Welcome Guide
A Defence Team member’s resource for services and facilities in the National Capital Region
Welcome to the National Capital Region

Colonel A.M. Banville, CFSU(O) Commandant

As the Commandant of Canadian Forces Support Unit (Ottawa) (CFSU(O)), I am pleased to welcome you to this beautiful region of Canada. The National Capital Region (NCR) is unique, being defined by both its broad diversity and its bilingualism.

Although CFSU(O) may not appear as a traditional Base, due to its support services dispersed throughout the NCR, you will find we offer many of the same amenities, if not more, that you would normally expect from a Base.

Whether it's one of the many programs available through the Military Family Resource Centre (MFRC-NCR) at Uplands, such as toddler and preschool childcare; or the Hylands Golf Club, home to two premier 18-hole courses as well as the snowshoeing and cross-country program during the winter months, you will find a broad range of facilities and services available to the NCR’s Defence Community. These include twenty-six fitness facilities to meet the needs of all of our members, along with traditional administrative, chaplaincy, supply, and transportation services.

Our members and families can also look forward to special annual events such as the Central Band of the Canadian Armed Forces’ annual Holiday Concert and the Defence Community Family Appreciation Days, a springtime extravaganza offering two fun-filled days of activities and entertainment. The NCR is home to innumerable organizations and clubs that serve all the needs of both CAF members and their families. My hope is that you take advantage of these services as needed during your time here. Newcomers should also be sure to enjoy the attractions of Ottawa and Gatineau as a whole, such as world-class museums, culture, and nature.

The ongoing move of many members of the Defence Community in the NCR westwards to NDHQ (Carling) will see a concentration of roughly 9,000 personnel at this modern and verdant location, and is likely to impact where some families will choose to reside. Throughout this transition, CFSU(O) remains committed to continuing to provide the same high quality services to members and their families throughout the NCR.

Again, welcome to the National Capital Region. I hope you will enjoy all it has to offer.
Chief Warrant Officer J.G.E. Bouffard, NDHQ CWO

As the National Defence Headquarters Chief Warrant Officer (NDHQ CWO), I welcome you to the National Capital Region (NCR) and to this unique military establishment within Canada.

As CWO, my role includes various areas, such as ceremonial issues, discipline, dress and deportment, and the many and varied messes that can be found around the region. These roles mean that I have a large responsibility for the wellbeing and presentation of CAF members in the NCR.

My responsibilities are to ensure that military members in the NCR have access to the best information possible regarding conduct and standards. I encourage you to regularly check our intranet site, which is full of detailed and often new information, such as our Standing and Routine Orders that you may need.

The NCR extends from Prescott, Ontario, to the south, and to Kazabazua, Quebec, to the north. East to west, the region spans from Alfred to Renfrew, Ontario. This area includes everything from the highest offices of command to training courses, ranges, and more. The activities and personnel here deserve our full attention and support, no matter where you are employed, and I'm confident that we at CFSU(O) will continue to provide top-quality service for all 24,000 personnel.

This guide is a resource that should be readily referenced, and I hope that it will help you and your family be well informed and make it easier for you to integrate into the NCR. Please feel free to contact me with any questions. Once again, welcome.
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Department of National Defence - One Mission, One Vision, One Team

The “Defence Team” is a model that was introduced in 1994 to foster team spirit among all those who contribute to the accomplishment of the Defence Mission. DND civilian employees and military members are the Defence Team and they work side-by-side to ensure the safety, security and wellbeing of Canadians, to ensure continental security, and to conduct international peace operations. Together, the employees of DND and military members have a unique mission: To provide combat-effective, multi-purpose forces at home and abroad to protect Canada and Canadians.

National Defence Headquarters Transformation

This is an exciting time to be a member of the Defence Team in the National Capital Region as National Defence Headquarters (NDHQ) is transforming to meet the needs of the future, including a move to a new headquarters. The future home of NDHQ, located in the city’s west end, will provide the Defence Team with a modern and healthy workplace, numerous collaborative workspaces and acres of surrounding green space. In addition, occupants will experience innovative IT solutions, centralized personnel support services and more comprehensive and efficient departmental security.

By the year 2020, 9,000 Defence Team members in the region, both military and civilian, will work together in this consolidated, inter-connected facility. Use of some downtown offices will continue and NDHQ operational elements will remain at certain facilities in Ottawa and Gatineau.

Timeframe

- 2017: The first phase of the move to NDHQ(Carling) is complete.
- 2019: The second phase of the move begins.
- 2020: The final phase of the move begins.

The relocation of thousands of Defence personnel will be a complex process that will cause some disruption. Detailed planning, in collaboration with PSPC, will ensure that Defence Team members are able to continue their important work of serving Canada and Canadians as seamlessly as possible while minimizing the impact to people’s daily routines. Information on move schedules will be provided by the appropriate authorities.

For more information, please visit the NDHQ(Carling) intranet site at http://intranet.mil.ca/en/change/carling-campus.page or send an email to P-OTG.CarlingCampusI@intern.mil.ca

Canadian Forces Support Unit (Ottawa) (CFSU[O])

CFSU(O) in the National Capital Region (NCR) is the gateway to the services you would find at any other Base or Wing in Canada. CFSU(O) provides centralized support services to all components of NDHQ and assigned units within the NCR and abroad. Administrative support is provided to approximately 9,420 Regular Force and 2,500 Reserve Force members, as well as to 10,050 civilian employees of the Department of National Defence and Non-Public Funds staff in the NCR.
CFSU(O)’s role is to deliver the following:

- Administrative support and Comptroller services to personnel within the NCR;
- Transport, maintenance and supply services to units, detachments and elements located in the NCR;
- Morale and welfare services;
- Fitness and sports;
- Parades and protocol;
- Management of unit facilities for organizations located in the NCR;
- Security and Military Police services, including contracted security escorts for NCR units;
- Support services as part of the General Safety Program to units, detachments and elements in the NCR; and
- Training at Connaught Range and Primary Training Centre.

CFSU(O) oversees primary military, first aid, and safety training for all military personnel within the NCR. The Connaught Range and Primary Training Centre (CRPTC), situated 22 km West of downtown Ottawa at Shirley’s Bay on the Ottawa River, belongs to CFSU(O) and provides training support resources for the CAF, cadet and other agencies in the NCR, and for specified national activities.

**Important DND/CAF Telephone Numbers**

<table>
<thead>
<tr>
<th><strong>Emergency</strong></th>
<th><strong>9-1-1</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>NDHQ Inquiries</td>
<td>613-996-9577</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Military Police</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>NCR Military Police Ottawa (direct line for emergencies ONLY)</td>
<td>613-995-0124</td>
</tr>
<tr>
<td>NCR Military Police Ottawa (Re: Patrol, Orderly Room Chief Clerk, Identification, Physical Security)</td>
<td>613-995-0123</td>
</tr>
<tr>
<td>Pass Control</td>
<td>613-992-5467</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>CFSU(O) Administration</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>CFSU(O) Duty Officer</td>
<td>613-793-8010</td>
</tr>
<tr>
<td>CFSU(O) Duty Clerk (after hours)</td>
<td>613-222-7629</td>
</tr>
<tr>
<td>CFSU(O) Reception Desk</td>
<td>613-996-1044</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>CFSU(O) Clothing Stores</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments (from 0800 - 1400 hrs)</td>
<td>819-939-9555</td>
</tr>
<tr>
<td>After-hours Inquiries</td>
<td>613-614-8547</td>
</tr>
<tr>
<td>Transportation</td>
<td></td>
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<tr>
<td>--------------------------------</td>
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</tr>
<tr>
<td>Dispatcher</td>
<td>613-998-3266</td>
</tr>
<tr>
<td>Call this number to request a vehicle or minivan. DND will provide a driver with a car and a 404 license.</td>
<td></td>
</tr>
<tr>
<td>Road and Vehicle Safety</td>
<td>613-998-3474</td>
</tr>
<tr>
<td>This service provides 404 testing and licensing, DND safe driving courses and collision investigation.</td>
<td></td>
</tr>
<tr>
<td>Tech Services Officer</td>
<td>613-996-5992</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Community</td>
<td></td>
</tr>
<tr>
<td>CF Housing Agency of Ottawa (CFHA)</td>
<td>613-990-2985</td>
</tr>
<tr>
<td>Chaplain</td>
<td>613-998-3246</td>
</tr>
<tr>
<td>Canadian Forces Ombudsman</td>
<td>613-992-0787 or 1-888-828-3626</td>
</tr>
<tr>
<td>Employee Assistance Program</td>
<td>1-800-268-7708</td>
</tr>
<tr>
<td>Family Information Line</td>
<td>1-800-866-4546</td>
</tr>
<tr>
<td>Service Income Security Insurance Plan (SISIP) Financial (Ottawa)</td>
<td>613-233-2177</td>
</tr>
<tr>
<td>Military Family Resource Centre of the NCR</td>
<td>613-998-4888</td>
</tr>
<tr>
<td>Personal Support Programs (PSP) Recreation</td>
<td>613-998-8216</td>
</tr>
<tr>
<td>PSP Military Housing</td>
<td>613-521-2696</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Health &amp; Safety</td>
<td></td>
</tr>
<tr>
<td>Safety Office (workplace health and safety)</td>
<td>613-945-6586</td>
</tr>
<tr>
<td>Ambulance (non-emergency booking)</td>
<td>613-739-1918</td>
</tr>
<tr>
<td>CAF Health Information Line</td>
<td>1-877-633-3368</td>
</tr>
<tr>
<td>CAF Health Services Centre Ottawa (Montfort Hospital)</td>
<td>613-945-1111</td>
</tr>
<tr>
<td>PSP Health Promotion</td>
<td>613-996-4315</td>
</tr>
<tr>
<td>Dental Unit (inquiries)</td>
<td>613-992-7389</td>
</tr>
<tr>
<td>Joint Personal Support Unit</td>
<td>1-800-883-6094</td>
</tr>
<tr>
<td>Service for ill and injured CAF personnel (serving and retired) and their families</td>
<td></td>
</tr>
<tr>
<td>Mental Health Department (Social Workers, Psychologists, etc.)</td>
<td>613-945-1060</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>613-945-1000</td>
</tr>
<tr>
<td>Sun Life of Canada – Public Service Health Care Plan (PSHCP)</td>
<td>1-800-667-2883</td>
</tr>
<tr>
<td>• Allianz Public Service travel emergency line (calling from Canada/U.S.)</td>
<td>519-742-1342</td>
</tr>
<tr>
<td>• From other countries</td>
<td>1-800-957-9777</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Information Technology Support</td>
<td></td>
</tr>
<tr>
<td>National Capital Region (NCR) Service Desk</td>
<td>613-992-4000</td>
</tr>
<tr>
<td>Defence Service Operations Centre (DEFSOC)</td>
<td>613-945-7777</td>
</tr>
</tbody>
</table>
### Messes

<table>
<thead>
<tr>
<th>Mess</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Army Officers' Mess</td>
<td>613-236-0186 ext. 227</td>
</tr>
<tr>
<td>CFS Leitrim All Ranks’ Mess</td>
<td>613-945-5444</td>
</tr>
<tr>
<td>Connaught Ranges and Primary Training Centre All Ranks’ Mess</td>
<td>613-998-2058</td>
</tr>
<tr>
<td>HMCS Bytown Wardroom (Royal Canadian Navy Officers’ Mess)</td>
<td>613-235-7496</td>
</tr>
<tr>
<td>NDHQ Chiefs’ &amp; Petty Officers’ / Warrant Officers’ &amp; Sergeants’ Mess</td>
<td>613-995-1287</td>
</tr>
<tr>
<td>Rideau Canal Junior Ranks’ Mess</td>
<td>613-992-4346</td>
</tr>
<tr>
<td>Royal Canadian Air Force Officers’ Mess</td>
<td>613-233-4610</td>
</tr>
</tbody>
</table>

