

Canadian Forces
Personnel and Family
Support Services



Services de soutien au
personnel et aux familles
des Forces canadiennes

NPP ANNUAL REPORT 2009-2010

YOUR NON-PUBLIC PROPERTY DOLLARS AT WORK

WWW.NPPANNUALREPORT.CA

WWW.CFCOMMUNITYGATEWAY.CA



NON-PUBLIC PROPERTY

CREATED TO MEET

YOUR NEEDS

SUPPORTING OUR TROOPS

NPP VISION

Vibrant community, recreational, and leisure programs and activities, and financial and retail goods and services that are tailored to the military community.

NPP MISSION

To enhance the morale and welfare of serving and former members of the Canadian Forces and their families.

THE FINE PRINT

The National Defence Act establishes Non-Public Property as a special class of Crown property to be used for the benefit of serving and former members of the Canadian Forces and their families. The Financial Administration Act does not apply to Non-Public Property, and governance responsibilities are assigned to the Chief of the Defence Staff (CDS). Most western nations have created similar regimes to support the morale and welfare needs of their militaries.

On behalf of CDS, the Director General Personnel and Family Support Services acts as the Managing Director for Non-Public Property and establishes the policies and provides functional oversight for the many NPP programs and activities delivered locally by Base, Wing and Unit Funds and Messes. The workforce delivering Non-Public Property programs and activities primarily consists of the Staff of the Non-Public Funds, Canadian Forces and members of the Canadian Forces. The Staff of the Non-Public Funds, Canadian Forces is a Separate Agency listed under Schedule 5 of the Financial Administration Act.

Title: Lead Me Through The Darkness, Christian Tabora

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Title: Teamwork at Nijmegen, Capt Christopher Wattie

MESSAGE FROM DIRECTOR GENERAL PERSONNEL AND FAMILY SUPPORT SERVICES (DGPFS)



The coming of a new year allows us to reflect on how much we have managed to grow. We have certainly come a long way since the birth of Canadian Forces Personnel Support Agency (CFPSA) in 1996 and the emergence of Canadian Forces Personnel and Family Support Services (CFPFSS).

CFPFSS offers a broad range of products and services intended to meet the needs of the military community. We are doing our best to continuously keep in touch with our stakeholders so that we can continue to offer relevant services. The products and services are designed specifically for military personnel and the Defence community members. One example is the Canadian Defence Community Banking (CDCB) program, designed to eliminate the turmoil of changing financial arrangements throughout the stages of one's career and retirement while providing a wide array of tailored banking services and products including mortgage interest rate penalty protection on posting.

Ongoing work is in place, existing plans are developing and new programs are being launched. Specifically, the "New Deal" Study Directive launched by the Chief of the Defence Staff, continues to dominate future planning. It is aimed at both modernizing the administration of Non-Public Property and ensuring a more equitable availability of programs, activities and services wherever Canadian Forces personnel serve.

We have also started working on a long range Strategic Planning process that will help us stay focused on the changing needs of the military community and find the best value activities and programs to suit existing and future needs. This initiative has been designed to ensure the development of a strategic plan for CFPFSS that will remain both effective and responsive through the coming decades.

We live in exciting times and we are confident that Non-Public Property (NPP) and CFPFSS will continue to support and enhance the morale and welfare of serving and former members of the Canadian Forces and their families.

I hope you enjoy reading about what your NPP is doing to support you and your family.

A handwritten signature in black ink, appearing to read "D. E. Martin". The signature is fluid and cursive.

David E. Martin
Director General Personnel and Family Support Services

YOUR PARTICIPATION

By participating in Canadian Forces community and recreation programs, utilizing and purchasing goods and services from NPP operations, serving and former members of the Canadian Forces and their families contribute to their Morale and Welfare programs. At the same time, all these services are created to best suit the military community needs and lifestyle.

How you participate in **YOUR NPP**:

