



## **PSP Recreation and Youth Services News**

### **A Fond Farewell**

As most of you know Earle Morris has retired from the recreation and youth services world in order to make more time for his pursuit of a better golf game and more time with his family. His contribution to the recreation field and to the CF community will be greatly missed. He seems to be having no trouble occupying his spare time as Chairperson of the Karcher Junior Curling Championships and with his Stabilizer business – wonder he finds any time for golf.

### **New Faces in Recreation and Youth Services**

With the departure of Earle from the National Recreation scene come two new faces in Ottawa. Laurie Ogilvie, the new National Recreation and Youth Services Manager comes to us with an extensive background in recreation and aquatics, while Lara Rooke comes to us from the world of military family support with a background in youth services and recreation. We have been busy getting up to speed on all of the National initiatives which include the National Youth Model, CRM and the BSI. We are excited by the progress in these areas and are anxious to pass some updates on to you. As with everything we welcome your feedback and encourage you to contact us with thoughts, suggestions and input on the 'real-life' application of these exciting projects in the field.

## Putting The Customer First – Class Software and CRM Update

Many of you may remember a presentation at the 2002 CFPSA Conference on CRM or Customer Relationship Management. The goal of CRM is to improve the way in which NPF entities relate to their customers through the enhanced management of information. By strengthening customer services, the CFPSA will be positioned to achieve the "Customer is King" philosophy which was endorsed by the NPP Board of Directors.

From a recreation perspective, enhancing customer services through the use of information technology is more a necessity than a nice to have. Effectively managing recreation programs, services and customer information is not always possible through manual processes, especially as many of your programs continue to grow. Therefore, as part of the CRM project, CLASS, a recreation management software, was reviewed. For the past several months, CFB Borden has been championing a trial of the CLASS software package. While the results of the trail are not yet finalized, it is expected that findings on the applicability of CLASS and how it fits within the overall CRM projects will be available soon. Stay turned for more information!!

## CF Youth – A Look To the Future

35<sup>th</sup> International Children's Games –

Did you know that 7 CF youth from the Annapolis Valley of Nova Scotia went off to represent their communities and country at the 35<sup>th</sup> International Children's Games being held in Taipei August 31<sup>st</sup> through to September 3<sup>rd</sup>. Jackie Geiger, Lisa Styles, and Stacy Elliott will compete in basketball; Kyle Henshaw, Paul McBean, Katherine and Stephanie Wadden will compete in Track and Field events. Another great example of CF youth On the Move!



## WEB LINKS

CFPSA Recreation

<http://www.cfpsa.com/en/psp/Recreation/index.asp>

CFB Halifax Curling Club Junior Program

<http://www3.ns.sympatico.ca/pettipas/>

Canadian Parks and Recreation Association

<http://www.cpra.ca/>

Lifesaving Society

<http://www.lifesaving.ca/>

Military Assistance Program – Teens on the Move

<http://dticaw.dtic.mil/mtom/menu.html>

And check out these great **community recreation** sites...

Edmonton Garrison Community Recreation

<http://www.pspedmonton.com/CRA/Events.htm>

14 Wing Greenwood

<http://www3.ns.sympatico.ca/youthcentre/ccwebp/>

CFSU (O) Recreation

[http://admfincs.mil.ca/organiz/cfsuo/csss/psp/sport/rec/intro\\_e.asp](http://admfincs.mil.ca/organiz/cfsuo/csss/psp/sport/rec/intro_e.asp)

CFSU (O) – Ski Club

<http://www.fosconline.com/>

## Professional Development Opportunities

### Canadian Association for the Advancement of Women and Sport and Physical Activity

<http://www.caaws.ca/conference/e/index.htm>

Hamilton, Ontario

28 November – 1 December

The conference will mobilize Canadians in the sport, physical activity, recreation, fitness, health, education, business and women's sectors to "Take Action Through Partnerships" and create initiatives and opportunities for girls and women to become active in sport and physical activity throughout their lives – as participants and leaders.

