

# RETURN TO CANADA GUIDE



**Military Family Services (Europe)**



**2023**



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## FAREWELL FROM YOUR MFS(E) TEAM

Your Military Family Services Europe (MFS(E)) team wishes farewell to you and your family on your journey back home this posting season. We are happy we crossed paths and that we got to know you a bit during your time in Europe. This guide was created to help you with your transition back to Canada this summer.

This handbook is a living and dynamic document. Once you are settled, we would welcome your input to keep it relevant and current. We would like to extend our sincerest THANK YOU to previous departing families for sharing their experiences and suggestions as to how to make the guide as complete as possible.

Our website (<https://cfmws.ca/>) can be a useful resource for your transition to your new province, as it provides information that is location and CAF base specific and provides links to many useful resources.

There are also numerous other supports offered by Personnel Support Programs (PSP) and Canadian Forces Morale and Welfare Services (CFMWS). Take time to look through the CFMWS website to find available programs and services.

We highly encourage you to read [\*The Art of Coming Home\*](#) by Craig Storti to better prepare yourself and your family for your move back "home".

We look forward to hearing about your adventures back on Canadian soil and wish you a smooth move.

Best Regards,  
Your MFS Europe Team



## USING THIS GUIDE

Moving around in the guide:

- To go to a Table of Contents entry or a website link, simply click on it
- To search for a specific word, use the Find tool by pressing “Ctrl” then F

Some of the websites referenced in this guide may be in a language other than English. There are a couple of options to obtain the information in English:

- You can enter the address of the website directly into <https://translate.google.com/> and it will translate the entire website
- If you have Google Chrome, you can right click anywhere on the page and it will bring up a dialog box, which often has a “Translate to English” option. Due to website formatting, this option may not be available for all pages or for all text on the page.
- Some sites have the option to change the language. These sites will have either a drop-down menu listing multiple languages or flags symbolizing the language. Simply click on the language or flag (typically a British or American flag) to see a translated version of the website. Often this option can be found in the top right corner.

This guide is an ongoing work in progress, and we need your help:

- Please let us know of any errors or omissions and we will update them in the next edition.
- If there is a topic you would like added to the next edition, do not hesitate to let us know.

*DISCLAIMER: Due to ever-changing rules and regulations, please ensure you do your own research and consult the resources provided for the most up-to-date policies and procedures before making any assumptions or relying on information provided within as policies and procedures change and could be different from the time this document was created and updated.*

*Thank you for your cooperation and attention in this matter.*



## SOME HELPFUL RESOURCES

### **CFMWS Website**

<https://cfmws.ca/>

Information on Relocation: <https://cfmws.ca/support-services/moving-housing/guide-to-relocating>

Returning to Canada resources: <https://cfmws.ca/europe/your-posting-to-europe/returning-to-canada>

### **Facebook page**

Military Family Services <https://www.facebook.com/MFS.CFMWS>

### **My Voice / Ma Voix**

MyVoice is a closed Facebook group open only to the Canadian military community. MyVoice is a place for you to communicate with Military Family Services (MFS). The group is a safe place to discuss your experiences as a military family and offer feedback about your military lifestyle.

- <https://www.facebook.com/groups/MyVoiceMaVoix/>

### **Family Information Line**

The Family Information (FIL) is a confidential, personal, bilingual and free service offering information, support, referrals, reassurance and crisis management to the military community 24/7. We serve Canadian Armed Forces members, Veterans and their families—immediate and extended. The Family Information Line can be called toll-free, from Europe at 00 800 7711 7722, or from Canada at 1-800-866-4546. You can also reach them by email: [FIL-LIF@cfmws.ca](mailto:FIL-LIF@cfmws.ca)

<https://cfmws.ca/support-services/family-information-line>

### **Lifespeak**

An online health and wellness platform that includes videos, podcasts, action plans as well as "Ask the expert" sessions. (Enter through Group Account with code: **canada**)

- <https://canada.lifespeak.com>

### **CAF Member Assistance Program**

Military members and their families can also contact the CAF Member Assistance Program at +1 800 268 7708. This is a voluntary and confidential service that allows callers to speak with a professional counsellor and is available 24 hours a day, 365 days a year. Please note



that Canadian toll-free numbers are not free when calling from another country, but the CAF Member Assistance Program will also accept collect calls at +1 613 941 5842.

