

# CFPSA ANNUAL REPORT 2003 HIGHLIGHTS 2004

CANADIAN FORCES  
PERSONNEL SUPPORT AGENCY



AGENCE DE SOUTIEN DU PERSONNEL  
DES FORCES CANADIENNES

*The Canadian Forces Personnel Support Agency (CFPSA) provides morale and welfare programs to CF members and their families.*

In our CFPSA Annual Report Highlights for 2003/2004, we explore our uniqueness as an Agency and that of our clients: CF Regular and Reserve Force members, Retired and Former CF personnel, military families, Department of National Defence (DND) employees and Non-Public Funds (NPF)

employees. As part of the CF/DND team, CFPSA strives to be responsive to the evolving needs of these clients.

#### The divisions of CFPSA:

CANEX/NATEX  
SISIP Financial Services (SISIP FS)  
Personnel Support Programs (PSP) Division  
Finance and Informatics  
Human Resources  
Internal Audit and Review

#### Highlights of services/programs:

Mission Information Line  
Health Promotion  
Financial services  
Employment opportunities  
Grocery and retail stores  
National and International sports programs



Photo Credit: Lyndon Goveas

**CFPSA Mission:** *To enhance the quality of life of the military community and contribute to the operational readiness and effectiveness of the Canadian Forces (CF).*

## Serving Members

Serving members of the Canadian Forces (CF), both Regular and Reserve Force, make up CFPSA's largest client group.

#### Sample services CFPSA offers to serving members:

- Grocery and retail stores
- The Personal Insurance Plan
- Food services concessions
- Home oil heating program
- Life and disability insurance
- Financial planning
- Financial counselling and education
- CF Personnel Assistance Fund (CFPAF)
- CFPSA training centre
- R&D into Human Performance

#### CFPSA, in partnership with Bases/Wings/Units provides:

- Sports Programs
- Physical Fitness Programs
- Health Promotion
- Mess Services
- Community Recreation

#### Support to those who served in 2003/2004:

- In November 2003, CANEX launched its on-line retail service for military and civilian personnel deployed outside Canada. "What You Need" (WYN) allows CF personnel to order products for their own use in-theatre or for delivery to loved ones at home.
- SISIP FS expanded its financial planning client base to more than 3,000 clients with \$34.6 million under management. Life insurance paid to beneficiaries was approximately \$13.5 million.
- On the international scene, supported by PSP, a division of CFPSA, the CF participated in December 2003 at the 3rd Military World Games in Catania, Sicily. The team had its best-ever finish, taking home five medals including Canada's first-ever gold.



Photo Credit: Cpl Cindy Gobin

## FACT:

www.cfpsa.com received  
572,089 visits in 2003/  
2004 – an increase of 105  
per cent over the previous  
year.

## FACT:

In 2003/2004, CANEX and  
SISIP FS returned \$5.8 million to  
Base/Wing/Unit funds across  
Canada.

## FACT:

From April 2003 to March 2004, the MIL received 35,892 calls. Line staff handled 1,376 telephone interventions throughout the year. Calls regarding Operation Athena accounted for half of all calls to the MIL.

## Deployed Members

CFPSA offers a number of morale and welfare programs and services designed to meet the unique needs of deployed members.

From Op *Athena* in Afghanistan to Op *Palladium* in Bosnia or Op *Halo* in Haiti, CF members are making important contributions to international security and safety. Many CFPSA services are designed and delivered specifically to meet their needs whether they are deployed abroad, on Canadian ships at sea, or in remote areas of Canada.

### Sample services CFPSA offers to deployed members:

- Mission Information Line (MIL)
- Show Tours
- Amenities (newspapers, magazines, movies)
- Canadian Forces Radio and Television (CFRT)
- Operation SANTA CLAUS
- Home Leave Travel Assistance (HLTA) program
- Retail outlets
- Financial advice provided at Departure Assistance Group (DAG) sessions
- Sports, recreation and fitness programs



Photo Credit: MCpl Brian Walsh



Photo Credit: MCpl Brian Walsh

Op **SANTA CLAUS** was a huge success again this year, with more than 4,000 Christmas gift packages delivered to deployed forces overseas. CANEX and SISIP FS contributed approximately \$40,000 to this program. In addition, a total of six CF Show Tours took place in 2003/2004 with audience participation at more than 7,000.



