termination shall take effect a proportionate part only of the rent which would be due but for such termination.”

19 Although most real estate companies or landlords have their own lease forms, a sample lease will be provided during your HHT brief for your information and possible use. Notwithstanding this, using the sample lease does not release you from any liability resulting from the final legal agreement between you and your landlord.

20 CAF members must make every effort to sign a lease that:

- a. covers the expected duration of their posting;
- b. is for a residence that reasonably meets their needs, not necessarily desires; and
- c. includes the military, insolvency and death clauses.

21 Finally, CAF members are advised that it is prohibited to negotiate additional amenities such as a pool, hot tub, home entertainment system and/or other luxury items in exchange for higher rent. Be aware that the services listed below, while not all encompassing, are not reimbursable by the Crown and should never be included in your lease:

- a. professional lawn services;
- b. minimum cover charges for appliance repairs;
- c. yearly pest control or inspections;
- d. professional drapery cleaning;
- e. pool maintenance;
- f. hot tub maintenance;
- g. games/recreational rooms;
- h. de-flea and de-tick procedures; and
- i. security deposits associated with pets.

22 A member who leases an accommodation with a swimming pool and/or hot tub on the grounds of the premises is responsible for any costs associated with them. The utility allowance will be reduced accordingly.

SECURITY DEPOSIT / FIRST MONTH'S RENT

23 Once you have successfully secured accommodations and presented a copy of your signed lease to your unit OR you will receive two deposits into your U.S. bank account: one for your first month's rent and the other for your security deposit. You must get receipts for both. The security deposit is restricted to the equivalent of one month's rent and you will not receive an advance greater than this amount. Remember that the security deposit remains a recoverable advance held by your unit OR until your departure from post when you will be required to repay the advance in full (regardless of whether your landlord returns your security deposit to you in full or not). It is recommended that if conflicts arise between you and your landlord, all

information be kept in writing. As stated previously, your lease is between you and your landlord. If there is a problem and you are not at fault, assistance will be provided by your unit OR as a last resort, after you have expended all other possibilities.

24 It is recommended that everything the landlord promises to do on the property you are renting be in writing. In addition, any discrepancies found with your rental property should also be written as this could impact on the return your security deposit.

25 When, as terms of a lease, the landlord demands a pet deposit, these funds are not to be considered as part of your security deposit. The pet deposit is your cost as it is your choice to have a pet. You are fully responsible for any damages they cause including those that are in excess of the pet deposit and which the landlord then withholds against the security deposit. The Crown will not be responsible for any claim against your security deposit due to damage caused by your pet(s).

DEPENDANT HEALTH CARE IN THE U.S. DURING HHT

26 CAF Members should be in possession of their **CAF Blue Cross card**. If they have to seek medical care during their HHT, the information on how the medical provider can confirm insurance is on the card. If they have to pay out of pocket for anything, reimbursement is available through their base/wing Health Care Centre (HCC).

27 For dependants, ensure they are enrolled in the **Public Service Health Care Plan (PSHCP)** supplementary coverage (in-Canada coverage), **providing travel insurance as part of that coverage**. Please call Sun Life or visit <http://www.pshcp.ca> for exact details, but the idea is that the PSHCP supplementary coverage 'tops-up' existing coverage they would have under a provincial healthcare plan. If dependants do not have any extra medical insurance (i.e. PSHCP), then they will only be covered during an HHT by their respective provincial healthcare plan (e.g. OHIP) – which could lead to out-of-pocket costs that are not covered by the CAF.

28 As the healthcare of your dependants during an HHT is a personal responsibility, it is up to the member to ensure they have reviewed their dependant coverage prior to departure on the HHT.

INSURANCE POLICIES - GENERAL

29 You are highly encouraged to address the issue of insurance for automobile, property, and household effects while on HHT. If you are currently receiving insurance coverage through a multi-national company, it is recommended that you investigate whether you can maintain insurance coverage with the same company while in the U.S. If not, your sponsor and unit OR can provide some general recommendations on local companies/carriers. Insurance policies from companies like State Farm, Allstate and Progressive are transferable between Canada and the U.S. Geico has also been found to be a reputable insurance provider for military personnel.

30 It is recommended that you comparison shop to ensure you receive the most economical and relevant insurance coverage for your personal needs. Members are reminded that it is their responsibility to take out a standard tenant's policy of insurance for personal and household effects in the event of a loss or damage to personal and household effects due to, for example, an emergency evacuation or natural disaster. With respect to vehicle insurance, it is imperative that you bring **a driver's abstract for you and your family members as applicable**, as some insurance companies may not transfer your driving records from Canada. Of note, members may be charged a higher insurance premium until a suitable U.S. credit history is established,

which might take up to a year. Again, the recommendation to shop around cannot be overstated.

- 31** Members will also notice that U.S. terminology and policies/terms associated with vehicle insurance will differ than what is experienced in Canada. For example, U.S. automobile insurance may be broken down into a host of unfamiliar/distinct terms where Canadian vehicle insurance simply encompasses your entire insurance policy under one or two terms. With unfamiliar terms such as “Uninsured Motorist Liability,” it is essential that you take the time with your chosen insurance company to ensure you fully understand and secure the most relevant insurance coverage for you and your family.

LIFE INSURANCE

- 32** Ensure that your life insurance company is aware that you will be residing outside of Canada. There is no need to advise SISIP if you have SISIP insurance.

VIST CLEARANCE REQUEST (VCR)

- 33** All personnel proceeding to a U.S. base/wing/installation during a HHT must complete a VCR prior to their departure on HHT. Please refer to the VCDS website for the proper form: <http://national.mil.ca/en/locations/outcan/washington-visits-vcr.page>. Posted in personnel will be required to liaise with their sponsor or their CANELEMNORAD unit OR in order to obtain the required information to complete the VCR. Once complete, the form is to be emailed to: +CDLS(W) Visits, with an info copy to +DFL2. The minimum time required to process a VCR is 35 days.

CHAPTER 4 - POST - HHT ACTIVITIES

GENERAL

- 1** Following your HHT, contact the Movement Section at your losing unit to obtain the name of the moving company (origin/destination agent) that NDHQ has designated to receive/handle your HG&E in the U.S. If the name of the destination agent is not available, contact your support section immediately upon arrival at your new place of duty.
- 2** Particular attention should be paid to the following documents that must be completed to ensure you are completely covered with respect to importing and exporting personal effects:
 - a. **DND2332 (04-04). Movement of Furniture and Effects to the U.S.** This form is filled out by your local Base Traffic section. It is to be completed in two copies: the original is to be given to the transportation agent handling your move and the second copy is retained by you;
 - b. **CUSTOMS FORM 3299 (10/09). Declaration for Free Entry of Unaccompanied Articles.** To be completed in two copies: the original is to be given to the transportation agent handling your move and the second copy is retained by you: <https://www.cbp.gov/sites/default/files/assets/documents/2019-Nov/CBP%20Form%203299.pdf> and
 - c. you are also required to provide the transportation agent with copies of your **posting message, passport and visa** as well as **copies of your dependants' passports and visas** (if applicable). Should the driver fail to have the proper forms when crossing the border, they may be required to unload the shipment at the border until proper clearance is obtained. This may result in a costly delivery delay and a surcharge by the carrier. In such cases, all associated expenses are **not claimable**.
- 3** The moving company (origin/destination agent) will prepare a manifest of your HG&E and provide you with a copy to keep for your records. This manifest does not negate the requirement for a home inventory to be completed and kept on your personnel file as stipulated in the CFIRP manual, Article 12.7.01. It may also be to your benefit to record your personal inventory, especially the inventory box number(s) assigned for high value items/articles packed by the mover. This personal inventory will be of great assistance upon clearing through Canada Customs or U.S. Customs when crossing the border. It will also be of considerable value for making insurance claims or for establishing insurance at your new post. Another observation is that when loading your HG&E, it is highly recommended that you exchange contact information with your driver as it will facilitate delivery at destination.

IMPORTATION OF FIREARMS

- 4** The U.S. Department of State has advised that the granting of permission to possess, import or carry a firearm in the U.S. is a matter that falls within the jurisdiction of local authorities. Requests to possess or carry a firearm must be forwarded to the appropriate authority in the local jurisdiction in which the CAF member resides/or intends to reside.

5 A permit, license, or authorization to possess, carry or transport a firearm issued by a particular local jurisdiction is valid only according to its terms and only within the jurisdiction of issuance. The control that local authorities have over the possession and carrying of firearms begins at the ports of entry into the U.S. Customs officials in the U.S. will seize and hold in safekeeping any firearms being brought into the U.S. without requisite permits, licenses, or authorization and will only release them to their owners upon presentation of the requisite permits, licenses, or authorization issued by the appropriate local authorities.

6 With respect to the actual importation of your firearms into the U.S., you are advised to contact the Imports Branch of the Bureau of Alcohol, Tobacco and Firearms (ATF). The process of applying for the requisite import certificates can be a long process therefore it is recommended that you commence the procedure immediately upon receipt of your screening message. Even if you or your moving agent will be carrying your firearms, all the requisite import certificates will be required. The address for the ATF is:

Director Bureau of Alcohol, Tobacco and Firearms
Washington, DC 10226
Attention: Firearms and Explosives Imports Branch
Internet: <http://www.atf.gov>

7 Application for the importation of a firearm should be **submitted a minimum of 60 days before the intended day of importation** to facilitate timely completion of paperwork. Firearms purchased in the U.S. can be exported outside the U.S. upon your departure. Members are advised to thoroughly review Canadian and U.S. policies prior to firearms purchase.

MOVEMENT OF HG&E TO THE U.S.

