

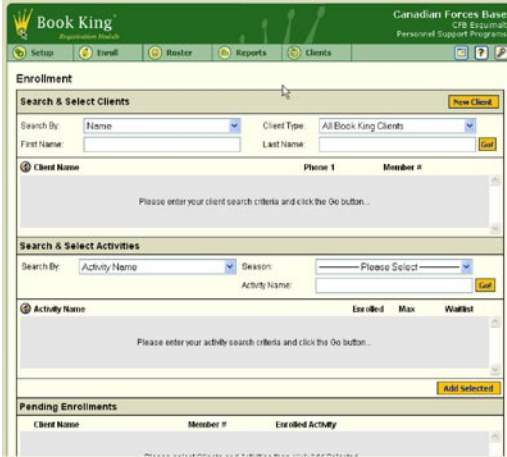


# Rec Room!

Volume 4, Issue 4

PSP Community Recreation

May 2007



## Customer Relationship Management (CRM) Update

### Booking Scheduling and Registration Module Roll-out

As most of you are aware, in January 2007, the CFPSA began the roll-out process for the Booking scheduling and registration modules at B/W/Us across Canada. Part of this implementation has been a series of training sessions held in Ottawa which aim to orientate staff to the software and allow users to leave the training sessions able to return to their B/W/U and begin using it immediately. To date, most B/W/Us have been trained and are currently using the application

in the day-to-day delivery of their programs.

### Community Gateway

The first of the training sessions for Community Gateway took place in Ottawa in March. To date 11 B/W/Us have been trained to administer their B/W/U's Gateway sites using the content management system TeamSite. Based on user feedback from the 2 training sessions offered to date, adjustments will be made and the training resume in the Fall.

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## Valcartier launches New DVD



**Martin Juneau** (Community Recreation Director) from Valcartier took time to celebrate the launch of a new Welcoming DVD for youth new to the Base with **Johanne Thibault** (National Recreation and Youth Services Manager) during a recent visit to Ottawa. The DVD includes youth from the community who share information on relevant services and resources available to in the community as well as information on local businesses, schools and hang outs. The DVD will be distributed to all youth joining the CF community in Valcartier.

**Congratulations on a great initiative !**

# National Youth Model Funding – Quick reference document

In response to multiple requests from B/W/Us for information on the National Youth Model, the National Youth Project team has developed a quick reference resource on the nature of NYM

funds and the parameters associated with spending these funds. This resource was made available to all B/W/Us mid April and will soon be available on the CFPSA web site.

## McGuinty Government announces largest Government investment for public access to defibrillators in Canadian history

In the recent provincial budget, the McGuinty government announced that it is providing \$3 million to the Heart and Stroke Foundation of Ontario for the creation of a 'Thousand Defibrillators Program' for Ontario's recreational facilities. This is the largest Government investment for public access to defibrillators in Canadian history.

[Click here to read more.](#)

## New information on the Children's Fitness Tax Credit for Organizations

The Canada Revenue Agency has released additional information regarding implementation of the Children's Fitness Tax Credit.

They have provided more detailed examples and information for organizations providing eligible programs to children. The document can be found at: [www.cra-arc.gc.ca/whatsnew/organi-e.html](http://www.cra-arc.gc.ca/whatsnew/organi-e.html).

They have also created a simple checklist to establish eligibility. This can be found at: [www.cra-arc.gc.ca/whatsnew/checklist-e.html](http://www.cra-arc.gc.ca/whatsnew/checklist-e.html).

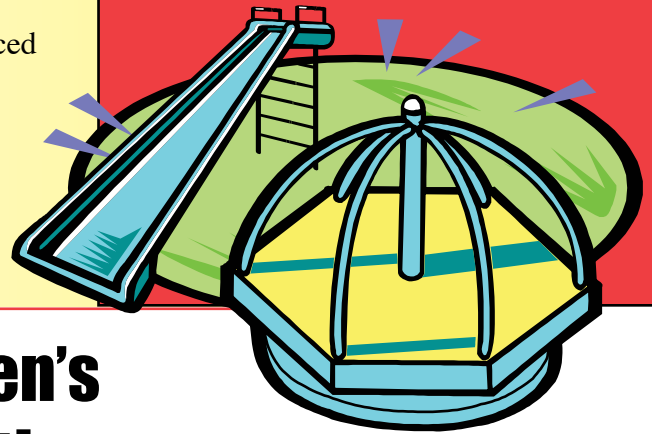
There is no substantially new information here, but it does provide some examples which provide clarity

on some issues. For example, the following example has been given for a mixed-use membership in a club:

**A child's full membership fee in a club or other organization for two months or more can qualify if:**  
\* more than 50% of the programs available to a qualifying child as a result of membership are eligible programs;  
\* or more than 50% of available time is devoted to eligible programs for qualifying children.  
If neither of the 50% tests are met, a receipt can be issued for a pro-rated amount.

## June is Recreation and Parks Month 2007

The 2007 June is Recreation and Parks Month campaign celebrates the benefits of parks and recreation. It's an exciting way to 'jumpstart' the summer season and profile many important and valued services, events, and facilities within your community. Register as an Ambassador and download the new Community Toolkit by visiting [www.recandparksmonth.ca](http://www.recandparksmonth.ca).