### Moving and Relocation Information

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Furniture and Effects (after hours emergency)</td>
<td>613-762-4613</td>
</tr>
<tr>
<td>Furniture and Effects Ottawa</td>
<td>613-992-8771</td>
</tr>
<tr>
<td>- Moves within Canada</td>
<td>613-995-1018 / Ottawa.F&amp;<a href="mailto:E.Domestic@forces.gc.ca">E.Domestic@forces.gc.ca</a></td>
</tr>
<tr>
<td>- Overseas Moves</td>
<td>613-996-5416 / Ottawa.F&amp;<a href="mailto:E.International@forces.gc.ca">E.International@forces.gc.ca</a></td>
</tr>
<tr>
<td>- U.S. Moves</td>
<td>613-996-6251 / Ottawa.F&amp;<a href="mailto:E.USA@forces.gc.ca">E.USA@forces.gc.ca</a></td>
</tr>
</tbody>
</table>

### CAF Information on the Web

<table>
<thead>
<tr>
<th>Information Source</th>
<th>Website Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canadian Forces Appreciation Program (official discount program of the CAF community)</td>
<td><a href="http://www.cfappreciation.ca">www.cfappreciation.ca</a></td>
</tr>
<tr>
<td>Canadian Forces Morale and Welfare Services</td>
<td><a href="http://www.cfmws.com">www.cfmws.com</a></td>
</tr>
<tr>
<td>Personnel Support Programs Ottawa</td>
<td><a href="http://www.pspottawa.ca">www.pspottawa.ca</a></td>
</tr>
<tr>
<td>Department of National Defence and the Canadian Armed Forces</td>
<td><a href="http://www.forces.gc.ca">www.forces.gc.ca</a></td>
</tr>
<tr>
<td>Military Family Resource Centre - NCR</td>
<td><a href="http://www.cafconnection.ca">www.cafconnection.ca</a></td>
</tr>
<tr>
<td>Online registration and PSP Programs</td>
<td><a href="http://bk.cfpsa.com/ottawapub">http://bk.cfpsa.com/ottawapub</a></td>
</tr>
</tbody>
</table>
CFSU(O) Support Services

Cashier

The CFSU(O) Cashier is located at NDHQ(Carling) Section 5.1ES. Hours of operation are 0730 - 1430 hrs, Monday to Friday. During silent hours, on weekends and statutory holidays, contact the CFSU(O) Pers Svcs O at 613-889-0258 for operational emergencies only, or the Duty Clerk (at 613-222-7629) or Duty Cashier (at 613-697-7347) for emergency clerical or financial services. CFSU(O) is responsible for the administration of all personnel pay records for the Regular Force and Reserve Force Class C members within the NCR. In the event that a civilian employee would like an emergency salary advance, they should contact their direct supervisor who will provide instructions on how to proceed.

The following units provide complete pay functions for their respective personnel: CANSOFCOM, CJOC and personnel posted OUTCAN. All personnel are requested to contact their unit support staff prior to contacting CFSU(O) Pay and Records.

Central Material Traffic Terminal (CMTT)

CMTT provides shipping and receiving services for freight and UnAccompanied Baggage (UAB) and is located at Uplands, Building 346, 360 Paul Benoit Drive. Contact Shipping at 613-998-3057 and Receiving/UAB at 613-998-3404. Intranet site: http://intranet.mil.ca/en/locations/ncr/transport-central-material-traffic-terminal.page

Clothing Stores

CFSU(O) Clothing Stores handles all clothing and equipment issues, returns, exchanges, tailoring, nametags, medal mounting and loss reports for military personnel. The Clothing Stores are located on the west side of the basement of the National Printing Bureau (NPB), 45 Sacré-Coeur Blvd in Gatineau. Hours of operation are 0800 to 1400 hrs, Monday, Tuesday, Thursday and Fridays (closed Wednesday, appointments only). Call 819-939-9555 for an appointment. For after-hours inquiries, call 613-614-8547. Open Tuesday evenings from 1600 to 2000 hrs (September to April only) to provide support to the Reserve personnel only.

Issues/Returns/Exchanges: Appointments are required for releases, deployment kittings, and returns of more than 10 items. Walk-in service is available for 10 items or less. Mail order service is available. All non-accountable items can be ordered via email and mailed to your location. Email Clothing Store inquiries:

- +CFSU(O) Clothing@CFSU(O) Tech Svcs@Ottawa-Hull
- +CFSU(O) OutCan Clothing@CFSU(O) Tech Svcs@Ottawa-Hull
- ClothingCFSUO-HabillementUSFCO@forces.gc.ca

Parking: There are 14 free parking spaces available at the NPB for all Clothing Stores customers. These parking spaces are along the east side wall, immediately to the left once inside the barrier.
Please note that if you are planning to go to Clothing Stores for kit issuances, you must use the side entrance as the main door cannot accommodate large kit items.

**Computer and Information Management**

The NCR Service Desk provides first level support and is the single point of contact for all incidents, service requests, general assistance and information requests related to Information Technology products and services in the NCR. Services cover DWAN email accounts, Blackberry, laptop, printer, software and voice services. Hours of operation: 0700 - 1900 hrs, Monday to Friday (excluding statutory holidays).

Tel.: 613-992-4000
- Option 1 – Service Desk
- Option 6 – Urgent After-Hours Support

Intranet site: [https://eitsm-gstie.forces.mil.ca/web/ncr/](https://eitsm-gstie.forces.mil.ca/web/ncr/)

**Imaging Services**

CFSU(O) Imaging Services are located in Building M-23 on the National Research Council (NRC) Campus on the east side of Ottawa, at 1200 Montreal Road (corner of Blair and Montreal Road). Customer service hours: Monday to Friday, 0700 - 1500 hrs. Tel.: 613-993-2230 or email: +CFSU(O) Photo Services@CFSU(O) Operations@Ottawa-Hull. For a complete list of services we offer or for direction on how to fill out a CF315 Imagery Work Order, please visit the Imaging Services Ottawa link: [http://cfsuo.mil.ca/sites/intranet-eng.aspx?page=11047](http://cfsuo.mil.ca/sites/intranet-eng.aspx?page=11047)
**Mail and Administrative Support**

CFSU(O) Records Management Organization (RMO) provides administrative services to all client groups across the NCR. As NDHQ moves to the new Carling location in a phased approach from 2016-2020, several administrative services will be centralized at NDHQ(Carling) with administrative services available at satellite offices in some DND buildings throughout the region.

**Messes**

There are seven CAF messes in the NCR. Information regarding membership, events and hours of operations can be found online at [www.pspottawa.ca/messes](http://www.pspottawa.ca/messes). In-clearance for the Messes are to be completed at your respective Mess.

<table>
<thead>
<tr>
<th>Mess</th>
<th>Address</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMCS Bytown Wardroom (Royal Canadian Navy Officers’ Mess)</td>
<td>78 Lisgar Street, Ottawa</td>
<td>613-235-7496</td>
</tr>
<tr>
<td>Army Officers’ Mess</td>
<td>149 Somerset Street West, Ottawa</td>
<td>613-236-0186 ext. 227</td>
</tr>
<tr>
<td>RCAF Officers’ Mess</td>
<td>158 Gloucester Street, Ottawa</td>
<td>613-233-4610</td>
</tr>
<tr>
<td>NDHQ Chiefs’ and Petty Officers’ / Warrant Officers’ &amp; Sergeants’ Mess</td>
<td>4 Queen Elizabeth Drive, Ottawa</td>
<td>613-995-1287</td>
</tr>
<tr>
<td>Rideau Canal Junior Ranks’ Mess</td>
<td>4 Queen Elizabeth Drive, Ottawa</td>
<td>613-992-4346</td>
</tr>
<tr>
<td>Connaught Range and Primary Training Centre All Ranks’ Mess</td>
<td>35 Shirley Boulevard, Nepean</td>
<td>613-998-2058</td>
</tr>
<tr>
<td>CFS Leitrim All Ranks’ Mess</td>
<td>3545 Leitrim Road, Gloucester</td>
<td>613-945-5444</td>
</tr>
</tbody>
</table>

**Orderly Room**

The three CFSU(O) Orderly Rooms are located on the 5th floor, North Tower of the MGen Pearkes Building at 101 Colonel By Drive in Ottawa, the main floor at the Star Top Building, and in Building 8 at NDHQ(Carling).

No appointments are required for members clearing in to the NCR; service is on a first-come, first-served basis. The Orderly Room is typically open from 0730 hrs - 1530 hrs. Contact the Reception Desk at:

- Telephone: 613-996-1044
- Email (internet): [CFSUOttawaRecep@forces.gc.ca](mailto:CFSUOttawaRecep@forces.gc.ca)
- Email (intranet): [+CFSU Ottawa Reception@CFSUO Admin Svcs@Ottawa-Hull](mailto:+CFSU Ottawa Reception@CFSUO Admin Svcs@Ottawa-Hull)

Services offered at the Orderly Room:

- Pay & Records Section
- Cashier
- Release
- Imposed Restriction (IR) / Claims
- OPS/TAVs and OUTCAN
University Liaison Office (ULO)

Parking

NDHQ(Pearkes)
For questions or information about parking at NDHQ(Pearkes), contact Luc Villeneuve, CFSU(O) Facilities Management (MGen Pearkes Building, 2nd floor, South Tower) at 613-229-9256, luc.villeneuve2@forces.gc.ca.

NDHQ(Carling)
For questions or information regarding parking at NDHQ(Carling), please refer to http://intranet.mil.ca/en/change/carling-campus.page under the Transportation tab.

Personnel Development (PDev)

PDev provides Personnel Selection Services to CAF members within the National Capital Region and on OUTCAN postings:
- Assessing personnel for Occupation Transfers, commissioning, and other employment;
- Providing information on career and education possibilities (including education reimbursement options); and
- Delivering career transition services to members who are transitioning from the CAF (medical and non-medical).

Contact:
- Tel: 613-995-8334
- Email: +PDev-PerfP@CFSU(O)@Ottawa-Hull PDev-PerfP@forces.gc.ca

Transport Section

The CFSU(O) Transport Section, located at the Uplands site in Hangar 14 at the end of Croil Private, offers MSE vehicles, civilian pattern vehicle rentals and Road and Vehicle Safety (DND 404s, Defensive Driving Courses and collision investigation). Contact Dispatch at 613-998-3266 and Road and Vehicle Safety at 613-998-3474.

Other Services

Banking

BMO Canadian Defence Community Banking (CDCB) offers a broad range of banking products and services uniquely suited to the needs of the Defence Community, including the BMO Support Our Troops MasterCard. Drop in to any Bank of Montreal branch, contact 1-866-548-7490 or visit www.cdcb.ca for more information.
**SISIP Financial Services**

An integral part of DND for the past 45 years, SISIP Financial provides term life and disability insurance, including the Vocational Rehabilitation Program, financial planning and counselling and financial management education through the Canadian Forces Personnel Assistance Fund. Visit [www.sisip.ca](http://www.sisip.ca)

**CANEX**

The NCR’s CANEX retail store # 407 is located at 4210 Labelle Street in Ottawa, Ontario, Unit 101. Tel: 613-741-4888. Consult [www.cfmws.com/canex](http://www.cfmws.com/canex) for information on promotions, flyers and services. A CANEX ExpressMart is located in the in the MGen Pearkes Building and at NDHQ(Carling) in Ottawa.