<https://www.canada.ca/en/department-national-defence/programs/member-assistance.html>

## MFRC CONTACT INFO

Province	Address	Phone # / Email
Alberta	<a href="#">Cold Lake MFRC</a> 674 Kingsway Road, Cold Lake, Alberta T9M 2C3	780-594-6006 <a href="mailto:coldlake@cafconnection.ca">coldlake@cafconnection.ca</a> <a href="#">Facebook page</a>
	<a href="#">Edmonton MFRC</a> Bldg 161, Mons Avenue, Lancaster Park Edmonton, Alberta T5J 4J5	780-973-4011 ext. 6300 <a href="mailto:information@mfrcedmonton.com">information@mfrcedmonton.com</a> <a href="#">Facebook page</a>
	<a href="#">Wainwright MFRC</a> Building 400, Hillside Road, Denwood, Alberta T0B 1B0	780-842-1363 ext.1253 <a href="mailto:info@wainwrightmfr.ca">info@wainwrightmfr.ca</a> <a href="#">Facebook page</a>
	<a href="#">Calgary MFRC</a> 4225 Crowchild Trail SW, Calgary, Alberta T3E 1T8	403-410-2320 ext.3590 <a href="mailto:info@calgarymfr.ca">info@calgarymfr.ca</a> <a href="#">Facebook page</a>
	<a href="#">Suffield MFRC</a> R35 Dugway Drive, Ralston, Alberta T0J 2N0	403-544-5567 <a href="mailto:cfbsuffieldmfr@gmail.com">cfbsuffieldmfr@gmail.com</a> <a href="#">Facebook page</a>
British Columbia	<a href="#">Comox MFRC</a> 19 Wing Fitness and Community Centre, 1575 Military Row, Lazo, British Columbia V0R 2K0	250-339-8290 <a href="mailto:info@comoxmfr.ca">info@comoxmfr.ca</a> <a href="#">Facebook page</a>
	<a href="#">Mainland BC MFRC</a> 1755 West 1st Avenue, Vancouver, British Columbia V6J 0G7	604-225-2520 ext. 2518 (Vancouver office) <a href="mailto:info@bcmfr.com">info@bcmfr.com</a> <a href="#">Facebook page</a>
	<a href="#">Esquimalt MFRC</a> 1505 Esquimalt Road, Signal Hill, Esquimalt, British Columbia V9A 7N2	250-363-2640 <a href="mailto:emfr@shaw.ca">emfr@shaw.ca</a> <a href="#">Facebook page</a>



Manitoba	<a href="#">Winnipeg MFRC</a> 102 Comet Street, Winnipeg, Manitoba R3J 3Y5	204-833-2500 ext. 4500 <a href="mailto:serena.stan@winnipegmfr.ca">serena.stan@winnipegmfr.ca</a> <a href="#">Facebook page</a>
	<a href="#">Shilo MFRC</a> Building T114, Notre Dame Avenue, Shilo, Manitoba R0K 2A0	204-765-3000 ext. 3352 <a href="mailto:shilo.mfrc@outlook.com">shilo.mfrc@outlook.com</a> <a href="#">Facebook page</a>
New Brunswick	<a href="#">Gagetown MFRC</a> 45A St. Lawrence Avenue, Gagetown, New Brunswick E2V 4J5	506-422-3352 <a href="mailto:nbmfrcreception@gmail.com">nbmfrcreception@gmail.com</a> <a href="#">Facebook page</a>
Newfoundland & Labrador	<a href="#">Goose Bay MFRC</a> 564 Rivers Road, Goose Bay, Newfoundland A0P 1C0	709-896-6900 ext. 6060 <a href="mailto:gbmfr@nf.sympatico.ca">gbmfr@nf.sympatico.ca</a> <a href="#">Facebook page</a>
	<a href="#">St. John's MFRC</a> 145 Churchill Avenue, St. John's, Newfoundland A1A 0N9	709-570-4636 <a href="mailto:info@stjohnsmfrc.com">info@stjohnsmfrc.com</a> <a href="#">Facebook page</a>
	<a href="#">Gander MFRC</a> 117 Sullivan Avenue, Gander, Newfoundland A1V 1X1	709-256-1703 ext. 1206 <a href="#">Facebook page</a>
North West Territories	<a href="#">Yellowknife MFRC</a> 5124 54th Street, Yellowknife, Northwest Territories X1A 2R3	867-873-0700 ext. 6859 <a href="mailto:Info.northof60.mfrc@northwestel.net">Info.northof60.mfrc@northwestel.net</a> <a href="#">Facebook page</a>
Nova Scotia	<a href="#">Greenwood MFRC</a> 24 School Road, Greenwood, Nova Scotia B0P 1N0	902-765-5611 <a href="mailto:home@greenwoodmfr.ca">home@greenwoodmfr.ca</a> <a href="#">Facebook page</a>
	<a href="#">Halifax &amp; Region MFRC</a> WP106 Windsor Park, 6393 Homefire Crescent, Halifax, Nova Scotia B3K 5X5	902-427-7788 <a href="mailto:info@hrmfrc.ca">info@hrmfrc.ca</a> <a href="#">Facebook page</a>
Ontario	<a href="#">National Capital Region MFRC</a> 330 Croil Private, Building 471 Ottawa, Ontario K1V 1J1	613-998-4888 <a href="mailto:mfsncr@cfmws.com">mfsncr@cfmws.com</a> <a href="#">Facebook page</a>
	<a href="#">Petawawa MFRC</a> 10-16 Regalbuto Avenue, Petawawa, Ontario K8H 1L3	613-687-1641 <a href="mailto:Information@PetawawaMFRC.com">Information@PetawawaMFRC.com</a> <a href="#">Facebook page</a>
	<a href="#">North Bay MFRC</a> 39 Sterling Avenue, Hornell Heights, North Bay, Ontario P0H 1P0	705-494-2011 ext. 2053 <a href="mailto:Donat.Roussy@forces.gc.ca">Donat.Roussy@forces.gc.ca</a> <a href="mailto:Donat.northbaymfrc@gmail.com">Donat.northbaymfrc@gmail.com</a> <a href="#">Facebook page</a>

