

CFMWS HUMAN RESOURCES

## **Staff of Non-Public Funds, Canadian Forces**

Employee Orientation

In anticipation of your arrival, we have provided you with your upcoming orientation session presentation. To help you prepare for your session, this presentation highlights the topics covered in addition to providing informative details.

We invite you to have a read through and make note of any areas you may wish to ask questions in your orientation session.

Wishing you a great first day and looking forward to connecting in with you.



# STAY CONNECTED

You will notice this presentation references CORE and CFMWS.ca for more information.

CFMWS.ca is our external website, where the public can gain insight into who we are.

CORE is our internal website, where you will have access to information on our programs and services in addition to relevant employee only information.

Once hired, a request has been submitted to grant you access to CORE. This can take approximately 48 hours to 1.5 weeks.



# ABOUT US

## ➤ Social Enterprise

Provide morale and welfares services on behalf of the Chief of the Defence Staff

## ➤ Staff of NPF, Canadian Forces (SNPF,CF)

Is our legal name. Known as Canadian Forces Morale and Welfare Services (CFMWS)

## ➤ “Separate Agency” under the *Financial Administration Act* since 1978

## ➤ Part of Defence Team

More Info: [CORE - About Us](#)

More Info: [cfmws.ca/about-us](https://cfmws.ca/about-us)



# ABOUT US

## ➤ **Our Vision**

Improving lives at home and around the world

## ➤ **Our Mission**

"We make our members stronger."  
Healthier People, Stronger Communities, Better Canada

## ➤ **Our Values**

We Care, Integrity, One Team, Creative





# ABOUT US



- ④ 4000+ employees across Canada, the United States and overseas  
More Info: [CFMWS.ca](https://www.cfmws.ca)
- ④ Four operating divisions: CANEX, SISIP Financial, PSP, MFS
- ④ Support divisions: Finance, Human Resources, Information Services, Corporate Services, Marketing and Communications.

More Info: [CFMWS.ca](https://www.cfmws.ca)





# OUR SHARED COMPETENCIES



Client Focus



Communication



Innovation



Leadership



Organizational Knowledge



Teamwork



More Info: [CORE- Shared Competencies](#)



# EMPLOYMENT EQUITY, DIVERSITY & INCLUSION AND ACCOMMODATION

## ⑤ Employment Equity

Healthy, safe and respectful workplace free from discrimination

## ⑤ Diversity and Inclusion: Champions

Committed to creating an environment where everyone can grow and share their experiences

More Info: [CORE](#)

## ⑤ Accommodation

Accessible workplace and employment accommodation



# OFFICIAL LANGUAGES

## ➤ CAF Community

Provide programs and services to the CAF community, wherever they are located, in their language of choice.

## ➤ Work Environment

Foster a work environment conducive to the effective use of both official languages and promote bilingual equality.

## ➤ Training and Development Opportunities

Provide free second language training opportunities and official languages resources.





# CONFLICT RESOLUTION AND ETHICS

## ➤ Centre for Conflict Resolution and Ethics

Provides programs and services related to:

- Values, Ethics and Conflict of Interest
- Harassment Prevention and Resolution
- Conflict Management

## ➤ Conflict of Interest Declaration

Employees must declare any real, potential or apparent conflict of interest



# OCCUPATIONAL HEALTH AND SAFETY

## ➤ Our Commitment

To provide a healthy and safe work environment for all employees and for any person present at a CFMWS workplace.

## ➤ Your Obligation

- Report any work-related incidents/accidents
- Complete mandatory training
- Follow all safe work practices, policies and guidelines
- Ask your manager if you are in a safety sensitive position ([HRPOL35](#))





# LEARNING AND DEVELOPMENT

## ➤ Learning Resources

Access to MYTALENT, a one-stop digital platform that will fully support your learning and development journey at CFMWS through the **LEARNING** module.



- All employees have access to a **LinkedIn Learning** subscription through our MYTALENT system. Explore our extensive library of courses designed to support both your professional and personal growth.