**CF Appreciation Program**

The new CFOne card is available to CAF members, civilian DND and NPF employees, and dependents. The CFOne card is the one card you need to access programs and services delivered by Canadian Forces Morale and Welfare Services. The CFOne card consolidates the functions of several cards into a single card. It easily and accurately confirms your membership within the Canadian military community of one million strong and provides you with access to both the CANEX Rewards Program (the program that rewards you for shopping at CANEX) and the CF Appreciation Program (the official discount program of the Canadian Armed Forces community). In the future, it will also be the one card to access PSP programs and services, Messes, specialty interest activities and more. Visit [https://cfappreciation.ca/](https://cfappreciation.ca/) today to request a card and to find out more about the CFOne program.

**DND Civilian Human Resources**

While your immediate supervisor is your primary source of information, this guide offers valuable information about DND/CAF and the National Capital Region.

**Compensation and Benefits**


- Direct Deposit
- Health and Dental Benefits
- Tax
- Pension Benefits
- Union (if applicable)
- Oath or Solemn Affirmation
- Emergency Contact
- Employee Information Sheet
Orientation Program
The Departmental Orientation Program contains important information and useful resources for new employees. To learn more, log on to http://hrciv-rhciv.mil.ca/en/p-departmental-orientation-program.page

Pass Control and Security
The Military Police Unit (Ottawa) located at NDHQ(Carling) Building 6, provides police and security services to the Defence Community in the NCR, 24 hours a day, 7 days a week. The Unit also advises the Commandant of CFSU(O) on security-related matters. Key functions include:
- Pass control for NCR building passes and National Defence Identification Cards;
- Emergency response within DND/CAF jurisdiction;
- Coordination with local police;
- Lost and found property;
- Physical Security Surveys;
- Unit Security Supervisor training/advice;
- Intrusion alarms;
- Criminal investigations;
- Court NCO; and
- Victims’ services.

Please note that all military residents of the Residential Housing Unit (RHUs) or PSP Military Housing (PSPMH) are required to register their firearms with the Military Police’s Front Desk: 613-995-0123 or 613-995-0124.

Newly arrived personnel to the NCR must have an original DND-1102 form completed by their Unit Security Supervisor (USS) before a pass will be issued. Pass Control is located on the 1st floor, North Tower, of the MGen Pearkes Building and a new office located in Bldg 5 at NDHQ(Carling) opening September 2019 (TBC).

For inquiries related to Pass Control, call 613-992-5467 or email +Pass Control Appointment Booking - Reservation de rendez-vous de laissez-passer@CFSU(O) HQ@Ottawa-Hull P-OTG.PASSCONTROLA@intern.mil.ca

Passports
Canadian Armed Forces members can contact Official Travel at Passport Canada for a Green Passport (Special Passport). Hours of operation: 0830 - 1630 hrs, Monday to Friday. www.pptc.gc.ca (under Official Travel); Telephone: 819-956-8772 or 819-994-3550.

Relocation Services
Relocation Services are no longer available through DND. It is now the responsibility of the individual being posted / moved to coordinate through BGRS via;
Once the individual has registered and printed off the required forms to move their HG&E they are to contact their local F&E to book their move.

**CAF and DND Ceremonies, Events, Dress and Protocol**

**Annual Ceremonies and Events**

<table>
<thead>
<tr>
<th>Month</th>
<th>Event</th>
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<tbody>
<tr>
<td>April</td>
<td>Vimy Day</td>
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<tr>
<td>May</td>
<td>Battle of the Atlantic</td>
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<tr>
<td>May-August</td>
<td>Ceremonial Guard Activities</td>
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<tr>
<td>June</td>
<td>Defence Community Family Appreciation Days</td>
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<tr>
<td>June</td>
<td>Canadian Armed Forces Day</td>
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<td>July</td>
<td>Canada Day</td>
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<td>July</td>
<td>Battles of the Somme and Beaumont-Hamel</td>
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<td>July</td>
<td>Fortissimo (See below)</td>
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<td>August</td>
<td>National Peacekeepers’ Day</td>
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<tr>
<td>September</td>
<td>Battle of Britain</td>
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<tr>
<td>November</td>
<td>Remembrance Day</td>
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<tr>
<td>December</td>
<td>The Central Band of the Canadian Armed Forces Holiday Concert</td>
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</table>

Fortissimo: Established in 1997, Fortissimo has been instrumental in maintaining public interest in Canadian military traditions. The event is held each year on Parliament Hill and is based on a Tattoo, an evening routine when drums beat a warning for soldiers to return to barracks. Often a band also plays popular tunes, an evening hymn or the national anthem while silent drill teams and artillery displays entertain spectators.

**Central Band of the Canadian Armed Forces**

The Central Band of the Canadian Armed Forces (CBCAF) is one of six full-time Regular Force military bands in the Canadian Armed Forces. The band provides professional music support for a large number of Canadian Armed Forces, Department of National Defence and Government of Canada events throughout the National Capital Region. Dressed in the uniform of the Royal Canadian Air Force, this Unit supports all elements of the Canadian Armed Forces and falls under the command of the Commandant of Canadian Forces Support Unit (Ottawa).
The Central Band performs under the direction of Commanding Officer and Director of Music, Captain John Fullerton. The Band Senior Warrant Officer is Warrant Officer Christine Labbé.

The Royal Canadian Air Force Pipes and Drums (RCAFPD) band has the distinction of being the longest continuously serving Air Force pipe band in the CAF. Its musicians are volunteers. Administered by the CBCAF, the RCAFPD boasts many musical successes.

While the CBCAF and RCAFPD currently perform primarily in the NCR, they have often proudly represented the CAF and the citizens of Canada across the nation and during tours abroad. Visit CFSU(O)’s website for performance details. [https://www.canada.ca/en/department-national-defence/services/bases-support-units/canadian-forces-support-unit-ottawa/services.html#caf-central-band](https://www.canada.ca/en/department-national-defence/services/bases-support-units/canadian-forces-support-unit-ottawa/services.html#caf-central-band)
Dress

Dress and deportment are two cornerstones of the Profession of Arms. To ensure that a high standard of uniform appearance is understood and maintained by all military personnel in National Defence Headquarters, you may access the dress policy at [http://cmp-cpm.mil.ca/en/honours-history/publications-history/caf-dress-instructions.page](http://cmp-cpm.mil.ca/en/honours-history/publications-history/caf-dress-instructions.page).

Operational dress (defined as CADPAT, Naval Combat Dress or Flight Suits) is still permitted for valid training purposes.

The standard of dress for military personnel on duty should be appropriate for the type of duties performed by the member. This standard may differ depending on operational requirements. Local commanders are responsible for the standard of dress of their subordinates at all times, subject to overall command direction. More detail is available in the CFSU(O) Standing Orders paragraph 3.02.

Table 1: Applies to all military personnel employed in the National Capital Region (with the exception of those identified in Table 2).

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<td>DEU, Operational Dress or Civilian dress</td>
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Table 2: Applies to CANSOFCOM and CJOC

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Protocol

All military personnel must salute:

- When passing by the National War Memorial, the Korean War Monument and the National Aboriginal Veterans Monument;
• When immediately following the Colours of a unit (i.e. the Colours of the units taking part in the Ceremonial Guard each summer);
• When the guns of the Royal Canadian Artillery roll past or when marching by the gun position; and
• During the playing of national and foreign anthems.

Note: It is not necessary to salute in buildings, unless entering the office of an officer. This includes the concourse of the MGen Pearkes Building, Rideau Centre and the two main bus stops on the Mackenzie King Bridge. Saluting is mandatory in all other areas and bus stops.

Family and Community Services

Royal Canadian Chaplain Service

The Royal Canadian Chaplain Service Section of CFSU(O) is dedicated to the provision of spiritual, religious, moral and ethical support to CAF personnel and their families within the NCR, irrespective of religious belief or practice. Where possible, they are happy to serve the well-being of all Defence Team members (both military and civilian) in the NCR. While the Chaplains are located in various buildings throughout the NCR, their primary offices and Office Manager are located in the Chaplain Services Building 469 at the Uplands site. Generally, the Chaplains' offices are open from 0745 - 1600 hrs.

For Chaplain services or information please call 613-998-3246 or email +Chaplain@CFSU(O) Admin Svcs@Ottawa-Hull Chaplain@forces.gc.ca and they will be happy to accommodate you. For after-hours emergencies call 613-995-0123 to contact the Duty Padre.

Military Family Resource Centre – National Capital Region (MFRC-NCR)

The Military Family Resource Centre of the NCR (MFRC-NCR) website - www.cafconnection.ca/ncr/ provides in-depth information about NCR military family support programs, updated lists of events and activities and an electronic version of the MFRC-NCR calendar.

Located at 330 Croil Private, Building 471 at the Uplands Site. Hours of operation are Monday to Friday from 0800 - 1600 hrs. Tel.: 613-998-4888; email info@mfrc-ncr.ca.

Family Services

The Prevention, Support and Intervention Program: Offers a range of activities including workshops, counselling, and support services for military family members. The goals of the program are to enhance the social function of the family, to enhance the family’s emotional well-being, and to directly support those who have been affected by an individual, family or community crisis situation. The program is intended to be short-term and is solution-focused in nature. For more information, call 613-998-4888.

Family Liaison Officer: Your Family Liaison Officer (FLO) is a Military Family Resource Centre (MFRC) Social Worker who is part of your local Integrated Personnel Support Centre (IPSC) team. The FLO connects the two centres to ensure the widest variety of support is offered to families of
military personnel who are coping with an illness or injury, and Families of the Fallen. For more information contact 613-945-5870 or flo@mfrc-ncr.ca.

**Family Separation and Reunion Services:** Offering support to military families before, during and after the family member has returned from a deployment. The Family Separation and Reunion Coordinator is responsible for warm-line calls, emergency childcare, and activities geared towards the needs of families who have a deployed member. For more information, call 613-991-5051 or email family@mfrc-ncr.ca.

Sending letters and packages can be a wonderful way to keep in touch with loved ones and friends serving overseas. This service is available to anyone who is part of the CAF community and anyone deployed (including civilians) abroad. Here are the various drop-off locations where you can bring your morale mail for us to send to your loved ones abroad.

**Morale Mail Drop-off Locations:**
- MFRC-NCR at Uplands Military Community Centre (330 Croil Private, Bldg 471);
- Connaught Range Orderly Room, 35 Shirley Boulevard, 2nd Floor;
- Royal Canadian Air Force Association Wing, 240 Water St. W., Cornwall;
- Royal Canadian Legion locations:
  - 555 Ann Street, Manotick;
  - 800 Taylor Creek Drive, Orleans;
  - 231 boulevard Maloney Ouest, Gatineau;
  - 330 Kent Street, Ottawa; and
  - 70 Hines Road, Kanata.

Call the MFRC-NCR Reception at 613-998-4888 for drop-off days and times. All packages depart Tuesday mornings.

**Respite Care Programs:** Offer support to military parents and caregivers facing the daily stresses of caring for young children (6 months to 12 years). Programs may be offered in Uplands, Orleans and Gatineau. For more information, call 613-991 5051 or email family@mfrc-ncr.ca.

**Operation Family Doc:** Helps families of CAF members to find a family physician in a timely manner. All families of CAF members serving in the NCR, as well as CAF members undergoing release or retirement and their families without a family physician, may access the program. Medical services will be provided by family physicians in the NCR. Based on the criteria identified in the family’s application form, a referral will be sent to a family doctor on behalf of the family. For more information or to apply online, please visit www.cafconnection.ca/ncr/ofd or the Operation Family Doc Coordinator at 613-998-4888 or ofd@mfrc-ncr.ca.

**Special Needs:** CAF Families who have a family member with special needs are encouraged to connect with our Special Needs Coordinator for support with navigating local resources and services, special needs funding and financial assistance, and special needs programming. For more information contact 613-998-7438 or email specialneeds@mfrc-ncr.ca.