	<p><a href="#">Kingston MFRC</a> Batoche Community Centre, 32 Lundy's Lane, Kingston, Ontario K7K 5G2</p> <p><a href="#">Trenton MFRC</a> Siskin Centre, 50 Rivers Drive East, Trenton, Ontario K0K 3W0</p> <p><a href="#">Toronto MFRC</a> 5 Yukon Lane, Toronto, Ontario M3K 0A1</p> <p><a href="#">Borden MFRC</a> 56 Gibraltar Road, CFB Borden, Bldgs E-123 &amp; E-182, Borden, Ontario L0M 1C0</p> <p><a href="#">Meaford MFRC</a> Building M-208 112 Grey Road, Meaford, Ontario N4L 0A1</p> <p><a href="#">London MFRC</a> 701 Oxford Street E, London, Ontario N5Y 4T7</p>	<p>613-541-5010 ext. 5195 <a href="mailto:kmfrc@kmfrc.com">kmfrc@kmfrc.com</a> <a href="#">Facebook page</a></p> <p>613-965-3575 <a href="mailto:info@trentonmfrc.ca">info@trentonmfrc.ca</a> <a href="#">Facebook page</a></p> <p>416-633-6200 ext. 4311 <a href="mailto:info@torontomfrc.ca">info@torontomfrc.ca</a> <a href="#">Facebook page</a></p> <p>705-424-1200 ext. 3994 <a href="mailto:bordenfamilyresourcecentre@gmail.com">bordenfamilyresourcecentre@gmail.com</a> <a href="#">Facebook page</a></p> <p>519-538-1371 ext. 6509 <a href="mailto:mfrc.meaford@gmail.com">mfrc.meaford@gmail.com</a> <a href="#">Facebook page</a></p> <p>519-660-5275 <a href="mailto:beverly.robbs@forces.gc.ca">beverly.robbs@forces.gc.ca</a></p>
Prince Edward Island	<p><a href="#">PEI MFRC</a> HMCS Queen Charlotte, 210 Water Street, Charlottetown, PEI C1A 9M5</p>	<p>902-892-8999 <a href="mailto:info@pei-mfrc.org">info@pei-mfrc.org</a> <a href="#">Facebook page</a></p>
Quebec	<p><a href="#">Bagotville MFRC</a> 1775 Lucien Lecompte Street, B116 Alouette, Quebec G0V 1A0</p> <p><a href="#">Valcartier MFRC</a> Edifice 93, Place Vanier, Courcellette, Quebec G0A 4Z0</p> <p><a href="#">Montreal Region MFRC</a> 6550, Hochelaga Street, Montreal, Quebec H1N 1X9</p> <p>(St-Jean Garrison) Bldg 8, Carpiquet Street, Richelain, Quebec J0J 1R0</p> <p>(St-Hubert office) 4815 Chemin De la Savane,</p>	<p>418-677-7468 <a href="mailto:info@crfmbagotville.com">info@crfmbagotville.com</a> <a href="#">Facebook page</a></p> <p>418-844-6060 <a href="mailto:info@crfmv.com">info@crfmv.com</a> <a href="#">Facebook page</a></p> <p>514-252-2777 ext. 4984 <a href="mailto:info.crfm@forces.gc.ca">info.crfm@forces.gc.ca</a> <a href="#">Facebook page</a></p> <p>450 358-7099 ext. 7955 <a href="mailto:info.crfm@forces.gc.ca">info.crfm@forces.gc.ca</a></p> <p>450 462-8777 ext. 6810 <a href="mailto:info.crfm@forces.gc.ca">info.crfm@forces.gc.ca</a></p>





