

CFSG (OTTAWA-GATINEAU) STANDING ORDER AND DIRECTIVE  
PSPMH(PSPMH)

<b>Date of Issue</b>	Revised 2020-09-10
<b>Application</b>	This standing order applies to PSPMH Unit occupants.
<b>Authority</b>	This order is issued under the authority of the Commandant (Cmdt) CFSG (Ottawa-Gatineau).
<b>Enquiries</b>	CFSG (Ottawa-Gatineau): Senior Manager - PSP.

**1. Definitions**

<b>Change in Circumstance</b>	For the purpose of this order, change in circumstance means circumstance that affects a CF member's eligibility for retention of a PSPMH Unit, such as rank, marital status, number of children, etc.
<b>Dependant</b>	A spouse or common-law partner as defined in QR&O Article 1.075 or a person listed as a dependant on the member's Military Personal Records Resume (MPRR) and residing with the CAF member. If living separately is doing so for military reasons.
<b>Directed Moves</b>	Refers to occupants being ordered to move from a PSPMH Unit, and who are required to relocate to another PSPMH Unit or to the local economy to accommodate portfolio rationalization or other military requirements.
<b>Eviction</b>	The act of being ordered out of PSPMH Unit for operational requirements, administrative adjustments, violation of this Standing Order and/or any part of the PSPMH Occupancy Agreement or other regulations.
<b>Family</b>	For the purpose of this order, a family is constituted of the occupant and one or more dependant residing with the occupant. If living separately is doing so for military reasons.
<b>Geographic Boundary</b>	The limits of the Ottawa area as set by the Cmdt CFSG (Ottawa-Gatineau) in which personnel posted to that location could reside.

<b>Household</b>	<p>Shall be deemed to include:</p> <ul style="list-style-type: none"> <li>a. the occupant;</li> <li>b. any family members as identified on the occupant's MPRR or other individuals residing with the occupant as approved by PSPMH;</li> <li>c. household of one/an individual occupant; and</li> <li>d. their household goods and effects (HG&amp;E).</li> </ul>
<b>Imposed Restriction (IR)</b>	An approved delay in moving dependants, HG&E for a specific period of time.
<b>Intended Place of Residence (IPR)</b>	The place to which an entitled regular force member or former member intends to reside following termination of military service.
<b>Military Community</b>	A community consisting of the CAF members and their families' resident in a specific location having a common bond by virtue of sharing a common profession and way of life, and that are an entity wherein they, and the organization to which they belong, share similar values and are supportive of one another. The military community therefore is not necessarily dependent on the provision of Crown owned PSPMH Unit or being located on Crown property.
<b>PSPMH Occupancy Agreement</b>	A document, which outlines the conditions that the occupant of a PSPMH Unit is required to follow for the duration of occupancy.
<b>Occupancy Charge</b>	The established charge for a PSPMH Unit plus the monthly value of utilities. This may include charges for an additional parking space.

<b>Occupant</b>	A serving member of the CAF who has been allotted a PSPMH Unit and has accepted full responsibility for that Unit, having signed a PSPMH Occupancy Agreement.
<b>Place of Duty</b>	The place at which a CAF member actually performs his/her normal military duties and includes any place in the surrounding geographical area that is determined to be part thereof by the CDS or such officer as he may designate.
<b>Primary Residence</b>	PSPMH Unit intended to be the member's place of residence for the purpose of mailing address, taxes, voting and telephone listing.
<b>Sharing Occupant</b>	CAF personnel serving in the National Capital Region that resides in a PSPMH Unit with the full consent of that unit's occupant and that is subject to a current PSPMH Occupancy Agreement signed by the Occupant.
<b>PSPMH Unit</b>	An unfurnished PSPMH residential dwelling located at the Uplands Military Site and assigned to an occupant. A PSPMH Unit encompasses residential building, walkway and driveway to and from the building and a fenced in backyard adjacent to that building.
<b>PSPMH</b>	The CFSG (Ottawa-Gatineau) NPF entity that is responsible for the management, operation, maintenance and allocation of Non Public Funded residential units assigned to serving CAF members.
<b>PSPMH Re-capitalization Program</b>	Long-term re-capitalization program to redevelop PSPMH sites. This program is comprised of: replacement of housing, disposals and major renovations.
<b>Single Member</b>	A member who is not married or in a common-law partnership and who does not have dependant children living with him or her.
<b>Utilities</b>	Gas and electricity.