**The Veteran Family Program (VFP):** Dedicated to supporting medically releasing Canadian Armed Forces (CAF) members, medically released CAF Veterans and their families as they transition into civilian life. For more information contact 613-998-4888 or transitions@mfrc-ncr.ca.
**Adult Social Events:** Connect with your new community through social events. Join us every month for fun, casual and informative events throughout the National Capital Region. For more information, call 613-998-4888 or visit [www.cafconnection.ca/ncr](http://www.cafconnection.ca/ncr)

**Afterschool Programs & Youth Events:** Monthly teen activities and after school programs are provided for military youth to connect with each other. For more information, call 613-998-4888 or visit [www.cafconnection.ca/ncr](http://www.cafconnection.ca/ncr)

**Employment and Volunteer Services:** We provide employment services to the CAF community through the Employment and Volunteer services. Volunteers are welcome to join our dynamic team. For more information, call 613-998-4888 or email [volunteer@mfrc-ncr.ca](mailto:volunteer@mfrc-ncr.ca).

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**Health and Wellness**

**Fitness, Sports and Recreation**

There are many DND fitness facilities in the NCR. Access to commercial fitness facilities is available to military personnel who have either a permanent or a temporary military ID card or allied forces ID card. Access is not offered to DND civilian employees, contractors or dependants. All military members will be required to show their ID and to sign in at the reception desk prior to using these facilities:

- RA Centre (squash courts only) - 2451 Riverside Drive, Ottawa. Tel: 613-733-5100 - Mondays: 1900 to 2100 hrs (2 courts) - Fridays: 1900 to 2100 hrs (2 courts) - Sundays: 1900 to 2100 hrs (2 courts)
- Champagne Fitness Centre – 321 King Edward Street, Ottawa. Tel: 613-244-4402

**DFIT.ca**

This online fitness and exercise prescription program offers personalized fitness plans, video exercise demonstrations, nutritional information and more. DFIT.ca for Families is a new online resource featuring general fitness and a more family-friendly, total lifestyle approach to active living. Special features include parenting tips focused on active living, online personal trainers, program discounts and coupons, diet and weight loss guides. Visit [www.DFIT.ca](http://www.DFIT.ca) for more information on pricing and services.

**Military Sports**

There is a variety of military extramural and intramural sports teams in the NCR. To participate, military members must be a Regular or Reserve Force member on active duty, Class A, B or C status and have a valid FORCE Evaluation.

Extramural sports programs are competitive military teams which participate in CAF regional and national championships. All teams take part in weekly practices and participate in a local civilian league. The extramural sports are as follows:
Intramural sports programs are non-competitive local military teams or leagues that promote fun and fitness. The intramural sports are as follows:

- Ball Hockey
- Broomball
- Golf
- Hockey
- Indoor Soccer
- Soccer

Visit [https://www.cafconnection.ca/National-Capital-Region/Adults/Sports.aspx](https://www.cafconnection.ca/National-Capital-Region/Adults/Sports.aspx) for more details.

**Sports Stores**

Located on the 4th floor, North Tower of NDHQ(Pearkes), 101 Colonel By Drive, Sports Stores provides various sports equipment (for use by military members only). Hours of operation by appointment only are: Monday to Friday, from 0800 - 1500 hrs. Please contact (613) 995-2696 or ncrfitness.cprcn@forces.gc.ca to schedule an appointment or the customer service desk at the gym.

**Fitness Facility Locations**

There are 23 fitness facilities located across the NCR for serving members only (all others may use the facility at their own risk). The equipment provided at each facility is based on available space and number of personnel. Visit [www.pspottawa.ca/minigyms](http://www.pspottawa.ca/minigyms) for the full listing of locations and operating hours.

There are six fitness facilities across the NCR that have PSP Fitness Instructors. Fitness and Sports Instructors can offer one on one programming for military personnel and a variety of classes. Class schedules can be found at [www.pspottawa.ca/fitness](http://www.pspottawa.ca/fitness).

- NDHQ(Carling) – 60 Moodie Drive: 613-901-6530;
- 110 O’Connor Street: 613-971-7952;
- NDHQ(Pearkes) – 101 Colonel By Drive: 613-996-6038;
Other fitness facilities that do not have PSP Fitness Instructors are located at the following sites:

South
- Hanger 14, 250 Croil Private;
- Building 16, Uplands Site; and
- 2100 Walkley Road.

East
- 1745 Alta Vista Road;
- 1200 Montreal Road, Building M-23;
- 285 Coventry Road; and
- Montfort Hospital – 713 Montreal Road.

West
- CRPTC – 1 Lewis Gun Road;
- Woodline – 2 Constellation Drive;
- 615 Booth Street; and
- Tunney’s Pasture – Building 16, 101 Goldenrod Driveway.

Downtown
- 400 Cumberland Street.

Québec
- Asticou – 241 boul. de la Cité-des-Jeunes;
- National Printing Bureau – 45 boul. Sacré-Coeur; and
- 105 rue Hôtel-de-Ville.

Physical Fitness Evaluations

As of April 2016, the FORCE Evaluation has been broadened to include a Fitness Profile, composed of Operational and Health-Related Fitness as well as the FORCE Incentive Program. Evaluations will take place in five different locations throughout the NCR: the basement of the MGen Pearkes Building; CFS Leitrim; 2100 Walkley Road, Régiment de Hull and Connaught Range and Primary Training Centre. All FORCE Evaluation booking requests (block or individual) should go through your respective Unit Coordinators. For all FORCE Program related questions contact the PSP Fitness Coordinator at 613-992-2844 (NDHQ[Pearkes]).

Specialty Testing

Military personnel (CANSOFCOM, Pre-para, SAR, CP, CJIRU, BMSS) are to contact the Fitness Coordinator at 613-992-2844 to make arrangements for testing.
Reconditioning Program

The primary objective of the PSP Reconditioning Program is to provide consistent and seamless physical fitness and conditioning programs and services to ill and injured CAF personnel that have transitioned from their rehabilitation. The program is designed to help members to go back to full active duties and improve their quality of life as quickly as possible.

The CFSU(O) PSP Reconditioning Team consists of one Reconditioning Manager and three Physical Exercise Specialists (PES). The Reconditioning Manager’s main objective is to evaluate and expand new programs across the NCR. They support the PES’ in providing a continuum of care for the CAF members and is also the liaison between the different key partners dedicated to support the CAF members recovering from illnesses and injuries; Canadian Armed Forces Transition Group (CAF TG), Soldier On and CF Health Services.

The PES are in charge of the delivery of the different programs. The main goal is to assist the CAF members through customized training exercises and training programs in meeting Universality of Service.

In the NCR, the Reconditioning Program is mainly offered at CFS Leitrim, National Defence Medical Centre (NDMC) on Alta Vista, NDHQ(Pearkes) and NDHQ(Carling) and it includes:

- **Solid Foundation**
  - Small group class (ratio 1 Instructor for 6 participants) with the objective of building up and teaching the foundations of human movement:
    - How to correctly mobilize your body to increase function;
    - How to engage your core and joints to stabilize your body; and
    - How to activate proper muscles for proficient movement.
  - This class will propel your physical knowledge and help you gain confidence to allow you to build a solid movement foundation leading you to successfully partake in the other fitness classes with low risk injuries.

- **Individualized Programs**
  - All members within the Reconditioning and Return to Duty (RTD) program are provided a customized training program to assist them with their recovery and to ensure they are successful returning to work fit full duties. This process includes:
    - **Movement Screen**: Tool used to identify asymmetries, imbalances in joints mobility and stability.
    - **Physical Fitness Assessment**: Cardiovascular testing; Muscle strength and endurance tasks tailored to the member’s goals.
    - **Symptom-Limited Activities for Military (SLAM/Concussion)**: Addresses the challenges of readiness of the CAF members that have sustained a concussion. Same protocols of an individualized program applies, but also includes a task-related predictive test which consists of four measurements to evaluate the degree of severity of the concussion.

- **Supervised Physical Training**
  - A scheduled timing where the PES will be available in the gym to answer any questions or provide guidance on your training program or technique.
• **Supplemental Physical Training Program**
  - In collaboration with the Fitness and Sport Instructors, the primary goal of this program is to provide training sessions to improve FORCE Evaluation results.

For more information on the programs offered contact the CFSU(O) Reconditioning Manager, Dominic Pharand at dominic.pharand@forces.gc.ca or use the positional mailbox for the Physical Exercise Specialist: SUO.PESCFSUO-SEPUSCFO@forces.gc.ca.

**Community Recreation Programs**

PSP Ottawa Recreation is a community based Recreation Program located at Uplands in the south end of Ottawa. We offer seasonal programs, clubs, and events for adults, children and families in the Defence community.

The office is located at the Uplands Military Community Centre, Building 471, 330 Croil Private, Ottawa, ON, K1V 1J1. In 2018, PSP Recreation continued to operate children’s programming for 180 children aged 4 – 14 years from January to June. These programs included afterschool activities such as video game night, fun with friends (crafts), outdoor sports, board game zone, and TGIF (Trivia).

In addition to children’s programs, PSP Recreation offered full-day programming for PD Days and March Break Camp. Summer Camp had a total of 383 children 4 – 12 years old participating. As for the outdoor pool, 28 families and individual passes were sold and 148 children participated in Red Cross swimming lessons.

PSP Recreation organized or participated in many special events including: Defence Community Family Appreciation Days, June is Recreation Month, Volunteer Appreciation Recognition Event, CAF Sports Day in Canada, Uplands Community Council Haunted House, National Child’s Day, and Holidays on the Farm.

Contact the PSP Recreation office at 613-998-8216 or Recreation-PSP-Loisir@forces.gc.ca for program information or to volunteer at our events or programs. Sign up to our newsletter via email to receive monthly program and event information, community discounts and more.

**Recreation Equipment Rental**

Equipment is available for Defence Community members use (i.e. Regular Force, Reserve, retired members and their families, DND and NPF employees). Contact the PSP Recreation office at 613-998-8216 or Recreation-PSP-Loisir@forces.gc.ca.

Equipment available includes but is not limited to: kayaks, canoes, snowshoes, sports equipment, BBQs, and party food machines.

**Indoor Activities**

PSP Recreation offers seasonal programs as well as special events at the Uplands site. To obtain information on programs, please contact the PSP Recreation office at 613-998-8216 or Recreation-
Recreation Programs include:
- Red Cross Swimming Lessons
- Aikido for Children and Adults
- Judo for Children and Adults
- Yoga for Adults

Membership and Recreation Program

Access to 21 City of Ottawa recreational facilities at reduced rates for Regular and Class B Reserve Force members and their families. Contact PSP Recreation at 613-998-8216 or Recreation-PSP-Loisir@forces.gc.ca

Outdoor Facilities

Facilities available at Uplands include an outdoor rink, basketball court, beach, volleyball court, softball diamonds, soccer fields, playgrounds, an in-ground outdoor pool, splash pad, skateboard park, a picnic area, and a patio. For more information, please contact the PSP Recreation office at (613) 998-8216 or Recreation-PSP-Loisir@forces.gc.ca.

Personnel Support Program (PSP) Recreation Facilities

These facility memberships are available to both military and civilian Defence Team members at various prices. The spaces are also available for unit activities, PT, or personal events. All facilities are located at the Uplands site. Contact the PSP Recreation office at 613-998-8216 or Recreation-PSP-Loisir@forces.gc.ca.

Health Promotion

Under the banner “Strengthening the Forces”, the PSP Ottawa Health Promotion team delivers programs and services that empower CAF members, their families, and civilians on the Defence Team to take control of their health and well-being, enabling them to fulfill the CAF’s operational mandate while enjoying the highest quality of life.

