

# Director General Compensation and Benefits Frequently Asked Questions

## Relocation

### **1: I am waiting for my posting instruction, what can I do now to prepare?**

A1: While you await the instruction you can take time to become familiar with the Canadian Armed Forces Relocation Directive. It is available online from both the internet and the intranet. You will also find additional information such as How to register with BGRS and the Relocation Assistance Document at the below link:

- [Relocation, travel, and accommodation benefits](#)

### **2: How do I get paid my posting allowance?**

A2: The posting allowance will be administered via the unit/local pay office and be processed on the member's **Change of Strength date**, as stated on the posting message. Check in with your new unit once you arrive at your new location.

### **3: How do I find out who my CAF Relocation Coordinator is?**

A3: Once you receive your posting instruction and register with BGRS, you will receive an Active Posting Season 21 Relocation Assistance Package email. In this email there will be a lot of good information including points of contact, and the Relocation Assistance Document. Within the Relocation Assistance Document there is Relocation Checklist with a link to the Coordinator information. A list of Coordinators is also found at the link below:

<http://cmp-cpm.mil.ca/en/benefits/benefits-generic.page>

### **4: I am relocating with my family this APS but now, due to COVID-19 travel restrictions, will I be able to conduct a House Hunting Trip prior to traveling to my new place of duty?**

A4: If a member is conducting a House Hunting Trip to a location where there is no requirement to quarantine, then they can continue with undertaking the House Hunting Trip as per the standard process. The only difference is that they are requested to consider travelling unaccompanied in order to minimize external contacts between their family and others.

If a member is travelling *to a destination* where there is no requirement to quarantine, but, they are travelling *from a Province* that has a quarantine requirement – they can still proceed with their House Hunting Trip. However, when they return from their House Hunting Trip, they are expected to quarantine in their principal residence while following Provincial guidelines. For greater clarity, there is no entitlement to benefits for a member when they return from their House Hunting Trip and quarantine at home.

When a member is posted to a Province, Territory, or country with a quarantine requirement, they will not be permitted to conduct a physical House Hunting Trip until after they have travelled to new location and completed their quarantine.

The option of a virtual House Hunting Trip remains possible for all relocating members. However, should a member purchase or secure their replacement accommodation virtually, they will not be entitled to standard House Hunting Trip travel benefits.

Ref: Canadian Armed Forces Relocation Directive Chapter 4 (House Hunting Trip and Destination Trip)

**5: I have been informed that my household goods and effects delivery may be delayed at destination. Will this put my family out of pocket?**

A5: If a member remains separated from their household goods and effects for reasons outside of their control – such as a delayed delivery, any additional Interim Lodgings, Meals and Miscellaneous that they require beyond the standard entitlement must be requested to their Base or Wing Administration Officer using the *Standard Base/Wing Administration Officer CAFRD Article 5.08, 5.09, And 12.2.01 Verification Form* which is found at the following link <http://cmp-cpm.mil.ca/en/benefits/benefits-generic.page> under supporting documents. Once the member has received the signature of the Base or Wing Administration Officer, they are to upload the form to their Member Secure Website and attach it when submitting their claim for additional Interim Lodgings, Meals and Miscellaneous for the period which they are separated from their household goods and effects.

Ref: Canadian Armed Forces Relocation Directive Chapter 5 (Interim Lodgings, Meals and Miscellaneous)

**6. Can I still elect the Real Estate Incentive?**

A6. Yes. You can, however, you only have 15 working days after receipt of your appraisal to elect the Real Estate Incentive. To elect Real Estate Incentive, the mbr needs to indicate their decision the Policy Waiver form found in the Document Section on their Member Secure Website (MSW) after receiving their appraisal. Be aware that once the decision is made, it is irrevocable.

Canadian Armed Forces Relocation Directive Chapter 8 (Sale and Purchase of Principal Residence)

**7. If I purchase a residence on line without taking a House Hunting Trip, can I still be reimbursed relocation benefits.**

A7. If a member purchases a house virtually, they are no longer entitled to House Hunting Trip benefits.

However, depending on their posting destination (i.e. whether or not quarantine is required), they may be authorized to conduct a Destination Inspection Trip.

The costs associated with Home Purchase are reimbursable in accordance with the Canadian Armed Forces Relocation Directive regardless of whether or not you take a House Hunting Trip.

Ref: Canadian Armed Forces Relocation Directive Chapter 8 (Sale and Purchase of Principal Residence)

**Q8. Once the travel restrictions are lifted, how do I proceed on a House Hunting Trip/ Destination Inspection Trip?**

A8. Should travel restrictions be lifted and House Hunting Trip/ Destination Inspection Trips become authorized, you will be required to request the House Hunting Trip through the standard process – i.e. by submitting a House Hunting Trip/ Destination Inspection Trip authorization form with travel dates to be signed by your Commanding Officer. This form must be uploaded to the Member Secure Website. For commercial travel, you will have to submit a trip request through the Member Secure Website.