## 2. Governing Principles

## **2.1 General**

The PSPMH is a Non-Public Property vested in the Cmdt CFSG (Ottawa-Gatineau) by Sections 38 to 41 of the National Defence Act.

The PSPMH is a subsidiary of the CFSG (Ottawa-Gatineau) Unit Fund that operates on a revenue dependency.

The PSPMH is a subsidiary of the CFSG (Ottawa-Gatineau) Unit Fund governed by a Board of Directors (BOD). The BOD is chaired by the Cmdt CFSG (Ottawa-Gatineau). The BOD provides the means, by which the Cmdt administers, guides, directs and safeguards all PSPMH assets.

The PSPMH is designated a sub-section status and is assigned to the Personnel Support Program (PSP) section, which in turn reports to the CFSG (Ottawa-Gatineau) Senior Administration Officer.

Occupancy of a PSPMH residential unit is a privilege granted to CAF personnel serving in the NCR. CAF personnel occupying a PSPMH unit do not obtain any additional rights during the course of a signed occupancy agreement. Eligibility to occupy does not, in and of itself, constitute an entitlement. The Ontario Provincial Landlord and Tenant Act does not apply to PSPMH.

PSPMH purpose is to provide living accommodation for military families and serving CAF members that hold the rank or appointment of Master Corporal/Master Seaman and below and officers in the rank of Lieutenant/Sub-Lieutenant (Navy) and below.

Occupants shall diligently report to the PSPMH any change of personal circumstances which may affect their eligibility for retention of a PSPMH Unit. Change of personal circumstances include:

- a. promotion above the rank of Master Corporal/Master Seaman or Lieutenant/Sub-Lieutenant (Navy);
- b. release from the CAF;
- c. end of the Class B or C terms of service;
- d. posting outside the NCR; and

- e. a change in a member's domestic situation such as a divorce, separation, death etc.

The aforementioned list is not exhaustive.

To ensure community order and quality of life, all occupants and residents of PSPMH are expected to fully comply with all military community regulations and by-laws and to the conditions stipulated in the Occupancy Agreement. In the absence of a by-law enforcement officer, PSPMH will, at the expense of any non-abiding occupant, initiate all necessary work to timely address deficiencies and maintain site safety and cleanliness.

### **3. PSPMH- Application**

#### **3.1 General**

PSPMH Units are designed primarily to meet the needs of CAF members with family posted to the NCR in the performance of their duties. Where surplus PSPMH Unit exists, single members may also be considered for occupancy.

Requests for occupancy of PSPMH Units are to be made to PSPMH. An application form for PSPMH Unit occupancy can be obtained from the PSPMH website and through the PSPMH office located at the Uplands site, 200 De Niverville Private Ottawa, ON K1V 7N5.

#### **3.2 Eligibility Criteria**

Eligibility criteria and priority for PSPMH Unit allocation follows:

Priority 1. CAF members holding the rank or appointment of Master Corporal/Master Seaman and below and officers in the rank of Lieutenant/Sub-Lieutenant (Navy) and below with a family;

Priority 2. Single CAF members holding the rank or appointment of Master Corporal/Master Seaman and below and officers in the rank of Lieutenant/Sub-Lieutenant (Navy) and below; and

Opportunity Occupant. Other PSPMH Unit applicants as approved by the Cmdt CFSG (Ottawa-Gatineau).