More Info: [CORE](#)



# AWARDS AND RECOGNITION

## ➤ Formal Recognition

Recognition of Service

- Years of Service
- Retirement

Recognition of Achievement

- CDS Distinguished Achievement Award
- CEO Exceptional Merit Award

Divisional Recognition Awards

## ➤ Informal Recognition

Leaders recognizing employees for specific behaviors or activities

## ➤ Everyday Recognition

Daily Appreciation and Peer-to-Peer Recognition

More Info: [CORE](#)





# HOURS OF WORK

## ➤ Standard Hours of Work

Work week runs from Monday to Sunday

## ➤ Non-Standard Hours of Work

- *Call Back*
- *Call In*
- *Non-Standard Work Schedule*
- *Split Shift*
- *Temporary Increase in Hours*

## ➤ Meal Breaks and Rest Periods

**Meal Breaks** : an unpaid break (generally 30 minutes)

**Rest Periods** : paid break (15 minutes)

Unionized employees: Refer to your Collective Agreement

## ➤ Flexible Work Options

Non-traditional work arrangements

*Non-Unionized employees: refer to Hours of Work Policy*

Access here:

[Flexible Work Options](#)

Non-Unionized employees: Refer to HRPOL\_05\_Hours of Work

More Info: [CORE](#)



# MYPERFORMANCE

## ➤ MYPERFORMANCE

At CFMWS MYPERFORMANCE is an enhanced performance management program to help individuals achieve personal and professional goals. Our Shared Competency framework provides a foundation for the activities related to performance and development at CFMWS.

Successful Performance Management is all about...

- **Leadership** – coaching, guiding, engaging people in the goal of optimal performance
- **Continuous dialogue**, conversations and feedback throughout the year
- The many factors contributing to **performance outcomes**, job responsibilities, goals and behaviors
- **Creating an environment** in which the desired outcome/performance is highly probable
- Performance and development **planning, feedback and recognition**



More Info: [CORE](#)





# PAY

## ➤ Compensation

CFMWS strives to pay employees equitably and fairly based on internal equity. Pay grids and pay bands outline salary ranges and increases.

More Info: [CORE](#)

## ➤ Pay Days

CFMWS follows a bi-weekly pay period cycle, Monday to Sunday, with pay day occurring on every second Thursday. Your pay is directly deposited into your bank account.

More Info: [CORE](#)

## ➤ HR Self Service

View paystubs and pay information, update personal information & view benefit enrollment

More Info: [CORE](#)



# LEAVE

**Will Return**



➤ Designated Holidays

12 designated days

➤ Annual / Vacation Leave

Calculations for leave entitlement is based on status (Casual, PT or FT), Category (I, II or III) and years of service (this includes previous military service).

Some employees will receive vacation pay on each pay cheque while others will receive paid vacation.

➤ Other Types of Leave

Check out HRPOL or speak with your manager or HR to see if you qualify.

➤ Requesting Leave

WorkForce EmpCenter

Access: [WorkForce EmpCenter](#)

Requires employee login

More Info: [CORE](#)



# SICK LEAVE AND THE RETURN TO WORK SUPPORT PROGRAM (RTWSP)

## ➤ Sick Leave

**Full-time employees** who are medically unable/unfit to work because of non-occupational illnesses/injuries are entitled to take up to seventeen (17) consecutive weeks of sick leave at full pay upon commencement of employment. \*\*If absence is expected to be in excess of five (5) consecutive working days, full-time employees are to follow the Return to Work Support Program (RTWSP) requirements.

Employee must contact their manager prior to their start time on the first day of absence to notify them of the absence and the expected return date.

Unionized employees should review their collective agreement for paid sick leave entitlements.

[HRPOL Chapter 6 Leave](#)





# SICK LEAVE AND THE RETURN TO WORK SUPPORT PROGRAM (RTWSP)

## ➤ Return to Work Support Program

All employees working in Canada eligible for paid sick leave (full-time status) or who are enrolled in the LTD program who are absent from work for a period greater than 5 consecutive full working days due to a non-occupational illness or injury.

Supports employees in their recovery and return to work.