References: A. [CFAO 20-17](#)
B. [CFIRP Manual](#)
C. [CFAO 209-28](#)

8 The referenced regulations pertaining to the movement of HG&E to the U.S. should be read carefully and adhered to in order to avoid unnecessary delays at the border, or incurring unnecessary/ineligible expenses, or potential issues with respect to unpacking. Of note, CAF members may experience conflicting information with respect to unpacking services provided at the destination; members are highly encouraged to have their destination company provide unpacking services. Given that this is a contractual obligation for the moving companies, members are to contact the unit OR should any issues arise. Members are reminded that if a contractor refuses to unpack, the contractor is still liable for any damages. Upon refusal to unpack, CAF members must ensure the CFSU (O) U.S. F&E Coordinator, Jennifer Crowley, is immediately notified at 613-996-6251, Jennifer.Crowley@forces.gc.ca. She must be made fully aware of this refusal before members undertake any unpacking on their own.

9 In order to ensure a smooth move, personnel should also refer to the NDHQ Relocation Management website at: <http://www.forces.gc.ca/en/about-policies-standards-benefits-relocation/toc-byyear.page>. The site confirms that the following documents must be completed to ensure that the member is completely covered with respect to importing and exporting personal effects:

- a. memorandum for “Movement of HG&E to U.S.” The original memorandum is to be given to your driver on the loading day with a duplicate copy accompanying you when crossing the border;
- b. CBP Form 3299 “Declaration for Free Entry of Unaccompanied Articles” to be completed in two copies with the original given to your driver in order to avoid payment of duty charges. The second copy is to be retained by you; and
- c. a copy of the posting message and a copy of each family member’s passport and visa must be given to the driver on the day of the load. A pack and load must not be scheduled unless these critical documents are physically in hand. Should the driver fail to have these forms when crossing the border, he may be required to unload the shipment at the border until proper clearance is obtained. This may result in a costly delay in the delivery and surcharge by the carrier.

10 Upon completion of your U.S. OUTCAN posting and on return to Canada, you will be required to clear Canada Customs. You will likely be required to show proof of all purchased articles acquired during your stay in the U.S. and those, which you are importing into Canada as duty free articles. Therefore, it is advisable that you keep all receipts of significant purchases made. You are required to have owned items for at least six months prior to returning to Canada, or customs and duties may be applicable, unless you have been away from Canada for five or more years. Current regulations state that any item purchased with a value of \$10,000 CAD or more will be subject to duty on return to Canada regardless of when it was purchased during the tour. For more information, please refer to the Canada Border Services Agency pamphlet entitled “Returning to Canada”: <http://www.cbsa-asfc.gc.ca/publications/pub/pubs-eng.html>.

VEHICLE IMPORTATION INTO THE U.S.

11 Canadian vehicles may be imported into the U.S. If you intend to register your vehicle in the U.S., you must file specific paperwork at the border when you enter the country if crossing through a land border with the vehicle(s). A U.S. Customs and Border Protection (CBP) officer will assist with finalizing **FORM CBP7501**, which initiates the vehicle importation process. **Ensure your customs paperwork is stamped by the CBP officer.** Without a stamped copy of the CBP entry form, you will not be able to register your vehicle in the U.S.

12 Not all land border crossings accommodate vehicle importation/exportation and hours of operation are generally between 8 AM – 4 PM, Monday through Friday, excluding holidays. **Contact your chosen border crossing location for verification of their procedures and hours of operation.**

13 Prior to filing your entry with CBP, ensure you have the following:

- a. **VALID PROOF OF OWNERSHIP.** This is an original certificate of title, or a certified copy of the original. Having the bill of sale, Canadian registration, and any other documents covering the vehicle ownership would be beneficial for a smooth vehicle importation to the U.S.;
- b. **VEHICLE COMPLIANCE LETTER.** To be imported free of restriction, you will need to contact the manufacturer of your vehicle to see if the vehicle complies with all applicable U.S. Federal Motor Vehicle Safety Standards (FMVSS). The letter from the manufacturer **must identify your vehicle by the Vehicle**

Identification Number (VIN). If the vehicle has Environmental Protection Agency (EPA) stickers on the engine and Department of Transport (DOT) stickers inside the driver's-side door stating that the car was manufactured to U.S. standards, you will not need a manufacturer's letter. Some vehicles are listed by make, model and year on the DOT and EPA websites as conforming. If your vehicle is one of those, this fact would also negate the need for a manufacturer's vehicle compliance letter;

- c. **EPA FORM 3520-1.** Increased EPA standards in the U.S. require that you complete Form 3520-1 "Importation of Motor Vehicles and Motor Vehicle Engines subject to Federal Air Pollution Regulations" and present it to the customs agent when you enter the U.S. You will also be required to show your passport and a copy of your posting message with this form when attempting to import your vehicle. This is a requirement for any vehicle you may want to ship to the U.S. Please see the following website: <https://www.epa.gov/importing-vehicles-and-engines>. Should you have questions in reference to EPA regulations of imported vehicles, you can call the EPA Import Hotline at (734) 214-4100, or send an email to imports@epa.gov or fax (734) 213-4676;
- d. **DOT FORM HS-7.** For the temporary importation of your vehicle(s) into the U.S. you must first verify that you can import your vehicle via the National Highway Traffic Safety Administration (NHTSA) website. Following confirmation that importation is permitted, you must then complete Form HS-7 (Temporary Importation of Motor Vehicles into the U.S. – see internet link below). It is imperative that members read these instructions carefully so as to avoid unnecessary delays when attempting to cross the border and importing your vehicle(s). More information can be found at <https://www.nhtsa.gov/importing-vehicle>. Should you have any questions in reference to DOT regulations of imported vehicles, you can call the **DOT** number for vehicle imports at **(888) 327-4236**; and
- e. **SPECIAL (GREEN) PASSPORTS and VISAS (NATO-2).**

14 If you are shipping a vehicle via a carrier, you must ensure that your carrier is provided a copy of the completed Forms HS-7 and 3520-1, as well as copies of your special (green) passport and visa and posting message. If the carrier does not have these documents when attempting to cross the border, your vehicle may not be permitted entry into the U.S.

15 If your vehicle is leased, you are highly encouraged to verify your eligibility to import the vehicle into the U.S. in accordance with your Canadian lease agreement and U.S. Customs regulations.

16 Some manufacturers allow the transfer of an automobile warranty between the U.S. and Canada, but some manufacturers do not. Some manufacturers may continue to honour only certain parts of a warranty, such as extended coverage, maintenance plans, roadside assistance, etc. It is recommended that members contact the manufacturer directly for written details of their warranty transfer policy.

17 It is important to bring a driver abstract for each family member, as applicable, because some insurance providers do not transfer driving records from Canada. A letter from your Canadian insurance company will be required to verify your driving record. It is advisable to be honest with

the insurance provider with whom you seek coverage. Insurance may be denied and/or cancelled as a result of omitting or reporting false information.

IMPORTATION OF FOOD PRODUCTS

- 18** If you are considering importing food products into the U.S., you are required to submit a “Prior Notice of Imported Food Shipments” that can be accessed via US Food and Drug Administration website. Your carrier and local movement section will also be able to provide some guidance with respect to what items you are permitted to import into the U.S.

IMPORTATION OF AGRICULTURAL PRODUCTS

- 19** The Department of State has advised that the entry of agricultural products (fruits, vegetables, plants, seeds, cut flowers, soil samples, meats, animal products - including dog food and cat food, or other agricultural host materials) is regulated by the Department of Agriculture in a bid to prevent the introduction of injurious or potentially harmful pest and disease organisms into the U.S. For information and guidance with respect to importing any agricultural products, you can visit the Animal and Plant Health Inspection Service (APHIS) website at: <http://www.aphis.usda.gov/>.

CLAIMS PROCEDURES FOR LOSS OR DAMAGE

- 20** Prior to the movement of your HG&E, it is a condition of the contract that a “Pre-Move Survey” briefing be conducted by a representative of the company with the shipper (member and/or spouse) that details the procedures to follow should a member receive damage/loss to HG&E. Should damage/loss result:
- a. it is the member's responsibility to submit an “Intent to Claim” form within “30 days of receipt of HG&E” to the van line’s head office insurance underwriter;
 - b. once the “Intent to Claim” has been received by the moving company head office, insurance claims are sent to the member for completion; and
 - c. once received by the member, there is a specific time period (normally 60 days) to submit the claim to the moving company claims office.
- 21** In some cases, members do not recall being briefed on the conditions of the move. It is essential that you ensure you have been briefed on the process of filing an “Intent to Claim” form. At the time of the “Pre-Move Survey” you will acknowledge that you understand the process that is required for submitting an “Intent to Claim”, so it is your responsibility to ensure you are comfortable with this process.
- 22** Should you not submit your “Intent to Claim” within the required time limits, it will likely be very difficult to file a claim and receive compensation for any damage/loss incurred as a result of the move.
- 23** If the carrier or the government insurer fails to honour the obligations with respect to settling a claim, you should advise the transportation agent. If the transportation agent is unable to assist in obtaining a settlement of the claim, advice and assistance should be sought in preparing a request for assistance from DCBA 2 through the unit OR.

The government-sponsored insurance policy has been designed for the weight and valuation of normal shipments of HG&E. However, you are advised to assess the value of your own HG&E shipments carefully, and if the value is thought to exceed the amount of the insurance provided by the origin agent, additional insurance should be arranged in accordance with the CFIRP manual.