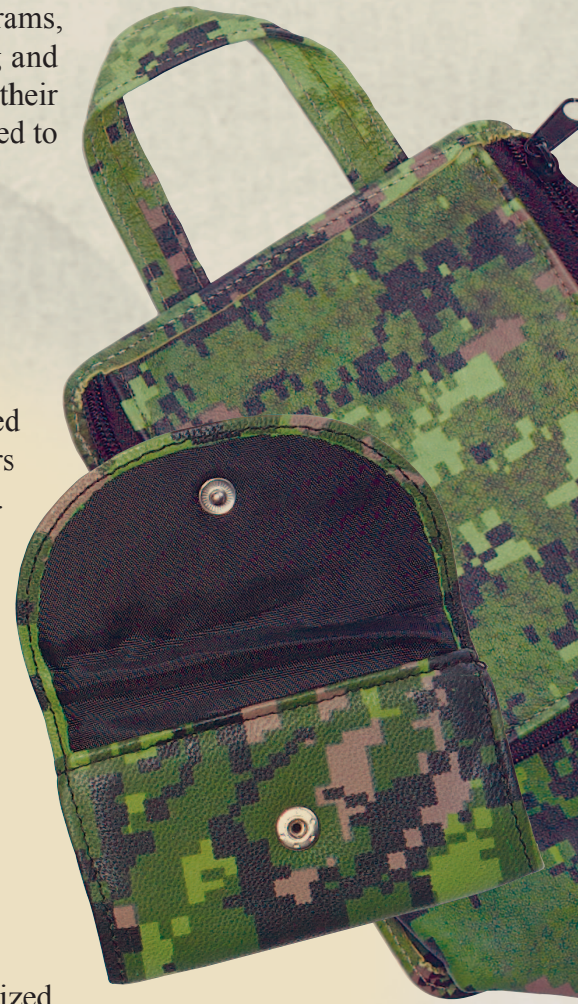
1. SHOPPING AT CANEX

Consider CANEX as your retail co-operative with all proceeds generated going back into Canadian Forces Morale and Welfare programs. Customers who shop at CANEX are putting money into their own communal account. CANEX's 44 stores and 200 concessions across Canada operate with five lines of business: Retail, Grocery, ExpressMarts, SuperMarts and Liquor sales. In many ways, CANEX goes beyond the normal retail requirements in order to ensure the military community reaps extra benefit from the operation.

All stores and services are built to meet the needs of the military community. In fact, due to popular demand, CANEX developed an eclectic line of CF-focused apparel. Inspired by military lifestyle and experience, the CF Signature Collection includes athletic, novelty and functional items representing the distinct preferences of Army, Air Force, and Navy.

In November 2009, CANEX launched a new collection of leather digitized Digi-Pad items. Digi-Pad is a premium line of military accessory products constructed in genuine leather with printed camouflage and using innovative design as well as high quality materials.

Every year, CANEX revenues are returned to the Canadian Forces community through grants and contributions to Base/Wing funds. Last year, shopping at CANEX generated almost \$3.3 million for these funds. These funds are used to support local social, recreational, support services and amenities to all Canadian Forces personnel, former personnel and their families as determined by the Base/Wing fund committee.



On 2 December 2009 shoppers celebrated the official opening of 8 Wing Trenton's CANEX Plaza and the 40th anniversary of SISIP FS in the plaza foyer. Tim Hortons provided free coffee and Timbits.

YOUR PARTICIPATION

CANEX DISCOUNT PROGRAM

In addition to shopping at traditional NPP retail outlets, serving and former CF members and their families may take advantage of the shopping bargains made available through the CANEX Discount Program (CDP):

- More than 1,250 local, national and international vendors are listed.
- A user-friendly website offers easy navigation, an expanded international listing and an inclusive listing of both base and community offerings.
- Over 60,000 military community patrons received free or reduced fares in July 2009, through the second VIA Rail Canada's "CF Appreciation" offer.

Visit www.canex.ca and www.canexdiscounts.ca

CANEX at CFB Valcartier sponsored an illustration contest for Christmas that gathered 47 kids between 6 and 12 years old.



CANEX CREDIT PLAN

The CANEX no-interest credit plan continues to grow in popularity, with Canadian Forces personnel benefitting from this safe, easy and secure credit for the purchase of goods to improve their daily lives. The CANEX credit plan saw a 23% increase in the number of enrollments for a total of over \$60 million in outstanding credit.

The implementation of "No Money Down, Not Even the Taxes", an increased credit limit of \$6,500, convenient 12, 24 and 36 month payment plans, as well as the promotional 40 month plan to celebrate the 40th Anniversary of CANEX, helped propel the Credit Plan's success.

**YOUR PATRONAGE HAS PERMITTED
CANEX AND SISIP FINANCIAL SERVICES TO GENERATE NEARLY
\$6 MILLION (\$3,261,550 CANEX, \$2,700,000 SISIP FS)
FOR CANADIAN FORCES MORALE AND WELFARE ACTIVITIES
THROUGH BASE/WING FUNDS**

YOUR PARTICIPATION

2. INSURANCE PRODUCTS

SISIP Financial Services (FS) and CANEX offer competitively priced insurance products to suit the diverse and unique needs of Canadian Forces members. Every time CF members and their families access these financial services, money goes back to Morale and Welfare fund.

LIFE INSURANCE

SISIP FS provides a variety of comprehensive insurance plans for serving and former members of Canadian Forces and their families. The SISIP FS Optional Group Term Insurance program is distinctive from market competitors in that underwriting requirements are less stringent, there are no exclusions for dangerous occupations, and SISIP FS guarantees payment of claims, even if death occurs while serving in a theatre of operations.



SISIP FS Ottawa staff celebrates 40 years as the delivery arm of financial products and services for Canadian Forces personnel.

SISIP FS life insurance plans helped protect CF serving and former members and their families with 137,438 policies in force, and \$26 billion in coverage, while beneficiaries received over \$34 million in life insurance benefits.

In addition, there were public benefits paid and support provided under the Long Term Disability (LTD) and Vocational Rehabilitation Programs (VRP) was in excess of \$52.5M. The LTD benefits were paid to over 3,000 members, and the VRP assisted 2,775 members.

Visit www.sisip.com

YOUR PARTICIPATION

HOME AND AUTO COVERAGE

Over 60,000 authorized patrons have their home and auto group insurance policies through the CANEX partnership with the Personal Insurance Company. The program's success is evidenced by the fact that 97% of policies were renewed and CF members continue to open new accounts annually.

Visit www.canex.ca

Heart and Health Month campaign that took place during March 2009 in Cold Lake included a nutritional component "Stay Active! Eat like a Champion!" and the smoking/tobacco cessation "March 1st, I Quit!" campaign. A roulette game tested participants' knowledge on health subjects from salt intake to colors of food and their benefits. Close to 60 people were tested for their blood pressure and educated on healthy dietary intakes.



