



*The Minister of National Defence
and
The Minister of Veterans Affairs Canada
2002 Annual Report
to the
Standing Committee on
National Defence and Veterans Affairs on*



in the Canadian Forces



Preface

March 29, 2002

Once again we are pleased to submit an Annual Report to the Standing Committee on National Defence and Veterans Affairs (SCONDVA) regarding its Report tabled in the House of Commons on October 28, 1998, entitled, “*Moving Forward – A Strategic Plan for Quality of Life Improvements in the Canadian Forces.*” This is the third annual report that follows up on the Government’s Response published on March 25, 1999 and updates the information provided in the 2001 Annual Report to SCONDVA dated March 30, 2001.

The Departments of National Defence and Veteran's Affairs have kept the quality of life of our Canadian Forces’ members and families as one of our top priorities. The Departments continued to work together on the complete spectrum of SCONDVA initiatives. During the past year, the Government implemented a further 13 of the SCONDVA recommendations, bringing to 68 the number of recommendations completed in the three years since the Government accepted the 89 recommendations contained in the SCONDVA report. The Government, recognizing the requirement for an organization to continue addressing the quality of life concerns of Canadian Forces members and their families, established within the Department of National Defence, a permanent Directorate of Quality of Life. This Directorate stood up effective September 1st, 2001. It will carry on from the Project Management Office of Quality of Life and will continue efforts to complete the remaining SCONDVA recommendations. In order to become proactive in addressing contemporary quality of life concerns, the Directorate has also begun to champion additional quality of life issues not identified by SCONDVA.

Care of our Injured and Retired personnel and their families remains a priority within the QOL program. Due to demand additional resources are being dedicated to the DND/VAC Centre for care of the injured (“The Centre”) and Veterans Affairs Canada has appointed a Deputy Director in recognition of the important role fulfilled by The Centre¹. On October 27, 2000 the Government passed amendments to the Pension Act that permit serving members injured in the service of Canada to receive disability pension benefits. This is in direct response to SCONDVA recommendation 55, and has resulted in an average of 250 applications to VAC monthly since the legislation was enacted. In the spirit of this legislation, the process whereby individuals apply for and receive disability pensions has been simplified and streamlined. Both departments have commenced the provision of case managers and transition co-ordinators that assist members making the transition from military to civilian life. The Project Management Office, Rx 2000, was stood up to improve the Canadian Forces' Health Services System. Through this new Project the Department of National Defence and Veterans Affairs Canada continue to increase the quality and quantity of information on medical benefits available to all Canadian Forces’ members and their families. The Centre has expanded the Transition

¹ The Centre for the Support of Injured and Retired Members and their Families is a combined Department of National Defence and Veterans Affairs Canada organization within the Directorate of Casualty Support Administration.

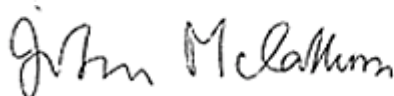
Assistance Program that helps medically released Canadian Forces' members receive priority hiring within the Federal Government or find civilian employment.

The Government is also taking steps to redefine Special Duty Areas to better reflect the nature of contemporary military operations. Amendments to the Pension Act passed in October 2000 provide benefits to still-serving members of the CF disabled as a result of service-related injuries, regardless of where those injuries occurred. Additionally, on March 29th 2001 it was announced that DND and VAC would recognize as "veterans" not only those former members of the Canadian Forces who have served in Special Duty Areas but, in fact, all former members of the Canadian Forces who met eligibility requirements. The Department of National Defence and Veterans Affairs Canada are also working together on the Continuum of Service Project (formerly a Joint Task Force). This project will outline recommendations to redesign programs for benefits and services to Canadian Forces veterans.

This third Annual Report to SCONDVA illustrates our commitment to continue addressing the quality of life issues within the Canadian Forces for serving and retired members and their families. We have accomplished much in the last three and a half years; however, there is still a lot more to be accomplished in the years ahead. We will continue working hard to resolve the issues of increased personnel tempo, pensions for reservists, a universal Regular/Reserve Force pay system, and improved accommodations, to name just a few.

Once again we wish to recognize the key role SCONDVA has played in improving the quality of life for Canadian Forces' members. The continued vigilance and guidance of the Committee's members has proved invaluable in addressing the quality of life issues facing members of the Canadian Forces and their families. The Government remains committed to improving the lives of our military and will continue to support the efforts of the Canadian Forces' Quality of Life program and the Standing Committee.

Sincerely,



The Honourable John McCallum
Minister of National Defence



The Honourable Dr. Rey Pagtakhan
Minister of Veterans Affairs

List of Acronyms

AFC	Armed Forces Council
ASD	Alternate Service Delivery
CCRA	Canada Customs and Revenue Agency
CDS	Chief of Defence Staff
Centre (The)	The Centre for the Support of Injured and Retired Members and their Families
CF	Canadian Forces
CFAO	Canadian Forces Administration Orders
CFAS	Canadian Forces Assignment System
CFB	Canadian Forces Base
CFCEP	Canadian Forces Continuing Education Program
CFHA	Canadian Forces Housing Agency
CFMS	Canadian Forces Medical Services
CFPSA	Canadian Forces Personnel Support Agency
CFS	Canadian Forces Station
CFSA	Canadian Forces Superannuation Act
COLA	Cost of Living Allowance
CRS	Chief of Review Services
DAOD	Defence Administrative Order and Directive
DND	Department of National Defence
DPSP	Director of Pensions and Social Programs
DQOL	Directorate of Quality of Life
DRET	Director Recruiting, Education and Training
DTEP	Director Training Education Policy
DSG	Deployment Support Group
EE	Employment Equity
FVF	Family Visitation Fund
FCP	Family Care Plan
FCA	Family Care Assistance
FY	Fiscal Year (1 st April - 31 st March)

HRDC	Human Resources Development Canada
IRPP	Integrated Relocation Pilot Program
LTD	Long-term Disability
MFRC	Military Family Resource Centres
NJC	National Joint Council
NYS	National Youth Summit
OSISS	Operational Stress Injury Social Support
OTSSC	Operational Trauma Stress Support Centre
PDRHC	Post Deployment Regional Health Centre
PEP	Personal Enhancement Program
PERSTEMPO	Personnel Tempo - the time CF members spend away from home
PLD	Post Living Differential (allowance)
PMO	Project Management Office
PMQ	Permanent Married Quarter
PS	Public Service (Federal)
PSP	Personnel Support Program
PTSD	Post-Traumatic Stress Disorder
QOL	Quality of Life
RFP	Request for Proposal
Rx 2000	PMO for the reform of the CF medical services
RMC	Royal Military College, Kingston
SCAN	Second Career Assistance Network
SCONDVA	Standing Committee on National Defence and Veterans Affairs
SDA	Special Duty Area
SHARP	Standards for Harassment and Racism Prevention
SISIP	Service Income Security Insurance Plan
SRB	Senior Review Board (Co-chaired by Deputy Minister and CDS)
TC	Total Compensation (factor or methodology)
UN	United Nations
UTPNM	University Training Plan for Non-commissioned Members
UTPO	University Training Plan for Officers

VAC
Y2K

Veterans Affairs Canada
Year 2000

Introduction

The Minister of National Defence and the Minister of Veterans Affairs are proud to provide this, the third Annual Report on Quality of Life in the Canadian Forces to SCONDVA. This report outlines the accomplishments made with respect to the Government's commitment tabled on 25 March 1999 and enhances the second Annual Report to SCONDVA that was published on 30 March 2001. Both Government Departments remain committed to improving the social and economic aspects of life within the Canadian Forces. To this end, another 13 of the 89 SCONDVA recommendations were completed during this past year, bringing the total completed to 68. Significant accomplishments have been made in the areas of services offered to injured CF members, the provision of language training and services to military members and their families and the policies and practices dealing with the housing of military families.

The Rx 2000 Project worked throughout 2001 to fulfil its aim of "the provision of professional, effective and efficient in-garrison and operational health care support to CF members through a strong framework of professional standards and a single corporate management entity under the leadership of Director General Health Services (DGHS)." DGHS commenced centralization of most Canadian military health services organizations in 2001 and will reach a steady state by 1 April 2003.

The Centre for the Support of Injured and Retired Members and Their Families, commonly known as "The Centre", operated throughout the year as an initial contact point and referral service to injured and retired members, Regular Force and Reserve members, their families, and the Chain of Command. All calls made to The Centre are confidential and in addition to the original consultation and referral, follow-up calls are made to ensure that an individual's concerns or issues have been resolved and that they have received all the assistance to which they are entitled.

Post Living Differential (PLD) was instituted in June 2000. The PLD recognizes that the cost of living for CF personnel and their families should be maintained at a relative and predictable level no matter where in Canada they are called upon to serve. The first annual review of PLD rates was completed in January - February 2001 and the resultant new PLD rates were published. Data collection to establish future rates will be undertaken in the January-February period each year and new rates will be published effective 1 April.

A permanent Directorate of Quality of Life (DQOL) was created within the Department of National Defence effective September 1st 2001. This 12-person organization continues to work to resolve the remaining SCONDVA-related initiatives and other QOL-related issues. In the spirit of the initial SCONDVA Report, the Department has continued to examine the quality of life issues that concern the men and women of the Canadian Forces and their families. This has led to the creation and pursuit of several initiatives not specifically identified by the Committee. Major efforts are underway in the areas of:

- PERSTEMPO - assessing the effects of increased time away from home spent by CF members as a result of their military duties;

- Definition of the Family - developing a suite of family definitions for use in the application of benefits and programs so that Departmental policies keep pace with the changing demographics of Canadian society;
- Family Violence - enhancing programs in place to support families subjected to violence, communicating the plethora of programs at the disposal of victims, and providing training to Family Violence service providers (social workers, chaplains, military police, medical professionals); and
- QOL Index - The development of a QOL Index to assess the Department's success in addressing both the SCONDVA and all other quality of life initiatives.