CHAPTER 5 – CHILDREN’S EDUCATION AND SPOUSAL EMPLOYMENT

CHILDREN’S EDUCATION

References: A. [Children Education Management](#) (CEM)
B. FSD 34 Education Allowances <http://www.njc-cnm.gc.ca/directive/fsd-dse-34/index-eng.php>
C. FSD 35 Education Travel <https://www.njc-cnm.gc.ca/directive/d121/v257/en>
D. FSD 51 Family Reunion <https://www.njc-cnm.gc.ca/directive/d133/v269/en>

- 1** If you have children of school age it is highly recommended that, immediately upon receipt of your screening message and prior to commencement of your HHT, you begin considering your children’s educational requirements. As with your lease negotiation, dependant education is one of the most important aspects you will face in preparation for your move to the U.S. As such, a thorough screening and ample preparation is imperative to ensure a successful transition of your children’s education to the U.S. Understanding the importance of children’s education, your unit OR, your sponsor, Military Family Services (United States) (MFSUS) and CFSU (CS) are available to assist in your deliberations. You may find useful information at the hyperlink provided in Reference A above.
- 2** If your school age dependant children are accompanying you on posting, most school districts require you to live in that district. This is also consistent with the requirements for education transportation reimbursement under CEM. Members are highly encouraged to research the requirements of their respective districts. If your children are attending Roman Catholic (RC) school, you may choose to have them attend a local fee-paying parochial school at public expense. Please refer to documents required for children attending RC Education, Kindergarten to Grade 12, Fee Paying School, in the CEM quick reference guide. If your dependants are enrolled in a French Immersion school, and a French Immersion school is available at your post location, you may apply to have them continue with the immersion program.
- 3** You are cautioned not to make any financial commitments prior to thoroughly reviewing the Education Policy. This policy is available via CEM website, hyperlink provided at Reference A above.
- 4** Depending on your U.S. location, there may be a different cut-off dates for Kindergarten and Grade 1 registration than in Canada. You will need to confirm with your new school district. While much effort has gone into establishing agreements with local school boards to mitigate this aspect (i.e. exempt Canadian school children from this cut-off date), it is highly advisable that you inquire with your applicable school district during your HHT to see how this may affect your particular situation.
- 5** Depending on the location, French education may be extremely limited or below Canadian educational standards. If your children require exclusive French education, the importance of the screening process and the potential impact of a U.S. posting regarding your children’s education cannot be taken lightly. Be aware that publically funded English tutoring may be available for Francophone dependants. Also, up to 50 hours of French tutoring at public expense can be requested for Anglophone dependants.

6 If there is a requirement for educational services that are not covered by existing policies, it will be necessary to submit the request for Working Group B approval in Ottawa. This can be a lengthy process and may impact the child's enrolment in school. In order to ensure that the educational requirements of your dependants are met in a timely fashion, it is **highly recommended** that during your HHT, you contact the CFSU (CS) Financial Services Section, CEM administrator to discuss the possibility of submitting a Working Group B submission prior to your arrival in order to ensure the necessary funds are available and can be advanced when you arrive.

7 To minimize the separation of families, where such separation is directly caused by the employee being assigned to a post, the government provides for the reunion of the families at public expense at least once per year. This is called Family Reunification Travel (FRT). It is the member's responsibility to arrange for such trips and be responsible for fares they are charged, however the costs can be claimed. Please contact the CFSU(CS) OUTCAN Financial Services Section to initialize a claim for reimbursement.

8 When making your travel arrangements, it is important to ensure:

- a. the most economical airfare (including APEX/discounted/seat sale/excursion fare) will be used;
- b. the flight is booked as roundtrip and four (4) weeks prior to travel;
- c. understanding that for dependants not living with member at previous post and/or is not traveling to/from the previous post, FRT and entitlement to reimbursement is limited to costs based on travel to/from the member's previous post. As such, any costs incurred beyond this cap is a personal responsibility. Airline quotes, four weeks prior to travel, is required;
- d. the most direct routing will be used;
- e. the amount of advance that may be requested accounts for all travel costs;
- f. boarding passes/photocopies of boarding passes/e-boarding passes must be retained and provided, along with airline ticket receipt/invoice as proof of travel and proof of payment when finalizing your claims with CFSU(CS) Financial Services Section; and
- g. a copy of the custody agreement pertaining to the dependant child is submitted (if applicable).

9 Members are also to be aware of the following rules:

- a. travel bookings made on short notice, which may result in a higher airfare, will not result in a higher allowance;
- b. higher actual costs due to personal booking choices will not increase the amount of the allowance;
- c. the allowance does not include member's personal preferences such as length of stay, chosen travel dates or choice of more expensive air carrier;

- d. stopover supplements will not be included;
- e. the nine/twelve hour provision for upgrading to business class does not apply;
- f. lowest available airfare means that advance booking fares are the norm, as opposed to last minute bookings, which would result in higher fares;
- g. flight insurance on travel bookings is not required, nor will it be reimbursed; and
- h. baggage fees are reimbursable. Please include receipt as proof of payment.

IMMUNIZATION RECORDS AND PRE-SCHOOL MEDICALS

10 Immunization records must be obtained from your family doctor for any dependant child who will accompany you and will be attending a U.S. school. Ensure the record shows the day, month, and year the immunization was given. Again, you are encouraged to contact your applicable school district during your HHT to determine what immunizations are required.

11 Most state school boards require pre-school medicals before students are permitted to attend classes and/or participate in school sports programs. These medicals include Tuberculosis (TB) testing and may be obtained in Canada prior to departure, but should be within 30 days of school registration in the U.S.

EMPLOYMENT INSURANCE (EI) BENEFITS

12 The information in the sections immediately following are taken directly from the Service Canada website: <https://www.canada.ca/en/employment-social-development/programs/ei/ei-list/reports/outside-canada.html>.

13 Eligible dependants are permitted to apply for employment benefits when posted to the U.S. If you are physically living in the U.S., Puerto Rico, or the U.S. Virgin Islands you can file a claim for EI benefits online at: <https://www.canada.ca/en/services/benefits/ei/ei-apply-online.html>.

14 All claims received from people residing outside of Canada are processed in the Ontario region, at the **Service Canada Centre in Sudbury**. For more information, call **(877)-486-1650**.

Service Canada Centre
 Sub-Unit of interstate claim processing
 19 Lisgar Street
 Sudbury, ON
 P3E 6L1

Phone: **(877) 486-1650** – Fax: **(705) 670-6613**

15 In order to claim employment benefits, eligible dependants must provide proof that they are legally authorized to seek employment, in addition to other requirements. Contact the CFSU (CS) Administration Assistant, Misty Baker at (719) 556-8242 or Misty.Baker@forces.gc.ca for more information regarding applying for an EAD.

DEPENDANT EMPLOYMENT

16 U.S. law requires dependants to be in possession of an EAD and a U.S. SSN (similar to the Canadian Social Insurance Number) before commencement of employment. The EAD, combined with the SSN, gives applicable dependants the legal right to work in the U.S. While your dependants are waiting for their EAD and SSN to be delivered via U.S. mail, they may seek and accept employment, but may not actively work until the documents arrive.

17 Once at post, in order for your dependants to apply for an EAD and SSN, the member and dependant's visa status located on the I-94 must be correct. While at the border crossing, the member must ensure the following:

- a. member and dependant's "Class of Admission" states N2 as you and your dependants are in the U.S. under a NATO-2 visa; and
- b. member and dependant's "Admit Until Date" states D/S, which means Duration of Stay.

18 For the purpose of dependant employment, dependants shall include:

- a. spouses who are habitually residing with, and legally married to, the member, and in possession of a derivative visa (NATO-2);
- b. unmarried dependant children between the ages of 16 and the day before the 21st birthday, and in possession of a derivative visa (NATO-2);
- c. unmarried dependant children between the ages of 21 and the day before the 25th birthday, provided that the dependant is enrolled in full-time, post-secondary education, and in possession of a derivative visa (NATO-2); and
- d. unmarried dependant children who are physically or mentally disabled, and in possession of a derivative visa (NATO-2).

19 The EAD and SSN can only be applied for and obtained for the sole purpose of working in the U.S. These documents are not issued for any other reason (i.e. obtaining credit or issuance of a driver's license, etc.).

20 It is the obligation of all dependant EAD holders to file taxes with the U.S. Internal Revenue Service (IRS) and applicable State Revenue Departments. Individual tax considerations differ greatly and personal taxes are not the responsibility of the CAF. CFSU (CS) does not provide any tax advice to individuals. Further, dependants possessing "Canadian Residency Status" may also be required to declare World Income to CRA.

21 Dependants who wish to apply for an EAD and SSN should contact the CO CFSU (CS)'s Administrative Assistant, Misty Baker, by phone at (719) 556-8242 or email at misty.baker@forces.gc.ca.

CIVILIAN EMPLOYMENT IN U.S. BY CAF MEMBERS

22

CAF members are posted to the U.S. under the terms of the NATO Status of Forces Agreement (SOFA). As a result of this Agreement, acceptance of outside employment with commercial concerns is prohibited for CAF members.

CHAPTER 6 – FINANCIAL INFORMATION

MILITARY FOREIGN SERVICE INSTRUCTIONS (MFSI)

Reference: [Compensation and Benefits Instructions - Chapter 10](#)

- 1** During your posting in the U.S., you will be governed by MFSIs. Consequently, you will receive extra allowances and benefits that will assist you in maintaining a standard of living comparable to that enjoyed in Canada. These various allowances and benefits help defray the high cost of living as well as prevent you from being placed in a more, or less, favourable financial position than you would be if serving in Canada. To better assist members in understanding the range of allowances and benefits available to CAF members serving in the U.S. you are highly encouraged to review the MFSIs at Reference A. All dollar amounts quoted in MFSIs are in Canadian funds, unless otherwise specified.

ALLOWANCES

- 2** You will receive three distinct allowances: Foreign Service Premium (FSP), Post Living Allowance (PLA) and Post Specific Allowance (PSA).