	St-Hubert, Quebec J3Y 9G1	
Saskatchewan	<a href="#">Central Saskatchewan MFRC</a> Building 100, 17 Wing, Dundurn, Saskatchewan S0K 1K0  <a href="#">Moose Jaw MFRC</a> Building 80, 15 Wing, Moose Jaw, Saskatchewan S6H 7Z8	306-492-2135 ext. 4266 <a href="mailto:Kendra.Bessey@forces.gc.ca">Kendra.Bessey@forces.gc.ca</a> <a href="#">Facebook page</a>  306-694-2273 <a href="mailto:registrations@moosejawmfr.ca">registrations@moosejawmfr.ca</a> <a href="#">Facebook page</a>

## ADMINISTRATION

### MONEY TRANSFER

You will likely need to move money between your European and Canadian accounts. [Wise](#), [Visa Direct](#), and [XE.com](#) are both worth looking at for this.

### INSURANCE

Searching for the best insurance rates can be a daunting task, especially after a few years out of the country. SISIP Financial has a partnership with The Personal Home and Auto Insurance, which offers exclusive group rates on home, and auto insurance, all with personalized coverage for the CAF community.

<https://cfmws.ca/insurance-finance>

### IMPORTING YOUR PET TO CANADA

To ensure you meet all the required criteria to enter the country with your pet(s), consult the [Canadian Food Inspection Agency \(CFIA\) website](#).

Dogs and cats may enter Canada if they are accompanied by a rabies vaccination certificate. The European Union pet passport is an acceptable alternative to the rabies vaccination certificate as long as all the required elements outlined below are included.

The rabies vaccination certificate must:

- *be written in English or French;*
- *be issued and signed by a licensed veterinarian;*
- *identify the animal (breed, sex, colour, and weight);*
- *state that the animal is vaccinated against rabies;*
- *indicate the date of vaccination;*
- *indicate the trade name and the serial number of the licensed vaccine; and*



- specify the duration of immunity (otherwise, it will be considered valid for one year from the date of vaccination).

You should be aware of the [companion animal container guidelines](#) issued by the International Air Transport Association (IATA).

For more information on flying with your pet, consult your carrier's website:

- Air Transat: <https://www.airtransat.com/en-CA/Travel-information/Special-services/Pets-and-service-dogs>
- Air Canada: <https://www.aircanada.com/ca/en/aco/home/plan/special-assistance/pets.html>
- Lufthansa: <https://www.lufthansa.com/us/en/travelling-with-animals>
- KLM: [https://www.klm.com/travel/us\\_en/prepare\\_for\\_travel/travel\\_planning/pets/index.htm](https://www.klm.com/travel/us_en/prepare_for_travel/travel_planning/pets/index.htm)

## SECURING CHILDCARE IN CANADA

One of the priorities for your family will be to find a good school for your school-aged children and find suitable childcare for your younger children, prior to your move. The sooner you start looking, the better your chances are at finding childcare in your new town, as some provinces and cities have long waitlists.

You can start your research with this website: <https://findingqualitychildcare.ca/>. Once you've found childcare options in your new community, we have a [checklist for selecting a childcare provider](#) that may be helpful.

## CHILD BENEFIT (FEDERAL & PROVINCIAL)

If you have children under 18 years old, you might have been receiving the Canada Child Benefit (CCB) while you were OUTCAN, but your provincial child benefit was probably stopped once you moved to Europe. Upon your return to Canada, visit this [website](#) to find out more about the provincial child benefits available.

## RESOURCES

### Inventory Apps

- Sortly <https://www.sortly.com/>
- Encircle <https://encircleapp.com/login>

### Recordings to watch

Every year, MFS(E) provides important information for the Return to Canada from an OUTCAN posting. See below some pertinent topics for your journey back to Canada:



- *Readjusting to life in Canada : The Realities of Reverse Culture Shock:* <https://youtu.be/G8PPCdwVKEs>
- *Being organized for your move:* <https://youtu.be/23cvkAizv5M>
- *Financial planning for your return to Canada:* <https://youtu.be/5mlLPhLRTD8>
- *Returning to the Workplace in Canada:* <https://youtu.be/pZ7BX-Edqko>
- *Get to know the Military Spousal Employment Network! :* <https://youtu.be/TiM06kqJshQ>

## RETURNING TO WORK

### ADULT EMPLOYABILITY PROGRAM

If you are looking for employment for your imminent return to Canada, MFS(E) can help you to be well prepared through our Adult Employability Program. Through participation in a series of virtual workshops, you can receive help creating a strong resume, cover letter and career portfolio as well as learning and practicing interview techniques.

Recordings for Job Search, Resume writing, cover letters & Interview skills and other useful topics can be accessed via the [MFS\(E\) YouTube Channel Playlist](#) for Employment and Education.

