

» HEALTH & WELLNESS

CF Health Services (Pacific)

Offers outpatient care to CAF Formation members (MIL):

1. Medical reception and case management:
250-363-4122
2. Dental reception:
250-363-4149 (Esquimalt);
250-363-2310 (Dockyard)
3. Physiotherapy department:
250-363-4446

Personnel Support Programs (PSP)

Offers morale and welfare programs to the defence community. (DND)

Health Promotion: Programs and services that promote healthy living.
250-363-5621

Fitness & Sports: Individual/group fitness and sports programs.
250-363-5677

Recreation: Leisure and recreation programs for the DND community and their families.
250-363-1009

» EDUCATIONAL & CAREER SERVICES

Base Personnel Selection Office

Provides career counselling, second career transition services and education counselling to military members. (MIL)
250-363-4091

Learning and Career Centre (LCC)

Provides classroom training to support professional development and offers access to self-directed learning resources. (DND)
250-363-7087

Positive Space

Positive Space fosters a safe and inclusive work environment for everyone, regardless of their sexual orientation, gender identity or gender expression.
P-ESQMARPACPositiveSpace@intern.mil.ca

» EMPLOYMENT EQUITY

MARPAC Equity, Diversity & Inclusion Coordinator
P-ESQ.EDICCOORD@intern.mil.ca

» LOCAL DEFENCE ADVISORY GROUPS

Defence Women Advisory Group
MARPAEDWAO@forces.gc.ca

Defence Team Pride Advisory Organization
MARPAEDTPN@intern.mil.ca

Defence Aboriginal Advisory Organization
P-ESQDAAG@intern.mil.ca

Defence Visible Minority Advisory Group
P-ESQ.DVMAG@forces.gc.ca

Defence Advisory Group for Persons with Disabilities
MARPAEDAGPWD@forces.gc.ca

» WORKPLACE CONFLICT

Integrated Complaint and Conflict Management Services (ICCM)/ Conflict & Complaint Management Services (CCMS) Centre

Helps individuals, teams and units to resolve and navigate conflict through rights & interests based processes.

CCMSEsquimalt@forces.gc.ca
250-363-1900 x60264 (Local contact)
1-833-328-3351 (Toll free line)

Good Working Relations (GWR)

Centre of excellence in harassment awareness, prevention, training and policy. (DND)
250-363-5501

» VETERANS

Veterans Affairs Canada (VAC)

Provides services and benefits to CAF members, veterans, and their families including: rehabilitation, financial benefits, group health insurance, job placement assistance, disability awards and other allowances. (MIL)
1-866-822-2122 or www.vac-acc.gc.ca

» WORKPLACE ISSUES

Civilian Human Resources Service Centre (CHRSC(P))

Works with civilian and military managers, offering advice and support services related to compensation, civilian human resource planning, recruitment, staffing, employee relations, learning and classification. (CIV)
250-363-5696
Compensation support:
1-855-686-4729

» UNIONS

Agricultural Union

250-363-6650 ext. 238 (Local President)

Association of Canadian Financial Officers
1-877-728-0695

Canadian Service Merchant Guide
1-604-939-8990 (Western Branch)

Federal Government Dockyard Trades and Labour Council (West)
250-383-7622

International Brotherhood of Electrical Workers
250-388-7374 (Local office)

Professional Institute of the Public Service of Canada (PIPSC)
1-800-663-0485 (Regional office)

Union of National Defence Employees (UNDE)
250-508-7353

Public Service Alliance of Canada (PSAC)
Local office:
250-953-1050 or <http://psacunion.ca/>

National joint council (NJC)
<https://www.njc-cnm.gc.ca/directive/d10/en>

» OMBUDSMAN

CF Ombudsman

Created to increase openness and transparency in the CAF and DND, and to ensure the fair treatment of concerns raised by Canadian Armed Forces members, departmental employees and their families. (DND)
1-888-828-3626



CFB Esquimalt Resource Contacts

» EMERGENCY - BASE

Police, Fire, Ambulance
9-1-1

Military Police (MP)

Police and security services to the base and its surrounding military communities. (DND)
250-363-4032

Fire Hall Dispatch (DND)

250-363-1990 or
250-363-1991 (non-emergency)

Vancouver Island Crisis Line

1-888-494-3888 (24hr) or
250-800-3806 (to text)

Crisis Centre BC Distress Line

1-800-784-2433 (1-800-SUICIDE) (24hr)