FOREIGN SERVICE PREMIUM (FSP)

- 3** FSP is a non-taxable, monthly allowance paid in Canadian funds to recognize service outside of Canada and to compensate the member for expenses incurred that are not specifically reimbursed by other allowances. **FSP is based upon the time served outside of Canada and household size.**
- 4** FSP rates are posted in the [Military Foreign Service Instructions](#), Chap 10 paragraph 10.14.02 (5).
- 5** For the purpose of calculating qualifying points for FSP, as established by Treasury Board (TB), you must have 10 FSP compensation days (at post) in the month that you arrive to get a point credit for that month. Compensation days are defined as those which you would normally be at work. Note: effective July 2002, FSP was changed into two separate categories - OPS FSP and FSP. This means that points/months affiliated with an operational deployment (OPS FSP) after July 2002 is not included in the FSP calculation for your posting to the U.S.
- 6** When a change occurs in the level of FSP to which you are entitled, you will be contacted by the CFSU (CS) OR to complete a new "Application for FSP" form. The following are examples of reasons to which you will be required to contact the OR to adjust your FSP:
 - a. family additions (births, marriages, arrival of dependants);
 - b. family reductions (death, separation, divorce, children returning to Canada);
 - c. child reaching age 21 and not attending full-time post-secondary education as said child is no longer considered a dependant (unless mentally or physically disadvantaged) and must return to Canada;

- d. child being educated away from post, receiving Education Allowance in the form of board and lodging assistance;
- e. dependant not at post for at least eight months in a 12 month period; and
- f. commencement or cessation of Imposed Restriction.

POST LIVING ALLOWANCE (PLA)

7 PLA is a non-taxable allowance regulated by TB and is designed to provide compensation for the variations in the cost of goods and services between Canada and the U.S. post. PLA is reviewed and adjusted monthly by Statistics Canada on behalf of TB using a formula that compares cost of goods and services, rates of exchange, inflation factors and other indicators. These indicators are designed to provide the member with purchasing power comparable to that which the member would have enjoyed at the same salary level in Ottawa. Please note that not all areas in the U.S. receive this benefit as it is linked to the specific cost of living in each area. It is common for PLA to fluctuate periodically. Accordingly, it is not always applicable at post. Information on the PLA can be found at: [MFSI 10.15.01 – Post Living Allowance](#).

POST SPECIFIC ALLOWANCE (PSA)

8 PSA is a non-taxable, non-accountable monthly allowance intended to assist the member with travel away from the post, and is based on 80% of full fare economy return air travel between post and Ottawa divided by 12. For more information, please refer to [MFSI 10.15.01 Post Specific Allowance](#).

MILITARY PAY

9 You will be paid in U.S. funds by direct deposit to your U.S. bank account. The amount of your regular Canadian pay is calculated each pay period accounting for the current rate of exchange (ROE). If you require funds in Canada, it is your responsibility to start a pay allotment or make arrangements with your local U.S. bank to complete the necessary transfer(s). Unit ORs do not have the authority to deposit pay and allowances directly to your Canadian bank account, so you are required to open a U.S. direct deposit account during your HHT and to provide that information to your unit OR prior to the completion of the HHT.

10 If a change in your individual personal income tax exemption occurs, a TD1 (CRA Personal Tax Exemption Form) showing new exemptions should be filed within seven days of the change. Copies of the TD1 will be provided on request.

11 Personnel posted to the U.S. are to ensure that their banking arrangements on their pay account are changed to "NO BANKING" during their out clearance at their losing unit. This is very important and will ensure members do not get paid in their Canadian banks after departure from Canada. Your pay will be issued bi-monthly in U.S. funds and will use the official monthly ROE in effect on the day that payroll is generated (as specified by NDHQ/DMPAP). Of note, as official ROE fluctuates, so will your pay. Therefore, your pay will not always remain the same from one pay period to the next.

12 All Regular Forces member are required to access their pay statement via the Employee Member Access Application (EMAA) <https://emaa.hrms.mil.ca/emaa/>. This application provides

the ability to view the pay statements and to have statements delivered to an e-mail address of your choosing.

- 13** The Cashier at CFSU (CS) has the capability of issuing claim payments directly to the member's Canadian or U.S. bank account through Direct Fund Transfers (DFTs). Canadian cheques will not be issued and DFT payments to Canadian banks will take approximately 5 – 7 working days from the date of processing. Det OR cashiers are only capable of issuing U.S. dollar cheques for emergency purposes only.

SPECIALIST ALLOWANCES

- 14** If you are in receipt of any specialist allowances such as Sea Duty, Diving or Aircrew Allowance, you should contact your applicable OR to confirm current entitlements at post. Members are to note that they are not entitled to Post Living Differential allowance (PLD) when posted to the U.S. and should ensure that this allowance is ceased when departing Canada.

COMMUTING ASSISTANCE ALLOWANCE (CAA)

- 15** CAA compensates you for the increased costs of getting to work compared to costs in Canada. **It is calculated by multiplying the most direct distance to work by the post-kilometer rate, minus the member's share.** The member's share is currently the monthly rate for an OC Transpo Pass and is subject to change. CAA is paid out up to twice per year. For submission and completion of CAA claims, contact the CFSU (CS) PSS.

- 16** If, due to personal choice, a member resides at a location other than at the post or the surrounding geographical area of the post, no commuting assistance shall be paid ([MFSI 10.18.05 – Commuting Assistance](#)).

RENT SHARE

- 17** A member pays a monthly rent share based on their pay level and the number of occupants in the household at the time the member occupies the accommodation. The rent share is reflected on your pay statements as a continuous deduction called "Rent Share" and it is your responsibility to ensure the deduction is properly initiated. The deduction will begin effective the date member's HG&E is unpacked at post.

RENT ALLOWANCE

- 18** Rent Allowance is a non-taxable monthly allowance that is intended to ensure that, whenever possible and practical, a member can acquire suitable accommodation at the post that is generally comparable to accommodations the member would have obtained in Canada. The monthly Rent Allowance is equal to the member's monthly rent up to the amount of the rent ceiling. Members are not authorized to exceed the rent ceiling.

- 19** The full Rent Allowance is deposited into each member's U.S. bank account on or about the 25th day of each month, to allow sufficient time to pay the landlord by the 1st of the next month. It is the member's responsibility to pay the landlord directly.

UTILITY SHARE

20 A member pays a monthly utility share based on their pay level and the number of occupants in the household at the time of occupancy. The utility share is reflected on your pay statements as a continuous deduction called "Utility Share" and it is your responsibility to ensure the deduction is properly initiated. The deduction will begin effective the date the member's HG&E is unpacked at post.

UTILITY ALLOWANCE

21 All members are expected to arrange and pay for their own utilities. An estimated amount will be deposited into your bank account on the 25th day of each month to cover your utility expenses. This amount can be amended at any time on a member's request. You will be required to reconcile your utility bills with your unit OR. Despite the fact that the Crown will reimburse 100% of admissible utility charges, the onus is still on all members and families to practice economical utility usage. Members may be required to substantiate unusually high utility expenses.

ADMISSABLE UTILITY CHARGES

22 The following charges are admissible under the utility allowance:

- a. rental and repair charges for meters;
- b. identifiable water charges (in order to claim drinking water, you must provide a statement from your doctor, state, or health department stating that the water is not safe for drinking);
- c. gas charges;
- d. the cost of fuel used for heating, including the cost of firewood where wood is the primary source of heat or is required as an essential supplement to an adequate heating system, or is used in fuel efficient fireplaces designed to reduce energy consumption (i.e. must have a Heatilator or a fan which blows hot air from the fireplace into the house). The initial request for an allowance must be submitted through the member's chain of command to the member's CO. Claims will not be processed unless the member has received authority prior to contracting for the actual delivery of wood;
- e. cost of fuel used for cooking;
- f. electricity charges;
- g. sewage, garbage and recycling collection, and street cleaning;
- h. fire and police protection;
- i. mail delivery;
- j. street lighting;
- k. snow removal, where mandated by state, local, or municipal law;

- l. alarm systems if pre-existing and lease U.S. must be maintained;
- m. any sales or excise tax on the related bills for the items listed above; and
- n. residential pest control costs where local law requires pest control or where considered by the senior officer to be in excess of your personal responsibility. Such charges shall be limited to those that would not normally be incurred in Canada or would be the responsibility of a Canadian landlord or appropriate local authorities such as the municipal health or sanitation department (in order to receive an allowance for pest control, a description of the type of pests, i.e. insects that are indigenous to the local area and not in Canada, whether it is required by local law and if not, a statement from the landlord or appropriate authority). Reimbursement will be limited to a standard size lot.

NON-ADMISSABLE UTILITY CHARGES

23

The following charges are not covered under the utility allowance:

- a. telephone services or cable/satellite television;
- b. internet service;
- c. personal services, including those provided by a doorman, janitor, maid, concierge, gardener or security service;
- d. carpet cleaning;
- e. garbage tote (sold directly by any waste management company); and
- f. community recreational fees; this includes Parks and Recreation fees charged by some communities (including but not limited to Falcon, Peyton or Meridian Ranch) labeled as mandatory municipal charges on their utility bill.

OTHER ALLOWANCES

24

Upon posting to the U.S. you may be entitled to several other non-taxable allowances such as Post Travel Allowance (PTA) and Home Leave Travel Allowance (HLTA).

25

The intent of PTA is to assist members and their families in taking to take a vacation away from the post during each posting, with more frequent travel provisions for members at more difficult posts. Members are advised to request their PTA in advance upon arrival at the post. The PTA advance must be reconciled prior to repatriation to Canada and as such, all receipts (including those for meals, groceries, fuel, and accommodations) and your leave passes must be retained (in fact, PTA is subject to CRA audit for seven years).

26

The intent of HLTA is to assist a single member who is deployed or assigned to a place of duty outside of Canada to reunite with their next of kin (NOK). HLTA is not intended for the:

- a. move of the member's NOK;

- b. early repatriation of the member; or
- c. transportation expenses of a member's girlfriend, boyfriend or fiancé(e) if they are not in a recognized common-law partnership.