For information regarding employment assistance, please contact the MFS(E) Education, Employment and Training Programs Coordinator at: [MFSE.EmploymentEducationTraining@cfmws.com](mailto:MFSE.EmploymentEducationTraining@cfmws.com).

### OTHER RESOURCES

The MFS Spousal Employment team remains available to continue to provide support and programming to military spouses in their career development and training. Many of the Military Spousal Employment Network employers are committed to connecting with you in their search for talent. Connect with the Military contact for more information about a company or simply apply for the many positions in the job bank; updated daily with new positions.

- *Facebook page - MFS Spousal Employment / Emploi des conjoints SFM* <https://www.facebook.com/MFSSpousalEmployment>
- *Employment resources:* <https://cfmws.ca/support-services/employment>
- *Military Spousal Employment Network by MFS* <https://msen.vfairs.com/en/>



## IN CLOSING

Your posting to Europe may be one of the most memorable postings you have experienced with the Canadian Armed Forces. This experience comes from a combination of your outlook on life, your specific location and your family dynamics. Your journey back to Canada may be challenging at times, with various ups and downs, as it might be as equally hard to go back “home” than it was to come to Europe.

Through it all, MFS(E) is here to assist you to minimize any stressors incurred by your move and overcome any bumps along the way.

This handbook is a special tool designed with you in mind. As this is always a working document and every family’s experience is different, we welcome any recommendations to improve this guide. It is your input that helps us to better serve you. We wish you a pleasant move and posting on Canadian soil.

This is not goodbye, this is a “see you later”!

MFS(E) Staff, Advisory Committee & Volunteers

*DISCLAIMER: Due to ever-changing rules and regulations, please ensure you do your own research and consult the resources provided for the most up-to-date policies and procedures before making any assumptions or relying on information provided within as policies and procedures change and could be different from the time this document was created and updated.*

*Thank you for your cooperation and attention in this matter.*



## ANNEX A – PACKING LIST

### Recommended Packing List

For more information, please see the following link on relocation:

<https://cfmws.ca/support-services/moving-housing/guide-to-relocating>

#### **Carry On items:**

- Passport(s) / Military ID / Travel Orders.
- Medical documents (prescriptions / vaccinations / records etc.).
- Official documents (marriage certificate / birth certificates / power of attorney / custody documents).
- Other forms of ID (driver's license / international driver's permit, health cards).
- Insurance forms (medical / life / other).
- A list of emergency contacts (for new province).
- Schooling paper work (you may require this before your air shipment arrives).
- All pet paperwork for customs (a copy should be taped to side of the kennel with the originals on you for duration of your trip).
- All vehicle paperwork for customs (photocopies in the car, originals with you including paperwork from the transport company).
- Cell phones, laptops, iPads, music devices, and all chargers.
- A change of clothes and toiletries in case of lost luggage.
- Baby essentials in case of lost luggage/delayed flights.
- Any valuables (ie: jewellery)- do not put them in checked baggage as they may get lost or stolen in transit.
- Prescription and over-the-counter meds to last a few days in case of lost baggage/delays.
- Wet wipes / hand sanitizers / extra ziploc bags.
- Any other small valuables (carry on or checked baggage).
- Canadian credit card and bank cards.

#### **What to pack in checked baggage:**

- Refer to policy regarding allowances and bring the maximum allowed as this may be all you have for several months.
- Seasonally appropriate clothing including warmer coats, and shoes for a change in season in case of delays in sea shipment.
- DND (military personnel only) required uniform including boots, DEU's and medals. Additional uniforms should go in the sea shipment.
- Toiletries in ziploc bags.



- DVD's, books, and toys for family entertainment as internet may take time to install or for your stay at the hotel. Alternately, download media from your streaming services to your devices before you depart.

## ANNEX B – TO DO LIST

### To Do List during your move

More information regarding relocation and checklists [here](#).

#### **Around 6 Month Before a Possible Move**

- Finalize VTA
- Plan how / when to send back animal(s)
  - Flights, take into account summer / winter blackout dates
  - Transfers
  - Vaccination
- Start location and properties research in the new possible location
- Start a list of items to sell or donate
  - Small EU / UK appliances
  - Adaptors
  - Car
- Start keeping lower amounts in local bank account by transferring more to Canadian account
- Update and revise your CV and start looking for a job (see the Return to Work section of this guide for more information)

#### **On Going**

- Spring cleaning and donating items you no longer use or want
- Give notice (accommodation, cell phone, home phone, insurance, etc.)
- If you are buying a property; shop for mortgage rates, get pre-approved
- If you rent military accommodations; contact [CFHA](#)
- Plan the shipment of cars, if necessary

#### **When Posting Message Arrive**

- Review BGRS Relocation Directive
- Within 21 days, register online on the [BGRS](#) portal
- Organize HHT (meet with BGRS, dates, leave pass, book hotel, book flights \*([HRG](#)), book kennel for animals)
- Contact MFRC at new base to get welcome package