3. CANADIAN DEFENCE COMMUNITY BANKING

Designed specifically for the broad military community, the Canadian Defence Community Banking (CDCB) program offers cost-effective banking plans with unique features tailored to the military lifestyle and needs. This NPP program with contracted delivery by BMO Bank of Montreal® is of greater value to serving and former Canadian Forces members, their families and all other authorized patrons than regular banking plans as it is designed to be low cost, feature rich and eliminate the turmoil of changing financial arrangements on posting.

By virtue of CDCB's association with BMO Bank of Montreal®, it is now possible for the general population to obtain a Support Our Troops MasterCard®. Every time the card is used to make a purchase, a Support Our Troops payment from BMO Financial® is made to be reinvested in NPP services and programs.

Visit www.cdcb.ca



YOUR PARTICIPATION

4. SUPPORT OUR TROOPS

There are a variety of things that you can do to Support Our Troops:

- Purchase authorized Support Our Troops merchandise from a CANEX retail outlet.
- Naval Centennial Line: The year 2010 marks the 100th anniversary of the Canadian Navy. CANEX in partnership with Canadian Naval Centennial (CNC) designed, created and distributed official CNC branded merchandise. Articles that include lapel pins, car magnets, and quality clothing are available at all Navy-based CANEX outlets and through the online CNC store at www.canex.ca.
- Make a donation to the funds through the web address below:
Visit www.cfpsa.com/SupportOurTroops
- Ontario Licence Plate:
CANEX in partnership with Service Ontario created Ontario vanity licence plates featuring the Yellow Ribbon, the Support Our Troops logo. This CANEX initiative is generating revenues and a portion of the proceeds will go to *Canadian Forces Personnel Assistance Fund* (CFPAF), so they can continue to help serving and former CF members, through diverse loans and grants programs.



YOUR PARTICIPATION

5. PRIVATE SECTOR OUTREACH

Well over 200 leading Canadian corporations contributed more than \$3.6 million in cash, goods and services to support local and national Non-Public Property programs, such as CF Sports Awards Ceremony, DND Photography Contest (see page 29), Operation Santa Claus, the Support Our Troops Gala and local Family Days.

Authorized Agent workshops resulted in 20 new NPP Sponsorship and Donation Authorized Agents trained at the local level, bringing the total to 190 across the country.



With Edmonton's finest turning out on 26 September 2009, the Chief of the Defence Staff, General Walt Natynczyk hosted a gala fundraising event in support of our troops. Nearly 600 people attended, prominent among them being The Honourable Ed Stelmach, Premier of Alberta and His Worship Stephen Mandel, Mayor of the City of Edmonton. At the gala, Mrs. Leslie Natynczyk was inducted as Honourary Patron of the Military Families Fund.



YOUR PROGRAMS

1. INFRASTRUCTURE

In fiscal year 2009/2010, your Non-Public Property dollars were busy at work constructing a number of facilities including the following new initiatives:

- Ottawa CANEX Retail Store
- Comox SuperMart

Your Non-Public Property funds also contributed to renovations:

- Meaford – ExpressMart
- Borden – Pizza Pizza and tailor shop
- Edmonton – ExpressMart and postal office
- Louis St-Laurent – ExpressMart
- Gagetown – Warehouse and food service outlet
- Bagotville – Café Summun
- Moose Jaw, North Bay and Esquimalt – removed and replaced the gas tanks

There were also a series of concessions:

- ASU Toronto assumed operations of the cafeteria
- Comox – Tee Pee Campground snack bar and sport equipment refurbishing store
- Trenton CANEX Mall added a physiotherapist office, a barber shop and a SISIP FS office.

The NPP Investment Committee has chosen to diversify NPP investments to include real estate. CFPFSS has recently purchased the Queensway Corporate Campus in Ottawa. The Campus consists of 14.5 acres and 3 buildings with approximately 285,000 sq. ft. of rentable space. The buildings are currently fully occupied and further development of the site is anticipated.

The official opening of the new CANEX retail store in Ottawa took place on 19 March 2010.

The store is located at 4210 Labelle Street, just off the Queensway and offers competitively priced products and services. More than 300 people lined up in anticipation of the grand opening.



YOUR PROGRAMS

2. SUPPORT OUR TROOPS YELLOW RIBBON FUNDS AND PROGRAMS

Within the NPP framework and under the banner Support Our Troops Yellow Ribbon, the Chief of the Defence Staff has established specific funds and programs targeted at specific requirements. These funds and programs include:

Military Families Fund (MFF) – provides emergency support to military families when events related to the conditions of military service disrupt normal family life.

The Military Family Fund is an agile and responsive means for Base and Wing Commanders, in concert with Military Family Resource Centres across the country, to assist military families with unforeseen short-term emergencies and long-term support resulting from conditions of service. Created in April 2007 by then CDS, General Hillier, the MFF continues to grow through the generous contributions of Canadians, corporations and other organizations. Since its inception, more than 350 military families have received assistance including such things as counselling expenses for family members of wounded or deceased Canadian Forces personnel, travel and accommodation expenses for family to visit a member or child in the hospital, and funeral expenses.

Visit www.MilitaryFamiliesFund.com



Through the efforts of the many golfers who participated in the “Hole in One” contest at the Royal Military College Alumni Golf Tournament, \$600 was raised in support of the MFF.