*\*Requires completion of RTWSP medical forms, cost paid by employee\**

More Info: [CORE - RTWSP](#)



# INFORMATION TECHNOLOGY SUPPORT SERVICE (ITSS)

- ① Report an Incident  
i.e. software problem
- ② Submit a Request  
i.e. access requests, new software
- ③ Purchase  
i.e. new devices
- ④ Inquire  
i.e. current outages, global tickets

Submit ticket online at: [ITSS Portal](#) or call 1-866-615-9284



# MFA enrolling and Using

## (employees with work email address)

### ➤ What is *MFA*?

MFA is an authentication method that confirms your identity by using a combination of two different factors:

- something you know (your password)
- something you have (your phone)

MFA can prevent malicious hackers from pretending to be you, because even if they have your password, they probably don't have your phone too.

CFMWS employees working outside of the CFMWS network who need to access any Office 365 application (Outlook, MS Teams, etc.) will have to use multi-factor authentication (MFA).

Click to access the complete authentication instructions.

[Document : MFA enrolling and Using \(cfmws-sbmfc.com\)](https://cfmws-sbmfc.com)





# Authenticating your email helps your onboarding experience

Authenticating your email grants you access to:

1. **CORE:** This is our internal, employee website. Here You will find useful information on topics like pay and benefits, important organization updates that help keep you informed and so much more.

2. **MYTALENT:** As a CFMWS employee, you are required to complete corporate mandatory training to help you conduct activities safely and in compliance with legislative requirements, as well as with the organization's policies and guidelines.

i.**MYTALENT** is where you will find a wide selection of training content that supports you in your current role and your professional development.



# MFA enrolling and Using

## (employees without work email address)

Depending on circumstances, an employee may not be issued a work email address however does require access to the CFMWS network ( any of the Office 365 application; Outlook, MS Teams, etc.) will have to use multi-factor authentication (MFA).

Authenticate your email Steps:

**Step 1:** You should have received a “Microsoft Invitation” on behalf of CFMWS email in your inbox.

**Step 2:** Select Accept Invitation

**Step 3:** Enter your email address and password (use the email associated password that this communication is addressed to)

**Step 4:** You can now access MYTALENT and CORE

### Need assistance

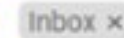
If you could not access MYTALENT or CORE, or if you did not receive the “Microsoft Invitation” email, open an [ITSS ticket](#).




# MFA enrolling and Using

(employees without work email address)

Email example:

CFMWS / SBMFC invited you to access applications within their organization 

Microsoft Invitations on behalf of CFMWS / SBMFC <invites@microsoft.com>  
to me ▾

 Please only act on this email if you trust the organization represented below. In rare cases, individuals may receive fraudulent invitations from bad actors posing as legitimate companies. If you were not expecting this invitation, proceed with caution.

Organization: CFMWS / SBMFC  
Domain: [cfmws.com](https://cfmws.com)

This message was provided by the sender and is not from Microsoft Corporation.

Message from  
CFMWS / SBMFC:

You have been granted access to various Canadian Forces Morale and Welfare Services applications and tools. Please click on the invitation below to complete your account setup.

Vous avez obtenu l'accès à diverses applications et outils des Services de bien-être et moral des Forces Canadiennes. Veuillez cliquer sur l'invitation ci-dessous pour compléter la configuration de votre compte.

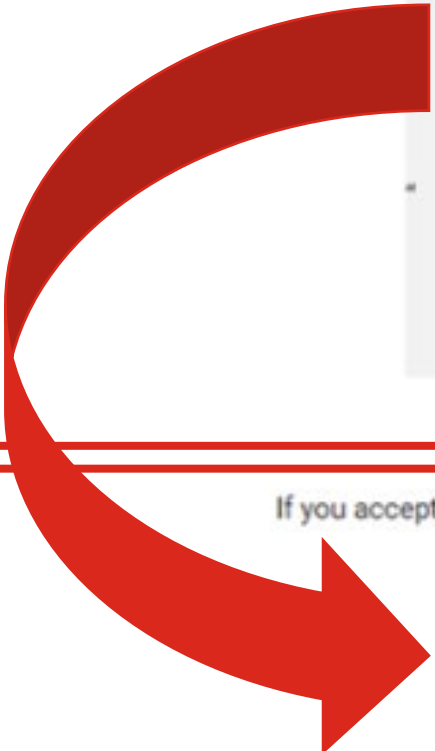
If you accept this invitation, you'll be sent to [https://myapps.microsoft.com/?tenantid=9dcbf6dc-676c-45e7-84a1-05b6996f3a53&login\\_hint=chris.paine@gmail.com](https://myapps.microsoft.com/?tenantid=9dcbf6dc-676c-45e7-84a1-05b6996f3a53&login_hint=chris.paine@gmail.com).