Report Structure

Previous annual reports were organized into five parts, which reflected the five pillars that support the Department of National Defence's Quality of Life program. Those pillars were:

- Pay and Allowances (compensation for work),
- The Housing Portfolio (accommodation),
- The Injured, Retired, and Veterans (care of injured personnel),
- The Military Family, and
- Transitions (including recognition, work expectations and conditions of service).

A significant number of the 89 SCONDVA recommendations have been fully addressed by the Government in the past three years. The majority of the initiatives resident within the Pay and Allowances pillar were addressed as the Canadian Forces achieved pay parity with the Public Service and as progressive allowances and programs such as Family Care Assistance and Compassionate Travel Assistance were created. The Care of the Injured pillar has been replaced by the two stand-alone organizations described above - the DND/VAC Centre for Care of the Injured and the DND Rx 2000 Project, which is revitalizing the provision of health care services to the members of Canada's military.

These significant achievements demanded an updated framework within which the military and the Government could articulate and develop their unwritten 'social contract' as set out in the first chapter of the SCONDVA Report. As a result an alternate structure was required for on-going quality of life efforts. In recognition of the remaining SCONDVA imperatives, this report is structured after the three functional areas of the recently established Directorate of Quality of Life. These three areas are:

- Initiatives;
- Accommodation; and
- Monitoring.

These functional areas of the Directorate of Quality of Life serve as an organizing framework both for this response and for the various Quality of Life (QOL) initiatives to which the

Department and the Canadian Forces are committed. Each activity conducted under this updated framework represents a key dimension of the Quality of Life in the Canadian Forces.

As with previous Annual Reports, this one is intended to provide a concise overview of the Government's progress toward fulfilling the recommendations made by the Standing Committee. The Report provides an executive summary of the year's progress and is structured as follows:

- **Part I – Initiatives Section**

This portion of the Report describes the on-going QOL, SCONDVA-driven initiatives that do not pertain directly to accommodations issues;

- **Part II –Accommodation Section**

This portion of the Report describes on-going QOL, SCONDVA-driven initiatives that pertain to accommodations issues;

- **Part III – Monitoring Section**

The Monitoring section of this report to SCONDVA describes those initiatives completed in 2001;

- **Part IV - VAC Progress**

The VAC Progress section of this report describes those initiatives that, although considered complete from DND's perspective, are still on-going within VAC;

- **Part V – Follow Up**

This section describes the on-going efforts to monitor progress on QOL issues and identify new areas for effort;

- **Annex A** – This Annex provides details on the status of each of the SCONDVA recommendations completed in previous years for which the Department has a requirement to report annually; and

- **Annex B** – The table at Annex B summarizes all the SCONDVA initiatives and their progress over the past three years. Details of recommendations closed in 2000 and 2001 can be found in the Department's previous two Annual Reports to SCONDVA.

Commanding Officers continue to ensure that details of the Quality of Life (QOL) initiatives are passed onto their personnel. To assist in this endeavour, this report and other QOL-related information, with many links to other internal and external Websites, are also available on the Internet at <http://www.dnd.ca/hr/qol> and DND Intranet at <http://hr.dwan.dnd.ca/qol>.

I - The Initiatives Team

We have concluded that our national commitment - in essence a moral commitment - to the Canadian Forces must be based on the following concrete principles:

- *That the members of the Canadian Forces are fairly and equitably compensated for the services they perform and the skills they exercise in performance of their many duties; and, that such compensation properly take into account the unique nature of military service.*
- *That all members and their families are provided with ready access to suitable and affordable accommodation. Accommodation provided must conform to modern standards and the reasonable expectations of those living in today's society.*
- *That military personnel and their families be provided with access to a full and adequate range of support services, offered in both official languages, that will ensure their financial, physical and spiritual well-being.*
- *That suitable recognition, care and compensation be provided to veterans and those injured in the service of Canada. Here, the guiding principle must always be compassion.*
- *That members be assured reasonable career progression and that in their service they be treated with dignity and respect. In addition, they must be provided with the appropriate equipment and kit commensurate with their tasking.*

The Report: Of the initiatives not reported complete in the previous two Annual Reports, the Committee made eleven recommendations that have not yet been completed and are therefore designated as the responsibility of the DQOL Initiatives Team.

The Government's Position: The Government accepted the vast majority of the Committee's recommendations, particularly those related to pay comparability and to relieving financial stress for lower-ranking individuals. Eleven of the remaining SCONDVA recommendations are the responsibility of the DQOL Initiatives Team.

Recommendation 6. The Department of National Defence pursues initiatives to put in place a real pension plan for the Reserves and report annually to SCONDVA on the progress achieved.

The Reserve Force Pension Project has been combined with the *Canadian Forces Superannuation Act* (CFSA) Review Project to establish the Canadian Forces Pension Modernization Project (CFPMP). The CFPMP objectives are to develop for approval and implementation new pension arrangements for the CF to support current and future strategic CF HR goals; to provide access to a pension plan for members of the Reserve Force and to provide an appropriate package of legislative amendments required as part of the pension reform sponsored by the federal government. Recommended changes will support contemporary HR strategies such as those being developed by the Terms of Service (TOS) Review and the Reserve Force Employment Project (RFEP) and are aimed at addressing the HR priorities of

recruitment, retention and motivation. The new pension plan will provide pension coverage for both full and part-time members of the CF with the applicable plan details contained in regulations. The Canadian Forces Pension Advisory Committee (CFPAC) endorsed the part-time prototype pending further evaluation of the administrative systems and processes that will be required to support it. The staffing process for seeking necessary legislative and regulatory changes has commenced and work is on schedule to support obtaining necessary legislative and regulatory approvals by late 2004.

Recommendation 8. By 31 December 1999, as soon as practicable, a common pay system be adopted for the Regular Force and the Reserves.

Work on the integration of the Reserve Force pay system into the Regular Force pay system began in 2001. The proposed Project name is the "Canadian Forces Pay System (CFPS) Project". During the project initiation phase it was determined that there should be a review of how personnel administration services and pay services are provided to the Reserves before proceeding with the CFPS Project. This work is planned for 2002/2003. Once this is completed new target dates and a revised schedule for an integrated "total compensation" package will be determined.

Recommendation 10. The Department of National Defence, in recognizing that overtime is a reality of military service, re-examine the valuations of the overtime factor in order that they properly reflect the workloads experienced by CF personnel and report to SCONDVA on an annual basis. The calculation for overtime should remain integrated to the total compensation formula.

The Department agreed to re-examine the overtime factor within the total compensation formula. A survey aimed at identifying amounts of overtime worked was conducted as part of a DHRRE led CF omnibus survey. Director Operational Research (DOR) has completed the required data analysis and the resultant overtime values for the Total Compensation Comparability (TCC) model. The new overtime values will be validated and included in the TCC methodology as part of ongoing reviews. In accordance with Treasury Board direction, Director General Compensation Benefits (DGCB) has undertaken a fundamental review of CF Compensation Strategy, the CF Compensation Strategy Review: Beyond 2001. Part of the review will include a review of the TCC Model with the aim of validating, updating and simplifying the methodology. Changes to the overtime factor within the model will be considered as part of this larger review. Estimate time of completion March 2003.

Recommendation 13. The CF rethink within a year the current relevance of military messes with a view to demonstrating their utility, particularly to younger members. Mess dues should be tax deductible. A report should be made to SCONDVA on an annual basis.

This recommendation was accepted; however, with regard to mess dues, it was determined that it is not possible to obtain tax exempt status owing to the nature of mess dues not falling within the definition of professional dues as defined by Canada Customs and Revenue Agency.

The Department has been reviewing the nature and the structure of messes during the past year. Additionally, The "Messes Beyond 2000" (MB2000) initiative undertaken by the Department has seen the conduct of Environmental Focus Groups to determine the best practices in place

and the common interests shared by all messes of the CF. Under MB2000 marketing analysis and assistance visits were conducted to four selected messes representing all CF elements. Accordingly, senior military leadership is being consulted to confirm a way ahead for the future CF mess policy. Estimated time of completion March 2004.

Recommendation 15. The Special Allowance - CFS Alert be replaced by an allowance similar to that of the Foreign Duty Allowance, and that it be applicable from the date of arrival at Alert.

The current CFS Alert allowance, effective 1 April 1999, is now payable from the date of arrival in Alert. The rate for the Special Allowance – CFS Alert will be reviewed as part of the third phase of the ongoing Fundamental Review of Allowances. Estimated time of completion 2002.

Recommendation 17. The Department of National Defence move to a bi-weekly pay system by 31 December 1999.

This project will require major technical changes to pay delivery systems as well as fundamental policy changes related to pay and benefit calculation. While work to validate the need for change can commence immediately, work to implement changes has been deferred until after Canadian Forces Pay System (CFPS) Project to integrate Reserve and Regular Force pay into the CCPS (the pay delivery system) and pension modernization projects are in place. Neither of these projects will be complete before 2005. Given the technical and policy challenges of the change from twice a month to every two weeks pay delivery, action to expedite the change could jeopardize normal pay delivery and would certainly delay the pension modernization project particularly the delivery of a “real pension” for members of the Reserve. This initiative will not be completed before 2005.

Recommendation 19. The Department of National Defence adopt a similar approach, in line with the domestic COLA, to the cost-of-living entitlements for CF members serving overseas.

