

# CFPSA ANNUAL REPORT HIGHLIGHTS for 2002-2003

The Canadian Forces Personnel Support Agency (CFPSA) develops programs, services and activities for Canadian Forces (CF) members and their families, which are delivered in co-operation with Bases/Wings/Units and Non-Public Fund (NPF) employees.



## CFPSA Mission:

To enhance the quality of life of the military community and contribute to the operational readiness and effectiveness of the Canadian Forces.

## Highlights of services:

- Grocery and retail stores • Financial planning
- National and International Sports programs
- Health Promotion • Mission Information Line
  - Employment opportunities • Web site
- CFCF loans which support base funds/messes
  - Financial counselling and education
    - Insurance services
  - CF Personnel Assistance Fund

## Support to those who served in 2002/2003:

- In 2002/2003, CFPSA contributed \$5.8 million to Base/Wing/Unit funds.
- Canadian Forces Central Fund (CFCF) provided 4 per cent loans of \$18 million to base funds, messes and CANEX for capital projects to better serve those who serve and their families.
- We're more accessible – [www.cfpsa.com](http://www.cfpsa.com) received nearly 262,000 visits, more than three times the number from the previous year.

# SERVING MEMBERS



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

**FACT:** In 2002/2003, CANEX returned \$3.3 million to Base/Wing funds across Canada, up from \$2.9 million the previous year.



## Sample services CFPSA offers to the military community include:

- Grocery and retail stores
- Life and disability insurance
- The Personal Insurance Plan
- Food services concessions
- Home oil heating program
- Financial planning
- Financial counselling and education
- CF Personnel Assistance Fund
- 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

"The funding and support I receive from CFPSA, PSP Gagetown and the CF as a whole helps me focus on training. Without it, it would be tougher to consistently post those kind of results."

*Champion Ultra marathoner, MWO Victor Hickey  
CFB Gagetown*

## Support to those who served in 2002/2003:

- More than 1,700 DND/CF members nationwide participated in the "March 1<sup>st</sup>, I quit" campaign to stop smoking, sponsored by CANEX and in partnership with Director General Health Services (DGHS), Strengthening the Forces (StF).
- Thirty-eight new Health Promotion (HP) Directors were hired, and the delivery of the HP program was launched at all bases across Canada and in Europe, in concert with Director General Health Services (DGHS).
- Launched "Intro to CFPSA" session as part of basic training targeting 5,000 new recruits and officers each year so they may benefit from knowing about and using CFPSA services early in their careers.
- More than 40,000 serving members and 23,000 spouses hold SISIP term life insurance coverage.

# DEPLOYED MEMBERS

## *Your home away from home*

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

### **Sample services CFPSA offers to deployed members:**

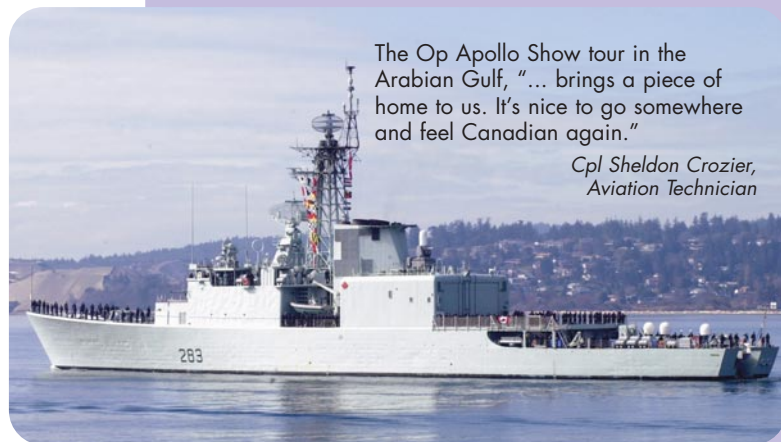
- Life and disability insurance
- Military Family Services Program in partnership with MFRCs
- Mission Information Line (MIL)
- Show Tours
- Amenities (newspapers, magazines, movies)
- Canadian Forces Radio and Television (CFRT)
- Op Santa Claus
- Home Leave Travel Assistance program
- Retail outlets
- Financial planning and support programs



### **Support to deployed members in 2002/2003:**

- As of May 2002, CFRT service was available for HMCS Ships deployed during Op Apollo in the Arabian Gulf.
- In the calendar year 2002 alone, 2,908 boxes were delivered during Op Santa Claus, with SISIP Financial Services and CANEX contributing some \$40,000 to this program.
- In 2002/2003, seven CF show tours entertained audiences totalling more than 10,000.

In 2002/2003, CFPSA added Op Apollo to its CFRT audience including HMCS Ships, Persian Gulf locations and Kandahar, Afghanistan. CFPSA also contributed to morale and welfare by providing Show Tours to those serving in the Gulf.



The Op Apollo Show tour in the Arabian Gulf, "... brings a piece of home to us. It's nice to go somewhere and feel Canadian again."

*Cpl Sheldon Crozier,  
Aviation Technician*

# FAMILIES



## Support to CF families in 2002/2003:

- 14,963 hours of emergency childcare service were provided from April 2002 to March 2003. That's a seven per cent increase over the previous year.
- In March 2002 alone, a whopping 9,338 calls were received on the MIL.
- The Canadian Forces Personal Assistance Fund (CFPAF) provided assistance to approximately 4,850 CF members. This assistance included \$1.6 million in Distress Loans and Grants, \$1.6 million in Education Loans and \$8.4 million in Self-Improvement Loans.

## Sample services CFPSA offers to CF families:

- Sports and recreation programs
- Employment opportunities
- Life and disability insurance
- Financial planning, counselling and education

## In partnership with MFRCs:

- Programs for youth and children
- Crisis Prevention and Intervention
- Volunteer Development and Involvement
- Information and Referral
- Deployment Support
- Second Language Training
- Mission Information Line (MIL)  
1-800-866-4546

"The services offered are very good ... I'm taking the Second Language Training Course and they (the MFRC) subsidize my childcare. It's all in the same building and it's very convenient."

*Karla Cottrell  
Military spouse at 4 Wing Cold Lake*

# RETIRED/FORMER MEMBERS

## Sample services CFPSA offers to retired/former members:

- SISIP Financial Services retirement/financial planning services
- Life insurance
- Affordable everyday items at CANEX
- Associate memberships in messes and recreational clubs



## Support to retired/former members in 2002/2003:

- \$29.5 million in benefits and vocational rehabilitation support was provided under the Long Term Disability (LTD) programs to former CF members.
- \$10 million of life insurance benefits were paid to beneficiaries, including retired/former members.

For more details, visit [www.cfpsa.com/annualreport](http://www.cfpsa.com/annualreport)