UNACCOMPANIED BENEFITS

References: A. CBI 208.997

B. [MFSI 10.2.13](#)

27

If the move of your HG&E is prohibited and rations and quarters (R&Q) are not available, you may be entitled to be reimbursed for lodgings within the limits of reference A. For rent reimbursement, this is an amount not to exceed the applicable rent ceiling for furnished accommodation (household size of one/two), as established by NDHQ/DCBA. Where the accommodation is unfurnished, you may be reimbursed for furniture rental to a maximum of 25 percent of the applicable rent ceiling. However, the total reimbursement for furniture and accommodation rental shall not exceed the applicable rent ceiling. When not included in the monthly rent, utilities and parking costs will be reimbursed.

28

The rate for meals and incidentals shall be established upon commencement of unaccompanied benefits, and shall not be changed for the remainder of your posting. Further questions concerning imposed restriction benefits are to be directed to your unit OR.

CHAPTER 7 - MEDICAL AND DENTAL CARE

ORGANIZATION

- 1** The Canadian Forces Medical Liaison Officer (CFMLO), the Staff Officer Health Administration (SO H Admin) along with the Health Services Coordinator provide assistance and advice to all Canadian military and their dependants stationed in the U.S. regarding medical administration, finance, payments, medical documents/health records, medical administrative procedure and policy. They work for the CAF Health Services Attaché (CFHSA), at the Canadian Defence Liaison Staff Washington (CDLS (W)), who provides medical oversight on individual matters and advises units on general medical policy. Their contact information is:

| Posn | Incumbent | Phone | E-mail |
|-------------------|--------------------|----------------|--|
| CFHSA | LCol C. Rossi | (202)-682-7772 | carlo.rossi@forces.gc.ca |
| CFMLO | LCdr J. MacDonald | (202) 448-6210 | Jeff.MacDonald2@forces.gc.ca |
| SO H Admin | Capt S. Goodfallow | (202) 448-6559 | shaun.goodfallow@forces.gc.ca |
| Health Svcs Coord | MS L. MacDonald | (202) 448-6282 | Lauchlin.MacDonald@forces.gc.ca |

Most of the medical information you will need throughout your OUTCAN posting is located on <https://www.cafconnection.ca/unitedstates/medicalstaff>

DWAN email:

+CDLS(W) Medical Admin-ELFC(W) Admin Medical@Sp Svcs-Svc Sout@Washington

External email:

CDLSW-MedicalAdmin-ELFCW-AdminMedical@forces.gc.ca

MEDICAL AND DENTAL RECORDS – CAF PERSONNEL

- 2** Dental records are held at 1 Dental Unit in Ottawa. Military personnel receive dental care from their supporting MTFs. For planned major procedures, 1 Dental Unit must be consulted and CDLS (W) informed. All treatments “off-the-economy” require pre-approval from 1 Dental Unit, who may be contacted at +1DentUHQMail@forces.gc.ca. Dependants must use civilian dentists and submit claims through Canada Life. Original medical records are held by CDLS (W). Members are to ensure that they have a shadow file of their medical documents provided by their departing bases/wings in Canada, which are to be turned over to their supporting MTF in the U.S. Upon posting to the U.S., your medical and dental documents are to be forwarded in the same manner as the UPR.

HEALTH CARE AGREEMENT CANADA/U.S. - CAF PERSONNEL

<http://national.mil.ca/en/locations/outcan/washington-health-dependent.page>

- 3** Under the terms of the NATO SOFA and the related Memorandum of Understanding (MOU) for reciprocal medical and dental services, all inpatient and outpatient services for U.S.-based CAF personnel will be provided at U.S. MTFs. The use of these facilities does not incur any costs for the member, except for meals (sustenance charge) while receiving inpatient care; these

particular charges are claimable through the CFHSA. Under Tri-Care (the U.S. Department of Defense (DoD) contracted medical administrator), CAF personnel are to be accorded the same priority for care as their active duty U.S. equivalents, referred to as Priority 1 treatment. The use of civilian facilities is not authorized for routine medical/dental referred care, unless from a U.S. military medical source, or when no U.S. MTFs are located within a reasonable distance. In emergencies, non-military facilities can be utilized for initial care.

OPTICAL SUPPLIES

Ref: A. <http://national.mil.ca/en/locations/outcan/washington-health-common-admin.page>

4 It is highly recommended that CAF personnel departing Canada on posting to the U.S. request an eye examination, if one has not been completed in the last two years. If required, it is recommended that any prescribed optical lenses or frames be obtained prior to departure from Canada. It is to be noted that, in accordance with the references, for a posting outside Canada of more than two years, a third pair of glasses can be authorized. Personnel posted to the U.S. must utilize U.S. MTFs for optometry services; personnel choosing to purchase civilian pattern frames must contact CF H Svcs Gp HQ Det Washington in advance to obtain entitlement and limitation information.

5 For dependant family members, optical services in the U.S. can be costly and the supplementary benefit of the PSHCP can provide partial relief. It is recommended that if glasses or contacts are required for family members, consideration should also be given to obtaining them prior to departing Canada, where costs are generally lower.

ANNUAL MEDICAL/DENTAL EXAMINATIONS

6 Dental examinations are required annually for all members of the CAF. Medical examinations are required annually for certain occupational groups such as aircrew, and should be conducted by qualified Flight Surgeons within either U.S. or CAF facilities. If these specialist officers are not available to complete the required medical, the member is requested to contact the CFMLO or H Svcs Coord for direction. Information is also available on the website.

7 For non-aircrew personnel over 40 years of age, medicals is required every two years. For those under 40 years of age, are to be completed every five years. It is the responsibility of the CAF member to arrange said exams during their month of birth through the supporting MTF. Records of all medical examinations should be sent to the Health Service Coordinator in Washington and dental records should be sent to cmp.dental.outcan@forces.gc.ca (++DENT OUTCAN@CMP 1 Dent unit@Ottawa-hull).

PRESCRIPTION MEDICATIONS

8 CAF members proceeding on posting shall be in possession of at least a three month supply of any prescription medications that they require. An adequate supply will ensure the member will have time to secure an appointment at a U.S. MTF to seek prescription refills.

9 For dependant family members, prescription medications can be two to three times higher in cost compared to Canada. Family members requiring chronic medications may find this aspect a bit of a financial burden, and although options exist to relieve CAF families of this, it should be carefully considered during the screening process as the PSHCP is limited to 20% of the price you pay. In addition, members and their families should note that some medications might not

be available in the U.S., which may necessitate changing the prescription upon the recommendation of a U.S. physician. Again, this is something that should be fully explored during the screening process. Whenever feasible, CAF members and their dependants can receive free prescriptions at MTFs (if the medication is available and included in the U.S. military's formulary). To this end, any medical condition requiring medication to treat should be identified/disclosed during the screening process.

ACCESS TO U.S. MILITARY TREATMENT FACILITIES (MTF)

10 Tri-Care centralizes access to most MTFs and in order to verify a CAF member/family member's entitlement to care. The CAF member must be registered in the Tri-Care Defense Enrollment Eligibility Reporting System (DEERS) database. CAF members will be required to complete a DEERS Enrollment Form for themselves and each eligible dependant when reporting for duty. CFSU (CS) or your Det OR will provide the necessary assistance to members during in-clearance. MTFs may be available to both CAF members and their families for routine matters. It is recommended to contact the MTF directly on specific matters. Additionally, Fort Carson has accessible emergency rooms for CAF members and dependants, but if this is not practical due to the emergency, members are highly recommended to proceed to the closest civilian emergency room or to call 911.

PUBLIC SERVICE HEALTH CARE PLAN (PSHCP) - DEPENDANTS

References: A. [Public Service Health Care Plan](#)
B. [MFSI Chap 10 Section 8 – Dependant's Health Care Expenses](#)
C. <https://www.cafconnection.ca/unitedstates/medicalstaff>

11 To ensure continuity of dependant health care needs, serving CAF members who are posted to the U.S. with dependants, must obtain Comprehensive Coverage provided under the Public Service Health Care Plan (PSHCP). The PSHCP Comprehensive Coverage provides for CAF dependants, inpatient and outpatient visits as well as hospital needs commensurate with the benefits offered by the Ontario Hospital Insurance Plan (OHIP). It is highly encouraged that CAF members and dependants become conversant with the PSHCP benefit plan booklet, specifically with respect to information related to medical/hospital coverage, description of benefits, maximum allowable expenses and exclusions/limitations.

12 It is very important, prior to completing out-clearance at your losing unit, that you complete the form that converts your PSHCP coverage from Supplementary to Comprehensive. Comprehensive coverage will become effective upon the departure date from Canada on posting, thus ensuring continued coverage especially while enroute to your new post.

13 Positive enrollment is a mandatory step in accessing your benefits under the PSHCP. It requires plan members to provide information about themselves and their eligible dependants. Once you receive your PSHCP certificate number, you can register at [Sun Life Member Services](#). This will trigger a card to be mailed out with all of your health care info, which is then easy to present to direct billing facilities in the U.S. Note if you have completed this step in Canada, you do not have to re-register for your move to the U.S.

PUBLIC SERVICE HEALTH CARE PLAN DOCUMENTS

14 Family members are advised that, while they have access to U.S. MTFs, serving military members receive priority treatment. Therefore, at times a dependant's appointment or

procedure may be postponed in order to accommodate a higher priority requirement. Notwithstanding this, MTFs still provide an economical method to receive medical care and services. These services are limited to outpatient services only (that is, when you are not admitted to a hospital, for example a doctor's office/clinic, pharmacy visits) and are usually provided without charge, including prescription medications. These services may be used in concert with PSHCP entitlements, thus extending options for health care to family members.