The Canadian Forces provides ongoing representation on the National Joint Council (NJC) Sub-committee responsible for the Foreign Service Directives (FSD). This sub-committee recently completed a fundamental review of the benefits, the Triennial Review, and the resulting changes were accepted by the NJC effective June 2001. The benefits provided to federal employees serving outside Canada as described in the FSD provide the basis for CF member benefits now described in the Military Foreign Service Instructions (MFSI) (formerly Military Foreign Service Regulations (MFSR)). Benefits described in the FSD/MFSI are designed to address the cost of living and the financial environment faced by CF and Public Service members serving outside of Canada. This comprehensive and tailored approach to addressing CF member needs when serving outside Canada better meets the CF objective to ensure that "the cost of living of CF personnel and their families should be maintained at a relative and predictable level, no matter where personnel are called upon to serve" than would an adapted Post Living Differential methodology. Thus, the needs of members posted outside Canada will continue to be addressed through the FSD/MFSI process.

Recommendation 20. The Government appoint an independent review panel, at least once every five years, to examine, and make recommendations with regard to the appropriateness of compensation and benefits provided to the Canadian Forces. The panel should report to SCONDVA.

The development of the Military Compensation Review Committee has become part of a TB directed compensation strategy review, CF Compensation Strategy: Beyond 2001. As part of the over all review, discussions on requirements and options for the MCRC have been initiated with the TB Secretariat. A private sector consultant is reviewing the requirement and will develop options, the scope of the committee mandate and reporting mechanisms and will make recommendations for membership.

Recommendation 38. That the contracts with moving companies be modified to allow much more time for individuals to report and document damages to possessions resulting from a move. These contracts should be reviewed on an annual basis.

This recommendation is being addressed through the household goods movement contract with the moving industry as well as part of the re-engineering of the relocation process. Estimated time of completion Mar 04. In the interim, the Department has taken action to ensure CF members are fully aware of both their rights and responsibilities regarding insurance coverage.

Recommendation 43. The recommendations of the McLellan report concerning the training of leaders on care of injured issues be implemented as quickly as possible and that other measures be taken to inculcate leaders on the importance of caring leadership. A report should be made to SCONDVA on an annual basis.

With respect to *training*, the Canadian Forces are refining the training provided to Officers and Non-Commissioned Members concerning the care of injured personnel and on the ethos of caring. The Officer General Specification and Non-Commissioned Member leadership courses has been expanded to include caring leadership, and training standards rewritten to reflect this fact. The majority of the Course Training Plans (CTPs) have been produced; however, with the priority of work being placed on recruiting and training further development of these CTPs has been delayed. Estimated time of completion March 2004.

Recommendation 53. That the Departments of National Defence and Veterans Affairs and other agencies change their procedures to minimize the duplication of medical examinations and other requirements during the processing of disability pension applications. A report should be made to SCONDVA within a year.

A Working Group composed of DND, VAC, HRDC and SISIP are examining methods of reducing duplication of medical examinations by developing a medical examination information package for use when a CF member is being released. A new draft form has been developed and accepted by all stakeholders. A trial of the new draft form is ongoing at five different bases and only for members applying for a VAC pension. The results will be evaluated and a final decision will be taken in 2002.

II - The Accommodations Team

Canadian Forces members and their families must be able to secure safe, suitable accommodation wherever they are posted. Previous under-funding of housing stock and repairs must be corrected.

The Report: The Committee originally made 21 recommendations designed to provide much-needed improvements to military housing stock and greater flexibility to the Canadian Forces Housing Agency (CFHA). The Accommodations portfolio encompasses the ten recommendations that have yet to be completed.

The Government's Position: The Government supported the aim of the Committee's general statement of principles on accommodation and accepted the intent of their recommendations with respect to the CFHA. Key to correcting these issues has been the development of a Department of National Defence Accommodation Policy that was issued in June 1999. To be consistent with this policy, the Department has completed the phasing in of market value rents for married quarters. This accelerated rationalization of married quarter rents to rates comparable to local private sector rents for similar housing ensures that CF members regardless of where they live in the local community are treated fairly and equitably. The Department has provided CFHA with approximately \$130 million since 1 April 1999 to address remedial health and safety repairs to bring military housing to an adequate standard in this regard. The Committee's recommendations relating to the role, responsibilities and funding of the Canadian Forces Housing Agency continue to be under study. The Minister of National Defence will inform SCONDVA when decisions on the status of the Housing Agency are finalized.

Recommendation 21. The Department develop and adopt a policy to ensure that personnel at all bases and major facilities have access to well-maintained single quarters. An annual progress report should be made to SCONDVA.

The DND Accommodation Policy was approved and promulgated in June 1999. The long-term vision for accommodation is currently in the final stages of development. The supporting regulatory framework of orders and directives are being formulated and should be finalized in Summer 2002.

Recommendation 22. A common standard for the design and operation of modern single quarters at all bases and stations of the Canadian Forces be established and that facilities not meeting this standard should be upgraded or replaced as soon as possible. SCONDVA should receive a progress report within a year.

Draft accommodation standards have been developed to support CF members living in single quarters. These standards once formally approved will be implemented as part of the departmental regulatory framework. Upgrades and replacement of existing facilities will proceed as priorities and funding permits, incorporating these new standards. The estimated completion date for this initiative is October 2002.

Recommendation 23. Departmental planners and contractors must give a high priority to the protection of the dignity, privacy, and safety of individuals in the design and

administration of single quarters. SCONDVA should receive a progress report within a year.

The draft accommodation standards have been developed specifically to address the preservation of the dignity, safety, security and privacy of CF members in single quarters. At the same time, administrative policies and practices are being reviewed to ensure that the CF members in single quarters are treated fairly, equitably and with due regard to personal needs. The estimated completion date for this initiative is October 2002.

Recommendation 26. The Housing Agency must provide adequate and efficient services, including emergency repairs, for PMQs slated or likely to be abandoned in the next few years because of the closure of a base, the transfer of military units or other reasons until alternative housing becomes available.

DND has provided CFHA with approximately \$130 Million in incremental funding since 1 April 1999 specifically to address remedial health and safety repairs. Approximately \$46 Million in total is committed for such work in FY 2001/2002 for occupied units. A disposal program is underway for MQs judged to be Beyond Economical Repair (BER) and surplus to DND requirements. The estimated completion date for this initiative is March 2003.

Recommendation 29. The Housing Agency should proceed with the task of determining the best way of providing modern and environmentally efficient Permanent Married Quarters, in consultation with Base Commanders and the Department, which should report on an annual basis to SCONDVA.

This recommendation was accepted in principle. The DND Accommodation Policy promulgated in June 1999 committed the Department to ensuring that all CF members and their families can secure suitable accommodation wherever they are posted. The policy also reflects the need for housing solutions to be site-specific, cost-effective, and suitable to personal circumstance. Finally, the policy states that affordability will be addressed through adequate compensation and not through subsidized or sub-standard Crown-owned housing.

Site-by-Site Housing Requirement Studies were completed in April 2001. A CFHA Rationalization and Recapitalization Strategy has been drafted and is presently under departmental review. This strategy will address those concerns identified by SCONDVA and further ensure cost-effective, efficient life cycle management of the future Crown housing portfolio in keeping with DND objectives. Site-specific housing project initiatives will be programmed and implemented as part of the national strategy and as funds become available. Given current resource levels within the Department, the timeframe to implement individual site initiatives may stretch beyond the 2010 timeframe. The estimated completion date for this initiative is March 2005.

Recommendation 30. The Housing Agency be given an expanded mandate in order to undertake any option it determines to be the most cost-efficient to provide housing and housing services for military bases.

The legal authority of the Canadian Forces Housing Agency is limited, under its current mandate, to the operation and maintenance of the existing housing portfolio. The Department is examining the accommodation needs of all CF members, including those living in the private

sector. This holistic examination may suggest additional amendments to the mandate of the Agency beyond the management of strictly Crown housing. The Department is exploring various means of restructuring and empowering the Agency so that it has the flexibility and authority it needs to carry out a wider mandate. A Treasury Board Submission requesting an expanded mandate for CFHA is currently being finalized. Additional mandate amendments may be required in the future as new opportunities and services are identified that would benefit CF members and suit the CFHA organizational structure. The estimated completion date for This initiative is planned for completion prior to December 2002.

Recommendation 31. The Department of National Defence be allowed to use the funds generated by the sale or long-term leasing of departmental lands and facilities or to swap land with private developers primarily to help the Canadian Forces Housing Agency finance the construction or leasing of Permanent Married Quarters.

These recommendations are accepted in principle. The TB Submission for the CFHA Mandate includes provisions for the use of proceeds from land transfers, sales and disposals to fund new housing initiatives. Please note the more detailed response to recommendation 30.

Recommendation 32. The Department be empowered to use the proceeds from the sale of capital assets primarily to help the Housing Agency finance the construction or leasing of PMQs. Indeed, we further recommend that revenues generated by the sale of departmental assets be retained by the department in order to enable it to meet other requirements as well.

The recommendations regarding the retention of funds relating to the disposal or leasing of assets are fully supported as they pertain to property and assets linked to housing. The TB Submission for the CFHA Mandate includes provisions for the use of such proceeds to fund new housing initiatives. Future Agency authorities being considered include the ability to form a wide variety of joint ventures including the provision for the use of land in exchange for property, capital, or services. Experience to date indicates that funds from sale of assets are often not available in time to finance the related initiatives. This would further support recommendation 33 regarding loans. The estimated completion date for this initiative is May 2002.

Recommendation 33. The government grant the Housing Agency a repayable low-interest loan to help it proceed with its business. The Housing Agency should obtain other revenues through long-term lease arrangements with contractors.