The PSP Ottawa Health Promotion office is now located at NDHQ(Carling) at the Shared Learning Centre in Building 5 East, 1st floor. Programs are offered at no cost to military personnel, their families and civilians on the Defence Team. Workshops are delivered in various locations in the NCR and can be conducted on site for military units upon request. The courses, workshops, and events offered are:
- Mental Fitness and Suicide Awareness workshop (MITE code provided);
- Stress Management workshop (HRMS code);
- Understanding and Managing Anger workshop (HRMS code);
- Healthy Eating and Sports Nutrition workshop;
- Alcohol, Other Drugs, Gambling and Gaming Awareness for CAF supervisors (MITE code);
- Healthy Communication and Personal Conflict Resolution workshop (HRMS code);
• Injury Prevention workshop (HRMS code);
• Smoking Cessation support and briefings;
• Annual Pedometre Challenge (May); and
• Many other seasonal health and wellness campaigns to look forward to!

Contact the PSP Ottawa Health Promotion Team at:
• 613-996-4315
• OttawaHealthPromotion@forces.gc.ca
• Better yet - stop by and meet them in person between 0800 - 1600 hrs, Monday to Friday.

For complete workshop descriptions and special event information, visit www.pspottawa.ca/healthpromotion.

Dental Services

There are two Dental Clinics for military members in the NCR. Each NCR Unit has been assigned to a specific Dental Clinic. To find out where you should receive dental care, please consult their intranet site at http://cmp-cpm.mil.ca/en/health/caf-members/dental-services.page or call 613-992-7389. Regular Clinic hours are 0730 - 1530 hrs, Monday to Friday. Dental clinics include the NDHQ(Carling) Dental Clinic, which is located in Building 5, West Wing 1st floor. An access card or military identification is required to access the building. The Montfort Dental Clinic is located on the 6th floor of the Montfort Hospital Campus, 713 Montreal Road.

For after-hours emergency procedures: Outside of regular working hours and during weekends and holidays, dental service can be obtained by contacting the Commissionaires desk at 613-945-6600, ext. 3103. Emergency dental care is provided at clinics starting at 0730 hrs, Monday to Friday.

Medical Services

CAF Health Services Clinic Ottawa (CF H Svcs C Ottawa) is located at the Montfort Hospital Campus at 713 Montreal Road in Ottawa. The clinic occupies levels 3 to 6 of the new building at the Montfort Campus and provides primary health care services to the military community in the NCR. CF H Svcs C Ottawa provides a range of services including sick parade, immunization clinics, pharmacy, laboratory, physiotherapy and Mental Health services. For additional information, please visit the intranet website at http://cmp-cpm.mil.ca/en/health/organization/cf-h-svcs-centre-ottawa/index.page or Internet website at http://www.forces.gc.ca/en/caf-community-bases-wings-cfsu-ottawa/dental-medical.page or call 613-945-1111.

Facilities

CFSU(O) is responsible for military housing only at Uplands and for the facilities management of DND office space within the NCR. The latter is coordinated through a unique partnership with ADM(IE) Real Property Operations (Central).
PSP Military Housing (PSPMH)

PSPMH consists of 542 units, all being three bedroom townhouses/bungalows, which are located at the Uplands site. PSPMH, formerly known as Self-Help Housing Organization (SHHO), was created in 1961 to provide housing for junior NCMs posted to the NCR. Each unit comes with a gas range, fenced backyard and one parking spot.

Eligibility:

- Eligible members must be MS/MCpl and below, NCdt/OCdt, A/SLt/2Lt, or SLt/Lt who are posted to the NCR;
- Class B & C Reservists are eligible, provided they possess at least a year-long contract.

Priority for housing is military families, which includes single members with dependants. Single members are placed on a separate waiting list and are offered housing when all the family housing requirements have been met.

Effective 2 November, 2015 the Commandant CFSU(O) opened PSPMH to PO 2/Sgt, PO 1/WO, and Lt(N)/Capt on a temporary basis.

PSPMH is located at 200 De Niverville Private at Uplands. Hours of operation are 0745 - 1600 hrs (closed from 1200 - 1245 hrs) Monday to Friday. Telephone: 613-521-2696, Fax: 613-521-4574, Email: pspmh@bellnet.ca, Website: https://www.cafconnection.ca/National-Capital-Region/In-My-Community/Housing/PSP-Military-Housing.aspx

Canadian Forces Housing Agency (CFHA)

CFHA Ottawa is responsible for 145 Residential Housing Units at the Uplands site. For information on how to apply, visit the Military Housing website (https://www.canada.ca/en/department-national-defence/services/benefits-military/military-housing.html). The Housing Services Centre (HSC) is located at 60 De Niverville Private. Hours of operation: 0800 - 1200 and 1300 - 1600 hrs, Monday to Friday.

Telephone 613-990-2985 to reach housing maintenance and for inquiries. Emergency after-hours response service is available at 1-800-903-2342.

For updates on CFHA’s projects throughout Canada and for tips and tricks on home maintenance, follow CFHA on Twitter @CFHA_ALFC.

Short-term Lodging Services

The MFRC-NCR, PSP Ottawa, and CFSU(O)’s Chaplain Services, under the auspices of the Commandant CFSU(O), have partnered to provide the NCR with Short-term Lodging Services. This program is designed to meet the temporary accommodation needs of military members and their families within the NCR.
The purpose of Short-term Lodging Services is to provide temporary support for housing military members and/or their families in crisis, those requiring accessible accommodations for local specialist/medical appointments, those with visitation rights or Imposed Restriction (IR) visitation, and short-term housing for military members and their families unable to stay in their own homes due to flooding, fires, and/or extensive and unforeseen renovations.

Occupancy of NCR Short-term Lodging is granted solely by approval of the MFRC-NCR or CFSU(O) Chaplain Services, and is based on the following criteria:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Priority 1</th>
<th>Priority 2</th>
<th>Priority 3</th>
<th>Non-Priority Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>- A sudden, unexpected, and catastrophic event involving the primary residence of a member and his/her family who are posted and residing within the NCR. To include such circumstances as a fire, flood, or other “act of god” situation; or - A medical emergency/situation involving a member or his/her dependants, posted and residing within the NCR, where immediate family members require short-term lodging in order to visit or provide care and support.</td>
<td>- Members and/or their families, who are posted and residing at Bases/Wings outside the NCR, who are receiving medical services within the NCR, and require accessible accommodation for the purpose of visiting and/or to provide care and support.</td>
<td>- CAF families experiencing separation related to IR or custody arrangements where accessible accommodation within the NCR is required for the purpose of visitation.</td>
<td>- Given availability and subject to bumping rights created by higher priority requests</td>
<td></td>
</tr>
<tr>
<td>Costs</td>
<td>Costs related to Priority One situations will be $50.00/night plus applicable taxes. Requests for financial support may be submitted.</td>
<td>Costs related to Priority Two situations will be $50.00/night plus applicable taxes. Requests for financial support may be submitted to</td>
<td>Costs related to Priority Three situations will be $50.00/night plus applicable taxes.</td>
<td>CAF members and/or their families may request short-term lodging at a cost of $100.00/night plus applicable taxes.</td>
</tr>
</tbody>
</table>
CAF families in need may be referred to the MFRC-NCR Social Worker or CFSU(O) Chaplain Services by:

- The Commandant CFSU(O), MFRC-NCR staff members, Chaplain Services, Base Medical personnel, Base Duty Officer, JPSU/IPSC, Military Police, or Personnel Support Services Branch;
- A local unit or a supervisor;
- A CAF member or family member (self-referral); or
- A Community Agency serving CAF members and their families.

Once a referral has been received, an evaluation of need will be conducted by the MFRC-NCR Prevention Support and Intervention Manager, Social Workers and Family Liaison Officers or a CFSU(O) Chaplain to determine the appropriateness of the referral. During after-hour emergencies, the Duty Chaplain will conduct the assessment.

MFRC-NCR: Call 613-998-4888, 0830 - 1630 hrs, Monday to Friday or send an email to info@mfrc-ncr.org

Duty Chaplain: 0800 - 1500 hrs, Monday to Friday, tel. 613-998-3246. After Hours: Call the Military Police line at 613-995-0123 and ask to speak to the Duty Chaplain.

**Key DND/CAF Facilities in the NCR**

Demographics – In the National Capital Region, there are:

- Regular Force Members: 9,420
- Reserve Force Members: 2,500
- DND civilian and NPF employees: 10,050
- Spouses of military members: 6,328
- Dependents of military members: 11,012

CAF personnel and DND/NPF civilian employees work in many locations across the NCR, but the majority are concentrated in the following main sites:
NDHQ(Carling): 60 Moodie Drive, Ottawa, Ontario, located in the west end of Ottawa at the corner of Moodie Drive and Carling Avenue.

NDHQ’s three-phase move to NDHQ(Carling) is scheduled to be completed in the fiscal year 2020. Once complete, some 9,200 DND employees and CAF members will be working there and the total number DND buildings in the NCR will be reduced. Services at this location will include the following:

- Food concessions
- CANEX retail outlets
- Automatic bank teller (ATM)
- Dry Cleaning
- Barbershop
- Dental Clinic
- Physiotherapy Clinic
- Pharmacy dispensary
- Fitness facilities
- Post Office
- Multi-faith room/Sacred space
- SISIP Financial office
- BMO office
- Tailor
- Brookfield Relocations
- Commuting showers
- Sports fields that include baseball diamonds, soccer fields, etc.
- Walking/running trails
A newly renovated state-of-the-art fitness facility is open 24/7 located in Building 6. Onsite PSP Fitness and Sports Instructors offer a wide variety of fitness classes and programs. Class schedule can be found at https://www.cafconnection.ca/National-Capital-Region/Facilities/Fitness-Facilities/West.aspx.

The fitness facility has the following amenities:

- Fully equipped cardio zone;
- Multiple squat racks and weight lifting platforms for various strength-based exercises;
- Free weight and selectorized strength equipment area; and
- **Newly added** functional training zone outfitted with 25 metres of turf flooring.

Fitness Facility – Building 2

**Coming soon** A multi-level state-of-the-art fitness facility open 24/7 will be located in Building 2. It will have the following amenities:

- Largest FORCE Evaluation Centre in the NCR (capacity to test up to 24 CAF personnel at a time);
- Functional Strength Training space that will include turf flooring and platforms;
- Weight Room;
- Cardio area (which will include indoor cycling); and
- Yoga/Aerobics studio.

Getting there:

- For more information regarding the public transit routes to NDHQ(Carling), visit the OC Transpo website at: http://www.octranspo.com/ottawa-destinations/carling_campus
- The CFSU(O) Shuttle Service is available to transport personnel to meetings at other DND locations within the NCR. It is not to be used by employees to get to and from work: http://intranet.mil.ca/en/locations/ncr/transport-shuttle.page
NDHQ(Pearkes): 101 Colonel By Drive, Ottawa, located across from the CF Rideau Centre and next to the Rideau Canal National Historic Site.

Services include:

- Cafeteria: (2nd floor, South Tower) Operated by CANEX. Full breakfast and lunch service. Hours of operation: 0630 - 1500 hrs, Monday to Friday.
- Café Express: (2nd floor, North Tower) Offers a variety of hot and cold beverages and light lunches. Hours of operation: 0630 - 1530 hrs, Monday to Friday.
- CANEX Express Mart: Located on the 2nd floor, Centre Block South (near the cafeteria entrance), carries a full range of confectionery items and daily newspapers. Also offers other services such as dry cleaning. Hours of operation: 0700 - 1600 hrs, Monday to Friday.
- Sports Stores: (4th floor, North Tower) Hours of operation: 0800 - 1500 hrs, Monday to Friday. By appointment only. Tel.: 613-995-2696 or www.pspottawa.ca/sportstores.
- Library: (3rd floor, North Tower) Provides a research capability to DND/CAF personnel working in the NCR. The Library’s collection of books and journals focuses on security and defence, military affairs, international relations and current world affairs. Hours of operation: 0730 – 1600 hrs, Monday to Friday. Tel.: 613-996-0831.
- Banking: There is one ATM on the main concourse, on the south side (BMO Bank of Montreal).