A hat auction to raise money for the MFF was organized. General Hillier and Don Cherry supported the initiative and signed 10 Support Our Troops baseball caps, which were auctioned via eBay and raised \$2,304.



YOUR PROGRAMS

Hospital Comforts Fund – provides support to military members who have been hospitalized in excess of 48 hours as a result of an injury, illness, accident or surgery. It provides support by covering the costs associated with basic television and telephone rentals, internet access, parking, as well as access to toiletries, reading material and other basic comforts.

Soldier On Fund – provides proactive support to seriously injured or ill serving and former Canadian Forces personnel targeted at enabling the pursuit of physical activity, recreation and sport. To date, the fund has provided assistance to more than 54 members.

Operation Santa Claus – provides a Christmas gift package to every deployed Canadian Forces member. Support for those deployed came from 70 Canadian corporations and organizations that donated Christmas presents. These care packages were sent during the holiday season to over 3,900 Canadian Forces members deployed worldwide at 20 locations.

Around \$85,000 worth of products ranging from water to deodorant were donated by various companies or purchased with money collected from the sale of \$2 cards to customers at Brighton Sobeyes and 14 other Ontario stores in the grocery chain.

Several banners, totaling about 2,000 feet in area and signed by the public, were also distributed to deployed CF members.



YOUR PROGRAMS

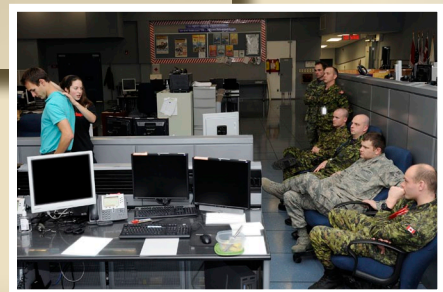
Canadian Forces Personnel Assistance Fund (CFPAF) – SISIP Financial Services (FS) provides financial counselling and assistance for serving and former Canadian Forces members and their families, including the families of deceased members, in times of financial turmoil.

Serving and former members and their immediate families may benefit from CFPAF financial assistance, through a variety of loan programs. In 2009, approximately 4,186 members received financial assistance through CFPAF, for a total amount in excess of well over \$13.8 million.

- Education Assistance Loan Program assists Canadian Forces members in obtaining post-secondary education. Last year, 581 new loans were awarded.
- Self Improvement Loan Program provides aid in emergency situations and improves quality of life through education, purchase of a computer or minor renovation projects. Over 3,277 new loans were distributed.
- Financial Distress Program is available to both serving and former CF personnel with maximum grants of \$5,000 and \$25,000 for loans, when warranted by distress or other qualifying circumstances. Last year, 120 loans and 128 grants were awarded.
- Minor Disbursements Program offers support in relieving immediate and genuine distress. In 2009, 141 grants were awarded.

Contact cfpaf@cfpsa.com

On 12 September 2009, Health Promotion and Fitness, Sports & Recreation teams at CFB North Bay kicked off a four month initiative promoting the CF Health and Physical Fitness strategy with programs such as “Let’s Go Shiftwork!”, “No-Fryer day” and a Military Health Seminar day.

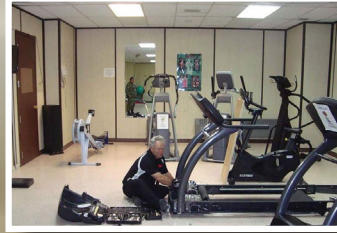


15 Wing Moose Jaw Youth canoeing and kayaking in the Moose Jaw river.



YOUR PROGRAMS

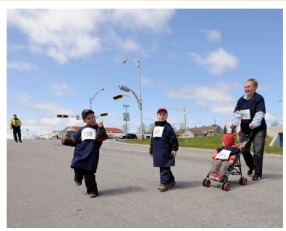
CFB Trenton Personnel Support Programs (PSP) specialists updated and implemented programs at the CF Station Alert. PSP introduced education courses from Health Promotion; reviewed mess and canteen operations; conducted fitness classes and testing; and ensured that fitness equipment was in good repair. Some of the new courses introduced were Everyday Eating, Nutrition for Physical Activity, Supervisor Training for Alcohol, Other Drugs and Gambling, Stress: Take Charge, the Butt Out Self Help Smoking Cessation Program, and Suicide TALK, a program designed to help create a suicide safe community.



NPP IN DEPLOYED OPERATIONS

Over 4,000 Canadians applied for positions with the Deployed Operation Program in 2009/2010. Out of those, 300 were recruited and trained and 150 signed on as NPP employees selected to “serve those who serve” by managing and delivering Morale and Welfare programs to Canadian Forces members overseas in Afghanistan.

Qualified NPP civilian employees delivered Morale and Welfare programs for Joint Task Force Afghanistan, such as barber shops, travel offices, gyms, clubs, and retail outlets like Tim Hortons. Proceeds from NPP activities resulted in \$1 million being reinvested into JTF-Afg Morale and Welfare programs with an additional \$1 million being reinvested into Base/Wing and Unit Funds to support local NPP programs.



The “Walk together to Support Our Troops” challenge that took place during the month of May at 3 Wing Bagotville involved counting the steps that it would take to get to Afghanistan; 553 participants totaled 17,720,000 steps.

The banner of solidarity with photos of the participants will be displayed on the wall until the return of our soldiers.