- Contact the owner for any repairs and perform a pre-inspection

## **On Going Administration After Reception of Posting Message**

- Documents required when leaving for Canada
  - Vehicle bill of sale
  - Vehicle records
  - Deregistration documents
  - Vehicle shipping documents
  - Furniture shipping documents
  - Driving record
  - Birth certificates
  - Vaccination records
  - Inventory
  - Children's school records
  - Medical / dental records
- Perform HHT or DIT
- Notify CFSU(E) Housing Department of your departure dates and your landlord
- Search, choose and make school registrations for children, contact [CEM](#) for support
- Apply for a driver's license and a provincial health card for each family member

## **1 Month Before Moving**

- Schedule the site inspection with the owner on the day of the cleaning
- Conduct inventory
- Book accommodation and car rental (origin and destination)
- Consult HRG for flight preferences and rental cars
- Make a list of address changes to be made and make requests
- Mail forwarding request (local post office and base post office if applicable)
- Contact all utilities of the new house to connect / transfer
  - Gas
  - Water
  - Hydro
  - Cable
  - Phone
  - Internet
  - Cellphone
  - Alarm system
  - Other
- Sell or give away items with EU / UK plugs that you are not bringing back to Canada
- Obtain a driving record certificate from the insurance company



## **1 Week Before Moving**

- Read the guides and directives provided during the pre-move meeting and keep them throughout the moving process
- Remove weeds, clean the front and back yard, including toys, furniture and BBQ, window joints, remove pictures from walls, fill holes, remove batteries from toys and electronic devices, make minor repairs to the house and yard in accordance with your lease.
- Refill all prescriptions at the pharmacy
- Donate all plants and perishables
- Plan for items traveling with you
  - Clothing
  - Jewelry
  - Important documents
  - Valuable objects
  - Toys

## **1 Day Before Moving Company Arrives**

- Assemble an installation box with
  - Tools such as screwdrivers, Allen keys
  - Paper towels
  - Hand soap
  - Toilet paper
  - Scotch tape
  - Electronic remote control (s)
  - Small parts to disassemble / reassemble furniture
- Defrost and clean the refrigerator
- Clean the stove and oven
- Set aside flammable items that cannot be moved
- Clean recycling bins and garbage cans
- Make sure things that belong to the owner are unpacked (put them in a separate box aside)
- Make a detailed list of all food items that are going to be shipped
- Cut the grass
- Prepare electrical appliances for inspection before packing

## **Pre Pack, Pack, and Load Days**

- If the movers haven't arrived before 10:00 a.m., call the Movement section





- Take photos once the sea container is ready to be sealed
- If the movers damage the house
  - Annotate on the document you sign from the moving company
  - Photograph the document in question
  - Contact the Movement section
  - Contact the owner / housing agency

### **Last Day at Origin**

- Perform an inspection with the owner / inspection agency
- Return all keys and other items to the owner
- Note all meter readings (water, gas, electricity)
- Follow the procedure indicated by the housing agency (if applicable)
- Clean the house
- Remove and throw away garbage

### **Administration**

- Return security deposits to your CFSU(E) orderly room
- Stop automatic withdrawals from your financial institution
- Do not close the bank account (s) if you need to make final deposits / payments
- Close bank accounts / credit cards if you no longer need them

### **Administration When Arriving at Destination**

- Contact base traffic within 48 hours of arrival at destination
- If you haven't already, apply for a driver's license and provincial health card for each family member

### **1 Day Before Move-In Day**

- Assemble an installation box with
  - Tools such as screwdrivers, Allen keys
  - Paper towels
  - Hand soap
  - Toilet paper
  - Scotch tape
  - Electronic remote control(s)
  - Small parts to disassemble / reassemble furniture
- Make sure all rooms are ready to receive furniture
- Identify each room to facilitate the work of the movers



### **Move-In Day:**

- If the movers haven't arrived before 10:00 a.m., call the Movement section
- Take photos once the sea container is ready to be sealed
- If the movers damage the house
  - Annotate on the document you sign from the moving company
  - Photograph the document in question
  - Contact the Movement section
  - Contact the owner / housing agency