It should be noted that both examples state that programs must be in place. Fees for activities such as drop-in swim or skate programs are not considered eligible for the credit. CRA has again stated that proper supervision must be in place to encourage active participation. They state that this does not have to be formal coaching or instruction.

CRA has again stated that programs must be 8 weeks long. However, if children are enrolled in consecutive six week programs, parents would be able to claim this. It will be up to organizations to decide how best to deal with receipts in this case.

# National Youth Model Update

Recently, the National Youth Model Project Team has been working on the review of NYM enhancement funding applications and the funding notification documents associated with these. For 07/08 enhancement funding more than 100 applications for a wide variety of youth initiatives ranging from field trips to language resources to welcome packages and everything in between.

All funding announcements were distributed by 3 April to B/W/Us with a total of \$304,403.96 in funding being awarded.

In FY 2007/08, \$22,500.00 is available to each in-country B/W/U for staffing support. These funds should be used to hire either NPF, MFRC or contracted personnel with the aim of enhancing the program offering at the B/W/U level.

Administrative details are available in the SDA and the quick reference document.

In the coming months, the National Youth Project Team will begin the roll-out of a NYM evaluation framework and begin the development of the Healthy Choices component of the Model. Updates on these initiatives will be provided on an as required basis.

## Communication tip: Voicemail management

By Kristin Wood, Communications Assistant, DComm, CFPSA, Ottawa, 613-996-2062, wood.kristin@cfpsa.com

Voicemail is a tool we use on a daily basis, yet surprisingly, many of us are not aware of the proper etiquette. Whether we know it or not, we've all experienced bad voicemail practice. Perhaps an indecipherable phone number left by a speed-talker, or a rambler who, after being cut off by your machine, called back to complete the message, leaving an equally long second portion. You may have done one of these things yourself – and that's okay – just keep on reading!

### Leaving messages for others

#### Get to the point

Nobody likes receiving a long-winded message. Be concise. State your name, organization, telephone number and reason for calling. Speak clearly and slowly (especially when giving your phone number). Provide a suitable time to call you back.

#### Provide your phone number again.

You already gave your phone number at the beginning of the message, but give it again slowly. This provides another opportunity for the person to write down the number without having to listen to the message again.

#### Give some direction

When calling to ask a question, include the question in your message. Request that the person call you when they have an answer. If you have multiple questions, simply tell them what subject you're calling about and request that they call you back.

#### Be careful

Watch what you say and how you say it. You never know who will be hearing your message.

#### Use the release button before hanging up

Please! It's easier on the ears.

### Managing your own voicemail

It's frustrating to leave numerous messages for someone and not receive a call back. It's even more frustrating when two weeks later you learn they've been away and didn't leave an out-of-office greeting on their voicemail! Consider the following tips:

#### Out-of-office greeting

Use the "extended absence" message option on your phone and change your voicemail message to provide the dates you'll be away and when you will return. Use a colleague as an alternate contact. Provide their name and phone number. Make sure you change your message upon your return.

#### Be courteous

You're in the office, but have meetings all day. Have consideration for your callers. Tell them that you're in the office, but there will be a delay in your response to their message.

#### Listen to all of your messages before returning phone calls

This could save you some embarrassment. You may receive a message from someone with an urgent request. If you rush to call that person back without listening to the remainder of your messages, you may miss a later message from the same person, informing you that the problem has been solved.



## The next edition

of the Rec Room! is due out in summer 2007.



Submissions are always welcome. Please send them electronically to [rooke.lara@cfpsa.com](mailto:rooke.lara@cfpsa.com) along with any pictures you might have. We welcome stories of any length.

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## Community Recreation Departures...

April marked the departure of 3 of our colleagues and friends from PSP Community Recreation.

**Roger Gauthier**, Community Recreation Director in Montreal, is retiring as of the end of April. We wish him the best of luck and extend our thanks for so many years of service to the CF community.

**Carl Grondin**, Community Recreation Coordinator in Ottawa has moved on to

join the team at the YMCA. We wish him the best of luck with this new challenge.

**Chris Flood**, Community Recreation Coordinator in Comox is off to seek new challenges and spend more time with his family as of April. Good luck Chris.

## ...and Arrivals

As of April we welcome **Pierre Chicoine** to the PSP Community Recreation team as the Community Recreation Director in Montreal. Welcome aboard Pierre and best of luck!



## Got a success story you would like to share?

Why not submit it to *Apropos*—the staff of the NPF, CF newsletter. To submit, or for more information, contact the CFPSA Communications Manager at:

[apropos@cfpsa.com](mailto:apropos@cfpsa.com)



During recent Booking/Community Gateway training, Wainwright PSP staff Christine McWillis (FS&R Director) and Linda Foster (Recreation Coord), spent a moment with Randy Helgason (VP PSPR) catching up on the latest edition of the « Denwood Times » newspaper. The monthly youth paper includes article by youth, program information and community goings-on. It is supported by advertising revenue generated.

**Congratulations to the Wainwright youth on such a great initiative.**