15 In recent years, the high operational tempo experienced by U.S. military forces has resulted in significant cutbacks in staff at U.S. MTFs. Consequently, availability of dependant medical care at various U.S. MTFs has been sporadic. It is recommended that members posted to CANELEMNORAD units seriously consider finding a civilian medical practitioner (which are readily available in the U.S.) soon after arrival at post, under the provisions of the PSHCP, as a back-up.

16 On some bases, it may take up to six weeks to finalize the registration process to enable family members access the U.S. MTF. It is imperative that members and their dependants obtain their CAC cards as soon as possible which allows such access. In the meantime, civilian facilities should be used, utilizing the benefits of the PSHCP. This underlines the importance of initiating the insurance upgrade prior to your arrival in the U.S. The consequence of not doing so is that your claim may be rejected by the insurance payer until your effective move date is correctly processed in their system.

CLAIM PROCEDURES – PSHCP

Ref: <https://www.cafconnection.ca/unitedstates/medicalstaff>

17 CAF and family members should note that accessing and paying for health care may not be as simple as they have experienced in Canada. Many U.S. providers may request cash up front or payment before any claim submitted is finalized. While there are mechanisms to provide CAF members with advances for high medical and dental costs, the need to reconcile the high cost of specialist medical or dental care while living in the U.S. must be carefully considered during the screening process. Whenever possible, direct billing is the preferred option and instructions can be found at the reference.

MEDICAL AND DENTAL RECORDS

18 Dependants should consider acquiring a copy of their medical records from their family physician to allow the gaining U.S. physician the ability to review care provided, particularly if there is a requirement for continuation of a treatment regimen. Note that any cost related to acquisition of the records is not claimable as it is considered to be an expense that would fall under the movement grant and posting allowance.

IMMUNIZATION RECORDS AND PRE-SCHOOL MEDICAL

19 Immunization records should be obtained from the local school nurse or family doctor for any dependant child who will accompany you and who will be attending school in the U.S. Ensure that the record shows the day, month and year of all immunizations. Contact the public health nurse in your area to determine which immunizations are required.

20 Medicals are required for students in many U.S. in order to enrol and attend classes. These medicals, including TB tests, which may be obtained in Canada prior to departure, must be

current (normally within 30 days of school registration in the U.S.). Individual state requirements should be verified during your HHT. Compulsory medical examinations, immunizations and tests that are not covered under your provincial health insurance should be claimed through the PSHCP. After the claim is complete, costs that are not covered through the PSHCP will be included in an Explanation of Benefits (EoB) letter from the company. Questions regarding denial of benefits and the EoB can be directed to the CDLS (W) Medical Section and copy of the EoB letter should be provided.

COVERAGE FOR DEPENDANT CHILDREN REMAINING IN CANADA

21 The practice of extending coverage to dependants remaining in Canada under PSHCP (Comprehensive) has been determined to be a contravention of provincial health regulations. Also, it has been reaffirmed that PSHCP Comprehensive coverage is provided expressly for the benefit of members who are required to reside outside of Canada and their eligible dependants who reside with them at the post. Members with dependants remaining in Canada should contact the appropriate provincial medical authority for further guidance. Dependant children are considered to be residing outside of Canada if:

- a. they reside outside of Canada with the member, but will return temporarily to Canada for less than three months; or
- b. they accompany the member to the post, remain dependent on the member, but do not reside with the member at post (e.g. attending school away from the post, but still in the U.S.).

22 A dependant is a member's spouse, dependant child or dependant step-child. A dependant child is a person who is an unmarried child of a member or of the member's spouse, including an adopted child, a step-child and a foster child in respect of whom the member stands in loco parentis, provided such person is:

- a. under 21 years of age;
- b. under 25 years of age and attending an accredited school, college or university on a full-time basis; or
- c. over 20 or 24 years of age who was a dependant child as defined above when they became incapable of engaging in self-sustaining employment by reason of mental or physical impairment, and is primarily dependant upon the member for support and maintenance.

23 Dependant children remaining in Canada as full-time students may apply for their own provincial health care insurance, if eligible, in accordance with provincial regulations. If the dependant plans to remain in Canada, with the exception of brief visits, provincial coverage is a viable option with the supplemental portion of PSHCP to complete the coverage. If, for example, the dependant plans to return to visit the family in the U.S. for several weeks during the summer, remaining under the family comprehensive PSHCP coverage is recommended, unless supplemental insurance is required/purchased. Prior to making such a decision, it is advisable to contact the CFSU (CS) or your Det OR.

RELEASE OF INFORMATION

24

In some instances, it may be necessary for appropriate military and Sun Life company representatives to discuss medical claims related issues. In order for military authorities to liaise directly with Sun Life, it is a requirement of the Privacy Act that the patient (or guardian) give consent. A "Release of Information" clause is often included on the insurance claim form or it may be necessary to forward a letter directly to PSHCP. Copies are available at the CFSU (CS) or Det OR. Faxed copies of the form are not acceptable.

DEPENDANT DENTAL CARE IN U.S.

25 The Canadian Forces Dental Care Plan (CFDCP) benefits will follow the family to the U.S. It is incumbent upon the member to become familiar and knowledgeable with the CFDCP booklet prior to arriving, and the various terms and conditions of the CFDCP, including deductibles, co-insurance, limitations/ceilings, exemptions and life time limits. With the higher average cost of U.S. dental care, the need for CAF members to submit a treatment plan (to Canada Life) before any significant work is committed is paramount. This would apply to treatments such as orthodontic work.

26 For additional information, contact Canada Life at 1-800-957-9777 (English) or (800) 704-4007 (French).

DENTAL CLAIMS

Reference: [CAF Dental Care Plan](#)

27 With respect to the submission of dental claims, the CFSU (CS) or the Det OR will be able to guide you through the process. However, it is important to understand and recognize that the interaction between dental (and medical) insurance companies and the member remains the responsibility of the CAF member.

28 Complete details on the Public Service Health Care Dental Plan can be found at the following link: <https://www.canada.ca/en/department-national-defence/services/benefits-military/pension-benefits/benefits/medical-dental.html>. Required forms and form instructions are also located at the above mentioned link.

29 Canada Life (formerly Great West Life) in Winnipeg is the company responsible for providing services for Public Service employees and family members of CAF members.

30 The plan does not change upon being posted to the U.S. Claims will be processed using the same form, and will continue to be sent to Winnipeg. Members should not expect all costs to be covered by the plan. Members and their spouses are encouraged to review the CFDCP guide to acknowledge plan annual limits and co-payment schedules. Advances are available for dependant dental costs, however they will be limited to the maximum reimbursement from Canada Life.

31 If at all possible, try to have the dentist bill Canada Life directly. This is not always possible, as some providers are hesitant to bill a Canadian insurance company. However, we have had cases where dentists have agreed to bill directly so nothing is lost in asking your dental care provider. You'll need:

Insurance address:

Winnipeg Benefit Payments
PO Box 6000
Stn Main
Winnipeg, MB
R3C 3A5
Canada

You will also require:

Group Policy Number: 55777

Your Canada Life (formerly GWL) Employee Number: This is E + your service number. For example, EA12345678.

32 As in Canada, if the member anticipates the dental costs to be in excess of \$400.00 CAD, a treatment plan should be obtained from the dentist. Call the toll-free number and ask how they would like the treatment plan communicated as they may require it to be mailed instead of faxed. The adjudicator will advise which costs will be reimbursable. If orthodontics are required, it is recommended to contact Canada Life for details.

Phone: (855) 415-4414 (Dedicated Customer Call Centre focused optimizing customer service for our members)

Fax: (204) 946-8235

MEDICAL / DENTAL ADVANCES

Reference: FSD 42 – Medical and/or Dental Expense Advance

33 CAF members who incur health or dental care expenses in excess of \$200 CAD may obtain an advance of public funds to temporarily offset their out-of-pocket expenses. Under exceptional circumstances, a member may apply for an advance of less than \$200 CAD by submitting a substantiated memorandum through their chain of command. Any advances issued are to be repaid immediately upon receiving reimbursement from PSHCP/CFDCP, or six months from the date the advance was issued, whichever is earlier. While this represents a means by which to assist CAF members and their families with high medical/dental costs, it must be recognized that these monies are issued as an advance and must be repaid regardless of how much coverage the insurance carrier provides.

34 To obtain a medical/dental advance, the member must complete and submit a request (available from CFSU (CS) or your Det OR) for a medical/dental advance along with a cost estimate from the medical/dental provider. Although some local physicians/hospitals will send invoices directly to Allianz Global Assistance (a sub contractor employed by Sun Life)/Canada Life, CAF members may be required to pay the health care facility or physician directly (that is, with the advance) and following this, submit all "paid" invoices to Allianz Global Assistance or Canada Life for reimbursement.

35 Personnel are reminded that advances are intended for a specific purpose and a specific period of time (normally, expenses should be incurred within 60 days of taking the advance). Any other use of these funds is not authorized.

SUMMARY

36 The U.S. medical community can provide excellent health care in almost all geographic regions. However, it should be noted that the majority of health services are oriented to generating profit for the provider. Family members reliant on mental health, social services, or those with chronic medical conditions must ensure that their care will be covered under the PSCHP Comprehensive coverage as there is no additional source of reimbursement. Additionally, some mental health and social services provided at no charge by many Canadian provinces may not necessarily be free in the U.S., unless available at the U.S. MTF or through base resources. If doubt exists regarding suitability, contact the CFMLO immediately. Failure to adequately consider the health care needs and available coverage for your family members may result in unmanageable financial and administrative burdens on the family and could result in early repatriation.

While the U.S. health care system can be confusing and sometimes more administratively complex than experienced in Canada, familiarity with our CAF medical and dental plans will only serve to ease the transition into these systems. All CAF members and their families can be assured that the CFSU (CS) or Det OR will provide as much assistance as possible to help answer any questions you may have.

