



**1180-2 (CFMWS/PSP)
Cancellation of CANFORGEN 010/18**

Record of Discussion

Date: 25-April-2018

Time: 1330 hrs

Location/Type: Teleconference

Meeting chaired by: Denis Couturier, Nicole Thomas

Note taker: Kristine Bernard

Attendees: Daryl Allard-PSP HQ, Kerry-Ann Dow-PSP HQ, Marcel Roy-PSP HQ, Paul Butt-Kingston, Cyril Brennan-Goose Bay, Nancy Woolfrey-Gander, Kevin Delong-Halifax, Kendra Lafleur-Trenton, Paul Best-North Bay, Chuck Wilson-Borden, Rick McKie-Petawawa, Penny Blanchard-Esquimalt, Chris Merrithew-Winnipeg, Jim Mackenzie-Shilo, Tina Schauerte-Yellowknife, Tina Hunt-St-John's, Steve Hope-Meaford, Peter Healy-Toronto, Christina Bailey-Suffield, Nem Maksimovic-Toronto, Jordan Geehan-London, Natasha Neave-Comox, Betty-Jo Dawson-Portage, Brad Hollett-Edmonton, Nick Pyke-Calgary, Shantelle Murphy-Vancouver. Ashley Stewart-Halifax, Tovah Fenske-Cold Lake, Brittany Denny-Trenton, Mike Pridding-Borden, Tim Morris-North Bay, Leona Bond-Winnipeg, Allison Power-St John's, Wayne Cooper-Suffield, Necole Peppard-Greenwood

Item		OPI
1.	<p>Background on the last two weeks / two last years with the Primary Reserves program</p> <ul style="list-style-type: none"> - When the CANFORGEN was released, indicating that we were expanding the level of PSP support to the Primary Reserve - they were going to be doing the fitness testing profile led by PSP - we got some queries, particularly from the Navy on the on-set. - We continued the discussion with the Navy leadership and agreed on the approach: there will be some growing pains and loss of flexibility from the units; but in terms of the benefits to the program they were worth it, and we would work through them. - DGMWS received email from CMP two weeks ago. - CMP have had an engagement with the Comd of the Army; he was concerned with our approach and loss of flexibility they had with using units testers to administer their FORCE evaluations. - Approach: Going back to the AFC decision - we are there to work and support the Army. - Engaged with DGMWS and prepared his points with an eventual phone conversation between DGMWS and the Comd of the Army. - That week, there was an Army Counsel meeting between the Comd of the Army and each of his division Comd's: <ul style="list-style-type: none"> - Concerns were expressed; - Some information was misinformation and not totally accurate; 	Daryl

- Some arguments: loss of flexibility, need to have PSP lead the testing.

Discussion between DGMWS and Comd of the Army:

- A decision needed to be made. At that time it was one where is this something we were prepared to go to AFC again, or potentially have the Comd of the Army go to the CDS to voice his concerns.
- At that time, the DGMWS, supported by us, made the decision that we would change the course a little bit and take much more a service delivery approach rather than a policy approach of mandating the fitness testing.
- What this means: Sets us back in many ways – our approach was to get our foot in the door, to work through some of the growing pains and challenges that were going to come, and then have the Army units see the benefits of utilizing PSP, the fitness profile, etc.
- Disappointing as we worked so hard to secure those resources and get on our way. For many years we've been asked and leaned upon to increase the level of support to the Primary Reserves, without accompanied resources.
- Despite the disappointment, many have had a number of successes moving forward, where the Army units still want to continue leveraging the PSP support.

DGMWS message:

- Cmdre Cantelon has reached out to the Comd of the Army;
- Some may have seen the note from the Comd of the Army that went to the Division Comd, PSP led testing;
- DGMWS followed up with that note to really re-emphasize that we are there for support and increase the level of fitness support provided to the divisions and the Brigade command teams. Still the intent;
- Comd of the Army responded that it is exactly what he is looking for;
- We will continue the dialog; any concerns in the future get to us quicker in order to change the course.

What we could've done differently to improve:

- AFC had approved our proposed rolled-out of the fitness profile in Dec 2015/Jan 2016.
- Shortly after, CFGN was initiated: Reg Forces were to do testing led

	<p>by PSP staff using the eFit system on 01 April 2016, and the Reserves would be rolled-out on 01 April 2017;</p> <ul style="list-style-type: none"> - We weren't able to secure the resources through the business plan; - Didn't proceed with the Reserve piece. - When the resources were secured in the fall 2017, we initiated the plan from where we were previously. - In 2016, we were engaging with the DComd of the Army and Army G1, LCol, Col level. - When resources were secured: went back to G1 level; we did not go back to the DComd of the Army. - Had we engaged at the DComd level: further discussions and further dialogs in terms of the course of action and where we want it to go. <p>New mandate:</p> <ul style="list-style-type: none"> - Focus now shifts from doing testing to really selling our programs and services, and we absolutely need to be able to do that. - A remit will be owed to the DGMWS following these conference calls: where we are with the implementation with the provided support to the Reserves; and - What the course of action is with the new CFGN that's been released. - A second remit in the fall 2018 with DGMWS and the Army leadership: highlight where we are and what support we provided; - What the game plan is moving forward. - The task is taking much longer and becoming more difficult for managers, coordinators and instructors – door-to-door relationships vs. relationships based on policies. <p>The intent of this conference call and the discussion:</p> <ul style="list-style-type: none"> - How do we leverage the resources that have been provided to us; - To increase the impact that we're having with the Primary Reserves; and - How do we capture that and communicate it to the leadership. - We've done a very good job within PSP with the Reg Force: - Over 20 yrs of experience; - Going from somebody that was there with indispensable resources; - Same need to be done for the Primary Reserves; and - Absolutely need to be flexible moving forward, proving our word and having an impact on the Primary Reserves. - Opportunity for us to really sell ourselves to the Reserves community where we have that impact. 	
2.	Staff – Way-ahead	Denis