Poison Control Centre

1-800-567-8911 (24hr)

Victoria Sexual Assault Centre

250-383-3232 (24hr)

» FAMILY VIOLENCE

Family Violence Advisory Team (Pacific)

Educational briefings and referrals to community supports. (MIL)
250-363-2640

» ACCOMMODATION

Base Accommodations (MIL)

DND Single Quarters:
250-363-5682

Canadian Forces Housing Agency

Manages residential housing units for military families posted to CFB Esquimalt. (MIL)
250-363-4421 (Office)
1-800-903-2342 (After hours Emergency)

» LEGAL

Assistant Judge Advocate General (MIL)

250-363-4260

Tenant Resource and Advisory Centre

Free legal information about residential tenancy law in BC.
1-800-665-1185

» FAMILY SERVICES

Military Family Resource Centre (MFRC)

Here to support the unique parts of the military lifestyle. Education, child care and social work services. (MIL)
250-363-2640 or
1-800-353-3329

» ADDICTIONS

Base Addiction Counsellors

Individual therapeutic care, assessments, diagnoses, treatment, follow-up, recommendations, and resource info. (MIL)
To access, the member must contact local CAF Medical Clinic Reception at
250-363-4122

» COUNSELLING & SUPPORT

Chaplains

Pastoral care, counselling, religious ceremonies and educational briefs. (MIL)
250-363-4106 (office)
250-818-2794 (24hr - duty)

Employee Assistance Program (EAP)

Provides confidential, voluntary, and neutral support to civilian employees and eligible family members who are experiencing personal or professional difficulties. (CIV)
250-363-7968 (Peer Referral Line)
1-800-268-7708 (24 hour line)

Member Assistance Program (CFMAP)

24 hour, bilingual, professional counselling crisis and referral line. MAP can contact a counsellor within 48 hours on your behalf to schedule an appointment within five days – or sooner in a crisis. (MIL)
1-800-268-7708 (24 hour line)

CAF Health Services

Assessment, support, and treatment to regular force service members as well as reserve force personnel within the Pacific Region. (MIL)
To access, the member must contact local CAF Medical Clinic Reception at
250-363-4122

Base Mental Health Services

Members are encouraged to go to sick parade or their integrated health teams (IHTs) for mental health services. (MIL)

Military Family Resource Centre (MFRC)

Info and referral services, deployment support and short-term counselling. (MIL)
250-363-2640 or
1-800-353-3329

MFRC Short Term Counselling

To reach a social worker directly call the intake phone
778-533-7736 or
intake@emfrc.com

Family Information Line

24 hour confidential, bilingual and free service offering information, support, referrals, reassurance and crisis management to the military community. Serving Canadian Armed Forces members, Veterans and their families- immediate and extended. (MIL)
1-800-866-4546 (within Canada) or
FIL@CAFconnection.ca

Sexual Misconduct Response Centre (SMRC)

SMRC Counselors are available 24/7 to provide victim-related supportive counselling, assistance and information. (MIL)
1-844-750-1648 (24hr) or
DND.SMRCIIS.MDN@forces.gc.ca

Military Police Community Liaison and Victim Services Coordinator (MIL)

Victim services are available to anyone who has been the victim of a crime regardless of the severity of if they are pursuing charges.
250-391-4101

» SUPPORT FOR ILL/INJURED PERSONNEL

The Canadian Armed Forces Transition Group (CAF TG)

One-stop service for ill and injured CAF personnel, veterans and their families. Available services: Return to Work; SPHL; casualty administration; support; advocacy and transition services (MIL/VET)
250-363-4477

Operational Stress Injury Social Support (OSISS)

A national peer support network for CAF members, veterans and their families experiencing an operational stress injury. (MIL/VET)
250-363-3057 or OSISS-SSBSO@forces.gc.ca
1-800-883-6094 (toll free)

MARPAC Peer Support Group

A local peer support group for all DND members who are looking for additional non-judgmental support to compliment other mental health services during the healing process from sexual trauma.
ESQ.MARPACPeerSupport@intern.mil.ca

Sentinel Peer Support Program

Sentinels are a group of peer support members of all ranks who are trained and supervised by Chaplains and whose purpose is to increase human connectedness on a day to day basis.
ESQ.SENTINELTC@intern.mil.ca

» FINANCIAL

Service Income Security Insurance Plan (SISIP)

Financial counselling and planning, insurance and investing. (MIL)
250-363-3301