37 Finally, most newly arrived CAF members and their families will have the benefit of an annual "Welcome Brief" that is held in August/September each year at their local units. The intent of this briefing is to provide presentations on relevant topics as well as an open forum for any questions. From the feedback obtained, the "Welcome Brief" has proven to resolve a host of issues and questions that many may have regarding their posting to CANELEMNORAD. For those CAF members and families posted to sub-unit organizations, all presentations will be made available.

ANNEX A

COLORADO SPRINGS – SPECIFIC INFORMATION

1 Canadian Forces Support Unit (Colorado Springs) Contact Information:

| | | COMMERCIAL | CSN |
|----|-----------------|-------------------|----------------|
| a. | CO | (719) 556-8251 | (312) 834-8251 |
| b. | DCO | (719) 556-8243 | (312) 834-8243 |
| c. | UMWO | (719) 556-8250 | (312) 834-8250 |
| d. | CO's Admin Asst | (719) 556-8242 | (312) 834-8242 |
| e. | P Admin O | (719) 556-3162 | (312) 834-3162 |
| f. | Compt | (719) 556-6328 | (312) 834-6328 |
| g. | TIS O | (719) 554-1393 | (312) 834-1393 |
| h. | HR Mgr | (719) 556-8252 | (312) 834-8252 |
| i. | PSS Supr | (719) 556-8248 | (312) 834-8248 |
| j. | FSS Supr | (719) 556-5284 | (312) 834-5284 |
| k. | TMS | (719) 556-9040 | (312) 834-9040 |
| l. | Log Asst | (719) 556-8249 | (312) 834-8249 |
| m. | Duty Clerk | (855) 287-4302 | N/A |
| n. | Duty Tech IT | (855) 287-4296 | N/A |
| o. | Fax | (719) 556-9038 | (312) 834-9038 |

2 Military Family Services Colorado Springs

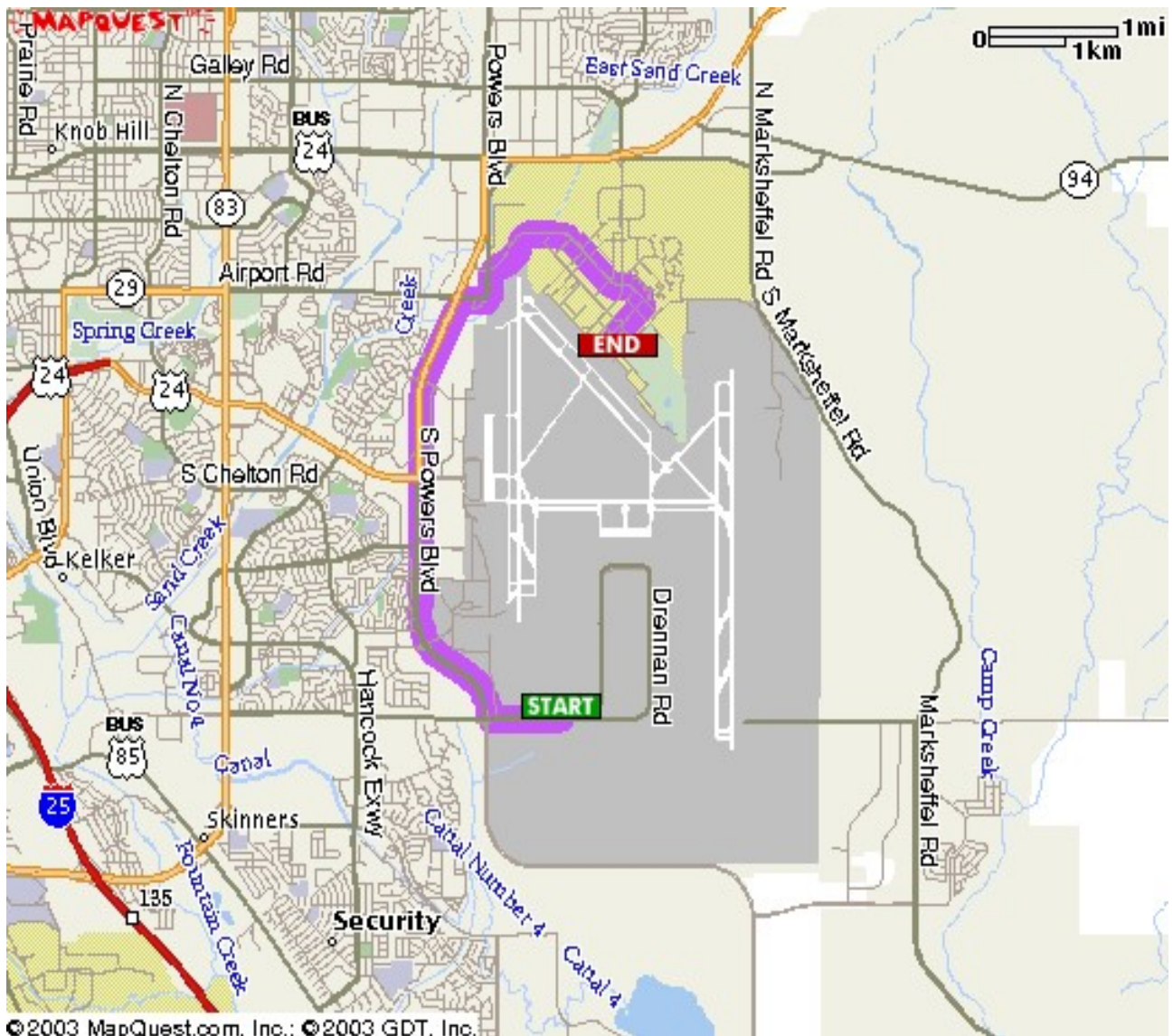
| | | |
|----|--------------------------------|----------------|
| a. | Coordinator | (719) 556-9269 |
| b. | Information and Referral Clerk | (719) 556-9269 |
| c. | Fax | (719) 556-9038 |

3 How to get to CFSU (CS) :

- from the Colorado Springs airport go west on East Drennan Road, turn right on South Powers Boulevard, turn right on Airport Road, turn right onto West Stewart

Avenue (gate access required, show your CAF ID card), turn right onto Peterson Road, turn left onto East Ent Avenue towards the museum. The museum is on your left, CFSU (CS) is second building in on your right. The entrance faces east;

- b. GPS Address is: 135 East Ent Ave, Bldg 365; and
- c. you will need to stop at the Visitor Center at the West Gate for a pass. You will require a valid CAF ID card and passport to receive a pass to enter Peterson SFB.



FRENCH LANGUAGE TRAINING – CAF MEMBER

4 It is expected that CAF members will ensure their second language profile will remain valid for the duration of their OUTCAN tour of duty. Maintenance of one's second official language is the responsibility of the CAF member through one or more of the Second Official Language Education and Training (SOLET) options offered to all OUTCAN personnel as follows:

- a. on-line opportunities offered by the Canadian Forces Language School (CFLS) or through the Canadian Defence Academy (CDA), such as the Autonomous Language Learning in Interaction with Elements in Synergy (ALLIES) program (<http://www.forces.gc.ca/en/training-elearning/second-language-allies.page>);
- b. when on-line training is either inaccessible or not feasible, for whatever reason, OUTCAN personnel will be provided with computer software such as "Tell Me More" or "Rosetta Stone" (<http://www.rosettastone.com>); and
- c. OUTCAN personnel may be offered access to local university, college or language schools as well as personal tutors, which offer a more traditional approach to education, where such instruction exists and when the member's chain of command deems this option to be within its financial capacity.

COLORADO SPRINGS SCHOOLS

5 Unlike some communities that have one large, universal public school district, the Colorado Springs region is divided into numerous smaller geographical districts, each with its own superintendent. Each district has its own attendance calendar and may have different policies concerning dress code, snow closures and other factors.

6 This web link provides links to all Colorado Springs school districts:
<http://www.greatschools.org/schools/districts/Colorado/CO>

SOCIAL SECURITY NUMBER (SSN)

7 The SSN will be required for any spouse seeking employment in the U.S. in addition to the EAD. The SSN application process could take 4 – 6 weeks from application to receiving your SSN. Upon arrival at post, you are encouraged to report to the Social Security Administration Office located at 2306 E. Pikes Peak Avenue, Colorado Springs, CO 80909. The contact number is (800) 722-1213. You will need to present the following documents:

- a. special (green) passport with NATO-2 visa;
- b. I-94; and
- c. posting message.

COLORADO DRIVER'S LICENCE

8 In order for you and your dependants to obtain valid Colorado driver's licenses, you will have to visit the main office of the State of Colorado Department of Revenue, located at 2447 North Union Blvd, Colorado Springs, CO. It's recommended that you take an appointment. The contact number is (303) 205-5694. A new requirement called the Systematic Alien Verification

for Entitlements (SAVE) program is now required for individuals who can demonstrate temporary lawful presence in the U.S. This step must be completed and processed before you can apply for your Colorado license. After applying for SAVE, you will receive a file number by mail. This is a Department of Homeland Security process and can take up to 3 weeks to complete. Please plan ahead and ensure that you have a valid driver's license that covers you for at least a few months after planned arrival. The following documents are required:

- a. special (green) passport and NATO-2 visa;
- b. I-94;
- c. posting message (required by spouse/dependant(s) as well);
- d. proof of residence – lease or registered bill, etc;
- e. copy of F6 Screen – obtained from CFSU (CS);
- f. motorcycle licence endorsement to drive legally a motorcycle; and
- g. optional - copy of your driving record from Canada.

9 You must also have photocopies of all documentation for the license bureau to retain. They will not copy the documents for you.



Applying for a
Colorado License.pc

COLORADO VEHICLE REGISTRATION

10 Upon your arrival in Colorado Springs, unless you keep your provincial plates, you may want to register your vehicles with the state. The latter may be financially better for you.