The provision to secure capital funds will be required to assist CFHA to achieve its current or expanded mandate. The TB Submission for CFHA includes provisions for a variety of financial instruments to secure those capital funds required to finance future endeavours however it is intended that financing be site-specific. DND will in turn prepare comprehensive Master Accommodation Implementation Plans, incorporating both family housing and single quarters, with funding projections based on current and future site-by-site studies. Master Implementation Plans (MIPs) for Residential and Training accommodation will be developed in due course on the basis of the MQ Rationalization and Recapitalization Strategy and a Training Accommodation Rationalization Study. The estimated completion date for this initiative is September 2003.

Recommendation 37. A program be developed to facilitate the leasing by the Housing Agency of homes owned by military personnel for use as PMQs when homeowners are posted to another region of the country or overseas. The Status of the program should be reported to SCNDVA on an annual basis.

This recommendation was accepted in principle. Its feasibility and applicability are being examined in relation to the property management dimension of the Integrated Relocation Pilot Program (IRPP) but is not presently incorporated into the mandate and authorities being sought for CFHA in the TB Submission. This recommendation may be included in future opportunities and services for CFHA referred to in the response to recommendation 30. The estimated completion date for this initiative is September 2003.

III - The Monitoring Team

In order to provide a framework for addressing the various problems and changes faced by the CF, we will need to put in place a comprehensive human resources policy. This policy must:

- *always ensure that operational requirements are met;*
- *incorporate what is best in current practice;*
- *provide jobs that are rewarding and challenging;*
- *allow the CF to recruit, retain and motivate quality people by offering them a fair and equitable pay and benefits package which recognizes the demands of military life;*
- *enable individuals to realize their potential and provide them with equal opportunity irrespective of race or gender;*
- *assist members to prepare for second careers;*
- *take individual and family needs and aspirations into account when determining postings and in the development of policies.*

The human resource policy that is put in place must be integrated, comprehensive, transparent and readily understandable by all members.

The Report: The need to report progress on already-completed SONDVA recommendations is a recurring theme in the Committee's original report. The Committee recommended that an annual report to SCONDVA be made on 24 of its recommendations. From these 24 initiatives, 11 were completed in previous years and are reported at Annex A.

The Government's Position: In the spirit of needing not only to put programs and policies in place, but also to continually assess the effectiveness of these programs and policies, one component of DQOL has been created to monitor completed initiatives. Thirteen of the SCONDVA recommendations were completed in the past year and have thereby become the responsibility to the DQOL Monitoring Team.

Recommendation 11. The Department of National Defence develops management practices that will allow CF members to take leave in order to meet personal and family expectations. Subject to operational requirements, designated leave periods should be mutually acceptable to commanding officers and those desiring leave. A report should be made to SCONDVA on an annual basis.

This initiative was completed in April 2001 with the promulgation the CF Leave Policy in a Forces-wide message. Departmental Administrative Orders and Directives are being developed. The granting of leave remains a chain of command responsibility. Briefings to Base

Commanders, normal courses, deployment courses, etc. continue to provide explanations of the policies and emphasize the need for ensuring members are afforded annual leave within the year it is earned and for respecting the policy intent and needs of individuals in granting other types of leave.

Recommendation 24. The Canadian Forces Housing Agency must review its policies and its arrangements with contractors at all bases to ensure that efficient and appropriate repairs are made to PMQs at the earliest possible time when emergencies occur.

This initiative was completed in December 2001. The Canadian Forces Housing Agency has a system of management guidelines in place for all Housing Offices to ensure response to occupant and unit emergencies in an efficient and timely manner. Emergency response service is maintained to a standard consistent with and exceeding those in practice in the private sector.

Recommendation 25. The Housing Agency must ensure that its officials at all bases are properly trained to provide fast and courteous service to residents of PMQs, especially in emergencies.

This initiative was completed in December 2001. The Canadian Forces Housing Agency has increased its training budget for HMO personnel to include customer relations, management and improved after-hours response capabilities. See the response to Recommendation 24.

Recommendation 39. The Department of National Defence or some other agent such as the Canadian Forces Housing Agency assist members of the Forces in making claims for compensation of damages caused by movers during a move. A report to SCONDVA should be made on an annual basis.

This initiative was completed in April 2001. It was addressed as part of the re-engineering of the relocation process, including implementation of a *Move Education Program* for members and spouses. The Department continues to study ways of providing direct assistance to members such as the establishment of a position for a claims advisor.

Recommendation 56. Military personnel who have served in Special Duty Areas (SDAs) overseas be recognized as veterans.

This initiative was completed in March 2001. On March 29, 2001, the Minister of Veterans Affairs informed SCONDVA that VAC and DND would recognize as “veterans” not only those former members of the Canadian Forces who have served in Special Duty Areas but, in fact, all former members of the Canadian Forces who have met both DND’s military occupational classification requirements and been released from the Canadian Forces with an honourable discharge. These requirements apply equally to those Canadian Forces members who have served in the Reserves. In conferring “veteran recognition” to former members of the Canadian Forces, it must be reiterated that access to VAC benefits and services are based on need or other defined eligibility - not recognition as a “veteran.” Completed March 2001.

Recommendation 58. Guidelines be developed to govern the operation of rear parties and other unit support groups in order to ensure a standard level of support to families of both Regular Force and Reserve personnel during deployments of units. These measures must also take into account the need for access to services in both official languages for military

personnel and their families. Special attention should be paid to the needs of personnel from other units deployed overseas with larger units. A report should be made to SCONDVA on an annual basis.

This initiative was completed in February 2001. The Department of National Defence has defined common support standards to be administered by the Deployment Support Groups (DSGs) to ensure that families will receive the same level of support and service across the country. It has also established a Canadian Forces Family Policy and continues to support and expand the programs available through the Military Family Resource Centres. The Director of Military Family Services continues, with the use of a newly developed National Information Database, to monitor guidance and funds provided to the Military Family Resource Centres for expanded support to Reservists, and UN augmentees.

Recommendation 61. The Canadian Forces develop a military family policy to ensure better co-ordination and co-operation between all the elements of the family network and to guide decisions on matters which affect the quality of life of military families. That this policy takes into account the need for access to services in both official languages for military personnel and their families. A report should be made to SCONDVA on an annual basis.

This initiative was completed in November 2001. A CF Family Policy was developed and was published as Defence Administrative Order and Directive in June 2000. The policy recognizes the military family relationship, reiterates the CF's commitment to the family, and describes the core principles and areas of responsibility for program delivery. One of the goals of the policy is to establish a military family network that incorporates all of the elements of service and support to the family. Additionally, the Family Care Plan (FCP) has been incorporated as an amendment to the CF Families DAOD and a new DAOD, Notification of Family Death, Illness or Injury, establishes a policy and a process to contact members when required in circumstances such as death, serious illness or injury of a family member.

Recommendation 63. Posting guidelines be modified to provide career managers greater flexibility to facilitate postings for special family needs without limiting the career prospects of personnel. That posting guidelines take into account the need for access to services in both official languages for military personnel and their families.

This initiative was completed in June 2001. This recommendation was accepted. In December 1999, the QOL Senior Review Board (SRB) authorized the formalization of Contingency Cost Moves. Contingency Cost Moves are designed to give the career manager the necessary flexibility to post personnel to new locations due to exceptional personal circumstances. If the CF members' personal circumstances do not affect the members' employability, deployability and ability to perform their duties, the member may be considered for a Contingency Cost Move. Where this is not the case, the member may be considered for compassionate status, and if necessary, a compassionate posting. For the duration of the compassionate status, the member will be subject to career restrictions. The CF's Compassionate Posting Policy has been revised and a Defence Administrative Order and Directive (DAOD) has been written and promulgated.

Recommendation 66. Programs for teenage members of military families be given special attention in the development of policies. Efforts should be made to recognize special education needs and to encourage the development and use of programs such as the Individual Educational Plan. That these programs take into account the need for access to services in both official languages for military personnel and their families.

This initiative was completed in March 2001 with the creation of a National Recreation and Youth Services Manager (NRYSM) position within the Canadian Forces Personnel Support Agency. The NRYSM is developing guiding principles for youth services and the associated minimum national service standards. Development of a National Youth Services Model for Canadian Forces communities is also underway. The Model will be complete in July 2002 and will reflect and respond to the needs and interests of Canadian Forces youth between the ages of 12 and 18 years. It is designed to establish national minimum standards for programs and services to provide a more systematic approach to the delivery of youth services at the local level.

Recommendation 72. Second language training policies be amended to ensure that military spouses can have access to language courses on bases when requested. A report on developments should be made to SCONDVA on an annual basis.

This initiative was completed in February 2001. The Second Language Training (SLT) program and policies developed by the Department are in place and functioning.

Recommendation 73. In the future, all services and programs offered by the Department of National Defence to military personnel and their families be available in both official languages.

This initiative was completed in August 2001. The DOL Report on the effectiveness of bilingual services at DND locations has been published. DQOL to continue monitoring.

Recommendation 77. The Canadian Forces ensure that the career management component remains adequately staffed, to meet both human resources and operational requirements.

This initiative was completed in December, 2001. The Canadian Forces Assignment System is designed to improve the overall planning and delivery of career management to members of the Canadian Forces.

IV - VAC Progress

Recommendation 44. That the programs be developed to make public and private sector corporations more aware of the skills and experience offered by individuals leaving the Forces and to help facilitate their hiring of personnel who must end their military careers prematurely because of serious injuries or illness.