YOUR PROGRAMS

3. COMMUNITY RECREATION

Thousands of CF members and their families at CF Bases, Wings and Units across Canada and abroad enjoyed over 500 different types of recreational and leisure activities. Offerings ranged from family skates to special events such as winter carnivals, Community Registration Days, Navy 10K and Terry Fox runs or Canada Day festivities.

The group warms up for the Terry Fox Run held on the soccer field at the J.J. Parr Sports Centre on 20 September 2009 in Cold Lake.



Supported by the City of Ottawa, Canadian Tire, Giant Tiger and the Ottawa Senators, the "I Love to Skate" program taught the basics of skating to 22 children from the CFSU(O) Uplands community.

CANEX was pleased to be able to offer the Canadian Forces Community a chance to win a custom Support Our Troops 2009 Harley-Davidson® Road King® motorcycle valued at more than \$50,000.



YOUR PROGRAMS

4. FINANCIAL PLANNING

Financial Planning

Thousands of military members and their families tapped into SISIP FS' network of 18 offices across Canada to obtain financial planning services:

- Certified financial planners helped over 5,900 Canadian Forces members and their families with more than \$161 million in investments.
- Over 4,500 military community clients participated in the SISIP FS-endorsed Canadian Forces Group Retirement Savings Plan (CFGroupRSP), administered by the Group Retirement Services, a division of Great West Life Assurance Company. This “do it yourself” retirement savings plan held more than \$153 million under management.

Visit www.sisip.com

In addition, there are several public financial programs administered by NPP such as:

Financial Counselling

Faithful to their mission of contributing to the operational readiness and effectiveness of the Canadian Forces, the team of highly experienced SISIP FS financial counsellors assisted 9,000 CF members and their spouses, by providing remedial and preventative financial management support.

Financial Management Education Program

Part of formal CF training program curricula, 9,400 recruits, officer-cadets, along with junior and senior non-commissioned members participated in the financial education courses offered to instil awareness of best practices with respect to personal financial management and to help prevent financial problems. These courses help participants acquire the tools to incorporate financial health principles into their daily decisions.



Title: Daddy's Homecoming, Sgt. Eileen Redding

YOUR PROGRAMS

5. MILITARY SPORTS

At Bases, Wings and Units across the country, more than 35,000 military members participate in publicly-funded sporting programs that are enhanced with Non-Public Property funding. There are intersection, intramural, or local sporting events for all levels of athletes. Regional level winners go on to compete at one of the 18 CF National Sports Championships held throughout the year. Your NPP dollars provided new uniforms and equipment at several various levels. Additionally, Non-Public funds are used toward the ongoing development of officials, coaches and athletic trainers.

The 2009 CF Sports Award Ceremony, held at the National Art Gallery in Ottawa, is a Non-Public Property activity gathering over 300 CF members to recognize military athletic achievements. NPP funds will support Canada in the upcoming 5th Military World Games in Rio de Janeiro, Brazil in 2011.



The CF sports and fitness community gathered on 24 October 2009 to honour athletic excellence at the 21st Annual CF Sports Awards Ceremony. The year's theme was Women in Sports, Then and Now.

The Annual Wing Commander's Run took place in May 2009 at 9 Wing Gander. More than 100 participants turned out wearing red t-shirts.



YOUR PROGRAMS

6. MESSES

Throughout Canada's history, messes have been used by CF members to foster esprit de corps and to increase morale, military fellowship and cohesiveness. More than 200 Regular and Reserve CF messes received NPP dollars for funding entertainment, bar operations, and special events.



The 15 Wing Moose Jaw's annual Family Christmas Party held on 6 December 2009 at the Mess Social Centre gathered over 120 children. The day was filled with holiday crafts, great food and letters to Santa.

The hundreds of messes across Canada provide opportunities for social interactions, special events and programs, offering a variety of services and amenities such as pool, snooker, card tables, video games, satellite television, barbeque areas and dance floors.

7. SPECIALTY INTEREST ACTIVITIES

NPP Specialty Interest Activities include golf clubs, curling clubs, marinas, sailing and paddle clubs, horse riding clubs, alpine ski clubs, skeet ranges and much more.

On 30 July 2009, the military golf course in South Ottawa unveiled the Memorial Project - the naming of Hylands' two golf courses and the 36 holes after specific battles, battle honours, and famous units, ships and squadrons. Hylands provides affordable golf to military personnel and also hosts numerous regional, national and international military tournaments.



YOUR PROGRAMS

8. CANADIAN FORCES NEWSPAPERS (CFNs)

Over 250,000 readers in 16 communities in 7 provinces rely on Canadian Forces Newspapers to keep them up to date. CFNs deliver news that is not readily available from other sources and is of particular interest to the military community. Collectively, they offer a total circulation of 85,000 copies per edition.

9. LOCAL AND NATIONAL INITIATIVES

In 2009, the National Youth Model distributed \$45,000 in Non-Public Property funding to support the youth-driven initiatives on Base/Wings/Units in and out of the country. The National Youth Model program is designed to enhance existing youth planning and development strategies; to improve current program and service levels; and to provide a comprehensive, systematic and meaningful experience for youth from military families aged 12 to 18 years old.

CANEX and SISIP FS were partners in the “March 1st I Quit” national challenge and provided prizes for participants and supporters. The “Butt-Out” program is the CF smoking cessation program. CF members have access to medication and tools to help them overcome their addiction, analyze the reasons for smoking and use substitutes to replace cigarettes.