Notes:

Priority 1 and 2 applicants must have one or more years of service remaining with the CAF. Members of the Reserve Force must be in possession of Class B or C Terms of Service of one year or more at the time of application.

Priority 2 and Opportunity Occupants are subject to a 30-day notice to vacate, at their expense, should a Priority 1 applicant require housing.

### **3.3 PSPMH Action on Receipt of Application**

On receipt of Application Request, PSPMH as appropriate, shall:

- a. ensure the applicant's name is placed on the appropriate waiting list;
- b. advise the applicant, as soon as is practical or at least 60 days before reporting date, whether or not a PSPMH Unit will be available;
- c. if a PSPMH Unit is not available, advise the applicant of the forecasted date of availability; and
- d. advise the applicant that he/she has (30) days after reporting date to report to PSPMH and to confirm Unit application. Failure to do so will result in removal of applicant's name from the waiting list.

### **3.4 Waiting Lists for PSPMH**

PSPMH will maintain separate waiting lists for Priority 1 and Priority 2 applicants.

An applicant shall be assigned a position on the waiting list using the date and time the completed application is received by PSPMH. For applications received by correspondence, the originator's date shall be used to determine the position on the waiting list.

The waiting list will not be altered beyond the point where members have been officially advised that a PSPMH Unit on a specific date is available.

Priority 2 applicants will only be considered where surplus PSPMH Unit exists that exceeds the current/projected needs of PSPMH for Priority 1 applicants.

All PSPMH Units shall be allocated on a first come first-served basis.

**3.5 Imposed Restriction**

Family members are permitted to remain in PSPMH Unit while the occupant is on IR.

**4. Allocation of PSPMH Unit**

**4.1 General**

Allocation of a PSPMH Unit shall be made on the approval of the PSPMH Property Manager.

The allocation of a PSPMH Unit and the maintenance of waiting lists for a PSPMH Unit shall be based on a first come first served basis.

Where service couples are posted to the same location, only one member, the highest ranked member, may apply for a PSPMH Unit.

When a member lives in the private market place or a Residential Housing Unit (RHU) and wishes to move into a PSPMH Unit or, already lives in a PSPMH Unit and wishes to be considered for a different PSPMH Unit, the member shall apply to PSPMH for that privilege. The member may be entered on a waiting list or be granted immediate approval where vacancy permits. In such cases, the member will assume all relocation cost.

**4.2 Offer of PSPMH**

When allocating a PSPMH Unit, the applicant shall be provided with a copy of the Occupancy Agreement as well as the following information:

- a. type of PSPMH Unit (bungalow or row housing), including liveable floor area and property value (for the purpose of securing public loss payable liability and property damage insurance);
- b. parking stipulations, as applicable;
- c. address of PSPMH Unit (include mailing address if different);

- d. monthly shelter value in dollars and applicable rent adjustments as of 1 July of each year, if known;
- e. utility charges responsibility;
- f. date the PSPMH Unit is available for occupancy;
- g. a copy of the PSPMH Standing Order;
- h. name and contact numbers of the person to whom an applicant may direct allocation inquires; and
- i. PSPMH housing office location.

#### **4.3 Acceptance of Offer for PSPMH**

The applicant is required to provide written confirmation of acceptance of offer to PSPMH Property Manager within 72 hours of receipt. If no acceptance is received the offer will be withdrawn. Upon acceptance, and prior to taking possession of a PSPMH Unit:

- a. a 30-day written notice is required to cancel acceptance. If not, charges equivalent to 30 day's occupancy charge will apply unless the cancellation is due to service reasons;
- b. if the offer is accepted, occupancy charges commence on the agreed date of occupancy;
- c. PSPMH Units are not intended to serve as transitional housing while a CAF member is in the process of acquiring a private home/property. If a member would like to occupy a PSPMH Unit for that purpose, a minimum of 1 year occupancy is required;
- d. PSPMH is to receive 30 days written notice of intent to vacate a housing unit. If not, a 30 day occupancy charge will apply from date of receipt of official notification to vacate;
- e. for full duration of occupancy, occupant must obtain and maintain public loss payable liability and property damage insurance; and
- f. prior to keys being issued, the applicant must sign the PSPMH Occupancy Agreement and provide proof of



public loss payable liability and property damage insurance.