11 What follows is a listing of the items which must be completed prior to registration taking place. It is recommended that you complete the following in sequence:

- a. Vehicle Identification Number (VIN) Verification. You are required to have your VIN verified prior to actual registration; you can have this done at either the Peterson SFB Visitor Center (West Gate) or at the Lube Stop. This may cost \$20 (may be reimbursed through CFIRP); you will be issued a certificate, which is to be presented to the vehicle registration office;
- b. Vehicle Insurance. You may be able to retain your Canadian insurance; this is solely your decision and it is suggested that you speak with your sponsor and other CAF members to hear their recommendations. If you plan on getting insurance in the U.S., it is recommended that you obtain a letter from your Canadian insurance company prior to posting;

- c. Vehicle Registration. To exempt you from paying "ownership tax", the vehicle must be in the CAF member's name and an AFFIDAVIT must be completed and signed by the CO or DCO. This affidavit is presented to the registration office. Quebec auto insurance registration forms must be translated and certified prior to attempting to register your vehicle in Colorado. Take all the documentation listed below to any Vehicle Registration branch (one is located near the Peterson SFB West Gate, located at 5650 Industrial PI #100, Colorado Springs, CO):
- (1) current vehicle registration;
 - (2) current vehicle insurance;
 - (3) driver's license;
 - (4) U.S. CAC;
 - (5) HS-7 – Import Form - completed at the Border when you crossed;
 - (6) VIN verification form – obtain from Peterson AFB Visitor Center – West Gate;
 - (7) non-resident affidavit – obtain from CFSU (CS);
 - (8) I-94;
 - (9) Copy of F6 Screen – obtain from CFSU (CS);
 - (10) special (green) passport and NATO-2 visa; and
 - (11) posting instruction.
- d. for new vehicles less than 60 days old, you must bring your purchasing agreement that shows taxes paid prior to registering your vehicles in Colorado Springs;
- e. it is recommended that you identify yourself as a military member when registering your vehicle(s). Expedited service is often offered to military personnel;
- f. as of February 2007, Peterson SFB no longer issues vehicle passes. Consequently, CANELEMNORAD personnel posted to Peterson AFB do not have to clear through the Peterson SFB vehicle registration office. However, in order to gain visitor access to the base during your HHT, you will require a VCR and EVA. Use the West (Main) Gate only, and have your Canadian passport and CAF ID. Once you receive your CAC and your dependants receive their U.S. ID card, you must show this form of ID whenever entering the base. Personnel working at Shriever AFB or Cheyenne Mountain Air Force Station (CMAFS) will continue to be issued vehicle passes.

PETERSON SFB “GIANT VOICE”

12 The Peterson SFB public address system, nicknamed the “Giant Voice”, is heard daily at the Base. At 0700 hrs every morning, “Reveille” is played followed by “To the Colors”. At 1700 hrs, “Retreat” is played followed by the U.S. national anthem. At 2200 hrs “Taps” is played. When “Reveille” is played, turn to face the music, at ease. When “To the Colors”, “Retreat”, the U.S. national anthem and “Taps” is played, turn to face the music, stand at attention, and salute if in uniform. If you are on base in a vehicle and you hear “Retreat”, the U.S. national anthem, or “Taps”, safely stop the vehicle and sit quietly at the position of attention until the last note of music is played. Additionally, there is a weekly base siren system test every Friday at noon. An announcement is made prior to, and immediately after the test, informing base personnel to disregard the sirens.

CANADIAN FORCES FAMILY COVENANT

13 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.



Military Family Services in the US

While you are posted to the U.S., Military Family Services (MFS) is here to provide support to make this transition to your new community as smooth as possible. We serve all definitions of the modern family and include single members, empty-nesters, and couples with or without children in those definitions.

What can we do for you?

- a. Information about and referral to resources in your new community;
- b. Opportunities for community integration (second language services, welcome events, help with settling in, etc) as well as celebrating and connecting with our Canadian community;
- c. Child care and school information, emergency childcare, activities for children & youth, etc.;
- d. Support during deployments and TD;

- e. Crisis support, peer support groups, social get-togethers with other spouses and families, personal development, etc;
- f. Volunteer opportunities with advisory committees and program/events;
- g. Help with “working through the systems” – (health care, employment, etc);
- h. Provide you with local and/or national newsletters to keep connected; and
- i. MFS family guide and “frequently asked questions”.

One family’s testimonial...

"Just a few months into our posting and we needed help! With no friends or family we didn't know who to turn to. A quick call to our local MFS Program Provider and all our fears were put at ease. Under the Emergency Child Care policy we were going to get the help and support we needed. MFS worked with us to determine the best solution and made a difficult situation bearable. We truly appreciated the all-around support and couldn't have done it without this policy and our MFS's awareness and guidance on it!"

Where can you get information on MFS in the US?

In addition to connecting with your MFS Program Provider, there are various ways to stay in touch with MFS U.S. services, online events and to other Canadians through a variety of social media platforms:

- Facebook - www.facebook.com/NationalMFSUS
- Twitter - <https://twitter.com/NationalMFSUS>
- YouTube - <https://www.youtube.com/MFSCFMWS>
- WebEx for Virtual Classes, meetings and recordings - <https://mfsus.webex.com>

To access information on all our MFS U.S. programs and services as well as information specific to local areas, check us out at <https://www.cafconnection.ca/United-U.S./Home.aspx>.

“Support for you, by people like you!”

Heading to the U.S.?

Contact your designated MFS Program Provider for that location to let us know you are coming and to see if we can help in any way. Our MFS staff are military spouses themselves so they understand what it's like to make a move like this. All contact information is listed below.

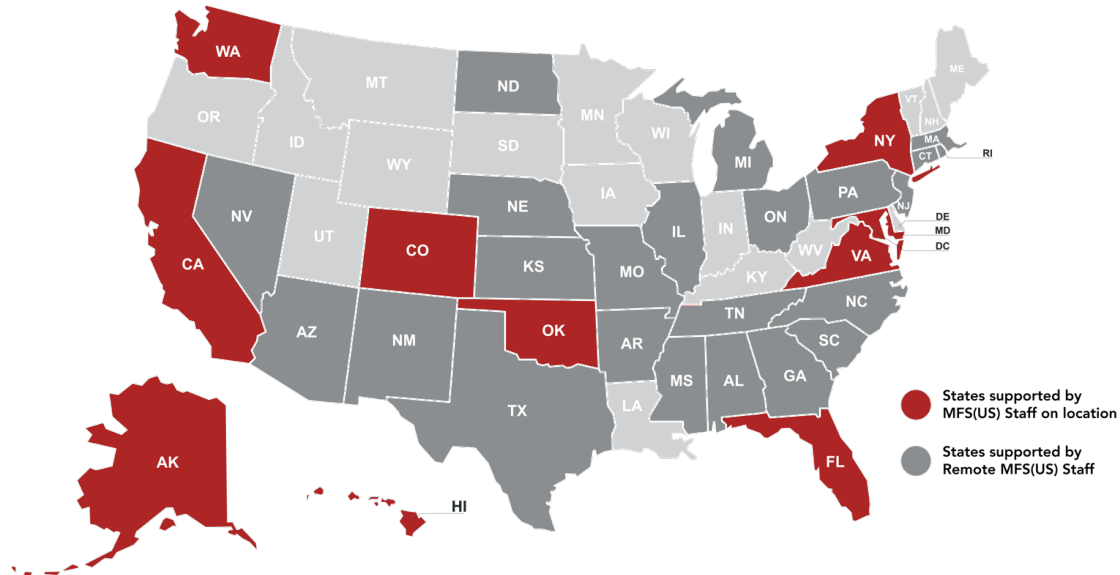
How do I know who my designated MFS Staff is??

If the location you're moving to is coloured in red/orange on the map below, you can find your local MFS Program Provider in the table that follows. This includes cities that are within a 60km radius of the coordinator's location.

Does your location fall outside of these cities? If so, you are considered a remote family and you should contact our MFS Outreach Coordinator. Please note that Thule, Greenland is part of the remote community as well and falls under the MFS Outreach Coordinator.

MFS(US) Staff Contact Information

Identify the state in which you are posted and refer to the table below for the relevant contact information. If you are unclear of whom to contact, select the East or West coordinator and they will help connect you with your community. *Please note that Thule, Greenland is currently supported by the California Provider.*



Senior Manager

Kim Hetherington
hetherington.kim@cfmws.com

New York Provider

mfs.rome@cfmws.com
315-271-7946

Colorado Provider

mfs.coloradosprings@cfmws.com
719-556-6551

Eastern Coordinator

Lori Mersereau
mersereau.lori@cfmws.com

Maryland Provider

mfs.maryland@cfmws.com
571-388-7603

California Provider

mfs.vandenberg@cfmws.com
805-440-0646

Western Coordinator

Alexandra Cox
cox.alexandra@cfmws.com

DC Region Provider

mfs.washington@cfmws.com
571-384-9035

Washington Provider

mfs.whidbey@cfmws.com
360-929-5638

Program Specialist

Ashley Young
young.ashley@cfmws.com

Virginia Provider

mfs.norfolk@cfmws.com
757-282-3155

Alaska Provider

mfs.jber@cfmws.com
907-201-2483

Social Worker (East)

Marion Hall
hall.marion@cfmws.com

Florida Provider

mfs.tyndall@cfmws.com
850-814-9309

Hawaii Provider

mfs.hawaii@cfmws.com
808-688-4413

Social Worker (West)

Anne-Marie Béliveau
beliveau.anne-marie@cfmws.com

Oklahoma Provider

mfs.tinker@cfmws.com
405-465-7882

Those posted to remote locations can contact either the Western or Eastern Coordinator for support