Fitness Facility – 5th Floor, North Tower

A newly renovated state-of-the-art fitness facility open 24/7 located on the 5th floor of the North Tower. Onsite PSP Fitness and Sports Instructors offer a wide variety of fitness classes and
programs. Class schedule can be found at https://www.cafconnection.ca/National-Capital-Region/Facilities/Fitness-Facilities/Downtown.aspx.

The fitness facility has the following amenities:

- Fully equipped cardio zone;
- Multiple squat racks and weight lifting platforms for various strength-based exercises;
- Free weight and selectorized strength equipment area;
- Functional training zone outfitted with 25 metres of turf flooring; and
- Mobility area designed for stretching, classes and warm up purposes.

Fitness Facility – Basement, North Tower

A newly renovated functional training zone outfitted with turf flooring, martial arts mats and various strength equipment is located in the basement (room BS046) of the North Tower. FORCE Evaluations are conducted within the functional training zone.

Getting there:
Public Transportation: OC Transpo (http://www.octranspo.com/) and STO (http://sto.ca/)
- Parking: None onsite but public parking is available at CF Rideau Centre or Ottawa City Hall.
- Bike storage: There is bike storage for approximately 170 bicycles at both the Laurier Street and the Mackenzie King Street entrances and in the outdoor parking lot adjacent to Nicholas Street (Door 12).
- Building Entrances: The Mackenzie King Bridge entrance is the main entrance of the MGen Pearkes Building. The entrance and bicycle storage are open 24/7, weekends and holidays included. The Laurier Street entrance and bicycle storage area are open Monday to Friday, 0600 - 1800 hrs.

Cumberland Building: 400 Cumberland Street, Ottawa, located at the corner of Cumberland and Rideau Streets. Services include:

- Cafeteria: “Bell’s Pastry,” located north of the main entrance, offers a wide variety of snack foods and beverages as well as hot and cold meals for breakfast and lunch. Hours of operation: 0600 - 1600 hrs, Monday to Friday.
- Banking: There is an ATM in the cafeteria.

Fitness Facility

A fully equipped fitness facility is open 0600 - 1800 hrs, Monday to Friday, located on the ground level. Military only access from 0600hrs - 0800 hrs.

The fitness facility has the following amenities:

- Free weights;
- Cardio machines; and
- Selectorized equipment.

Getting there:
- Public Transportation: OC Transpo (http://www.octranspo.com/) and STO (http://sto.ca/)
• Bike storage: There is bicycle storage available at the underground parking entrance on the ground floor and in the underground parking area.

**Tunney’s Pasture:** Building 16, 101 Goldenrod Driveway, Ottawa. This location is known as the Department of National Defence Data Centre.

![Tunney's Pasture Building 16](image)

Services include:

• Cafeteria: “Lorne Murphy Foods”, located in the northwest corner of the building, offers a full range of meals for breakfast and lunch. Hours of operation: 0630 - 1445 hrs, Monday to Friday.
• Banking: There are no onsite banking facilities, but they are available within walking distance.

Fitness Facility

A fully equipped fitness facility open 0600 - 1800 hrs Monday to Friday, located on the ground level (west of the main entrance).

The fitness facility has the following amenities:

• Free weights;
• Cardio machines; and
• Selectorized equipment.

Getting there:

• Parking: There are different parking options at Tunney’s Pasture, including street parking (maximum of 3 hours) costs $2/hour; daily parking in the main parking lot (lot 63) costs
$10/day; or a monthly parking pass can also be purchased for $100/ month. All parking inquiries must be processed through Impark at 1-877-909-6199.

- Public Transportation: OC Transpo (http://www.octranspo.com/) and STO (http://sto.ca/)
- Bike storage: There is ample bicycle storage available inside the security gate surrounding the building, next to the guard post.

455 Boulevard de la Carrière 455 Boulevard de la Carrière is home to ADM(Mat) personnel. (The Louis St-Laurent Building at 555 Boulevard de la Carrière, Gatineau (Hull sector) is currently closed). Services include:

- Cafeteria: Operated by CANEX and located on the ground floor. Service is offered for breakfast and lunch. Hours of operation: 0700 - 1300 hrs, Monday to Friday.

Fitness Facility

A newly renovated state-of-the-art fitness facility is open 0600 - 1800 hrs Monday to Friday, located on the main level. Onsite PSP Fitness and Sports Instructors offer a wide variety of fitness classes and programs. Class schedule can be found at https://www.cafconnection.ca/National-Capital-Region/Facilities/Fitness-Facilities/Quebec.aspx.

The fitness facility has the following amenities:

- Fully equipped cardio and spinning area;
- Multiple squat racks and weight lifting platforms for various strength-based exercises;
- Free weight and selectorized strength equipment area; and
- Functional training zone outfitted with 25 metres of turf flooring.

FORCE Evaluations are conducted at this location.

Getting there:

- Parking: 455 Boulevard de la Carrière has indoor parking and a parking garage that is operated by Standard Parking. Alternatively, commercial parking is available in the nearby neighbourhood and at the Casino nearby through Indigo parking.
- Public Transportation: OC Transpo (http://www.octranspo.com/) and STO (http://sto.ca/)
- Bike storage: There is ample bicycle storage available at the rear entrance of the building.
Coventry Building: 285/295 Coventry Road, Ottawa, located across the street from the Raymond Chabot Grant Thornton Park.

Services include:
- Cafeteria: Operated by CANEX and located on the ground floor. Full breakfast and lunch meal service is available. Hours of operation: 0700 - 1500 hrs Monday to Friday.
- Barbershop: (located in the basement) Open Thursdays only, from 0700 - 1400 hrs. Call 613-741-2997 for appointments.
- Dry Cleaning: A drop-off service is offered through CANEX at the cafeteria.
- Banking: There is an ATM on the ground floor, beside the cafeteria.

Fitness Facility

**Renovations will be coming soon to Coventry**

A fully equipped fitness facility open: 0600 - 1800 hrs, Monday to Friday is located in the basement. The fitness facility has the following amenities:

- Cardio machines;
- Free weights;
- Squat racks; and
- Selectorized strength equipment.

Getting there:

- Parking: Managed by Bona Building Management, there are a limited number of visitor parking spaces in front of the building and a multi-level car park behind the building (accessible by tunnel to the main building). For more information regarding monthly passes and daily parking rates contact David Donaghy at 613-978-1747 or email at blackhawk198881@gmail.com.
- Public Transportation: OC Transpo (http://www.octranspo.com/) and STO (http://sto.ca/)
- Bike storage: There are bicycle racks in the car park.
National Printing Bureau: 45 boulevard Sacré-Coeur, Gatineau, near the Macdonald-Cartier Bridge exit.

Services include:
- Cafeteria: (located on the ground floor) Offers full breakfast and lunch service. Hours of operation: 0630 - 1600 hrs Monday to Friday.
- Banking: ATM located on the ground floor in the main lobby.

Fitness Facility

A fully equipped fitness facility is open 0600 - 1800 hrs, Monday to Friday, located in the basement. The fitness facility has the following amenities:
- Free weights;
- Cardio machines; and
- Selectorized equipment.

Getting there:
- Parking: There are a total of 914 parking spaces at the NPB. All daily and monthly parking inquiries must be processed by the parking office (located on the ground floor). Monthly parking costs $60/month and daily parking costs $5/day (rates subject to change). Temporary parking spaces are available at the front of the building for people to get their parking pass before driving to the parking area. As well, there are 14 free parking spaces available for Clothing Stores customers (no need to go to the parking office for Clothing Stores visits). These parking spaces are along the east side wall, immediately to the left once inside the barrier. For all parking inquiries, please contact the service department at www.ParkIndigo.ca, phone 613-232-4801 ext. 223.
- Public Transportation: There is an STO bus stop in front of the building, with service to downtown Ottawa (http://sto.ca/).
- Bike storage: There are bicycle racks at the front entrance.
**Labelle/CANEX Building:** 4210 Labelle Street, Ottawa, located at the junction of Highway 417 and St-Laurent Boulevard. One side of the building is home to the CANEX retail store that is open to both civilian and military staff.

![Labelle/CANEX Building](Image)

Services include:
- Cafeteria: “Café Express” Labelle is operated by CANEX and offers full breakfast and lunch service. Hours of operation: 0700 - 1430 hrs, Monday to Friday.
- Banking: There is an ATM beside the cafeteria.

Getting there:
- Parking: Parking is free for CANEX customers. For people working on the other side of the building, there are 13 visitor parking spaces and a permanent parking option through Indigo Parking at 613-292-9327.
- Bike storage: There are bicycle racks at the front entrance.
**Star Top Building:** 1600 Star Top Road, Ottawa, just off of Innes Road, near the junction of Highway 417 and Innes Road. It is home to Canadian Joint Operations Command (CJOC) and Canadian Special Operations Forces Command (CANSOFCOM).

Services include:
- Cafeteria: located on the ground floor; operated by CANEX, offers full breakfast and lunch service. Hours of operation: 0700 - 1600 hrs.
- Dry Cleaning: a drop-off service is offered through CANEX at the cafeteria.
- Banking: an ATM is located on the ground floor, in the main concourse.

Fitness Facility

A fully equipped fitness facility open 24/7 located on the main level. Onsite PSP Fitness and Sports Instructors offer a wide variety of fitness classes and programs. Class schedule can be found at [https://www.cafconnection.ca/National-Capital-Region/Facilities/Fitness-Facilities/East.aspx](https://www.cafconnection.ca/National-Capital-Region/Facilities/Fitness-Facilities/East.aspx).

The fitness facility has the following amenities:
- Cardio zone;
- Multiple squat racks and weight lifting platforms for various strength based exercises; and
- Free weight and selectorized strength equipment area.

FORCE Evaluations are conducted at this location.

Getting there:
- Parking: There are 14 visitor parking spaces at the front entrance of the building. Employees posted to Star Top must contact their sponsors for parking within the facilities. Additional daily parking is available in the lot behind the fenced area for $6/day. Monthly passes are available through Gilad Parking at 613-226-2000.
• Bike storage: There is ample bike storage at the front and rear entrances of the building.


Montfort Hospital services include:
• Cafeteria: Located in room C156, caters to all patients, visitors and employees. Hours of operation: 0700 - 1900 hrs, Monday to Friday.
• Tim Horton’s: 0600 - 2200 hrs, Monday to Friday; 0800 - 2000 hrs, Saturday/Sunday/holidays.
• Banking: There is an ATM off the main lobby towards D wing.

Fitness Facility
A small fitness facility outfitted with free weights, cardio machines, and selectorized equipment.

Getting there:
• Parking: There is designated parking for reduced mobility patients at the main entrance. Regular patient parking is available and is free for CAF personnel upon presentation of military ID.
Canadian Forces Station (CFS) Leitrim: 3545 Leitrim Road, Ottawa, is home to the Canadian Forces Information Operations Group Headquarters (CFIOG HQ), the Canadian Forces Network Operations Centre (CFNOC) and the CFS Leitrim Signals Intelligence (SIGINT) Operations Centre. Established in 1941 by the Royal Canadian Corps of Signals, CFS Leitrim houses Canada’s oldest operating SIGINT Station and continues to operate today as a major contributor to Canadian and allied SIGINT operations. Services include:

- Cafeteria: Located on the ground floor of Building D250. Breakfast and lunch meal service is available. Open: 0630 - 1430 hrs Monday to Friday.
- Barbershop: (located in Building D250) Open Thursdays only, from 0830 - 1400 hrs. An appointment board is posted outside.
- Dry Cleaning: A drop-off service is offered through Station Tailor Services.
- Banking: There is no onsite banking available.
- CFS Leitrim All Ranks’ Mess

Fitness Facility

A fully equipped fitness facility and gymnasium open 24/7. Onsite PSP Fitness and Sports Instructors offer a wide variety of fitness classes and programs. Class schedule can be found at [https://www.cafconnection.ca/National-Capital-Region/Facilities/Fitness-Facilities/South.aspx](https://www.cafconnection.ca/National-Capital-Region/Facilities/Fitness-Facilities/South.aspx).