**4.5 Offer on Relocation Pursuant to Canadian Forces Integrated Relocation Program (CF IRP)**

Management will communicate directly with the applicant on all PSPMH matters. When a PSPMH Unit has been identified for occupancy, PSPMH will formally notify the applicant. The member is personally responsible for all arrangements with his/her Relocation Service Provider and relocation as per CF Integrated Relocation Program.

**5. Occupancy Agreement**

**5.1 General**

Occupancy is subject to a number of conditions. These conditions are contained in a document called the "Occupancy Agreement", which is available through PSPMH or their website.

The occupant shall initial each page and sign a copy of the Occupancy Agreement prior to occupancy. The occupant shall abide by the contents therein throughout the period of his occupancy. Occupant must be informed, in writing, of amendments to Occupancy Agreement within 30 days of the amendment.

Where multiple Single members or a service couple occupy a PSPMH Unit, only one CAF member shall be the occupant, pay occupancy charge, responsible to sign and ensure that all dependants or Sharing Occupants comply with the Occupancy Agreement.

As an occupant is not a tenant and has no legal estate or interest in the premises, a PSPMH Unit cannot be sublet or assigned to others.

The occupant shall ensure that his/her family, other members and guests do not trespass on the grounds or in/on the premises of neighbours, and shall refrain from any activity that constitutes a common nuisance to occupants and residents of other units.

Subject to applicable local by-laws and provincial regulations, a PSPMH Unit may only be used for commercial purposes, i.e. (daycare or hair salon) if written permission from the Cmdt

CFSG (Ottawa-Gatineau) has been obtained. Details regarding the operation of a business from a PSPMH Unit can be found in the PSPMH Occupancy Agreement.

## **5.2 Access To PSPMH Unit**

PSPMH Units may be accessed as indicated:

**Emergencies.** In emergencies such as, but not restricted to, fire, flood or gas leak, a PSPMH Unit may be immediately entered by PSPMH employees in the performance of their duties, without the permission of the occupant;

**Inspections.** Under the authority of the Cmdt CFSG (O-G) for inspections carried out in accordance with the custom or practice of the service under the provisions of *QR&O 19.76 (Inspections in Accordance With Custom or Practice of the Service)*; and

**Maintenance.** The occupant shall allow access to the PSPMH Unit by PSPMH employees and contractors when they are required to enter in the performance of their duties. Except when the consent of the occupant has been received PSPMH shall give the occupant written notice at least 48 hours before the required time of entry. The expected date, time, duration and the reason for entry shall be stated in the notice. The occupant may schedule a time with the PSPMH employees for normal maintenance that is not considered an emergency.

## **5.3 Vacating of PSPMH Unit In Emergency**

Cmdt CFSG (Ottawa-Gatineau) may order an occupant to vacate a Unit immediately in order to address an urgent/serious repair or a health and safety problem. Under such circumstances, PSPMH will cover the costs of displacement, as pre-approved by Cmdt CFSG (Ottawa-Gatineau), if the circumstances that led to the ordered eviction arise from negligent PSPMH management.

## **5.4 Inspection / Access upon Vacating Unit**

On acceptance of notice of departure and subject to Occupancy Agreement, PSPMH shall conduct an inspection of the PSPMH Unit and it may, from that point on, be shown to prospective new occupants. The timely establishment of specific dates for following inspections are to be initiated by departing occupant with the concurrence of PSPMH. Mandatory Pre-inspection shall take place a minimum of 30 days prior to departure date and mandatory final (march out) inspection will take place on vacating day.