	<ul style="list-style-type: none"> - The funding we received for the PSP staff is still there and will be recurring from the SSC money. - As far as our personnel, we can rest them assured that, as of today, the funding is there, they will be employed and we can start moving forward. - Re-emphasize the money recv'd is from the SSC and tagged to the Reserve initiative. - Justification for the funding: we would have a total Force approach. - Funding not to be used for resources on a Reg Force base. - Need to justify our existence through a Reserve's perspective. 	
3.	<p>DFIT will collect info back to the DGMWS on current status & level of support expected from the Reserves.</p> <ul style="list-style-type: none"> - Our expectations: Bases are to confirm the intent of the Reserves units for which they are responsible for; either already existing plan established with them or does the plan needs to be revisited, and what is the next step for them? - Areas with more resources – some visibility - Outline units – low visibility - Expectation from Bases: Confirm there is a plan and what that plan is going to be. - Expressing we are committed to work with the units, to developing a new plan (should they say they want something else); - Passing on this information back to HQ; - Will provide the DGMWS with an overview of each of the divisions; - What the status is from the bases that are responsible for those divisions. 	Denis
4.	<p>Recommendation for discussion with the Reserves:</p> <p>1. Did you communicate; how did you communicate with your units; were all units contacted; how the message that was conveyed? Have you been able to set dates and clinics?</p> <ul style="list-style-type: none"> - Individuals who did a face-to-face sells pitch with their units had the best success; - A few bases travelled to their units to promote PSP; not only mandating the eFit system and PSP being involved in the testing; - Really promoting Dfit.ca, the services that we could provide with regards to training, information sessions, classes, help in picking fitness equipment for their facilities, participating in adventure training, if needed, by providing lifeguards or work out training. - Different bases that promoted these different programs had 	Nicole/ Kerry-Ann

	<p>tremendous buy-in from the units; are looking to continue with that same support previously sold to them.</p> <ul style="list-style-type: none"> - Individuals who sent email, are still waiting for responses the buying is less. - Now that the CFGN has been resent, our approach will need to change; - Go out and promote our programs. I.e. Promotion packages, posters, pamphlets, booklets can be used for first encounters with your units. - Strongly encouraged to book information sessions with units, regardless if they do not want to be part of the testing profile. - If units are not responding to calls – show up and set a date. - Very much a sales pitch at this point vs. dictating ‘we shall be here, you shall conform’. - Teleconferences do not provide the opportunity to test the equipment or the qualifications of FORCE evaluators. - Some commented on the fact that their FORCE evaluator had raised questions saying that they did not feel comfortable with the FORMeFit system, with calibrating the equipment, etc. This needs to be addressed quickly, and more training must be available. - When meeting with your units, bring the FORMeFit system so that CAF evaluators can test it, use the demos, show in a practical way that the system is easy to use once you know how it works – this should make them feel less reluctant. - CFSU(O): Add to a weekend training at a unit; two instructors will be going to Petawawa to perform tests. 300 member unit (200 are expected to show up for evaluation); there are 8 FORCE evaluators who can help with the testing. 	
5.	<ul style="list-style-type: none"> - Refs to MEM DoA (10 Apr 2018) & NPP Travel Directive – If the responsibility of the budget has been assigned to an individual, and using some of the money for travel, signing authority will be Denis Couturier vs. supervisor/manager. - For other GL expenses (purchase of fitness equipment, professional development other than travel) you have the signing authority. 	Denis
6.	<p>Round Table</p> <ol style="list-style-type: none"> 1. Jim Mackenzie - Shilo: <ul style="list-style-type: none"> - Solely on the TD side – Denis Couturier signing authority 2. Brad Hollett - Edmonton: <ul style="list-style-type: none"> - Tracking system with what they do with the Reserves in order to come up with numbers behind it? Absolutely yes - Expecting a tracking mechanism. 3. Paul Best – North Bay: <ul style="list-style-type: none"> - Payment signing authority: Reconditioning specialist – 	ALL

Mgr signing authority (TD included); Reconditioning Mgr – HQ (solely TD)

4. Paul Best – North Bay:

- Are we concerned collectively that the information we are trying to sustain with this program is from the bottom up instead of top down? Change in level of authority.