Photo Credit: MCpl Brian Walsh

### Support to deployed members in 2003/2004:

CFPSA broke new ground on Roto 0 in support of Op *Athena* by being involved in all aspects of welfare planning from the very beginning of this major operation. Support to our deployed troops in Kabul, Afghanistan and ships in the Persian Gulf surpassed anything done to date.

A CF Show Tour featuring Canadian comedy legend David Broadfoot and rising country star Adam Gregory performed for the troops in Kabul. Ships in the region received their own show tours throughout the year.

In December 2003, Operation **HOCKEY HEROES** boosted the morale of troops in Kabul and Bosnia-Herzegovina with the visit of Tiger Williams, Kurt McLean and Cassie Campbell.

Photo Credit: MCpl Brian Walsh



# Families

*Today's families face many challenges ... military families are no exception.*

CFPSA, through PSP Divisions' Directorate of Military Family Services, oversees the policy and general direction of the Military Family Services Program (MFSP) to strengthen CF families and respond to their evolving needs



Photo Credit: Cplc Mario Poirier

## Sample services CFPSA offers to families:

- Sports and recreation programs
- Mission Information Line
- Employment opportunities
- Life and disability insurance
- Financial planning and education
- Financial Counselling and CFPAF
- Grocery and retail stores
- The Personal Insurance Plan
- Food services/concessions
- Home oil heating program



## In partnership with MFRCs:

- Child and Youth Development and Parenting Support
- Emergency Childcare
- Volunteer Development, Involvement and Recognition
- Prevention, Support and Intervention
- Family Separation and Reunion
- Personal Development and Community Integration
- Deployment Support
- Information and Referral
- Second Language Training
- Spousal and Youth Employment
- Education Assistance

## Support to families in 2003/2004:

- More than 11,000 hours of emergency childcare service were provided from April 2003 to March 2004.
- In September 2003 alone, a whopping 4,798 calls were received on the MIL.



Photo Credit: Cpl Shawn M. Kent

- C/MFRC staff and volunteers distributed more than 10,500 welcome packages to newly arrived military families.
- SISIP FS sponsored 52 volunteers' recognition events at 43 locations within Canada and abroad.

## FACT:

C/MFRC staff and volunteers distributed more than 10,500 welcome packages to newly arrived military families.

## FACT:

34 MFRC's in Canada, 5 in Europe and 3 in the United States, offer support to CF members and their families.

Photo Credit: Cpl G.W. Andrews

## FACT:

CFCF provided loans at four per cent to the tune of \$19 million to base funds, messes and CANEX for capital projects to better serve those who serve and their families.

## Canadian Forces Central Fund (CFCF) Loans

The CFCF provides direct and indirect financial support to a wide variety of NPF programs and activities. The CFCF offers a low interest (four per cent) loans program to Base Funds and Messes to finance a wide variety of capital projects (construction, renovations, furnishings, etc). In addition, the CFCF makes interest-free loans to

units deploying (such as deployed ships or UN operations) to finance their canteen and mess inventories during the deployment.

## Retired and Former Members

Even in retirement or after CF members have completed their careers, CFPSA still offers a range of services.

Sample services CFPSA offers to retired/former members:

- SISIP FS retirement/financial planning services
- SISIP FS life insurance
- Affordable everyday products at CANEX
- Associate memberships in messes and recreational clubs

Support to retired/former members in 2003/2004:

- More than 47,500 former members and spouses have life insurance under the Coverage After Release (CAR) policy offered by SISIP FS.
- \$13.9 million in life insurance benefits was paid to beneficiaries.
- Access to group rates for home and auto insurance through the Personal Insurance Program administered by CANEX.
- Rebates on heating oil through the CANEX Home Heating Oil Program.
- Club Xtra points for purchases made at CANEX.

## FACT:

\$34.6 million in benefits and vocational rehabilitation support was provided under the Long Term Disability (LTD) programs.



Photo Credit: Sgt Yvan Delisle



Photo Credit: Lyndon Goveas

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## YOUR FEEDBACK

What did you think of CFPSA's Annual Report Highlights for 2003-2004? On a scale of 1 to 10, how useful did you find this flyer? Cast your vote at [annualreport@cfpsa.com](mailto:annualreport@cfpsa.com)