

## Primary Contact Information

First Name		Last Name		Date Of Birth DD/MM/YY	Pronouns
Rank	Unit	Email		Telephone	
Address		City		Province	Postal Code
CAF Status (check if applicable)				Relationship to Member (if not the member)	
Reg Force	<input type="checkbox"/>	Attaché	<input type="checkbox"/>	Spouse/Partner	<input type="checkbox"/>
Reserve	<input type="checkbox"/>	Veteran	<input type="checkbox"/>	Parent	<input type="checkbox"/>
Imp. Restr.	<input type="checkbox"/>	Medical Release	<input type="checkbox"/>	Relative	<input type="checkbox"/>
If applicable, Release Date				Bereaved Family	<input type="checkbox"/>
				Other	<input type="checkbox"/>
Preferred contact method: phone   email   or both				Permission to leave voicemail? Yes   or no	

## Dependent Information

First Name	Last Name	DOB (DD/MM/YY)



# WELCOME FORM

**PROTECTED B** (when completed)

## Secondary Contact Information

First Name		Last Name		Date Of Birth DD/MM/YY	Pronouns
Rank	Unit	Email		Telephone	
Address		City		Province	Postal Code
CAF Status (check if applicable)				Relationship to Member (if not the member)	
Reg Force		Attaché		Spouse/Partner	
Reserve		Veteran		Parent	
Imp. Restr.		Medical Release		Relative	
If applicable, Release Date				Bereaved Family	
				Other	
Preferred contact method: phone   email   or both				Permission to leave voicemail? Yes   or no	

Comments/ Additional Remarks	Preferred Language
	English French Bilingual EN/FR Bilingual FR/EN

The purpose of this form is to collect information on families or individuals who need or may wish to receive specific services or information from Military Family Services (MFS). Information will be kept confidential as per our privacy code policy.

Version 2025



**VETERAN FAMILY PROGRAM**  
For Medically Releasing CAF Members,  
Medically Released Veterans and their Families

**PROGRAMME POUR LES FAMILLES DES VÉTÉRANS**  
Pour les membres des FAC en voie de libération pour des raisons médicales,  
les vétérans libérés pour des raisons médicales et leur famille

**MFS**  
MILITARY FAMILY  
SERVICES PROGRAM



**PSFM**  
PROGRAMME DES SERVICES  
AUX FAMILLES DES MILITAIRES

**PROTECTED A**  
(when completed)

## PRIVACY NOTICE AND CONSENT STATEMENT

### Client Information

First

Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

**All information and communications gathered is considered confidential and private. The Greenwood Military Family Services (MFS) will take all possible safeguards to protect client information.**

Personal information is collected pursuant to sections 2 and 38 – 41 of the *National Defence Act*. The information is used to administer the Military Family Services Program and the Veteran Family Program, which are managed by the Military Family Services (MFS), a division of the Canadian Forces Morale and Welfare Services (CFMWS) through local MFRCs. The personal information may include name, contact information, biographical information, date of birth (when required), identification number (partial military ID), physical attributes, signature, services provided during contact, opinions and views of, or about individuals.

The information may be used by the MFRC and/or MFS for reporting, audit, evaluation, and statistical purposes. In accordance with the memorandum of understanding between CFMWS and Veterans Affairs Canada (VAC), VFP user statistics will be provided to VAC for reporting on program performance indicators to Treasury Board of Canada Secretariat (TBS). Information is stored in Canada in a cloud-based case management system provided by Athena Software (service provider). Case file information may be transferred to a MFRC with the written consent of the individual. Information may also be used or disclosed for program mailing and outreach purposes.

**In accordance with applicable laws, information may be disclosed in the following circumstances:**

- **Child protection** – when MFS becomes aware of harm or potential harm to a child, it is required by law to report this to the local child welfare agency
- **Harm to self or others** – Professional Codes of Ethics and standards of Practice bind the MFRC to notify the proper authorities if there is a reason to believe that there is potential for the client to harm themselves or others
- **Testimony in court** – There are times when MFS may be requested by a court of law to disclose information obtained during sessions, under the above noted items

**Personal information is protected, and only used and disclosed in accordance with the provisions of the *Privacy Act* (and other provincial/territorial privacy legislation applicable to the MFRC), as described above and in personal information bank CFMWS PPU 825 Military Family Services Program / Veteran Family Program. Under the *Privacy Act*, individuals have rights of access to and correction of their personal information, and the right to file a complaint to the Privacy Commissioner of Canada regarding the institution's handling of personal information.**

If you require clarification about this statement, contact our privacy coordinator at [ATIP.AIPRP@cfmws.com](mailto:ATIP.AIPRP@cfmws.com). For more information on the *Privacy Act*, consult the [Office of the Privacy Commissioner of Canada](#).

**By selecting "I Agree", I certify that I understand, and consent to the collection, use and disclosure of my personal information as stated above.**

I Agree

Date

\_\_\_\_\_  
Name of signing parent or legal  
guardian (if necessary)