This recommendation was accepted. The Public Service Commission (PSC) has approved priority hiring for personnel injured in designated Special Duty Areas. The DND request to the PSC to expand this priority to personnel injured in domestic operations as well as those in inherently dangerous occupations such as search and rescue and explosives ordnance disposal has been denied. However, the PSC has agreed to consider a request to amend the DND Employment Equity Program to include these individuals. Requests to provide similar hiring priority have been sent to Provincial Public Service Commissions and discussions have taken place with several provinces. Private industry has also been approached to assist in this initiative.

A Transition Assistance Program has been established within The Centre to provide individual employment assistance to CF members who are medically released. In 2001, the VAC policy on casual hiring was amended to include the Transition Assistance Program as a source for short-term employment opportunities. In addition, CF members have been seconded to work in VAC, e.g. in southern Ontario as a career advisor for VACs CF clients, on the VAC-CF Project team and on the Continuum of Service Project. The Department is currently also in discussion with the Public Service Commission to receive special Deputy Ministerial delegation to hire releasing CF members for longer-term employment as well.

Recommendation 46. That the Departments of National Defence and Veterans Affairs establish a single access source of assistance, research, and information to individuals suffering severe and debilitating illnesses since their service during the Persian Gulf War.

This recommendation has been accepted and is being implemented. Post Deployment Regional Health Centres (PDRHCs) have been established by DND. A DND/VAC Memorandum of Understanding allows VAC to refer former CF members with service in any designated Special Duty Area, such as the Persian Gulf, to these Centres for diagnostic investigation related to an application for a disability pension and the development of a treatment plan for their disabilities. Former CF members who served in Croatia can also access the PDRHCs if they have general health concerns.

Under a separate DND/VAC Memorandum of Understanding, still-serving CF members will be able to access mental health clinical services through VACs Ste-Anne's Hospital and CF veterans (former CF members) will be able to access these services through DND's Operational Trauma and Stress Support Centres.

Recommendation 48. That the importance of programs to assist individuals dealing with the effects of post traumatic stress disorder (PTSD) and other types of stress be reaffirmed and that their funding be reinforced.

These recommendations were accepted and resulted in the following initiatives:

- a. four additional Operational Trauma and Stress Support Centres at Halifax, Valcartier, Edmonton, and Esquimalt were opened;
- b. an additional Critical Incident Stress debriefing course is run yearly;
- c. additional PTSD training will be given to CFMS personnel including doctors and other medical professionals;
- d. Post Deployment Follow-up Policy has been developed and is awaiting final approval. This policy includes standardized compulsory physical and psychological evaluation for both Regular and Reserve Force members;
- e. on April 1, 2001, VAC launched an Assistance Service (formerly referred to as a crisis line) for former CF members and their families who require professional counselling. Accessed initially by a toll-free telephone line, this service is modelled on the DND's successful CF Members Assistance Program (CFMAP);
- f. VAC has made changes to the management of PTSD and other psychiatric illnesses including the development of Pensions and Health Care protocols to ensure timely and responsive services and interventions to clients suffering from these illnesses;
- g. VAC is also revisiting policies and processes related to the award of health care benefits to ensure that the domestic, social and other physical circumstances of PTSD clients are considered in their treatment. Other mechanisms with DND are being explored for further integration of evaluation and assessment processes and examinations of psychiatric clients;
- h. Efforts are ongoing to improve VAC staff education in terms of CF-related challenges, issues and initiatives with special emphasis on client mental health issues. Activities include:
 - (1) orientation sessions/workshops/seminars across Canada for physicians, nurses and other departmental staff to update their knowledge and skills in dealing with mental health issues to recognize the difficulties that pension applicants claiming these conditions might be experiencing;
 - (2) the development of a VAC Information and Resource Handbook designed to provide front-line staff with information and resources to assist them in dealing with special needs presented by CF clients as suicide, psychologic trauma, chronic pain;

- (3) the development of educational tools as part of its "Learning Toolkit", as publication of a booklet entitled, PTSD and War-Related Stress (based on an Australian source document); and
- i. Operational Stress Injury Social Support Pilot Project, in partnership with DND, has as its aim to increase the level of social support available to CF members and CF veterans affected by operational stress injuries (OSI), both inside and outside the workplace. The deliverables include the development of a peer support network and, in the longer term, instigating an institutional cultural shift, improving pre-deployment training, developing ways and policies to better manage members and former members with OSI and better address the needs of their families; and
- j. Mental Health Partnership - VAC and DND have signed an agreement through which still-serving CF members will be able to access mental health clinical services through VAC's Ste. Anne's Hospital and CF veterans (no longer serving) will be able to access these services through DND's Operational Trauma and Stress Support Centres.

Recommendation 49. That the requirements of Reservists, especially those who have served on peacekeeping operations, for assistance in dealing with the effects of post traumatic stress disorder and other types of stress be addressed as fully as possible.

Same as recommendation 48

Recommendation 52. That the Departments of National Defence and Veterans Affairs together with other agencies develop streamlined procedures to ensure quick and effective transfer of all relevant records of personnel leaving the Forces. A report on the progress achieved should be made to SCNDVA within a year.

This recommendation was accepted and has been implemented. DND and VAC continue to work towards further streamlining procedures and processes related to the effective transfer of service documents of personnel leaving the CF. VAC has conducted a Transition Coordinator Pilot Project (TCPP) from February to December 2001 that placed seven full-time employees at key CF locations as part of a pilot project to assist members in their transition from military to civilian life. The Coordinators act as a bridge between the CF Case Manager and the VAC District Office and help CF members still-serving access VACs benefits and services to which they are entitled. An evaluation on the TCPP is currently under review by VAC.

The interface between the two Departments on behalf of common clients will greatly help to streamline procedures and ensure quick and effective transfer of all relevant records of members leaving the CF. Additionally, through various working committees and liaison between DND and VAC, actual and potential problem areas are being identified early and actions taken to eliminate or minimize delays. VAC has also assigned a former CF/VAC Project Officer to work with the DND Liaison Officer to address and resolve both systemic and specific issues as they are identified. Finally, VAC has provided on-base resources for short periods to alleviate backlog in photocopying documents relevant to applications for pensions.

Recommendation 54. The Department of Veterans Affairs pursue its vigorous actions to reduce as much as possible the time necessary to process disability pension applications and appeals. A report should be made to SCONDVA on an annual basis.

A reform of disability pension adjudication was launched on June 6, 2001 and has reduced backlogs in adjudication by 50%, resulting in faster processing of disability pension decisions. The claim preparation stage for pension applications in district offices was also streamlined considerably, resulting in reduced backlogs in field offices. The streamlining has enabled the Department to maintain an average turnaround time of six months, even though there was a significant increase in pension application workload. Pension Adjudication protocols are currently being piloted at CF bases in Edmonton, Esquimalt and Cold Lake. The Table of Disabilities and Entitlement Guidelines Project is currently underway with a goal to improve the quality, consistency and timeliness of disability pension decisions and to improve the transparency of the decision-making process within the Disability Pension Program. Following extensive consultation in 2002/03 with key players, including veteran organizations, implementation is expected to occur. The project is progressing very well and a draft Table of Disabilities has been completed. A selected group of entitlement eligibility guidelines will be implemented in 2002.

Recommendation 55. That legislation be amended so that major deployments within Canada to deal with national and regional emergencies be designated as Special Duty Areas for disability pension purposes. Measures should also be taken to ensure that personnel who suffer major injuries while on duty in Canada have access to disability pension benefits.

This recommendation was accepted in principle. VAC agrees in principle that members, who are disabled as a result of their duties during deployments, whether in Canada or abroad, should be entitled to a pension. In fact, amendments to the Pension Act passed in October 2000 provide benefits to still-serving members of the CF disabled as a result of service-related injuries, regardless of where those injuries occurred.

VAC does not propose extending the insurance principle to routine domestic deployments, where it cannot readily be determined whether or not a disability is directly connected with such military service. However, VAC is reviewing the existing authorities contained in Section 21 of the Pension Act to ensure that coverage of disabilities resulting from service requirements imposed on CF members is appropriately recognized.

In addition, VAC is reviewing options for recognizing individuals whose area of duty cannot be geographically defined, but who are involved in operations which involve risks similar to those associated with a Special Duty Area. Regulatory amendments approved in August 2001 provide still serving and former members of the CF with treatment that is not provided by DND and Veterans Independence Program services for their VAC pensioned conditions regardless of where they served. VAC is also considering the implications of a review it carried out on the needs of its clients to determine what services they may require, and if existing programs are relevant and appropriate.

V - Follow-Up

The Committee has asked for follow-up reports on several of its recommendations. The Department will provide verbal briefings and written reports to the Committee on decisions and on progress, as appropriate. The SCONDVA recommendations requiring an annual update to the Committee will be provided in future via the Chief of Defence Staff's Annual Report. The Directorate of Quality of Life will continue work to complete the remaining SCONDVA initiatives and to champion evolving QOL-related issues. In addition, the CDS will continue to address quality of life issues in his annual report to Parliament. As recommended by the Committee, the Government remains committed to this dialogue on the vital issues raised in the Report as the best way of informing Parliament about what is being done. Ongoing discussion of SCONDVA's observations will also serve to remind all concerned Canadians of the valuable contribution made to the Canadian Forces by Members of Parliament through their work on Quality of Life issues.



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RECOMMENDATIONS REQUIRING ANNUAL REPORT TO SCONDVA

This annex contains all the SCONDVA recommendations that were completed in previous years, but for which SCONDVA asked for a report on an annual basis.

Pay and Allowances (Compensation for Work)

Recommendation 9. The Department of National Defence immediately review the Military Factor to ensure that both the criteria and the values assigned properly reflect the uniqueness of military service and that the results be reviewed by SCONDVA on an annual basis.