The Weekend Sporting Adventures program, a new initiative funded in part by the Canadian National Youth Model, offered youth between the ages of 12 and 18 the opportunity to participate in a variety of recreation, sport, leisure, arts and culture activities. During the long weekend in February 2010, the kids spent two nights in Québec City participating in “Le Carnaval de Québec”, exploring Old Québec, and spending a day snow tubing at Village Vacances.



Title: Best Friends, OCdt. Matt McTaggart

YOUR PROGRAMS

10. EMPLOYMENT

NPP programs and activities provide significant employment opportunities for CF family members at all CF locations. At seasonal periods, nearly 2,000 of the workforce (Staff of the Non-Public Funds, Canadian Forces) are CF family members. Contact recruiting@cfpsa.com.

There are numerous job opportunities with Deployed Operations for internal employees, former military personnel and the general public. Deployed Ops announces openings twice a year at www.cfpsa.com. Qualified candidates can also submit their resumes electronically or by mail.



On 2 September 2009, more than 100 employees at CFB Valcartier celebrated the end of the summer in Caribbean style. The event took place on a beach at Lac-du-Père and was accompanied by Hawaiian shirts, music, beach volleyball, canoeing, a barbecue and participation prizes.



On 29 April 2009, 2 teams of 15 employees started the Biggest Loser program at 14 Wing Greenwood. The new program combined weight wellness activities with weekly exercises classes to help participants meet their fitness and lifestyle goals.



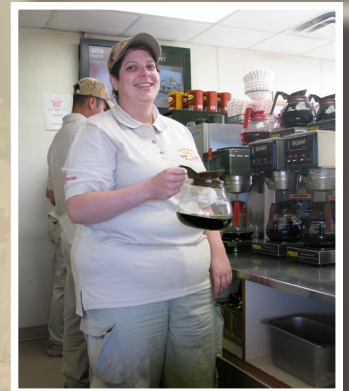
Title: Low and Dirty, Mario Poirier

YOUR PROGRAMS

In an effort to continuously improve customer service, our employees are offered several training opportunities.

- CANEX offers a customized course “Customer Service Excellence – Serving Those Who Serve”, and the Mystery Shop Program, which effectively supports and provides insightful feedback to improve customer service.
- The on-line language training software Rosetta Stone has been made available to all employees. It allows easy access to second language training to help improve the provision of adequate services in either official language to the CF Community.
- Employees supporting the troops in Afghanistan receive extensive training on delivering superior customer service prior to being deployed and team building sessions that have a direct impact on the success of the mission abroad.

Creating success by providing excellent customer service. Employees supporting the troops in Afghanistan.



YOUR PROGRAMS

11. VOLUNTEERS

From organizing social events to running peer support groups and coaching sports teams, volunteers make invaluable contributions to Canadian Forces families and communities around the world. The efforts of more than 5,000 adult and youth volunteers were celebrated through the Volunteer Recognition Program towards which \$100,000 in NPP funds were provided. From awards dinners and costume parties to community barbecues and Christmas luncheons, the Volunteer Recognition Program ensures that the volunteers at the heart of every Canadian Forces community are thanked and honoured for the essential role they play.

The National Volunteer Week that took place in April 2009 at 15 Wing Moose Jaw celebrated the outstanding work of 15 volunteers and athletes with a buffet meal followed by after dinner entertainment.



15 Wing Moose Jaw's annual Family Fun Day and Open House gathered over 250 military community members and included a free pancake brunch, jolly jumps, pony rides, a small zoo and face painting. The youth and teen-run dunk tank was a huge fundraising success.



NPP ADMINISTRATION AND DELIVERY

THE “NEW DEAL”

The “New Deal” is a comprehensive study initiated by the Chief of the Defence Staff (CDS) to modernize all aspects of NPP program administration and delivery, including more equitable distribution of funding and access to programs and activities. Working Groups with broad representation from the Navy, Army and Air Force have made recommendations on improving the equitability of funding distribution and establishing a formal performance management framework. A Tiger Team reviewed NPP infrastructure requirements, and the operation of specialty interest facilities, messes, and NPP in deployed operations.

Project Access which includes the standardized automation of mess administration, online booking for community recreational clubs, activities and facilities, and the development of common look and feel websites for each Base/Wing (Community Gateway) is well into the implementation phase.

15 Wing Moose Jaw Members and their families at the start line of the WComd Challenge and Family Fun Run.



General (Ret'd) Rick Hillier's memoir, "A Soldier First", details the high and low points of his 35-year career in the Canadian Forces and touches on his views on military life and politics. The book signing at 6 CANEX locations were well attended. In Petawawa, General Hillier signed 600 books in 4 hours.



NPP GOVERNANCE

NPP BOARD MEMBERSHIP

The NPP Board provides the overall strategic direction for all activities associated with personnel support programs and Non-Public Funds. The Board financially oversees the operation of NPP, approves policies for the operation of PSP and NPP activities and provides policy direction for the Canadian Forces Central Fund.