#### CONFERENCE OBJECTIVES:

- Increase Awareness and Understanding of **ACTive**: The Canadian Strategy for Girls and Women through Physical Activity and Sport
- Increase **knowledge** and **skills** to affect change for girls and women through physical activity and sport
- Share and discuss **practical solutions** to issues and concerns related to girls and women in sport and physical activity
- Create a **multi-sectoral** forum for delegates to develop partnerships
- Leave a **legacy** in Hamilton to strengthen their contribution to **ACTive**
- Motivate and empower delegates to Take Action within **ACTive**!

## Funding Opportunities

The Canadian Parks and Recreation Association (CPRA) and International Play Association (IPA) of Canada are pleased to announce a new and exciting partnership with Sunlight Laundry detergent to present the Sunlight National PlayDay Program.

### What is a PlayDay?

PlayDays are an exciting new grant opportunity available to Canadian municipalities and community organizations. CPRA and IPA are working side-by-side with Sunlight to make each PlayDay an exciting, memorable event.

A PlayDay provides children with activities that embody dirt, fun and creative learning. PlayDay's bring children, families, community organizations and businesses together to celebrate the benefits of play and to instinctively, creatively and energetically have fun.

PlayDay events go beyond simply offering children a few activities. PlayDay activities are designed to appeal to children's sense of sight, sound, smell, touch and taste. An activity can be as intricate as building a ship, or as simple as playing with toys in the sand. PlayDay activities are fun, exciting opportunities for children to

- discover play while exploring their environment
- socialize and solve problems with others
- learn new skills—regardless of age, cultural background, or ability level.

## MAKING IT HAPPEN

The Canadian Parks and Recreation Association is responsible for the administration and management of the grant process for the Sunlight National PlayDay Program.

Communities may elect to hold a PlayDay in the following ways:

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| OPTION I   | Host a stand-alone PlayDay event in a designated park or recreation facility; minimum attendance 5000. Available grant is \$15,000. |
| OPTION II  | Host a stand-alone event in a designated park or recreation facility; minimum attendance 2500. Available grant is \$10,000.         |
| OPTION III | Host a PlayDay in conjunction with another community event; attendance minimum 5000. Available grant is \$10,000.                   |
| OPTION IV  | Host a PlayDay in a designated park or recreation facility; minimum attendance 100. Available grant is \$500 – \$1,000.             |

For this inaugural year, Sunlight PlayDays will be run as a pilot program to help steer the expansion and enhancement of the program and contribute to a "best practices/learnings" section of the Sunlight PlayDay Resource Guide. For this year only, selected municipalities were invited to submit a proposal to receive a grant under Options I through III. The opportunity will be available to all municipalities and community organizations in coming years.

<http://www.cpra.ca/cpra-new/PlayDay/e/index.htm>

## The National Youth Model – An update

Over the past few years the status of the National Youth Program and Services Model for Canadian Forces (CF) communities has evolved from its original intent of providing funding for staff positions at the local level to a framework on which effective, consistent and cooperative youth services may be delivered. When the Program Management Board (PMB) declined to fund the original concept, the CFPSA, with financial assistance from SISIP, engaged the SMC Group to help develop a model that systematically responds to the needs of CF youth aged 12 to 18 years.

Since December 2001, the SMC Group has been collaborating with the CFPSA Project Team, a Youth Advisory Group and representatives from the local level. Several key accomplishments have been realized. They are:

- a. the creation of a Youth Advisory Group which brought together national leaders in recreation and youth services, the CFPSA Project Team, CF youth and the SMC Group;
- b. the facilitation of focus groups and interviews which were held in four combined locations with 155 overall participants, including representatives from PSP, MFRC, local youth and parents, local volunteers and municipal employees;
- c. a youth survey which identified the issues and priorities of Canadian youth living in military families;
- d. a Base Inventory questionnaire;
- e. a comprehensive report detailing research conducted on Canadian youth trends;
- f. a benchmarking analysis of four Bases, with collaborative responses from PSP and MFRC personnel;
- g. a two day Excellence Workshop with participation from local PSP, MFRC, youth, and Youth Advisory Group representatives. The goal of the workshop was to validate the work done to date and provide recommendations on the future of the Youth Model; and
- h. the development of a youth model, titled Canadian Forces – Youth on the Move, which will function as the youth services provision framework.