The Department has undertaken a re-examination of the overtime factor within the total compensation formula based on an overtime questionnaire included as part of a CF omnibus survey. The questionnaire was approved informally by Treasury Board Secretariat as a suitable basis for determination of the nature and extent of CF overtime for purposes of comparison with the Public Service. The survey was completed in Dec 99 and was completed by 52% of the recipients. DOR has completed the required data analysis and the resultant overtime values for Total Compensation (TC) have been calculated. New overtime values will be validated and subsequently included in the TC methodology. The timing of the introduction of these changes has not yet been finally determined but are estimated for completion in October 2002.

The Injured, Retirees and Veterans (Care of Injured Personnel)

Recommendation 57. That programs be developed to better inform military personnel on disability compensation and other benefit entitlements for Reserve Force members. A report to SCONDVA should be made on an annual basis.

This recommendation was accepted. VAC is currently developing a strategic communication plan aimed at reaching current members of the Reserve with a follow-up strategy developed to reach former Reserve members. In addition to the development of information packages, briefing sessions are presented to Regular and Reserve personnel at various locations across Canada throughout the year. These briefings outline VAC's services and benefits and may be delivered as part of pre- or post-deployment briefings, and Second Career Assistance Network (SCAN) seminars. VAC collaborated in a DND-led initiative in 2001 to produce a mini-video on VAC services and benefits, which is one of a series to be offered to CF personnel unable to attend SCAN seminars. Information about VAC programs, benefits and services is communicated through CF and DND communication medium as their various client newspapers, and website. Ongoing effort is directed at the development and distribution of brochures and videos, i.e. "Veterans Affairs In Service to the Canadian Forces", which outline the services and benefits available from VAC to its CF clients. These communication vehicles are distributed widely to VAC locations, Royal Canadian Legion Provincial Command Offices,

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and CF bases. VAC also continues to promote increased learning among its staff in the belief that better knowledge and awareness of the needs of its CF clientele will enhance understanding and service to those clients. VAC staff have enthusiastically participated in such learning events.

The Military Family

Recommendation 59. A clearly defined policy on compassionate leave and travel arrangements be developed to ensure that military personnel and their families can be certain of being able to travel in an appropriate fashion as soon as possible whenever family emergencies occur. When compassionate leave is requested, padres and commanding officers should consult on appropriate arrangements. A report to SCONDVA should be made on an annual basis.

The Compassionate Travel Assistance (CTA) was approved by Governor General in Council in June 2000. The assistance will be reviewed by Treasury Board Secretariat in terms of the total compensation package after a two-year period. The aim of CTA is to provide financial assistance to CF members and their families for travel in times of family emergencies. To ensure that the most economical rate is obtained, members are required to seek the transportation carrier's compassionate fare, where such fares are offered. The QOL Project requested a Canada Customs and Revenue Agency (CCRA) opinion on the taxability of CTA. In their reply, CCRA have confirmed the taxability of this new benefit pursuant to subsection 6(1) of the Income Tax Act. In November 2000, the QOL Project transferred the responsibility for internal staffing of Duty and Non-Duty Travel Departmental Administrative Orders and Directives (DAODs) to the Director of Compensation and Benefits Administration. Pertaining to compassionate leave, a review of the CF's entire leave policy has been co-ordinated by the Director of Pensions and Social Programs (DPSP). The updated leave policies will be promulgated as a suite DAODs prior to 1 April 2002. One of the functions of the new suite of DAODs will be to ensure the consistent interpretation of criteria for the granting of compassionate leave.

Recommendation 60. The commitment to support Military Family Resource Centres be reaffirmed and that policies governing their operations be reviewed to ensure that the implications of new housing policies and the changing complexion of the military community on and off bases are taken into account. The proposed measures must also take into account the need for access to services in both official languages for military personnel and their families. A report should be made to SCONDVA on an annual basis.

New policies have been developed regarding the CF Personnel Support Program (PSP) and these will be closely monitored and adjusted, where necessary, to ensure that they are responsive to the needs of all CF families. The CF has reaffirmed its commitment to Military Family Resource Centres (MFRCs) and has undertaken a Chief of Review Service review of the Military Family Support Program (MFSP) to maximize the effectiveness of the program. The major observation made by the PSP Study is that there are no personnel dedicated to the delivery of PSP programs and services at downsized locations. The Canadian Forces Personnel Support Agency (CFPSA) believes this is the single greatest obstacle to ensuring adequate PSP

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services in these locations. CFPSA and the QOL Project have presented options for the provision of these PSP services to senior leadership. The QOL Senior Review Board provided approval in principle to the selected PSP model in October 2000, and the funding requirement has been identified in the long-term capability plan for ADM(HR-Mil).

Recommendation 68. The Department develop a program to encourage greater awareness among local and national employers of the problems faced by military spouses seeking jobs and to explore opportunities to make more jobs available. A report should be made to SCONDVA on an annual basis.

Full-time or, where appropriate, half time Employment Assistance Counsellors were established at all Military Family Resource Centres in April 1999. Significant inroads have been made with civilian employers at the national and local levels, such as banks, the Canadian Corps of Commissionaires and others through a national employment advisor employed at the Directorate of Military Family Services (DMFS).

**Transitions (including recognition, work expectations
and terms of service)**

Recommendation 75. The Department of National Defence examines the feasibility of adopting a longer planning cycle whereby members could be given greater notice of their next posting. A report should be made to SCONDVA on an annual basis.

The Director General Military Careers has undertaken a review of the planning cycle and is developing policies and practices to address this recommendation. The Canadian Forces Assignment System was subjected to a validation process in 2000. The weaknesses identified in the validation are being systematically corrected. As the corrections are made, the related career management practices are being made accessible to members of the military through the Director General Military Careers' website. The intent is to share the procedures and criterion used by career managers in order to better convey the career management function to the CF membership at large and to thereby facilitate a dialogue between CF members and their career managers.

Recommendation 81. The Second Career Assistance Network be made available to CF personnel at an earlier date in their careers and that adequate funding be sustained in order to ensure its effectiveness. A report should be made to SCONDVA on an annual basis.

This issue has been studied and a number of significant improvements to the Personal Enhancement Programme's Second Career Assistance Network have been initiated to address the timeliness and funding problems identified in this recommendation. Effective 1 Apr 01, additional recurring funds and resources were allocated to the PEP/SCAN to facilitate an increase of the number of SCAN Seminars as well as the introduction of new Long Term Planning (LTP) workshops to be run on Bases/Wings each year. The LTPs in particular are aimed at providing CF personnel with awareness, during the initial 5 years of service, of the issues they need to address to prepare for transition to civilian life. To ensure easier access by

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all to the critical elements of the SCAN Seminars, SCAN videos addressing the various Seminar topics are being produced and these will be made available at each of the 17 Bases/Wings that provide PEP services. Additionally, a SCAN booklet that details all the key relevant information covered by the SCAN Seminars is being produced and this booklet will be provided to all CF members. Both videos and the booklet will also eventually be placed On Line for electronic access by all whenever they need it. Finally, the necessary policy framework that is needed to support the aforementioned PEP/SCAN changes is being rebuilt.

Recommendation 82. The Canadian Forces give consideration to increasing the number of UTPO positions made available each year and consider expanding the Royal Military College's Distant Education Program. A report should be made to SCONDVA on an annual basis.

The University Training Program for Officers (UTPO) program remains one of the means for an officer to pursue an undergraduate degree. The Department has also introduced additional measures to improve the access to university training for officers. For example, the benefits for academic upgrading have been expanded for serving Regular Force officers such that those who start and complete an undergraduate (baccalaureate) degree credit course after September 1999 are eligible to request reimbursement of 100 per cent of the tuition and other mandatory costs. In addition, each of the Environmental Commanders has initiated separate programs to send selected officers to university on a full-time basis to complete undergraduate degree programs.

The Canadian Forces Military College Office of Continuing Studies was established in 1996 and offers degree program courses to all members of the CF (Regular and Reserve). The Minister's Monitoring Committee indicated that they "have found the work being undertaken at RMC commendable, and feels compelled to remark on the dedication, hard work and genuine concern for the CF officer corps that individuals at the institution have exhibited."

Recommendation 85. The Canadian Forces intensify their efforts in ensuring that all military members are aware of what constitutes a poisoned work environment for women and visible minorities and what constitutes harassment. A report should be made to SCONDVA on an annual basis.

Recommendation 86. The Canadian Forces continue to emphasize and make known to all members the serious nature and consequences of not respecting harassment and discrimination policies. A report should be made to SCONDVA on an annual basis.

The first Canadian Forces Employment Equity plan was adopted in December 1999. It is a comprehensive effort to maximise human potential. The Plan strives to ensure fair treatment of all persons based on merit and capability, which supports teamwork, unit cohesion, and ultimately operational effectiveness.

Although the CF has not been previously subject to Employment Equity (EE) legislation, it has been proactive in putting in place programs and initiatives in support of EE and Gender Integration. This plan is based on information gathered by the CF in 1995. This survey allowed statistical information to be gathered on women, Aboriginal peoples, and visible minorities

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serving in the CF. As persons with disabilities were not considered in this survey, comparative information was not available to assist in the planning of activities for this designated group. This will be corrected in the next survey to be administered this fiscal year.

Revisions to the plan will follow to meet the requirements of the CF EE Regulations now in final draft. Once the Regulations have received departmental approval, a government Order-in-Council will bring the CF under the Employment Equity Act.