## **6. Retention of PSPMH Unit**

- 6.1 General** Occupants are all equally entitled to fair treatment under the principles of safety, security, dignity and privacy. Hence, they shall not be evicted from their PSPMH Unit without just cause.
- 6.2 Change in Circumstances** Occupants shall report to the PSPMH, immediately upon being made aware of, any change of personal circumstances which may affect their eligibility for retention of a PSPMH Unit or their priority standing.
- 6.3 Vacating PSPMH Unit** An occupant remains responsible for a PSPMH Unit and all associated costs (occupancy charge, utilities and maintenance) until (s)he has completed all the following action:
- a. a complete and satisfactory march-out inspection has been conducted by PSPMH;
  - b. all damages to the Unit, other than those caused by normal wear and tear, have been repaired or paid for by the occupant;
  - c. a thorough cleaning of the PSPMH Unit had been completed or paid for by the occupant; and
  - d. the occupant has been officially relieved of his responsibility for the Unit by PSPMH management.
- 6.4 Vacating PSPMH Unit on Promotion** Promotion to Sgt/PO2. On promotion to the rank of Sgt/PO2, an occupant will be expected to vacate his/her PSPMH Unit. However, under special circumstances and if no priority 1 applicant is waiting for a vacancy, the occupant may retain the PSPMH Unit until posted outside the NCR or until promoted to the rank of WO/PO1. Under such consideration, the occupant becomes an Opportunity Occupant and will be considered as such if PSPMH Units need to be reallocated. When promoted to the rank of WO/PO1, the member shall vacate the PSPMH Unit within 90 days following his/her effective date of promotion. All costs associated with the move are the responsibility of the member vacating the unit.
- Promotion to Capt/Lt(N). An officer promoted to the rank of Capt/Lt(N) shall vacate the PSPMH unit within 90 days

following his/her effective date of promotion. All costs associated with the move are the responsibility of the member vacating the unit.

Occupant failing to timely vacate a PSPMH Unit may be subjected to disciplinary and administrative action, including eviction, or assessment of rent at market rate.

**6.5 Vacating  
PSPMH Unit on  
Family  
Breakdown.**

When no longer involved in a family relationship, the occupant shall inform PSPMH of the situation and ensure that his/her former dependants move out of the PSPMH Unit within 90 days following the end of the relationship. All costs associated with the move will be the responsibility of the occupant.

An occupant failing to notify PSPMH of changes in a family relationship and/or to vacate former dependants from his PSPMH Unit within the allowed 90 days may be subjected to disciplinary and administrative action, which includes eviction and the recovery of costs sustained by PSPMH to deal with the matter.

**6.6 Vacating  
PSPMH Unit on  
Release**

Occupants in the process of releasing from the CAF shall vacate PSPMH Unit no later than their date of release and are encouraged to make early provisions for an orderly transition to private sector housing. Occupant shall arrange for PSPMH Unit pre-departure inspection to take place at the earliest convenience once notice of departure has officially been handed to PSPMH. The march out inspection is to take place on the day of departure. An occupant failing to vacate PSPMH Unit by release date will be evicted. Evicted occupant will be billed for all costs generated by his prolonged stay.

**6.7 Occupancy  
of PSPMH Unit  
Beyond Release  
Date**

Occupants seeking to extend occupancy beyond date of release for extraordinary reasons shall submit a written request to PSPMH who in turn shall submit its recommendations to the Cmdt CFSG (Ottawa-Gatineau) for his consideration and approval. Under such special consideration, the occupant becomes an Opportunity Occupant and will be considered as such if PSPMH Units need to be reallocated.

Occupancy charges shall be at the established market rate and shall be recovered in advance along with an additional one month rent payment to serve as a safety deposit.

Prior to recommending continued occupancy by a member released from the CAF, PSPMH shall ensure that an inspection of the PSPMH Unit is conducted. If the inspection reveals damage other than normal wear and tear, prompt action shall be taken to restore the PSPMH Unit to PSPMH standard and to recover PSPMH expenses incurred in the process.