**9. I was scheduled to move to my Intended Place of Residence, but my move is being delayed due to COVID-19. Am I eligible for an extension?**

A9. It depends on the circumstances. With respect to COVID-19 related complications, retired members may request an extension to the time limit to complete their move to Intended Place of Residence so long as they still have an active Intended Place of Residence benefit and they can clearly explain how COVID-19 has impeded their ability to relocate. For greater clarity, a member has two years after their release to elect an Intended Place of Residence and exercise their relocation benefit. Should a member who remains entitled to an Intended Place of Residence relocation require an extension due to COVID-19 or another relevant reason, they must do so through the Release Clerk at their release base who will initiate an adjudication request to the Director Compensation and Benefits Administration.

**10. I elected to rent a principal residence when I was initially moved to my place of duty but was scheduled to move-in to a new purchased residence this summer prior to the two year expiry date of my purchase benefits. Due to COVID-19 my move-in date has been delayed past my expiry date for purchase benefits. Am I eligible for an extension?**

A10. Yes, you are eligible to request an extension of benefits. However, members should be aware that there is still a requirement for them to demonstrate how COVID-19 affected their ability to take occupancy of their replacement residence within the prescribed time limit.

Members may request an extension to the time limit to complete their purchase and move through their local Canadian Armed Forces Relocation Coordinator who shall submit an adjudication request to Director Compensation and Benefits Administration.

**11. I am posted to a Province/Country that requires that I quarantine upon arrival. What do I do to have my hotel and meals paid for?**

A11. If a member is required to quarantine at destination – requiring an additional 14 days of Interim Lodgings, Meals and Miscellaneous (ILM&M) beyond the standard entitlement, they must make a request to their Base or Wing Administration O using the COVID-19 Base/Wing Administration Officer Canadian Armed Forces Relocation Directive Article 5.08, 5.09, And 12.2.01 Verification Form which is found at the following link <http://cmp-cpm.mil.ca/en/benefits/benefits-generic.page> (under supporting documents) for Interim Lodgings, Meals and Miscellaneous for the dates they will be in quarantine. Once the member has received the signature of the Base or Wing Administration Officer, they are to upload the form to their Member Secure Website and attach it when submitting their claim for additional Interim Lodgings, Meals and Miscellaneous for the quarantine period.

**12. I am posted to a Province/Country that requires that I quarantine upon arrival, and I want to request a House Hunting Trip after my Change of Strength. How do I do this?**

A12. If a member is requesting an House Hunting Trip after Change of Strength because they are required to quarantine at destination – they must make a request to their Base or Wing Admin O using the COVID-19 Base/Wing Administration Officer Canadian Armed Forces Relocation Directive Article 5.08, 5.09, And 12.2.01 Verification Form which is found at the following link <http://cmp-cpm.mil.ca/en/benefits/benefits-generic.page> (under supporting documents) for Interim Lodgings, Meals and Miscellaneous for the dates they will be in quarantine, as well as for House Hunting Trip after Change of Strength benefits (which is an additional 10 days of Interim Lodgings, Meals and Miscellaneous IAW Canadian Armed Forces Relocation Directive 5.07). Once the member has received the signature of the Base or Wing Admin O, they are to upload the form to their Member Secure Website (MSW) and attach it when submitting their claim for additional Interim Lodgings, Meals and Miscellaneous for the quarantine period and for their House Hunting Trip after Change of Strength / Travel to New Location expenses.

**13. What if I wish to quarantine at a third location that is not at destination?**

A13. Members are not permitted to voluntarily quarantine at a third location en route to their destination. Quarantine expenses incurred at a third location during Travel to New Location are only reimbursable when a member is involuntarily ordered to quarantine; for example, when Provincial authorities demand that a member quarantines immediately upon crossing their border rather than at destination.

**14. I am travelling back to Canada from OUTCAN; if I have to quarantine in a Government of Canada “quarantine hotel,” how do I claim these costs?**

A14. If self-isolation is required at a Government of Canada approved quarantine hotel at a designated airport required as a condition of entry into Canada by federal authorities, reimbursement of actual and reasonable related expenses is deemed to be considered a delay which meets the parameters of reference B, article 3.4.05 and Chapter 6 – Travel to New Location at reference B and is therefore approved from core funds. When the member is requesting additional Interim Lodgings, Meals and Miscellaneous to their Base or Wing Administration Officer using the COVID-19 Base/Wing Administration Officer Canadian Armed Forces Relocation Directive Articles 5.08, 5.09, And 12.2.01 Verification Form, they must check the box indicating the dates that they will be required to quarantine at a Government of Canada hotel. Normally, this period will not exceed three days in total upon arrival in Canada.