CHAIRPERSON:

Brigadier-General (Ret'd)	David Martin	Director General Personnel and Family Support Services
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MEMBERS:

Brigadier-General	Christian Barabé	Representative for Vice Chief of the Defence Staff
Commodore	Laurence Hickey	Representative for Chief of the Maritime Staff
Brigadier-General	Denis Thompson	Representative for Chief of the Land Staff
Brigadier-General	Terry Leversedge	Representative for Chief of the Air Staff
Brigadier-General	Claude Rochette	Representative for Assistant Deputy Minister (Finance Corporate Services)
Commodore	Roger MacIsaac	Representative for Chief Reserves & Cadets
Chief Warrant Officer	Grégoire Lacroix	Canadian Forces Chief Warrant Officer
Chief Petty Officer First Class	Robert Cléroux	Chief of the Marine Staff - Command Chief Petty Officer
Chief Warrant Officer	Wayne Ford	Chief of the Land Staff - Command Chief Warrant Officer
Chief Warrant Officer	René Couturier	Chief of the Air Staff - Command Chief Warrant Officer
Chief Warrant Officer	Jimmy Labrie	Chief Military Personnel - Command Chief Warrant Officer
RAAdm (Ret'd)	Bryn Weadon	Retired Canadian Forces Member
Secretary: Major	David Connors	Director General Personnel and Family Support Services Secretariat & Corporate Services

NPP GOVERNANCE

NPP COMMITTEE OVERVIEW

Investment Committee

This committee provides oversight of the Canadian Forces Central Fund investment portfolio and advises on investment policy and performance. The committee meets quarterly. Members this fiscal year were: BGen C.Rochette; BGen T. Leversedge; Capt(N) B. Santarpia; CWO W. Ford; J. Frank; S. Cotsman; Y. Beaupré, CFO; and A. Deschênes (Secretary).

Pension Committee

This committee makes recommendations on the governance and investment decisions regarding the pension plan for the Staff of the Non-Public Funds, Canadian Forces. Members this fiscal year were: R. Smith, Assoc. DGPFSS (Chair); S. Fleming, Vice-President HR; R. Helgason, CPSP; Y. Beaupré, CFO; A. Bouchard, President SISIP FS; G. Mahon, President CANEX/NATEX and members at large J. Daoust, D. Latulippe, E.L Flynn.

Audit Committee

The Chief Review Services is responsible to the CDS for the audit and evaluation of NPP programs, activities, and financial statements. The NPP Audit Committee has been established by the CDS to provide risk management, control and accountability, as they relate to NPP. It also has the authority to direct audits of any NPP activity as required. Members this fiscal year were: P. Martin (Chair), D. Rattray, K Pennie, CWO J. Boivin, G. Jarvis (Ex-Officio), and BGen (Ret'd) D.E. Martin (Ex-Officio).

Military Families Fund

An executive committee was established to provide oversight with respect to the administration of the Military Families Fund (MFF). Additional responsibilities include approval of fundraising activities and identification of new short-term programs and services that would be a significant benefit to the morale and welfare of military families. Members of the committee include: BGen (Ret'd) D.E. Martin, DGPFSS (Chair); M. Keeping; T. Kleinschmidt; LGen (Ret'd) W. Leach; D. Ready; D. Smith; RAdm (Ret'd) B. Weadon; and M. Eykelenboom. Mrs. Leslie Natynczyk is the Honourary Patron of the MFF.

LOOKING AHEAD

REORGANIZATION OF SOLDIER ON

Effective January 2010, the Soldier On Fund falls under the direct management of the DGPFS's National Manager SOT Funds and Outreach, Sandy Gauthier. The deliveries of services associated with Soldier On became the responsibility of Casualty Support Management (DCSM) under the direction of Col Gerry Blais. The reorganization of the fund component brings together all Support Our Troops funds such as Military Family Fund, Operation Santa Claus, Hospital Comforts Fund and Soldier On under a single command and will allow for better oversight and more focused fundraising efforts.

DILIGENT MANAGEMENT OF NON-PUBLIC PROPERTY

The financial foundation of NPP is derived from the activities of Canadian Forces personnel. Just as it is important to ensure that our publicly funded activities are relevant and effectively managed, a similar attention to protecting and nurturing NPP is required and this is a critical leadership responsibility. NPP will not be used to fulfill Public mandated activities such as a community or corporate outreach. Particular caution will also be applied when considering NPP fundraising activities.

NEW PROJECT FOR THE RETIRED MILITARY COMMUNITY

This year, DGPFS will launch a trial outreach service project to the retired military community in the National Capital Regional. The project is intended to find ways of keeping in touch with former CF personnel and provide them with access to NPP Morale and Welfare programs and services.

LONG RANGE STRATEGIC PLANNING PROJECT 2030

This initiative has been designed to ensure the development of a long range Strategic Plan for Morale and Welfare programs that will remain both effective and responsive through the coming decades. The methodology will maximize input from key stakeholders and existing social scientific research to determine the type of services, programs and activities that will best fit the needs of the future defence community. The strategy will be implemented through complementary short, medium and long range plans that will include specific, clearly defined goals and associated action items, deliverables and timelines for each activity. The inclusion of a structured monitoring and reporting system will ensure the Strategic Plan remains current and relevant, facilitating a more proactive approach to the overall strategic management through the future decades.

LOOKING AHEAD

CANADIAN DEFENCE COMMUNITY BANKING

The main objective of the CDCB Program in 2010/2011 is to expand to 10,000 members and move towards free banking services. In collaboration with BMO Bank of Montreal®, CDCB Program is planning to develop a variety of preferential mortgages plans for its members. Also, there are plans to expand the availability of ABM machines across DND establishments particularly at those locations where there is not a BMO branch in close proximity to the Base/Wing.