**6.8 Deceased or Missing CAF Members**

PSPMH shall consult with the Cmdt CFSG (Ottawa-Gatineau) prior to any action being taken with respect to the continued occupancy by family members of a deceased or missing member. As a governing principle, under no circumstances shall a Notice to Vacate be delivered to the family of a deceased or missing member until at least 180 days after the next of kin has been informed of the death. Payment of PSPMH Unit rent and utilities will be the responsibility of deceased or missing member's succession until the Unit has been vacated as per established procedures. Under no circumstances shall the family of a deceased or missing member be allowed to stay in PSPMH beyond 12 months after the next of kin has been informed of the death.

**7. Notice to Vacate – Eviction from PSPMH Unit**

**7.1 General**

Eviction may be required to address:

- a. operational requirements;
- b. administrative adjustments;
- c. violation of the Occupancy Agreement or Standing Order; or
- d. other regulations.

Regardless of the reason for eviction, the principles of fairness and honesty shall be applied and all practical options will be assessed prior to an eviction.

Eviction will not be used to remove a Priority 1 occupant from a residence to meet the allocation needs of another CAF member. However, Priority 2 and Opportunity Occupants can be evicted to accommodate a Priority 1 applicant. Unit to be vacated will be selected based on the following criteria and order of priority:

- a. first, Opportunity Occupant; and
- b. second, Priority 2 Occupant.

The priority for eviction within the above categories will be based on member's seniority in rank and occupancy time. In other words, the senior ranked member having the longest occupancy in PSPMH Unit will be the first one to be evicted.

## **7.2 Approval of Eviction**

The Cmdt CFSG (Ottawa-Gatineau) is the approving authority for eviction from PSPMH Unit. In instances where eviction from a PSPMH Unit is deemed appropriate, PSPMH shall recommend approval, along with the reasons thereof to the Cmdt CFSG (Ottawa-Gatineau) at the earliest opportunity.

## **7.3 Notice to Vacate**

Following the decision to order an eviction:

- a. a Notice to Vacate shall be prepared by PSPMH and signed by Cmdt CFSG (Ottawa-Gatineau);
- b. the Notice to Vacate shall be delivered to the occupant or, in his/her prolonged absence, to an adult residing at the PSPMH Unit. The occupant's chain of command shall be provided with an information copy;
- c. a copy of the notice shall be retained by the PSPMH; and
- d. full circumstances of the eviction shall be placed on the member's Unit Personnel Record (Pers file) if eviction is due to violation of occupancy agreement or Standing Order.

**Note** - Except in the case of an emergency, a Notice to Vacate shall provide a minimum of 30 days notice to vacate.

## **7.4 Occupant Subject to the Code of Service Discipline**

Disciplinary action may be considered when an occupant subject to the Code of Service Discipline, fails to comply with a duly authorized Notice to Vacate.

**7.5 Resident not Subject to the Code of Service Discipline**

When an occupant who is not subject to the Code of Service Discipline fails to comply with a duly authorized Notice to Vacate, he/she will be removed pursuant to QR&O Vol 4 Appendix 3.2, *Defence Controlled Access Area Regulations*.

**7.6 Physical Removal from PSPMH**

Where it is apparent that physical removal is likely to cause a breach of the peace or to cause undue hardship for the persons concerned, particularly children, the matter shall be referred to the Cmdt CFSG (Ottawa-Gatineau) for direction and assistance of the Military Police.

**8. Charges for PSPMH Unit**

**8.1 General**

Occupancy charges for PSPMH will be reviewed annually by PSPMH and approved by Cmdt CFSG (Ottawa-Gatineau) with updated values being normally applied 1 July of each year. These reviews are to be conducted in sufficient time so as to allow the occupant at least three months notice of any changes to occupancy charges. Notifications of the occupancy charges shall include the Unit market rate assessment and additional parking charges.