The fitness facility has the following amenities:

- Cardio zone;
- Multiple squat racks and weight lifting platforms for various strength-based exercises;
- Free weight and selectorized strength equipment area;
- Mobility area designed for stretching and warm-up purposes; and
- Only gymnasium located in the NCR for sport-related activities.

FORCE Evaluations are conducted at this location. If the Leitrim fitness facility is your FORCE Evaluation site, you will receive a ‘gym-only’ access pass upon presentation of your military ID at the guard house.

Getting there:

- Parking: There are a limited number of visitor parking spaces in front of the station’s main entrance; general visitor parking is located on the south side of Leitrim Road. For more information, call Major Neufeld at 613-945-6483.
- Bike storage: There are bicycle racks in the car park.

Connaught Range Primary Training Centre (CRPTC): Located at Shirley’s Bay on the Ottawa River (approximately 20 minutes west of Parliament Hill). Named after HRH The Duke of Connaught and Strathern, Governor General of Canada from 1912 to 1916, the site was purchased in 1912 to replace the Ottawa Ranges that had been originally located on Range Road off of Laurier Avenue in downtown Ottawa and later moved to Rockcliffe. Construction began in 1920, and the ceremonial first shot was fired by Major-General Sir Alexander Bertram, Chairman of the Executive Committee of the Dominion of Canada Rifle Association (DCRA) and the first Camp Commander, at the Annual Prize meeting in the summer of 1921. Today CRPTC is recognized for its world-class marksmanship facilities as the home to the annual CAF Small Arms Concentration and the DCRA...
Shooting Championships, as well for its environmental stewardship of Species-At-Risk and wetland habitat.

CRPTC provides infrastructure and training support resources and facilities to Canadian Armed Forces Units, and other military units, and cadets, on 2600 acres (1,058 hectares) of integrated small arms ranges and manoeuvre training areas.

Fitness Facility

A fully equipped fitness facility outfitted with free weights, cardio machines, and selectorized equipment.

Getting there:

- Parking: Free parking is available onsite.
- Public Transportation: The closest bus stop is located 2.2 km away, at the intersection of Carling Avenue and Rifle Road. Please note that there are no walking routes or sidewalks along the highway, which has a speed limit of 80 km/h. Buses 169 and 182 (OC Transpo) only operate during peak hours.
- Onsite transportation: The quarters, lecture rooms, small-arms ranges and dining facilities are all within walking distance of each other. Use of vehicles within the main camps is discouraged as the site has limited hard surface roads, making driving subject to considerable dust or mud, depending on the season. As well, marching troops have priority on all CRPTC roads.

Uplands Site: The Uplands site is adjacent to the Ottawa Macdonald-Cartier International Airport. Formerly known as CFB Uplands and later as CFB Ottawa (South), Uplands was decommissioned as a base in 1996, though the buildings and tarmac remained the property of the Canadian Armed Forces, with the VIP transport unit 412 Squadron operating from these facilities and the Uplands airfield, which is now the Ottawa Macdonald-Cartier International Airport. The Canada Reception Centre is located here. Services include:

- Central Materiel Traffic Terminal (CMTT), for shipping and receiving services for freight and UnAccompanied Baggage (UAB), is located in Building 346, at 360 Paul Benoit Drive. Contact Shipping at 613-998-3057 and Receiving/UAB at 613-998-3404. After hours emergency contact 613-850-1911, Internal Email +CFSU(O) CMTT@CFSU(O) Tech Svs@Ottawa-Hull, and External Email: CFSUO.CMTT@forces.gc.ca.
- Military Family Resource Centre of the National Capital Region (MFRC-NCR) and Personnel Support Programs Recreation (PSP Rec) are both located at 330 Croil Private (Building 471). Contact: 613-998-4888 (MFRC-NCR) and 613-998-8216 (PSP Rec).
- Chapel/Chaplains’ Office: The Chapel (Building 337) and the Chaplains’ Office (Building 469) are situated across the street from each other on Breadner Boulevard, at the corner of De Niverville Private. The Roman Catholic chapel, Our Lady of the Airways, and the Elizabeth Park Protestant Chapel share the facilities. Contact: 613-998-3246.
- Canadian Forces Housing Agency (CFHA)/PSP Military Housing (PSPMH): there are 147 CFHA and 545 PSPMH units on the Uplands site. Access to the housing section of Uplands is via Canadair Private off of Hunt Club Boulevard, or through the Uplands Drive exit, off the Airport Parkway.
Fitness Facilities

Three small fitness facilities outfitted with free weights, cardio machines, and selectorized equipment.

- Hanger 14, 250 Convair Private. (Transport section). Contact: 613-945-5355
- Building 16, Uplands Site (Central Band of the CAF). Contact: 613-945-5355
- 412 Squadron (Restricted access).

Getting there:

- Parking: Free parking is available on-site.
- Public Transportation: OC Transpo (http://www.octranspo.com/)

National Military Cemetery (NMC) at Beechwood: Established in 1873, the National Military Cemetery at Beechwood is one of the oldest and largest cemeteries in Canada, covering more than 65 hectares at 280 Beechwood Avenue in central Ottawa. Beechwood is also one of the largest veterans’ burial sites in Canada and a symbolic link connecting members who have served in the past to those who serve today. Contact the Directorate of Casualty Support Management (DCSM) by telephone at 1-800-883-6094 (toll-free) or by email: Centre@forces.gc.ca.

National Capital Region Attractions and NDHQ Special Interest Activities and Clubs

National Capital Region Attractions

The National Capital Region is a hub of history and culture, boasting many world-class museums, a thriving arts and culture scene, and many landmarks, attractions and festivals. Find out more about what the community has to offer.

Landmarks and Attractions www.canadascapital.gc.ca
Festivals and Events https://www.ottawatourism.ca/see-and-do/festivals-events/
Museums and Galleries www.ottawamuseums.com
Recreation and Culture (Ottawa) www.ottawa.ca/en/rec_culture/
Recreation and Culture (Gatineau) www.gatineau.ca

NDHQ Special Interest Activities and Clubs

Hylands Golf Club: The mission of Hylands Golf Club, as part of Canadian Forces Morale and Welfare Services, is to provide an affordable, enjoyable, first-class golf venue in the National Capital Region for Canadian Armed Forces personnel and their families, and others who may be accepted as members into the Club.
Hylands has approximately 40,000 rounds of golf played by the military community each year. This number goes up to approximately 65,000 if you include the approximately 20 unit tournaments and many smaller events such as Depart with Dignity events, Section golf outings, etc. Hylands is an event venue as well, hosting mess dinners, weddings, meetings, and events, all year long.

During the winter months, Hylands operates a cross-country ski and snowshoe program with trails throughout the property available to its members and active military, at no charge. For the 2019 winter season, Hylands introduced “Fat Bikes” to the programming, which was extremely popular. The popularity of the winter programming continues to grow, contributing to the success of the Club being a four-season destination.

HOURS OF OPERATION

FRONT OFFICE
0730 – 1600 hrs, Monday – Friday

DRIVING RANGE
0700 – 1900 hrs, April – May 15 and September 15 – last day of operation
0700 – 2000 hrs, May 16 – September 14
0700 – 1800 hrs, Sundays

PRO SHOP / CLUB STORAGE
0700 – 1800 hrs, April – May 15 and September 15 – last day of operation
0700 – 1900 hrs, May 16 – September 14
Dining Room opens one hour prior to first tee time and closes at 2100 hrs daily

FOOD SERVICE
0630 – 2100 hrs, Monday – Sunday

BAR
1100 – 2200 hrs, daily (hours are later with special events or if it is busy)

½ WAY HOURS
0930 – 1900 hrs, daily May – August
1000 – 1800 hrs, daily September
1100 – 1600 hrs, daily October

Hylands Golf Club
2101 Alert Road,
Ottawa, ON Canada
K1V 1J9
Telephone: (613) 521-1842
Fax: (613) 521-3694
Email: admin@hylandsgc.ca
Starter: 613-521-4177

The Forces Sub Aqua Club: Actively promotes and teaches safe-skin and scuba diving.

- Call: 613-978-3722
- Email: membership@fsacscuba.club
or visit http://fsacscuba.club/ for more information.

**The NDHQ Fish & Game Club:** Provides both civilian and military Defence Team members with an organization where the common interests of fishing, hunting, conservation and associated activities may be pursued in a spirit of sportsmanship and camaraderie in accordance with the laws of Ontario and Canada. For more information, please contact Louis Montgrain by email, louis.montgrain@forces.gc.ca.

**The Army Voices Choir:** A mixed Soprano, Alto, Tenor and Bass vocal ensemble. Its members are military and civilian families, civilian and contract volunteers who share a love of music and the desire to showcase their repertoire across the NCR. Through music, the universal language, the Army Voices promotes the military ethos and fosters morale and esprit de corps, thus projecting a positive image of the Army and the CAF. The choir performs each year at the Army Ball, and for other events during the year. The Army Voices rehearse on Mondays from 1630 - 1745 hrs at St. John’s Anglican Church, 154 Somerset Street West (corner of Elgin and Somerset). Rehearsals normally run from October to April. Contact Fran Chilton-Mackay at fran.chilton-mackay@forces.gc.ca

**The Cadet Program:** The largest federally sponsored youth program in Canada and includes the Royal Canadian Sea, Army and Air Cadets. It is a national program for young Canadians aged 12 to 18 years who are interested in participating in a variety of fun, challenging and rewarding activities while learning about the naval, army and air activities of the Canadian Armed Forces. Cadets are encouraged to become active, responsible members of their communities and make valuable contributions to Canadian society on a daily basis in their environmental, citizenship and community activities. Cadets also learn valuable life and work skills such as teamwork, leadership and citizenship. There are more than a dozen Sea, Army and Air cadet units in and around the Ottawa and Gatineau region. Visit www.cadets.ca for contact information and locations.

**Publications and Library Services**

**The Guard:** The Guard informs members of the Defence Team in the NCR of events and activities as well as services offered in the NCR. It also aims at connecting community members and putting a human face on the local CAF community.

It is published on a dedicated website – https://infoq.ca, as well as via a biweekly e-newsletter through the DWAN.

The readership includes serving and retired members of the CAF and their families, civilian employees of DND, staff of NPF, cadet organizations, and community partners and stakeholders.