## ANNEX C – HEALTH CARD

Province	Mailing Address	Phone Number	Internet Site
Alberta	Alberta Health Attn: Alberta Health Care Insurance Plan PO Box 1360, Station Main Edmonton, AB T5J 2N3	780-427-1432 Fax: 780-422- 0102	<a href="https://www.alberta.ca/ahcip.aspx">https://www.alberta.ca/ahcip.aspx</a>
British Columbia	Health Insurance BC PO Box 9035 Stn Prov Govt Victoria, B.C. V8W 9E3	(604) 683-7151 (Lower Mainland) 1-800-663-7100 (Elsewhere in B.C.)	<a href="https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp/bc-residents">https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp/bc-residents</a>
Manitoba	Manitoba Health, Seniors and Active Living 300 Carlton Street Winnipeg MB R3B 3M9	204-786-7101 Toll Free: 1-800- 392-1207 Fax: 204-783- 2171	<a href="https://www.gov.mb.ca/health/mhsip/index.html">https://www.gov.mb.ca/health/mhsip/index.html</a>
New Brunswick	Medicare – Eligibility and Claims New Brunswick Medicare Department of Health P.O. Box 5100 Fredericton, N.B., E3B 5G8	(506) 684-7901	<a href="https://www2.gnb.ca/content/gnb/en/departments/health/MedicarePrescriptionDrugPlan/content/medicare/ApplyingforaCard.html">https://www2.gnb.ca/content/gnb/en/departments/health/MedicarePrescriptionDrugPlan/content/medicare/ApplyingforaCard.html</a>
Newfoundland & Labrador	Department of Health and Community Services P.O. Box 8700 1st Floor, West Block Confederation Building 100 Prince Philip Drive St. John's, NL A1B 4J6	Avalon Region Toll Free 1-866- 449-4459 (709) 758-1500 All Other Areas, Incl. Labrador Toll Free 1-800- 563-1557 (709) 292-4027	<a href="https://www.gov.nl.ca/hcs/mcp/">https://www.gov.nl.ca/hcs/mcp/</a>
North West Territories	Health Services Administration Office Health and Social Services Bag #9 Inuvik, NT X0E 0T0	Toll free 1-800-661-0830 Phone 1-867-777-7400 Fax 1-867-777-3197	<a href="https://www.hss.gov.nt.ca/en/services/applying-health-care">https://www.hss.gov.nt.ca/en/services/applying-health-care</a>
Nova Scotia	NOVA SCOTIA MSI PO Box 500 Halifax, NS B3J 2S1	902-496-7008	<a href="https://novascotia.ca/dhw/msi/">https://novascotia.ca/dhw/msi/</a>



Nunavut	Nunavut Health Insurance Programs Office Department of Health Box 889 Rankin Inlet, NU X0C 0G0	867-645-8001 Fax: 867-645-8092 Toll Free: 1-800-661-0833	<a href="https://gov.nu.ca/health/information/nunavut-health-care-plan">https://gov.nu.ca/health/information/nunavut-health-care-plan</a>
Ontario	Service Ontario PO Box 48 Kingston ON K7L 5J3	416-326-1234 Toll-free: 1-800-267-8097	<a href="https://www.ontario.ca/page/health-cards">https://www.ontario.ca/page/health-cards</a> <a href="#">Service Ontario locations</a>
Prince Edward Island	Health PEI 16 Garfield Street PO Box 2000 Charlottetown, PE C1A 7N8	902-368-6130 Fax: 902-368-6136	<a href="https://www.princeedwardisland.ca/en/service/apply-pe-health-card-new-residents">https://www.princeedwardisland.ca/en/service/apply-pe-health-card-new-residents</a>
Quebec	Régie de l'assurance maladie du Québec PO Box 6600, succ. Terminus Québec, QC G1K 7T3	1-800-561-9749	<a href="https://www.ramq.gouv.qc.ca/en">https://www.ramq.gouv.qc.ca/en</a>
Saskatchewan	eHealth Saskatchewan 2130 11th Avenue, 3rd Floor Regina, SK S4P 0J5	306-787-3251 Fax: 306-787-8951	<a href="https://www.ehealthsask.ca/residents/health-cards/Pages/Apply-for-a-Health-Card.aspx">https://www.ehealthsask.ca/residents/health-cards/Pages/Apply-for-a-Health-Card.aspx</a>
Yukon	Health care insurance plan (H-2) Health & Social Services, Government of Yukon Box 2703 Whitehorse, Yukon Y1A 2C6	867-667-5209 Fax: 867-393-6486	<a href="https://yukon.ca/en/health-care-card">https://yukon.ca/en/health-care-card</a>