**8.2 Sharing of Occupancy Charges**

No personal gain shall be derived from Occupancy Sharing. As applicable (e.g. occupancy sharing) all occupancy related costs must be shared between Occupant and Sharing Occupant(s).

**8.3 Utility Charges**

PSPMH Units are individually metered for utilities with the occupant paying consumption charges directly to the supplier.

An occupant may not, under any circumstances, commence or discontinue utilities services to a PSPMH Unit without prior consent from PSPMH. Failure to comply will result in all additional charges and potential damages to affected PSPMH Units being charged to the contravening occupant.

**8.4 Members Sentenced to Detention or Imprisonment**

Deductions for PSPMH will continue while a member is undergoing detention or imprisonment as long as their dependants continue to occupy a PSPMH Unit.

**8.5 Residential Parking** Where additional parking is required and provided, a separate charge will be imposed at the rate approved by the Cmdt CFSG (Ottawa-Gatineau) and published annually.

## **9. Liability for PSPMH Unit**

**9.1 General** The occupant of a PSPMH Unit is liable for losses and all damages to the Unit other than that which is occasioned by reasonable wear and tear, , Acts of God, the Queen's enemies, riots or insurrections. Recovery action for losses and/or damages attributed to the occupant will occur in accordance with QR&O Chapter 38, *Liability for Public and Non-public Property*.

Loss of or damage to private property attributable to the risks of civil life is the responsibility of the occupant. It is mandatory that occupants of PSPMH have personal property damage insurance to cover the building in the event of fire, flooding, theft, etc, as well as public loss payable liability in the event of damage to PSPMH Unit where the occupant is found liable due to negligence or willful damage.

## **10. Communicable Diseases**

**10.1 Communicable Diseases** To prevent or control the spread of communicable diseases, it is essential that military medical authorities be notified of diagnosed or suspected cases that occur in PSPMH Unit. Refer to CFAO 34-7, *Communicable Diseases – Occupants of DND Controlled Quarters and Military Trailer Parks* for definition of communicable diseases.

Occupants and/or residents who know or suspect that any person living in a PSPMH Unit is suffering from a communicable disease shall, within 12 hours, notify Cmdt CFSG (Ottawa-Gatineau) through PSPMH.

When a person residing in a PSPMH Unit is in the infectious stage of a communicable disease, Cmdt CFSG (Ottawa-Gatineau) may, on the advice of a medical officer, order that the person be removed to a civilian medical facility or to a CAF medical facility.



When a medical officer suspects that a person in a PSPMH Unit is a carrier of an infectious disease, the Cmdt CFSG (Ottawa-Gatineau) may require the person to submit to such medical investigation as the medical officer, or the local medical officer of health, may consider necessary.

## **11. PSPMH Unit - Complaint Procedure**

### **11.1 Complaint Procedure**

The PSPMH shall make available to its occupants a complaint resolution process.

The PSPMH complaint resolution process should be the initial complaint mechanism for an occupant to address a concern with the administration, maintenance or management of PSPMH.

If the issue has not been resolved through the aforementioned process, a CAF member may raise a grievance in accordance with *Queen's Regulations and Orders (QR&O)* Chapter 7 (Grievances)

## **12. References**

### **12.1 Source Reference**

DAOD 5024-0, *DND Living Accomodation*

### **12.2 Related References**

CBI 209, *Transportation and Travelling Expenses*  
CBI 209.82, *Movement of Dependants*  
CBI 209.9951, *Temporary Evacuation of Family Housing*  
CBI 209.996, *Local Move of Furniture and Effect*  
CFAO 19-19, *Disposal of Absentees*  
CFAO 34-7, *Communicable Diseases – Occupants of DND Controlled Quarters and Military Trailer Parks*  
CFAO 50-21, *Uplands Community Councils*  
*CF Integrated Relocation Program (CF IRP)*  
QR&O, Vol 1, Chapter 38, *Liability for Public and Non-Public Property*  
QR&O Appendix 3.2, *Defence Controlled Access Area Regulations*