In September 02, the SMC Group delivered the proposed CFPSA National Youth Programs and Services Model with accompanying leader's manual to DMFS and DPSPR. The highlights of the report include:

- a. the model is information based, transforming the 1999 Youth Summit recommendations into action;
- b. the model builds on strengths of current youth services;
- c. PSP and MFRC service provision roles are respected, with an emphasis on cooperative success;

- d. new funds are not required for the implementation of the model, however, the CFPSA is actively pursuing new sources of funding to enhance provision strategies; and
- e. the model is founded on a holistic, integrated, collaborative and flexible approach.

The CFPSA is in the process of finalizing the model and preparing a communication strategy. It is expected that information on the launch of the CFPSA National Youth Programs and Services Model will be available in the near future. The CFPSA would like to thank SISIP Financial Services for sponsoring this important youth initiative.

## **Bosnia Bound**

By Cheryl Layden

Edmonton Garrison Community & Recreation Director

What does wall climbing, kayaking in a pool, volleyball, canoeing and hiking in Mont Tremblant, biking beside the Richelieu River, evening snacks at Fourquet Fourchette, and, a bus tour of Montreal have to do with Bosnia? Just ask the thirty-five candidates of the Canadian Forces Personnel Support Agency (CFPSA) Deployed Operations Course that was conducted at the Megaplex in St. Jean, Quebec, from May 27 to June 7 and they will tell you that these were just some of the evening team building activities that they participated in during the course. It wasn't all fun and games though. Participants were lodged two to three to a room at the Auberge Harris due to lack of quarter availability at the Megaplex and shuttled back and forth for meals and training. The first week of the course included briefings on CFPSA, the CFPSA Harassment Policy, the Canadian Forces, Peacekeeping, Preventive Medicine, Combat Stress Management, and, a course called Supervising 101. This week also included a presentation on life for CFPSA employees working in Bosnia by the current Task Force Bosnia Herzegovnia Welfare Manager, Marian Bielec.

On Saturday morning participants were bussed to Mont Tremblant where their canoe skills were put to the test as they attempted to navigate the rivière de Diable (english translation "the Devil's River"). Unfortunately, this "Devil" got the better of about half of them and they capsized (yours truly included) at various points throughout the trip. Those that managed to stay upright spent the better part of their afternoon rescuing the many articles of clothing, shoes and paddles that flowed past them down the river. Thankfully all arrived safe and sound and warmed up Saturday night by performing skits and singing into the wee hours of the morning with the help of a Karaoke machine (thanks Gord!). Sunday morning was spent hiking up Mont Tremblant where it was zero degrees and snowing at the summit (some took the gondola up instead due to the lack of dry warm clothes) and shopping in the Mont Tremblant Ski Village topped off by an afternoon retreat in a spa. Now that's the way to spend a day!

The final week of the course got into the nitty gritty of the specific jobs in Bosnia and included briefings on UN Mission Support, Amenities Program, Military Family Resources Centre

(MFRC) Services to Deployed Families, Canadian Forces Code of Ethics, Bosnian Local Culture, Mine Awareness, Nuclear Biological Chemicals (NBCs), Gas Masks and a course on Crowning the Customer. Now they won't have taught us about NBCs and Gas Masks if they didn't plan to do something with that knowledge so we suited up and walked over to the gas hut for a tour. Although some were nervous, all lived to tell the tale and to participate in the evening course party. The following morning was spent trying on the uniforms worn by CFPSA employees in-theatre to determine size requirements, and, completing claim and course report documents. These activities helped to keep those who had stayed up all night awake until the bus arrived to take us all to the airport for our departures to various parts of Canada. All in all it was an interesting two weeks resulting in the majority of the candidates being successful and offered contracts for an employment position in Bosnia, yours truly being one of them.