[Accept invitation](#)

[Block future invitations](#) from this organization.

This invitation email is from CFMWS / SBMFC ([cfmws.com](https://cfmws.com)) and may include advertising content. CFMWS / SBMFC has not provided a link to their privacy statement for you to review. Microsoft Corporation facilitated sending this email but did not validate the sender or the message.

Microsoft respects your privacy. To learn more, please read the [Microsoft Privacy Statement](#).  
Microsoft Corporation, One Microsoft Way, Redmond, WA 98052





# GROUP SAVINGS PLAN

- ① Registered Retirement Savings Plan (RRSP)
- ① Tax Free Savings Account (TFSA)
- ① Non-Registered Savings Plan (NRSP)

## Enrollment Advantages:

- ✓ Payroll deductions
- ✓ Immediate tax relief
- ✓ Lower investment management fees

For more information call: 1-800-724-3402

More Info: [CORE- CFMWS Employee Group Savings Plans](#)



Eligibility is based  
on employment  
status

# PENSION

## ➤ Defined Benefit Pension Plan

A specific formula defines the benefit each employee is to receive upon retirement for life.

## ➤ Transferring Pensionable Service from Another Employer

Permitted no later than 1 year from the date you joined the Pension Plan. For more information, contact your local CFMWS Human Resources Office.

## ➤ Employee Contributions

4.5% of your pensionable earnings, up to the Canada/Quebec Pension Plan Yearly Maximum Pension Earnings (YMPE), and 6% of pensionable earnings that are in excess of the YMPE.

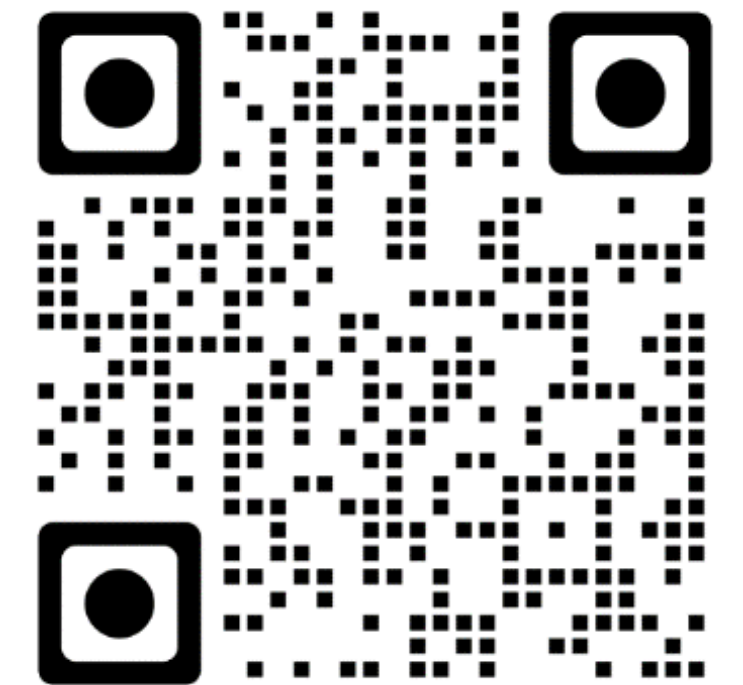
More Info: [My Talent – Pension 101](#)

More Info: [CORE- My Pension](#)



# CFMWS PENSION PORTAL

- Designate your pre-retirement beneficiary online
- Review your personal pension information
- Review pension plan information
- Access your recent annual pension statements
- Complete and compare retirement estimates where you can estimate your pension benefits at any future eligible retirement date
- Access useful pension forms



[www.cfmws.ca/pensionportal](http://www.cfmws.ca/pensionportal)

**Access:** “CFMWS Pension Portal” link under CORE > My Pension to create your account. A multi-factor authentication may be required.





Eligibility is based  
on employment  
status

# BENEFITS

- Health and Dental
- Basic Life Insurance
- Optional Life Insurance and Critical Illness Insurance
- Accidental Death & Dismemberment
- Long Term Disability

Eligibility is determined by your employment status and the duration of your active employment.

