

CANFORGEN 191/06 CMP 096 211022Z DEC 06
PROVISION OF COMFORT ITEMS TO HOSPITALIZED CF MEMBERS

UNCLASSIFIED

REF: [DAOD 5018-0 \(INJURED MEMBERS AND MILITARY CASUALTIES\)](#)
SITUATION

1. SOURCES HAVE IDENTIFIED A SHORTFALL IN SUPPORT TO HOSPITALIZED MEMBERS OF THE CF WITH SEVERAL AGENCIES LOOKING TO FILL THE PERCEIVED VOID WITH CHARITABLE WORKS. IT IS APPARENT THAT, WHILE SOME UNITS MAY BE PROVIDING APPROPRIATE SUPPORT, IT IS INCONSISTENT ACROSS THE CF. IN ORDER TO ENSURE THAT SUPPORT PROVIDED IS CONSISTENT AND SUSTAINABLE, THE CF MUST PROVIDE A FRAMEWORK FOR THE PROVISION OF SERVICES. THE AIM OF THIS CANFORGEN IS NOT TO RESTRICT OR UNDERMINE THE CHARITABLE WORK OF INDIVIDUALS AND ORGANIZATIONS BUT RATHER TO FORMALIZE SUPPORT ARRANGEMENTS TO ENSURE THE BEST POSSIBLE SUPPORT TO ALL HOSPITALIZED MEMBERS
2. OBSERVATIONS ON THE SUBJECT HAVE REFERRED SPECIFICALLY TO HOSPITALIZED INDIVIDUALS WHO HAVE BEEN WOUNDED IN OPERATIONS BUT THERE IS AN ASSOCIATED REQUIREMENT TO SUPPORT THOSE HOSPITALIZED FOR ANY REASON SUCH AS ILLNESS, VEHICLE ACCIDENT OR SURGERY. IN THE ABSENCE OF CENTRALIZED CF HOSPITALS, THERE IS A REQUIREMENT FOR A FLEXIBLE SYSTEM OF SERVICE DELIVERY THAT WILL MEET THE NEEDS OF THOSE HOSPITALIZED IN CIVILIAN HOSPITALS ACROSS CANADA, IN OVERSEAS HOSPITALS SUCH AS THE LANDSTUHL REGIONAL MEDICAL CENTRE AND IN THE KANDAHAR ROLE 3 MEDICAL FACILITY MISSION
3. THE CANADIAN FORCES PERSONNEL SUPPORT AGENCY (CFPSA) WILL FACILITATE THE PROVISION OF HOSPITAL COMFORTS FOR MEMBERS OF THE CF WHO ARE HOSPITALIZED EXECUTION
4. CF UNITS ARE RESPONSIBLE TO ENSURE THE AVAILABILITY OF HOSPITAL COMFORTS TO HOSPITALIZED MEMBERS AS REQUIRED BY INDIVIDUAL CIRCUMSTANCES. TO THAT END COMMANDING OFFICERS ARE DIRECTED TO ENSURE THAT ALL HOSPITALIZED PERSONNEL ARE VISITED BY A REPRESENTATIVE OF THE UNIT AND THAT A POINT OF CONTACT IS ESTABLISHED FOR HOSPITALIZED MEMBERS TO REQUEST SUPPORT. COMMANDING OFFICERS ARE AUTHORIZED TO DIRECT THE PROVISION OF THE FOLLOWING SERVICES TO ANY REG F OR RES F MEMBER ON CLASS B OR C SERVICE FOR HOSPITALIZATION IN EXCESS OF 48 HOURS. THE SAME SUPPORT WILL BE PROVIDED TO CLASS A RES F MEMBERS WHO ARE INJURED ON DUTY OR HOSPITALIZED DURING PERIODS OF TRAINING (E.G. MILCON):
 - A. TELEVISION RENTAL FOR THE DURATION OF HOSPITALIZATION
 - B. TELEPHONE RENTAL FOR THE DURATION OF HOSPITALIZATION
 - C. ACCESS TO INTERNET AND EMAIL SERVICES FOR THE DURATION OF HOSPITALIZATION
 - D. PURCHASE OF AMENITIES UP TO A MAXIMUM OF 100 DOLLARS PER WEEK OF HOSPITALIZATION. THE FOLLOWING LISTING

PROVIDES SOME EXAMPLES BUT IS NOT INTENDED TO BE RESTRICTIVE IN ITS APPLICATION:

(1) NEWSPAPERS

(2) MAGAZINES

(3) BOOKS

(4) DVD OR VHS MOVIE RENTALS

(5) ELECTRONIC GAMING RENTALS

(6) SNACKS

(7) TOILETRIES, AND

(8) CALLING CARDS

5. IN ADDITION TO THE BASIC SUPPORT DETAILED ABOVE THE FOLLOWING SERVICES MAY BE REQUESTED FROM THE CFPSA AS CIRCUMSTANCES DICTATE:

A. LOAN OF PERSONAL DVD PLAYER, MUSIC PLAYERS OR PORTABLE GAMING SYSTEMS

B. LOAN OF A LAPTOP COMPUTER IF REQUIRED FOR ACCESS TO INTERNET

C. PROVISION OF CLOTHING ITEMS UNDER THE AUSPICES OF THE CFPSA ADMINISTERED OP SMALLPACK (FOR IN THEATRE AND OUT OF COUNTRY HOSPITAL CARE ONLY WHEN MEMBERS DO NOT HAVE ACCESS TO CIVILIAN CLOTHING)

6. ALTHOUGH THE RANGE OF SERVICES LISTED IN PARAS 4 AND 5 ABOVE IS EXTENSIVE THERE WILL BE OCCASIONS WHEN ADDITIONAL SUPPORT IS REQUIRED. COMMANDING OFFICERS ARE ADVISED THAT SUCH REQUESTS WILL BE CONSIDERED ON A CASE BY CASE BASIS SERVICE SUPPORT

7. THE HOSPITAL COMFORTS PROGRAM WILL BE ADMINISTERED THROUGH THE CFPSA:

A. FUNDING WILL BE NON-PUBLIC. COMMANDING OFFICERS ARE TO SUBMIT EXPENSES INCURRED IN PROVIDING THE SERVICES AT PARA 4 ABOVE TO THEIR LOCAL NPF SECTION FOR REIMBURSEMENT

B. A CFPSA GENERAL LEDGER ACCOUNT WILL BE ESTABLISHED TO REIMBURSE LOCAL NPF SECTIONS

C. THE CFPSA MANAGER DEPLOYMENT POLICIES AND RESOURCES WILL BE THE CFPSA POC FOR THIS PROGRAM. ON A MONTHLY BASIS HE SHALL BE NOTIFIED BY MESSAGE OF ALL UNIT CLAIMS FOR REIMBURSEMENT THROUGH THE LOCAL NPF SECTION. UNDER THE SUBJECT HEADING (NAME OF UNIT) HOSPITAL COMFORTS REPORT THE FOLLOWING INFORMATION SHALL BE PROVIDED IN SIX COLUMNS (UNIT, RANK, LAST NAME, INITIALS, DURATION OF HOSPITAL STAY AND DOLLAR VALUE OF EXPENSES)

- D. REQUESTS FOR LOANS OF HOSPITAL COMFORTS EQUIPMENT SHALL ALSO BE DIRECTED TO THE CFPSA POC OR IN HIS ABSENCE TO THE CFPSA MISSION INFORMATION LINE AT 1-800-866-4546. LOAN ITEMS WILL BE SHIPPED BY COURRIER SERVICE TO THE UNIT OR INDIVIDUAL IN HOSPITAL AS REQUESTED BY THE UNIT. LOAN ITEMS WILL NORMALLY BE RETURNED TO THE CFPSA ON TERMINATION OF A PERIOD OF HOSPITALIZATION. IN EXTENUATING CIRCUMSTANCES, REQUESTS WILL BE ENTERTAINED TO EXTEND THE USE OF LOAN ITEMS FOR PROLONGED RECUPERATION AT HOME
- E. A TRUST FUND OR EQUIVALENT FINANCIAL ARRANGEMENT WILL BE ESTABLISHED TO ACCEPT THE DONATIONS OF CANADIAN CITIZENS WISHING TO SUPPORT HOSPITALIZED MEMBERS OF THE CF. ENQUIRIES ON HOW TO DONATE SHOULD BE DIRECTED TO WWW.CFPSA.COM HOSPITAL COMFORTS WEBSITE OR MISSION INFORMATION LINE AT 1-800-866-4546
- F. TRAVEL EXPENSES ASSOCIATED WITH VISITING HOSPITALIZED MEMBERS DETAILED AT PARA 4 WILL REMAIN A UNIT RESPONSIBILITY COMMAND AND SIGNAL

8. COMMAND

- A. UNIT COMMANDING OFFICERS RETAIN RESPONSIBILITY FOR THE PROVISION OF COMFORT ITEMS TO HOSPITALIZED PERSONNEL
- B. THE CFPSA WILL ACT IN A SUPPORTING ROLE TO PROVIDE FINANCIAL AND MATERIAL RESOURCES AS REQUIRED
- C. THE CFPSA DEPLOYMENT SUPPORT DIRECTORATE/DEPLOYMENT POLICIES AND RESOURCES SECTION WILL EXECUTE THE HOSPITAL COMFORTS PROGRAM ON BEHALF OF THE CFPSA
- D. THE HOSPITAL COMFORTS TRUST FUND WILL BE MANAGED BY THE CFPSA. DONATIONS WILL BE DIRECTED TO THE PROVISION OF SUPPORT SERVICES DETAILED IN PARAS 4 AND 5 ABOVE

9. SIGNAL

- A. REQUESTS FOR SUPPORT UNDER THE AUSPICES OF THIS PROGRAM SHOULD BE ADDRESSED TO THE CFPSA MANAGER DEPLOYMENT POLICIES AND RESOURCES (MDPR), MR MARK LAROSE (613)996-8685 OR IN HIS ABSENCE THE MISSION INFORMATION LINE 1-800-866-4546