In CANFORGEN 053/98 of May 1998 concerning the establishment of the Sexual Assault/Harassment Complaint Service, the CDS stated:

I want to remind all CF personnel that it is their personal and professional responsibility to be vigilant and to take necessary action when inappropriate behaviour is observed. Turning a blind eye and hoping the problem will go away is not an acceptable approach and individuals at all levels will be held accountable for their actions. Sexual assault and harassment are not acceptable behaviours in the CF.

In addition to the initial training provided to CF members through the Standard for Harassment and Racism Prevention (SHARP) program, there is continuing emphasis by the chain of command placed on the consequences of not respecting the stated policies.

Recommendation 87. The Department of National Defence make every effort to ensure that, in future, there be no supply problems with respect to proper fitting and issuance of clothing and personal kit. Uniforms, environmental clothing, and specialized kit such as boots for tank crews must be suitable for the work and training undertaken and be issued when required. A report should be made to SCONDVA on an annual basis.

Additional funds were provided for national procurement in 1998 to address the immediate critical shortfalls of clothing. The Army continues to introduce new clothing through the "Clothe the Soldier" program. Similarly, the Air Force and the Navy continue to introduce new clothing or modify the scale of issue to address requirements. The Air Force introduced, in 1998, new winter environmental clothing to rectify a long-standing deficiency; all Air Force personnel at Wings have been issued with this kit. The navy has issued a new set of naval combat dress. New winter parkas have been introduced by both the Air and Maritime environments.

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SCONDVA RECOMMENDATIONS		ON GOING	COMPLETED
#	Description	Estimated time of completion	DATE
1	That the pay gap between Non-commissioned members and their Public Service equivalents be closed no later than April 1, 1999.		Apr-99
2	That the base pay gap between General Service Officers and their Public Service equivalents be closed by December 1999.		Apr-99
3	That, effective 1 April 1999 the pay for Privates, Second Lieutenants and Lieutenants, essentially entry level ranks, be increased by not less than 10%.		Apr-99
4	That, effective 1 April 1999, the pay for Non-commissioned Members be increased by approximately 6%; for Captains, through and including Lieutenant Colonels, by approximately 3%; and for Colonels and above by approximately 2%.		Apr-99
5	That the Canadian Forces pay increases should then mirror the economic increases of the Public Service and be granted in a timely fashion.		Apr-99
6	That the Department of National Defence pursue initiatives to put in place a real pension plan for the Reserves and report annually to SCONDVA on the progress achieved.	Sep-02	
7	That, in the interim, the Department of National Defence immediately rectify the current problems with the Reserve Force pay system by 31 December 1999.		Dec-99
8	That, by 31 December 1999, as soon as practicable, a common pay system be adopted for the Regular Force and the Reserves.	Dec-04	
9	That the Department of National Defence immediately review the Military Factor to ensure that both the criteria and the values assigned properly reflect the uniqueness of military service and that the results be reviewed by SCONDVA on an annual basis.		Apr-99
10	That the Department of National Defence, in recognizing that overtime is a reality of military service, re-examine the valuations of the overtime factor in order that they properly reflect the workloads experienced by CF personnel and report to SCONDVA on an annual basis. The calculation for overtime should remain integrated to the total compensation formula.	Oct-02	
11	That, the Department of National Defence develop management practices that will allow CF members to take leave in order to meet personal and family expectations. Subject to operational requirements, designated leave periods should be mutually acceptable to commanding officers and those desiring leave. A report should be made to SCONDVA on an annual basis.		Apr-01
12	That when an individual in the Canadian Forces is posted to a position that calls for a higher rank level, acting pay, at the higher rank level, should apply immediately.		Jun-00
13	That the CF rethink within a year the current relevance of military messes with a view to demonstrating their utility, particularly to younger members. Mess dues should be tax deductible. A report should be made to SCONDVA on an annual basis.	Mar-04	
14	That, the Special Allowance - CFS Alert be replaced by an allowance similar to that of the Foreign Duty Allowance, and that it be applicable from the date of arrival at Alert.		Apr-99

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SCONDVA RECOMMENDATIONS		ON GOING	COMPLETED
#	Description	Estimated time of completion	DATE
15	That, the appropriate level for the new CFS Alert allowance be significant and therefore set at rating level IV of the Post Differential Allowance.	Aug-02	
16	That, the Department of National Defence immediately adopt the benefit counting maternity leave as time qualifying for severance payment.		Apr-99
17	That, the Department of National Defence move to a bi-weekly pay system by 31 December 1999.	Dec-04	
18	That the Department of National Defence establish a non-taxable global Cost-of Living Allowance (COLA) to be paid to CF personnel posted at locations in Canada. CB006 - Post Living Differential (Part A)		Jun-00
19	That the Department of National Defence adopt a similar approach, in line with the domestic COLA, to the cost-of-living entitlements for CF members serving overseas. The Department should report to SCONDVA within a year.	Mar-04	
20	That the Government appoint an independent review panel, at least once every five years, to examine, and make recommendations with regard to the appropriateness of compensation and benefits provided to the Canadian Forces. The panel should report to SCONDVA.	Mar-04	
21	That the Department develop and adopt a policy to ensure that personnel at all bases and major facilities have access to well-maintained single quarters. An annual progress report should be made to SCONDVA.	Oct-02	
22	That a common standard for the design and operation of modern single quarters at all bases and stations of the Canadian Forces be established and that facilities not meeting this standard should be upgraded or replaced as soon as possible. SCONDVA should receive a progress report within a year.	Oct-02	
23	That departmental planners and contractors must give a high priority to the protection of the dignity, privacy, and safety of individuals in the design and administration of single quarters. SCONDVA should receive a progress report within a year.	Oct-02	
24	That the Canadian Forces Housing Agency must review its policies and its arrangements with contractors at all bases to ensure that efficient and appropriate repairs are made to PMQs at the earliest possible time when emergencies occur.		Dec-01
25	That the Housing Agency must ensure that its officials at all bases are properly trained to provide fast and courteous service to residents of PMQs, especially in emergencies.		Dec-01
26	That the Housing Agency must provide adequate and efficient services, including emergency repairs, for PMQs slated or likely to be abandoned in the next few years because of the closure of a base, the transfer of military units or other reasons until alternative housing becomes available.	Mar-03	
27	That to ensure that military personnel pay the same rents regardless of the base to which they are posted, the Accommodation Assistance allowance should be replaced by an accommodation expense allowance to compensate for the difference, if any, between regional housing costs and standardized rents determined by using the average housing costs of a number of major bases.		Jun-00
28	That the accommodation expense allowance should not be considered taxable income.		Jun-00

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SCONDVA RECOMMENDATIONS		ON GOING	COMPLETED
#	Description	Estimated time of completion	DATE
29	That the Housing Agency should proceed with the task of determining the best way of providing modern and environmentally efficient Permanent Married Quarters, in consultation with Base Commanders and the Department, which should report on an annual basis to SCONDVA.	Mar-05	
30	That the Housing Agency be given an expanded mandate in order to undertake any option it determines to be the most cost-efficient to provide housing and housing services for military bases.	May-02	
31	That the Department of National Defence be allowed to use the funds generated by the sale or long-term leasing of departmental lands and facilities or to swap land with private developers primarily to help the Canadian Forces Housing Agency finance the construction or leasing of Permanent Married Quarters.	May-02	
32	That the Department be empowered to use the proceeds from the sale of capital assets primarily to help the Housing Agency finance the construction or leasing of PMQs. Indeed, we further recommend that revenues generated by the sale of departmental assets be retained by the department in order to enable it to meet other requirements as well.	May-02	
33	That the government grant the Housing Agency a repayable low-interest loan to help it proceed with its business. The Housing Agency should obtain other revenues through long-term lease arrangements with contractors.	Sep-03	
34	That the Department and the Housing Agency together with municipal officials, where necessary, co-ordinate their efforts to improve as quickly as possible the quality of water supplied to PMQs at bases where problems with the colour and odour have been documented.		Sep-00
35	That the Guaranteed Home Sale Plan be continued beyond March 1999, at least for military personnel.		Apr-99
36	That the Home Equity Assistance Programme be revised, notably by eliminating the 10% rule, to ensure that homeowners have access to fair and equitable assistance when, because of a new posting, they have to sell their home while the local real estate market is depressed.		Apr-99
37	That a program be developed to facilitate the leasing by the Housing Agency of homes owned by military personnel for use as PMQs when homeowners are posted to another region of the country or overseas. The Status of the program should be reported to SCONDVA on an annual basis.	Sep-03	
38	That the contracts with moving companies be modified to allow much more time for individuals to report and document damages to possessions resulting from a move. These contracts should be reviewed on an annual basis.	Mar-04	
39	That the Department of National Defence or some other agent such as the Canadian Forces Housing Agency, assist members of the Forces in making claims for compensation of damages caused by movers during a move. A report to SCONDVA should be made on an annual basis.		Apr-01
40	That the time allowed for taking possession or vacating a domicile be increased.		Mar-00
41	That the posting allowance be replaced with a new non-taxable posting benefit which will adequately compensate all personnel for the turbulence associated with new postings. The allowance should be uniform and not tied to rank. CB033 - The Relocation Process		Apr-99