- Healthcare Spending Account  
For Full-time employees if enrolled in Health plan and Part-time employees

New benefits-eligible employees will receive an invitation to complete their Application for Group Coverage online. After completing the online application, employees will be invited to create a My Canada Life at Work account.

More Info: [CORE – My Benefits](#)



Eligibility is based  
on employment  
status

# BENEFITS

## Canada Life (for full-time employees)

Basic Life Insurance	100% Employer	Mandatory Enrollment unless over age 65 for LTD
Long-Term Disability	40% Employee / 60% Employer	
Health and Dental	40% Employee / 60% Employer	Opting out of Health and/or Dental allowed with proof of comparable alternate coverage
Optional Life (Employee, Spouse, Dependent)	100% Employee	Optional Additional Coverage
Optional Critical Illness (Employee, Spouse)	100% Employee	

## Beneva

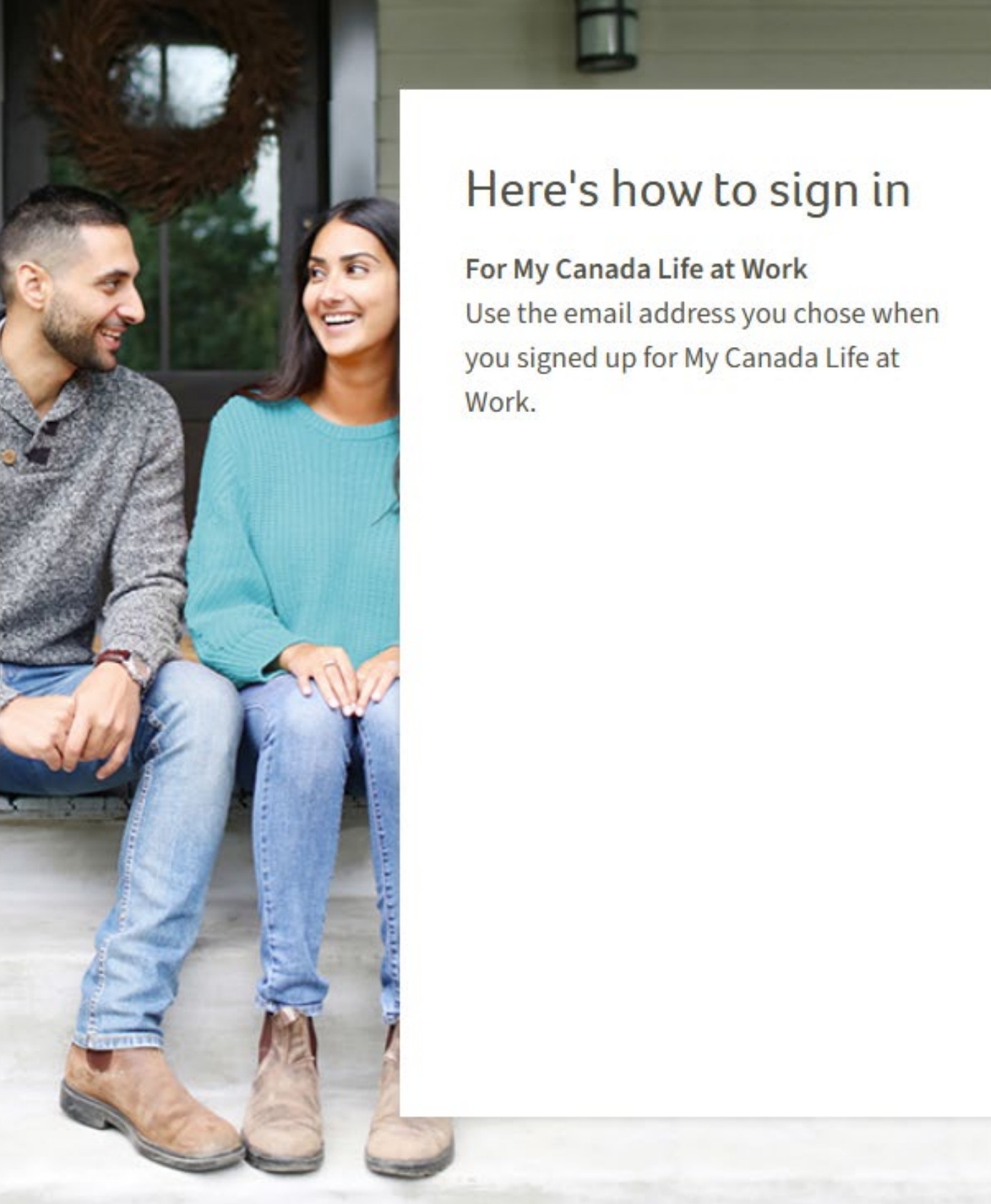
Accidental Death and Dismemberment	100% Employer	Available to FT and PT employees
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# MY CANADA LIFE AT WORK