- a. If the member has not already arranged the onward travel from the airport at point of entry to their destination, they are to arrange this final portion of their itinerary with GBT via a trip request through BGRS’ Member Secure Website.
- b. While the Government of Canada is yet to declare what types of travel are exempted from this requirement, should federal authorities deem the relocation of the CAF member and their dependants essential travel exempting them from occupying the quarantine hotel, the member is to continue to their destination with the least possible delay.

**15. I have questions about the Canadian Armed Forces Relocation Directive and the impact COVID-19 may have on my move benefits. Who should I contact?**

A15. Members should first attempt to resolve any misunderstanding with the service provider, currently BGRS. Should that exchange not result in the satisfactory resolution of the mbr’s query, they can direct their queries to their local Canadian Armed Forces Relocation Coordinator. If the Canadian Armed Forces Relocation Coordinator is unable to provide a full response, the Coordinator shall submit a clarification to the Administrative Response Centre at +CMP ARC - CRA CPM@CMP DGMP@Ottawa-Hull [CMPARC.CRACPM@forces.gc.ca](mailto:CMPARC.CRACPM@forces.gc.ca) . The Administrative Response Centre confers directly with Director Compensation and Benefits Administration on all relocation benefits related inquiries and will be able to provide a response back to the Canadian Armed Forces Relocation Coordinator.

All members who are relocating are reminded that it remains their responsibility to know their benefits and to seek clarity when they are uncertain prior to incurring an expense. Failure to do so may result in them incurring expenses which are not reimbursable under the Canadian Armed Forces Relocation Directive Article. Members are also advised to keep up to date by remaining engaged with their Chain of Command and by reading messages from the Chief of the Defence Staff, CANFORGENS, and other official information sources.

## **Military Foreign Service Instructions**

**16. In considerations of all precautions at my post due to COVID 19, I have evacuated my dependants from my post before the evacuation order was given. Will I be eligible to be reimbursed travel related expenses, meals and accommodations at the location to where I have evacuated my dependants?**

A16. Members are reminded that unless their mission has invoked Foreign Service Directive 64 (Emergency Evacuation), there is no authority to cover expenses incurred by members due to the early departure of the member and/or dependants from the post. Similarly, once a Foreign Service Directive 64 order has been ceased, should a member decide to not return their dependents to their post, the dependents will no longer be entitled to ILM&M expenses at the evacuation site nor to relocation benefits once the member returns to Canada. Members are encouraged to communicate with their OUTCAN support and with their mission if they are concerned about the safety of their dependents at any time during an OUTCAN assignment – regardless of whether Foreign Service Directive 64 has been ordered and especially before making decisions which result in expenses. Nonetheless, in these cases where members have not received an evacuation order, they are encouraged to keep receipts and keep track of all related expenses as other government directives may be implemented to cover these unique circumstances.

**17. I am posted abroad and one of my children is attending full time university in Canada. Due to COVID 19, students are not able to reunite OUTCAN and nor am I able to travel back to Canada to escort them? What are my options?**

A17. In this situation, it is recommended to invoke your pre-determined family care plan, as it is unclear at this time when travel restrictions will be eased in order to allow unimpeded. Certain costs of sending your dependent student to the caretaker designated on your family care plan, as well as related living expenses, may be claimed through your orderly room in accordance with CBI 208.9963 – Reimbursement of Additional Living Expenses - Dependents Separated from an Officer or Non-Commissioned Member on Posting. Members who are subjected to this situation are encouraged to contact their orderly room to discuss what expenses are covered.

**18. If my dependants are evacuated under the provisions in FOREIGN SERVICE DIRECTIVE 64 (Emergency Evacuation) and remain in Canada, will my Foreign Service Premium allowance and allowances based on my family size be impacted due to their departure from the post?**

A18. Yes, Foreign Service Premium, will be adjusted commencing on the 26th compensation day of the absence of your dependants. FSP will resume the first compensation day following the return of the dependants at the post.

**19. If I, or my dependents are home from OUTCAN during a period of leave and due to COVID-19 cannot return to the post (and must await further instruction to return OUTCAN) will my Foreign Service benefits be protected?**

A19. No, benefits and allowances that are afforded for OUTCAN service are specifically in place to recognize financial dissimilarities related to service while OUTCAN in relation to domestic postings. When members are no longer subject to these conditions, related benefits and allowances are ceased on the 26th day a member is absent from OUTCAN. Members subjected to this situation are reminded that foreign service benefits are designed to ensure that personnel are neither advantaged or disadvantaged from their colleagues in Canada during their OUTCAN assignment.