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SCONDVA RECOMMENDATIONS		ON GOING		COMPLETED	
#	Description	Estimated time of completion		DATE	
		DND	VAC	DND	VAC
42	That the Combined Centre for the Support of Injured, Retirees, Veterans, and their Families be established as quickly as possible and have all the resources required to fulfil its mandate and to inform all military personnel and their families of the availability of its services.			Mar-00	
43	That the recommendations of the McLellan report concerning the training of leaders on care of injured issues be implemented as quickly as possible and that other measures be taken to inculcate leaders on the importance of caring leadership. A report should be made to SCONDVA on an annual basis.	Mar-03			
44	That the programs be developed to make public and private sector corporations more aware of the skills and experience offered by individuals leaving the Forces and to help facilitate their hiring of personnel who must end their military careers prematurely because of serious injuries or illness.		Ongoing	Mar-00	
45	That rehabilitation training of their choosing for injured members of the Canadian Forces start six or more months before their release from the military.			Dec-99	
46	That the Departments of National Defence and Veterans Affairs establish a single access source of assistance, research, and information to individuals suffering severe and debilitating illnesses since their service during the Persian Gulf War.		Ongoing	Mar-99	
47	That guidelines be established to ensure that exposure by personnel to recognized toxic materials during military operations is properly documented.			Mar-00	
48	That the importance of programs to assist individuals dealing with the effects of post traumatic stress disorder and other types of stress be reaffirmed and that their funding be reinforced.		Ongoing	Apr-00	
49	That the requirements of Reservists, especially those who have served on peacekeeping operations, for assistance in dealing with the effects of post traumatic stress disorder and other types of stress be addressed as fully as possible.			Apr-00	
50	That the re-engineering of the Canadian Forces Medical and Dental Systems be reviewed to ensure that future requirements will be met. Attention should also be paid to the medical requirements of military families and the problems they encounter with respect to medical insurance coverage when they move from one province to another.			Jan-00	
51	That the policies governing the reporting of injuries and medical conditions be reviewed to ensure that leaders and personnel in general clearly understand the procedures and apply them in a consistent manner.			Jun-00	
52	That the Departments of National Defence and Veterans Affairs together with other agencies develop streamlined procedures to ensure quick and effective transfer of all relevant records of personnel leaving the Forces. A report on the progress achieved should be made to SCONDVA within a year.		Ongoing	Jan-01	
53	That the Departments of National Defence and Veterans Affairs and other agencies change their procedures to minimize the duplication of medical examinations and other requirements during the processing of disability pension applications. A report should be made to SCONDVA within a year.	Mar-02			

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SCONDVA RECOMMENDATIONS		ON GOING		COMPLETED	
#	Description	Estimated time of completion		DATE	
		DND	VAC	DND	VAC
54	That the Department of Veterans Affairs pursue its vigorous actions to reduce as much as possible the time necessary to process disability pension applications and appeals. A report should be made to SCONDVA on an annual basis.		Ongoing	Apr-01	
55	That legislation be amended so that major deployments within Canada to deal with national and regional emergencies be designated as Special Duty Areas for disability pension purposes. Measures should also be taken to ensure that personnel who suffer major injuries while on duty in Canada have access to disability pension benefits.		Ongoing	Oct-00	
56	That military personnel who have served in Special Duty Areas overseas be recognized as veterans.			Mar-01	
57	That programs be developed to better inform military personnel on disability compensation and other benefit entitlements for Reserve Force members. SCONDVA should receive a report on this on an annual basis.		Ongoing	Dec-98	

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SCONDVA RECOMMENDATIONS		ON GOING	COMPLETED
#	Description	Estimated time of completion	DATE
58	That guidelines be developed to govern the operation of rear parties and other unit support groups in order to ensure a standard level of support to families of both Regular Force and Reserve personnel during deployments of units. These measures must also take into account the need for access to services in both official languages for military personnel and their families. Special attention should be paid to the needs of personnel from other units deployed overseas with larger units. A report should be made to SCONDVA on an annual basis.		Feb-01
59	That a clearly defined policy on compassionate leave and travel arrangements be developed to ensure that military personnel and their families can be certain of being able to travel in an appropriate fashion as soon as possible whenever family emergencies occur. When compassionate leave is requested, padres and commanding officers should consult on appropriate arrangements. A report to SCONDVA should be made on an annual basis.		Jun-00
60	That the commitment to support Military Family Resource Centres be reaffirmed and that policies governing their operations be reviewed to ensure that the implications of new housing policies and the changing complexion of the military community on and off bases are taken into account. The proposed measures must also take into account the need for access to services in both official languages for military personnel and their families. A report should be made to SCONDVA on an annual basis.		Jun-00
61	That the Canadian Forces develop a military family policy to ensure better co-ordination and co-operation between all the elements of the family network and to guide decisions on matters which affect the quality of life of military families. That this policy take into account the need for access to services in both official languages for military personnel and their families. A report should be made to SCONDVA on an annual basis.		Feb-01
62	That special requirements of military families such as health and education be one of the major factors taken into consideration during preparations for postings of personnel. That these requirements take into account the need for access to services in both official languages for military personnel and their families.		Sep-99
63	That posting guidelines be modified to provide career managers greater flexibility to facilitate postings for special family needs without limiting the career prospects of personnel. That posting guidelines take into account the need for access to services in both official languages for military personnel and their families.		Jun-01
64	That all military personnel with children be required to prepare a plan according to predetermined criteria to ensure that whenever they deploy, their child care requirements will be met.		Jun-00
65	That the Department develop a plan to ensure emergency child care when military members must deploy with less notice than provided for in their child care plan submitted to their commanders. That the Department's plan take into account the need for access to services in both official languages for military personnel and their families. A report should be made to SCONDVA within one year.		Apr-99

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SCONDVA RECOMMENDATIONS		ON GOING	COMPLETED
#	Description	Estimated time of completion	DATE
66	That programs for teenage members of military families be given special attention in the development of policies. Efforts should be made to recognize special education needs and to encourage the development and use of programs such as the Individual Educational Plan. That these programs take into account the need for access to services in both official languages for military personnel and their families.		Mar-01
67	That military spouses with professional qualifications be reimbursed up to 50% to alleviate costs of taking exams and renewing licences for the purpose of seeking employment when they have to move to a new province or return to Canada.		Apr-99
68	That the Department develop a program to encourage greater awareness among local and national employers of the problems faced by military spouses seeking jobs and to explore opportunities to make more jobs available. A report should be made to SCONDVA on an annual basis.		Oct-99
69	That all bases offer employment counselling through the Military Family Resource Centre to assist military spouses find employment. That counselling services be made available in both official languages for families of military personnel.		Apr-99
70	That the period of leave allocated to military personnel to visit an area prior to a posting to find accommodation and make other arrangements be increased to seven days to, among other things, give more time to military spouses to start job searches.		Apr-99
71	That in exceptional circumstances, prior to the move to a new location, military spouses be reimbursed for the costs of travel and accommodation costs to that area to participate in job interviews which cannot otherwise be held during the trip to find accommodation.		Dec-99
72	That second language training policies be amended to ensure that military spouses can have access to language courses on bases when requested. A report on developments should be made to SCONDVA on an annual basis.		Feb-01
73	That in the future, all services and programs offered by the Department of National Defence to military personnel and their families be available in both official languages.		Aug-01
74	That the Canadian Forces re-examine the relevancy of its alcohol policy and consider deleting it entirely.		Mar-99
75	That the Department of National Defence examine the feasibility of adopting a longer planning cycle whereby members could be given greater notice of their next posting. A report should be made to SCONDVA on an annual basis.		Sep-00
76	That CF personnel be able to have reasonable access to consult directly and privately with their career managers. That this measure take into account the need for military personnel to have access to service in the official language of their choice.		Mar-99
77	That the Canadian Forces ensure that the career management component remain adequately staffed, to meet both human resources and operational requirements.		Dec-01
78	That as soon as Alternative Service Delivery (ASD) is being considered, those affected be informed and consulted.		Mar-99

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SCONDVA RECOMMENDATIONS		ON GOING	COMPLETED
#	Description	Estimated time of completion	DATE
79	That those wishing to make an in-house bid be provided with adequate time and resources to ensure that their bid is professional and competitive. Personnel should be given a realistic chance to prepare bids.		Mar-99
80	That when job cuts or mandated relocations are an inevitable consequence of the introduction of ASD, those affected be provided with fair compensation and benefits.		Mar-99
81	That the Second Career Assistance Network be made available to CF personnel at an earlier date in their careers and that adequate funding be sustained in order to ensure its effectiveness. A report should be made to SCONDVA on an annual basis.		Oct-00
82	That the Canadian Forces give consideration to increasing the number of UTPO positions made available each year and consider expanding the Royal Military College's Distant Education Program. A report should be made to SCONDVA on an annual basis.		Oct-00
83	That the Canadian Forces facilitate increased access to academic upgrading for Non-commissioned Members, to meet personal as well as military requirements.		Oct-00
84	That the Department of National Defence increase its efforts to facilitate the provision of appropriate civilian accreditation to military personnel for their military training and appropriate recognition for their civilian training.		Sep-00
85	That the Canadian Forces intensify their efforts in ensuring that all military members are aware of what constitutes a poisoned work environment for women and visible minorities and what constitutes harassment. A report should be made to SCONDVA on an annual basis.		Jun-00
86	That the Canadian Forces continue to emphasize and make known to all members the serious nature and consequences of not respecting harassment and discrimination policies. A report should be made to SCONDVA on an annual basis.		Jun-00
87	That the Department of National Defence make every effort to ensure that, in future, there be no supply problems with respect to proper fitting and issuance of clothing and personal kit. Uniforms, environmental clothing, and specialised kit such as boots for tank crews must be suitable for the work and training undertaken and be issued when required. A report should be made to SCONDVA on an annual basis.		Aug-00
88	That the Chief of the Defence Staff table with SCONDVA an interim report within one year and a comprehensive report within two years on the progress made with respect to quality of life issues in the Canadian Forces.		Mar-99
89	That SCONDVA be empowered, when it deems it appropriate, to visit selective bases to enquire into the effectiveness of reforms made with respect to quality of life issues in the Canadian Forces.		Mar-99