## ANNEX D – DRIVER’S LICENCE

Province	Mailing Address	Phone Number	Internet Site
Alberta	Alberta Transportation Main Floor- Twin Atria 4999-98 Ave Edmonton, AB T6B 2X3	(780) 310-0000 Outside AB: (780) 427-8230	<a href="https://www.alberta.ca/driving-vehicles.aspx">https://www.alberta.ca/driving-vehicles.aspx</a>
British Columbia	ICBC Licensing Driver Services Centre 151 West Esplanade North Vancouver, BC V7M 3H9	From Lower BC: (604) 661-2800 Toll Free in NA: (800) 663-3051	<a href="http://www.icbc.com/driver-licensing/Pages/default.aspx">http://www.icbc.com/driver-licensing/Pages/default.aspx</a>
Manitoba	Manitoba Transportation Driver & Vehicle Licensing 234 Donald St, Box 6300 Winnipeg, NB R3C 4A4	(204) 985-7000 Fax: (204) 954-5338 or Toll Free in NA: (800) 665-2410	<a href="https://www.mpi.mb.ca/Pages/Licensing-ID.aspx">https://www.mpi.mb.ca/Pages/Licensing-ID.aspx</a>
New Brunswick	NB Department of Transportation 364 Argyle St Fredericton, NB E3B 1T9	<a href="https://www2.gnb.ca/content/gnb/en/services/services_renderer.201491.Driver_s_Licences.html">DPS- MSP.Information @gnb.ca</a>	<a href="https://www2.gnb.ca/content/gnb/en/services/services_renderer.201491.Driver_s_Licences.html">https://www2.gnb.ca/content/gnb/en/services/services_renderer.201491.Driver_s_Licences.html</a>
Newfoundland & Labrador	Motor Registration Division Department of Government Services PO Box 8710 St. John’s NF A1B 4J5	(709) 729-4834	<a href="https://www.gov.nl.ca/motorregistration/existing-drivers/">https://www.gov.nl.ca/motorregistration/existing-drivers/</a>
North West Territories	Government of NWT Department of Transport 5003 – 49th Street, Yellowknife NWT X1A 2L9	(867) 873-7487 Fax: (867) 669-9094	<a href="https://www.idmv.dot.gov.nt.ca/Drivers">https://www.idmv.dot.gov.nt.ca/Drivers</a>
Nova Scotia	Nova Scotia Registry of Motor Vehicles 300 Horseshoe Lake drive Bayers Lake Business Park Halifax, NS B3S 0B7	(902) 424-5851 Toll Free in NA: (800) 898-7668	<a href="https://novascotia.ca/sns/access/drivers.asp">https://novascotia.ca/sns/access/drivers.asp</a>



Nunavut	Motor Vehicles Division Department of Economic Development & Transportation Box 1000 Station 1575 Iqaluit, NU X0A 0H0	Toll Free: (867) 975-7800	<a href="https://gov.nu.ca/edt/documents/drivers-licence-application">https://gov.nu.ca/edt/documents/drivers-licence-application</a>
Ontario	Ministry of Transportation Licensing Admin. Office 77 Wellesley Street West Ferguson Block, 3rd Floor Toronto, ON M7A 1Z8	(416) 235-2999 Toll Free: (800) 387-3445 Fax: (416) 235-4414	<a href="https://www.ontario.ca/page/driving-and-roads">https://www.ontario.ca/page/driving-and-roads</a>
Prince Edward Island	Prince Edward Island Depart. of Transportation & Public Works PO Box 2000 Charlottetown, PE C1A 7N8	(902) 368-5228 Fax: (902) 368-5236	<a href="https://www.princeedwardisland.ca/en/information/transportation-infrastructure-and-energy/getting-pei-drivers-licence">https://www.princeedwardisland.ca/en/information/transportation-infrastructure-and-energy/getting-pei-drivers-licence</a>
Quebec	Société de l'Assurance Automobile du Québec P.O. Box 19600, Terminus 333 blvd. Jean- Lesage Québec, QC G1K 8J6	Québec: (418) 643-7620 Montréal: (514) 873-7620 Toll Free in PQ: 1 (800) 361-7620	<a href="https://saaq.gouv.qc.ca/en/drivers-licences/">https://saaq.gouv.qc.ca/en/drivers-licences/</a>
Saskatchewan	Saskatchewan Government Insurance (SGI), Licensing and Registration Services 2260 11th Avenue Regina, SK S4P 0J9	(306) 775-6900 Toll Free: (800) 667-9868	<a href="https://www.sgi.sk.ca/licensing">https://www.sgi.sk.ca/licensing</a>
Yukon	Gold Creek Building (Old Rogers Video Building) Unit A, 2251-2nd Avenue Whitehorse, Yukon Y1A 5W1	(867) 667-5315 Fax: (867) 393-6220 Toll Free: (800) 661-0408 ext. 5315	<a href="https://yukon.ca/en/driving-and-transportation/driver-licensing/renew-your-drivers-licence">https://yukon.ca/en/driving-and-transportation/driver-licensing/renew-your-drivers-licence</a>
Transport Canada	Transport Canada Tower C, Place de Ville 330 Sparks St Ottawa, ON K1A 0N5	(613) 990-2309 Toll Free: (866) 995-9737	<a href="https://tc.canada.ca/en/road-transportation">https://tc.canada.ca/en/road-transportation</a>