INFRASTRUCTURE

There are several infrastructure projects planned for 2010 and forward. The design stage of the Cold Lake Mall and Gander Convenience outlet will be completed by June 2010 and the one for the Petawawa Mall will be finalized in July 2010. The design stage for the new Mall in Winnipeg was completed in February 2010 and plans are underway for new renovations. The construction of the Bagotville ExpressMart started in February 2010 and the RMC Convenience outlet's design stage will be completed by May 2010.



Wing Commander Col Dave Wheeler cuts the celebration cake with PSP Manager Diana Warbeck and MWO Mario Dion at the J. J. Parr Sports Centre in Cold Lake.

The J.J. Parr Sports Centre entered a float in the Cold Lake Santa Claus Parade celebrating the centre's 10th Anniversary. The float featured 4 Wing Olympic torch bearers, fitness instructors on spin bikes and other PSP staff.





*Title: Before the War
Cpl Tanya Tobin*



*Title: Talking to the Locals
MCpl Jean-Simon Duchesne*



*Title: Coming Home
Master Seaman Mary Harrison*



*Title: You Will Be Ok
MCpl Jean-Simon Duchesne*



*Title: The Wee Warrior
Cpl Bertran Labonte*

Title: To Your Daddy...Salute, Sgt Scott Beeston

2009/2010 FINANCIAL SUMMARY

FINANCIAL HEALTH

(in 000's of dollars)

OPERATING HIGHLIGHTS

CANEX

	As at 31 March 2010	As at 31 March 2009		FY 2009/10	FY 2008/09
Assets	81,059	74,352	Sales	153,880	153,963
Liabilities	26,746	19,916	Income from Operations	9,663	11,312
Net Worth	54,313	54,436	Payments to		
			Bases/Wings/Unit Funds	4,554	4,756
			Net Income/(Loss)	5,109	6,556

CANADIAN FORCES CENTRAL FUND

	As at 31 March 2010	As at 31 March 2009		FY 2009/10	FY 2008/09
Assets	243,192	199,344	Revenues	24,005	(17,742)
Liabilities	124,300	97,489	Expenses	6,968	7,270
Net Worth	118,892	101,855	Net Income/(Loss)	17,037	(25,012)

CANADIAN FORCES PERSONNEL & FAMILY SUPPORT SERVICES

	As at 31 March 2010	As at 31 March 2009		FY 2009/10	FY 2008/09
Assets	7,532	5,866	Revenues	15,573	14,940
Liabilities	1,672	1,479	Expenses	15,411	14,940
Net Worth	5,861	4,387	Net Income/(Loss)	162	-

CANADIAN FORCES PERSONNEL ASSISTANCE FUND

	As at 31 December 2009	As at 31 December 2008		FY 2009	FY 2008
Assets	16,219	16,144	Revenues	1,032	1,842
Liabilities	67	50	Expenses	975	1,053
Net Worth	16,152	16,095	Net Income/(Loss)	58	789

SISIP FINANCIAL SERVICES

	As at 31 December 2009	As at 31 December 2008		FY 2009	FY 2008
Assets	465,404	442,087	Revenues	87,161	35,436
Liabilities	180,754	185,371	Expenses	70,785	67,656
Net Worth	284,650	256,716	Net Income/(Loss)	16,376	(32,220)

2009/2010 FINANCIAL SUMMARY

FINANCIAL HEALTH (in 000's of dollars)

OPERATING HIGHLIGHTS

NPF EMPLOYEE PENSION FUND

	As at 31 December 2009	As at 31 December 2008		FY 2009	FY 2008
Assets	134,020	112,027	Revenues	30,623	(9,359)
Liabilities	499	103	Expenses	9,026	7,439
Net Worth	133,520	111,924	Net Income/(Loss)	21,597	(16,798)

NPF EMPLOYEE GROUP INSURANCE PLAN

	As at 31 March 2010	As at 31 March 2009		FY 2009/10	FY 2008/09
Assets	-	594	Revenues	7,352	5,748
Liabilities	678	655	Expenses	7,968	6,308
Net Worth	(678)	(61)	Net Income/(Loss)	(617)	(560)

BASE/WING/UNIT FUNDS

	As at 31 March 2010	As at 31 March 2009		FY 2009/10	FY 2008/09
Assets	89,178	85,841	Revenues	70,397	60,844
Liabilities	26,692	26,993	Expenses	67,460	59,143
Net Worth	62,486	58,848	Net Income/(Loss)	2,936	1,702

CF MESSES

	As at 31 March 2010	As at 31 March 2009		FY 2009/10	FY 2008/09
Assets	23,705	23,871	Revenues	32,640	33,695
Liabilities	1,848	2,698	Expenses	31,964	31,717
Net Worth	21,857	21,173	Net Income/(Loss)	676	1,978

RESERVE UNITS

	As at 31 March 2010	As at 31 March 2009		FY 2009/10	FY 2008/09
Assets	1,055	1,149	Revenues	844	820
Liabilities	257	383	Expenses	806	790
Net Worth	798	767	Net Income/(Loss)	37	30

Canadian Forces
Personnel and Family
Support Services



Services de soutien au
personnel et aux familles
des Forces canadiennes

NPP ANNUAL REPORT 2009-2010

YOUR NON-PUBLIC PROPERTY DOLLARS AT WORK

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