Please visit our website for more information about The Guard and for submission guidelines. You can contact The Guard directly at GH@forces.gc.ca. In the even of operational or weather-related emergencies within the NCR, updates will be posted on The Guard’s Home Page and under the Breaking News section, as well as on the CFSU(O) Emergency Info Line at 613-995-0133.
The NDHQ Library: Located on the 3rd floor, North Tower of NDHQ(Pearkes), it provides a research capability to DND/CAF military and civilian personnel working in the NCR, as well as interlibrary loans. The collection of books and journals focuses on security and defence, military affairs, international relations and current world affairs. Hours of operation: 0730 - 1600 hrs, Monday to Friday. Closed on holidays. Tel.: 613-996-0831, email: LibraryNDHQ@forces.gc.ca intranet: http://intranet.mil.ca/en/locations/ncr/info-library.page

Regular and Reserve Force Units in the National Capital Region

Regular Force Units

- Canadian Forces Language School (CFLS) Ottawa;
- The Mapping and Charting Establishment (MCE);
- Canadian Forces Recruiting Centre (CFRC) Ottawa;
- 76 Communication Group Headquarters (76 COMM GP HQ);
- Joint Task Force 2 (JTF2);
- Canadian Forces National Investigation Service (CFNIS);
- 1 Dental Unit Det (1 DENT UNIT);
- Canadian Forces Station Leitrim (CFS LEITRIM);
- The Canadian Forces Joint Imaging Centre (CFJIC);
- The Central Band of the Canadian Armed Forces (CBCAF);
- 764 Communication Squadron (764 COMM SQN);
- Canadian Forces Health Services Group Headquarters (CF H Svcs Gp HQ);
- Canadian Forces Health Services Centre (CF H Svcs C) Ottawa;
- Canadian Forces Crypto Support Unit (CFCSU);
- Canadian Forces National Counter-Intelligence Unit (CFNCIU);
- Military Security Guard Unit (MSGU);
- Canadian Forces Electronic Warfare Centre (CFEWC);
- 412 Transport Squadron (412 (T) Sqn);
- Canadian Forces Information Operations Group Headquarters (CFIOG HQ);
- Canadian Joint Operations Command (CJOC); and
- Canadian Special Operations Forces Command (CANSOFCOM).

Reserve Force Units

33 Canadian Brigade Group Headquarters
1745 Alta Vista Drive, 6th floor, Ottawa, Ontario, K1A 0K6, Tel.: 613-949-7861
- 7 Intelligence Company
  1745 Alta Vista Drive, Ottawa, Ontario. Tel.: 613-949-8734

33 Combat Engineer Regiment
2100 Walkley Rd., Ottawa, Ontario, K1G 3V3, Tel.: 613-841-3381
33 Signal Regiment (Ottawa),
Major EJG Holland VC Armoury
2100 Walkley Rd., Ottawa, Ontario, K1G 3V3, Tel.: 613-991-1619

33 Service Battalion
Major EJG Holland VC Armoury
2100 Walkley Rd. Ottawa, Ontario, K1G 3V3, Tel.: 613-991-1555

30th Field Artillery Regiment RCA (Ottawa)
307 De Niverville Pvt. Ottawa, Ontario, K1A 0K2, Tel.: 613-993-7418

Governor General’s Foot Guards and Band
Cartier Square Drill Hall, 2 Queen Elizabeth Drive, Ottawa, Ontario, Tel.: 613-990-6605

Ceremonial Guard
1745 Alta Vista Drive, Ottawa, Ontario, Tel.: 613-991-2117

The Cameron Highlanders of Ottawa
Cartier Square Drill Hall, 2 Queen Elizabeth Drive, Ottawa, Ontario, Tel.: 613-990-3507

Le Régiment de Hull
Salaberry Armoury, 188 Alexandre-Taché Boulevard, Gatineau Tel.: 819-997-3034

HMCS Carleton
CFRB Dow’s Lake, 79 Prince of Wales Drive, Ottawa, Ontario Tel.: 613-750-7075 or 613-750-7073

Other Services

Employment Equity in the National Capital Region
CFSU(O) Employment Equity Officers: Captain John Fullerton and Tiffany Villanyi Bokor

NCR Defence Aboriginal Advisory Group (DAAG): The DAAG provides advice and insight to senior leadership on issues impacting the recruitment, retention, development and promotion of Aboriginal civilian and military Defence Team members in the DND, CAF and Canadian Forces Morale and Welfare Services (CFMWS). This is achieved by the following:

- Regular communication to senior leadership of DND, CAF and CFMWS of possible systemic barriers and by providing advice to leadership on specific issues in our respective area of responsibility;
- Maintaining an awareness of potential issues in consultation with Aboriginal Peoples, other DAAG’s and National DAAG Co-Chairs; and
- Providing assistance in the establishment and development of DAAGs at the regional and national levels.

Contact the NCR DAAG:
- Military Co-Chair: Capt Teresa Pitawanakwat
- Civilian Co-Chair: Vacant
- Phone: 1-888-298-4585
NCR Defence Advisory Group for Persons with Disabilities (DAGPWD): The DAGPWD advises senior leadership and members of the military and civilian Defence Team on matters relating to policy, the work environment, employment equity, accommodations and resources for persons with disabilities. DAGPWD provides recommendations to leadership on policy and procedural changes that DND/CAF should implement.

Contact the NCR DAGPWD:
- Military Co-Chair: Vacant
- Civilian Co-Chair: Vacant

NCR Defence Visible Minority Advisory Group (DVMAG): DVMAG-NCR is the Defence Visible Minority Advisory Group in the Ottawa-Gatineau area. Our mission is to identify systematic barriers affecting visible minorities, and recommend to the chain of command ways to eliminate them.

We advise our chain of command of systemic* issues that arise within our visible minority membership in the NCR. In order to achieve our mission, we identify systemic issues through the following objectives:

- Building self-awareness;
- Engaging management;
- Enhancing awareness and education;
- Building credibility; and
- Guiding our members to support services available within the department.

* A systemic issue is a reoccurring behaviour or action that has the potential of affecting a significant number of people.

Contact the NCR DVMAG:
- Military Co-Chair: Lt(N) Sherwood Yu
- Civilian Co-Chair: Sergio Rodriguez
- Email: NCRDVMAG-GCMVDRCN@forces.gc.ca

NCR Defence Women's Advisory Organization (DWAO): DWAO assists senior leadership and DND/CAF personnel both military and civilian in establishing a more compelling work environment and enhancing career opportunities for women across NCR, where women’s full potential is realized. DWAO identifies and seeks resolution of any systemic issues that may be adversely affecting the full contribution that women can make towards a strong, effective and representative DND/CAF. Contact the NCR DWAO:

- Military Co-Chair: Major Kathryn Foss & Lt(N) Delphine Bonnardot
- Civilian Co-Chair: Tara Reilly

DWAN email address: +DAAG-GCAD@CMP DHRD@Ottawa-Hull P-OTG.DAAG-GCAD@intern.mil.ca
Employee Assistance Program (EAP)

EAP is a confidential, voluntary and neutral service available to civilian employees and their immediate family members when dealing with personal or professional issues that are affecting personal well-being and/or work performance, including:

- Marital and family issues
- Conflict at work or home
- Emotional and psychological issues
- Financial or legal difficulties
- Substance abuse
- Gambling problems
- Elder care


Ombudsman

The Ombudsman’s Office remains the only organization independent of the military chain of command and civilian management that is able to provide oversight and ensure procedural fairness in cases. If you believe that you have been unfairly treated by the DND or the CAF, the Ombudsman’s Office may be able to help you. Any member of Canada’s Defence community can approach the Ombudsman’s Office including current or former members of the CAF, Rangers and Cadets, current or former National Defence employees and Non-Public Fund employees, as well as immediate family members of all the above. The Office also helps those applying to become members or who are on exchange or secondment with the CAF.

The ultimate goal is to contribute to substantial and long-lasting improvements for members of the Defence community as a neutral third party that will look at your question, issue or concern with an objective eye. The Office operates on four key principles: independence, impartiality, confidentiality and informal resolution. From 1 April 2015 to 31 December 2015, the office conducted more than 1,270 individual file investigations. During the same period, the top four questions or complaints received were related to benefits, harassment, medical issues and releases.

If you have an issue or concern or you are just not sure where to turn, you can call the Ombudsman at 1-888-828-3626, visit: www.ombudsman.forces.gc.ca or follow us on Twitter at @DNDCAF_Ombudsman.

Training, Learning and Professional Development

Connaught Range Primary Training Centre (CRPTC): Has a variety of training facilities, small arms ranges, a gas hut, rappel tower, navigation training areas, classrooms, and limited
support services. To book these facilities, contact the CRPTC Booking NCO by email at +CRPTC-PCCEE Range Control@VCDS@Ottawa-Hull CRPTC-PCCEERangeControl@forces.gc.ca, or by telephone at 613-949-9402.

The CRPTC Training Section provides Annual Personnel Readiness Verification (APRV) training to all individuals within the NCR. This training includes:

- Military Standard First Aid and Cardiopulmonary Resuscitation;
- Annual Personal Weapons Training (C-7 and Pistol);
- Quantitative Fit testing for CBRN protective masks;
- Annual Chemical Biological Radiological Nuclear (CBRN) Defence Training; and
- BFT march (upon request).

To book APRV training you may do so online using the following link http://cfsuo.mil.ca/apps/training/site/intro_e.asp. You may also contact the Training Coordinator at 613-991-1934.

The William Hall VC dining hall provides meals to individuals and units training at CRPTC. Food services are supplied on an “as required” and entitlement basis and support training only. There is no off-site catering support, and casual or “pay-as-you-go” meals are not provided. It is requested that all Food Services Requisitions (FSR) are to be placed through +CRPTC-PCCEE Food Services@CFSU(O) Operations@Ottawa-Hull CRPTCFoodSvcs-SvcAlimPCCEE@forces.gc.ca within 10 working days. Amendments will be entertained up to five (5) business days prior to requirements. The Connaught kitchen works on a JIT (Just-in-time delivery) system for staffing and food preparation. Emergency food requests are handled immediately within the capabilities of the kitchen facility.

Please visit the CRPTC intranet site at http://intranet.mil.ca/en/locations/ncr/crptc-connaught-ranges.page for further information and documents related to requesting food services and booking training facilities.

**Learning and Career Centre (LCC-NCR):** The objective of the LCC-NCR is to promote continuous learning through training, learning and career advisory services to the Defence Team. The LCC-NCR offers a wide range of quality instructor-led courses, available to all DND/CAF employees, which are cost-effective and designed to respond to the changing needs of our clients. The LCC-NCR is located at 400 Cooper St, (9th Floor) and can be reached at 613-996-6242. View the course calendar online at http://lcc-cac.forces.mil.ca

**Second Language Training:** Offered to help CAF members and their families learn or improve their second language skills. For more information, contact the Second-Language Training Coordinator at the Military Family Resource Centre of the National Capital Region, slt@mfrc-ncr.ca or 613-998-4888.
Transportation

**CFSU(O) Shuttle Service:** CFSU(O)’s Transport section provides shuttle transportation between strategic locations in the NCR. This shuttle service is primarily for the use of DND employees and CAF members requiring transport for occasional meetings during the day, between 0700 - 1600 hrs. Visit CFSU(O)’s website at: [http://intranet.mil.ca/en/locations/ncr/transport-shuttle.page](http://intranet.mil.ca/en/locations/ncr/transport-shuttle.page) or call 613-998-3266 for additional information.

**Parking:** The NCR parking policy for Crown-owned facilities, leased facilities and custodial facilities is currently a system where all parking will be administered by third-party parking managers and provided at fair market value. Operational requirements, Crown-owned vehicles, shift workers and Limited Mobility employees will be taken into consideration.

**Public Transportation:** The NCR is served by OC Transpo in Ontario and the Société de Transport de l’Outaouais (STO) in Québec; some routes from both bus companies may travel to both Quebec and Ontario. Tickets, passes and Presto cards are sold at many locations throughout the region, including the NDHQ CANEX Express Mart. If you obtain a transfer when travelling on Ontario’s OC Transpo system, for a period of time, you can present that transfer on a Quebec STO system and travel in Quebec without any additional charge. More information and complete bus schedules are available on both public transportation websites:

- OC Transpo: [www.octranspo.com](http://www.octranspo.com), 613-741-4390
- Société de Transport de l’Outaouais (STO): [www.sto.ca](http://www.sto.ca), 819-770-3242

Ottawa Region and the Outaouais Region both offer bus services for the physically disabled:

- Para Transpo: 613-244-1289
- Paratransit Services: 819-773-2222