FR



Here's how to sign in

For My Canada Life at Work  
Use the email address you chose when you signed up for My Canada Life at Work.

**Sign in** [? Sign-in help](#)

Email address/GRS Access ID

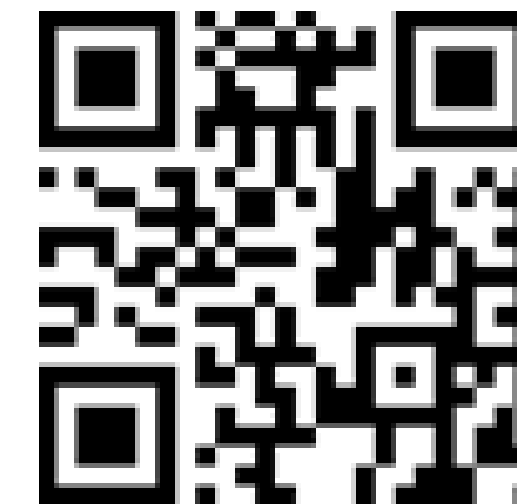
Password

☒ Remember me

[Forgot Password](#) or [Access ID/email address?](#)

- Submit claims
- Sign up for direct deposit claim payments
- Get notified when your claims have been processed
- Download, save or print benefit card(s)
- **Access:** [Canada Life at Work](#)





# Health is everything. Don't settle.

Discover how Dialogue gives you immediate access to quality care in one simplified app.

- Anytime, anywhere access to health and wellness professionals
- Same-day virtual consultations
- Personalized follow-ups to ensure you're getting the care you need
- 100% confidential, safe, and secure experience
- Consistent and coordinated care across all services



Speak to a counsellor or advisor today.  
Register at [app.dialogue.co](https://app.dialogue.co)

## Dialogue

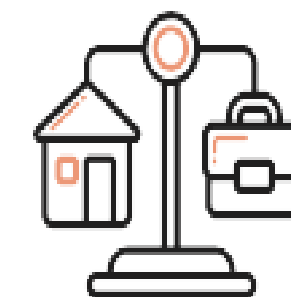
Dialogue's virtual care platform lets you connect with 500+ health and wellness professionals from the comfort of your home. Now, prioritizing your physical and mental health is easier than ever.

How do our programs work together to give you and your family the highest quality care?



### Primary Care

- General Health
- Prescriptions and renewal
- Referrals to in-person specialists when needed



### Employee and Family Assistance

- Mental Health
- Legal
- Financial
- Work & Career
- Family & Relationships



### Mental Health +

- Immediate mental health support
- Self-care toolkit
- Virtual coaching and therapy
- Clinical assessment and medication if needed





Eligibility is based  
on employment  
status

# CFONE CARD



**ONE COMMUNITY. ONE CARD.**  
**MEMBERSHIP • REWARDS • SAVINGS**



## Rewards

Earn points and rewards when you shop at CANEX. [CANEX.ca/Rewards](https://canex.ca/Rewards)



## Discounts

CF Appreciation, official discount program of the CAF community. [CFAppreciation.ca](https://CFAppreciation.ca)

For more information and eligibility visit: [CFOne](https://CFOne.ca)



# THINGS TO REMEMBER

- Refer to the CORE website  
Our intranet site will keep you informed and provides tools/resources
- Ask your direct supervisor  
Your first contact for any questions
- Contact your local HR Office  
There to support you through your journey at CFMWS