Denis C.:

- DGMW has communicated with Comd of the Army; second step is bases' feedbacks to HQ and to the DGMWS – showing the status of each of the divisions.
- Hopeful the DGMWS will take this information and bring it to the divisions, then to the Comd of the Army, and for them to understand where things are through our perspective.

5. Nicole Peppard:

- Concerns about staff following protocol. Ways to ensure that our evaluators are following protocol?

Nicole T.:

- Some of the Force evaluators we have in the units will be up for renewal certification (every two years); and
- Great opportunity for Matt Gillis to go to each of the units to train or re-train them as Force evaluators.

6. Suggestions: Nicole T.

- Even if they are not scheduled for renewal, to spend time with them: review the protocol, show them the FORMeFit system and what it can do for testing and how it can help the fitness profile as well;
- If aware of forms not being filled out accurately or equipment not being calibrated, definitely bring the issue/concern to HQ and will be addressed to the unit accordingly;
- Initial meeting with the unit can be approach by ensuring that equipment are up to date and are calibrated, review the protocols, show the new FORMeFit system – foot in the door with the units; way for us to gage what they are doing correctly or incorrectly.

7. Claudie Descoteaux - Bagotville

- Everything was going well with the units. Tests were scheduled with Le Régiment du Saguenay, but when the CFGN came out, they stated they no longer required our services. Meeting with the Unit Commanding Officer and Warrant Officer who were both really willing to work with us. Need to find out why the sudden change of heart.
- Flexibility – mentioned to the unit our flexibility with regard to their availability (evenings, weekends, etc.) – conduct a quick one-person

test. Young members would have completed the test well in advance of their summer job deployments.

- Chicoutimi and Sept-Îles – still happy with PSP services.

8. Simon Toupin - Valcartier:

- Paper evaluations – 1) Can they have an online profile? 2) Are they required to do so?

Nicole T.: 1) They can access calculations on the website; determine which category they fall into. 2) When they input information in the HRMS, they are asked what colour/level they qualify for, so they would need to know this to enter the information in the HRMS. PSP are not responsible for entering this info in the HRMS nor determining what category they fall into.

- Refusal of waist circumference measurement: is this an automatic refusal of the test or can we proceed?

Nicole T.: It is not PSP's role to force someone to do something he/she does not want to do; it is the chain of command's responsibility to enforce discipline. We proceed with the four specific tasks, but they will not be able to have a profile.

- Scheduling is a nightmare: units cancel at the last minute.
- We cannot travel to remote units frequently. We need the units' support and collaboration to coordinate schedules properly and productively to maintain good working relationships.
- From an operational perspective, it is extremely complicated for us. We need their help so that we can help them.
- Plan vs. chain of command: the chain of command is focusing on the small chance that the plan will not work.

Denis C.

- We need to educate the chain of command.
 - The Reserve is taking the risk of losing the resources that have been implemented for them by not taking advantage of them.
 - These resources were intended for them.
 - The chain of command will decide if they will keep these resources.
 - It is important to discuss impact with the Reserve.
- Remote units: it is possible that the travel budget will barely be touched – no guarantee on the number of individuals; wait until they travel to Valcartier.

Nicole T. - Remote unit cancellations:

- Go back and give a presentation.

	<ul style="list-style-type: none"> - Sell the program by demonstrating all the activities that can be done. - Prepare for their major activities. - Assess the testing sites as mentioned in the FORCE Policy Manual. - Give FORCE evaluators a recap on the main elements pertaining to the standards of the four evaluations. - Show that we are ready to travel to offer our services to Reservists. <p>9. Sébastien Pérignie-Lajoie - Gagetown</p> <ul style="list-style-type: none"> - We received many calls when the CFGN was released. Before answering questions, we decided to follow up on the teleconference to provide the units with the correct answers. - A few weeks late in hiring a Reserve instructor due to bilingualism; this slowed us down significantly in the process. A person has been in the position for three weeks now. As soon as this person is trained, we plan on visiting all the units in our area. <p>10. Simon Bélanger - Saint-Jean</p> <ul style="list-style-type: none"> - The CFGN did not slow down the tempo of requests: close to 15 events are already planned in parallel to the master schedule where all units in the area can enter their needs. - With the original CFGN, we were indispensable by obligation, now it is important to be indispensable by choice. - Create “success stories” and make them known. <p>11. All - Challenges:</p> <ul style="list-style-type: none"> - Collective Agreement: do you have scheduling issues? - Problems with rotational schedules. - 30-day period to balance hours. - Find alternative tasks to cover the 40 hours/week. - Gagetown: initial plan was to have a rotational schedule – refused by local HR. It will always be the same person travelling. Will not cause a lot of operational problems – the individual was advised of the plan when hired. <p>12. Denis - Suggestion: instructors who work with the Regular Force; consider working one weekend with the Reserve on a rotational basis.</p> <p>13. Nicole T. - Concern that some FORCE evaluators are not following protocol/uncalibrated equipment: their qualification may be revoked by HQ; redo entire course; probation period; re-evaluation.</p>	
8.	Adjournment – 1407 hrs	