

# The VOXAIR

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for  
April 12  
Edition

## 17 Wing's 1 Air Mov Sqn helps "Humanity"

By Cheryl Gudz,  
17 Wing Public Affairs

For the third year in a row, members of 17 Wing have experienced their second childhood, armed with wood, hammers, and a plan. This year, Cpl Dan Fraser and Cpl Brian Worm of 1 Air Movements Squadron have been busy designing and building a playhouse for the charitable Habitat for Humanity program. These two men started the project in mid-January, devoting much of their free time to it, and just recently completed their "turn of the century livery stable" on 6 March.

This playhouse along with 8 others from other agencies in Winnipeg, were on display at the Winnipeg Convention Centre's "Home Expressions" exposition from 8 March to 12 March. The playhouses were then moved to St. Vital Shopping Centre, where they displayed until 1 April and then raffled off. Tickets sold for \$2 each last year, and the proceeds did not disappoint. Says Habitat for Humanity's co-executive director, Hank Fast, "We raised over \$50,000!

The dimensions of the playhouse are 8 feet wide, 10 feet long, and 8 feet high - perfect for kids and just big enough for grown-ups too. The latter was the case

last year when an elderly couple from North Dakota, U.S., bought a \$2 raffle ticket and won last year's livery stable from 1 Air Mov Sqn. The couple used the playhouse as a lakeside cottage and lived there two months out of the year. They furnished it with a futon and a microwave, among other 'luxuries', and even installed running water. Of course, the playhouses can also be used for their initial intention - as a place for the young ones to play in.



playhouse came from FWS Construction who donated \$2000 to the project, while Revy Home and Garden sold the squadron lumber at cost. Cpl Fraser only had good things to say about his involvement.

"It was a fantastic experience for Cpl Worm and I, and we look forward to getting involved again next year."

They can expect to get a little help from a few others who have expressed an interest in taking part the next time around, which would be just fine with Mr. Fast, "We're delighted when people volunteer - we couldn't do it without them."

"We couldn't do it without them"

Funding for the construction of the

**Caption:**

"Mi Casa es su Casa": Presentation of the playhouse to Habitat for Humanity. Mr Kevin B. Wiebe, Vice President of FWS Construction; Mr. Hank Fast from Habitat for Humanity; Cpl Dan Fraser, project OPI for 1 Air Mov Sqn; Ms. Mary Williams, Habitat for Humanity Executive Director; Maj Boucher, CO 1 Air Mov Sqn and Sgt Blair Sherwood, 1 Air Mov Sqn.  
Photo by MCpl Ted Durdin, 17 Wing Imaging

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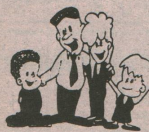
WOR CLIENT SURVEY RESULTS..... 9

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### 17 Wg Ops Situation Report 13 MAR 00 - 19 MAR 00

OPERATION	COUNTRY	PERS DEPL	OPERATION	COUNTRY	PERS DEPL
Op Calumet	Egypt	1	CF Incremental Tasks**		1
Op Echo	Italy	5	General Tasks***		56
Op Danaca	Golan Heights	15	MAMS Tasks****		8
Op Kinetic	Kosovo	12	<b>TOTAL PERS DEPLOYED</b>		<b>106</b>
Op Palladium	Bosnia	3	* 1 CAD Indiv Tasks: MSASO SUPPORT - MOZAMBIQUE (2)		
CFS Alert	Nunavut	3	** CF Incremental Tasks: SHOW TOUR - KOSOVO (1)		
1 CAD/INDIV Taskings*		2	*** General Tasks: EX FABRIC BRAVE - INUVIK (56)		
			****MAMS Tasks: OP TOUCAN SUPPORT - EDMONTON (8)		



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**VOXVIEWS**

**The Canadian Forces and the 2000-01 Federal Budget**

By: Maj CM Walton-Simm  
Managing Editor

On 28 Feb 00, the Minister of Finance tabled the Government's Budget for Fiscal Year 2000-01. The following highlights, prepared by DAPPP, illustrate the effects of the taxation changes on our people and the DND fiscal outlook.

**Personnel Issues:**

The changes to the Federal portion of Personal Income Taxes should have a positive personal effect on members of the Canadian Forces and the Department. This effect will depend upon personal family financial situations. Highlights of the five-year tax reduction plan include:

- Effective 1 Jan 00, the restoration of full indexation of the personal income tax system to protect taxpayers against price increases caused by inflation. This will benefit all DND and CF members;
- The middle tax rate will be reduced to 23 percent from 26 percent, starting with a 2 point reduction to 24 percent in Jul 00;
- An increase in the amount that Canadians can earn tax-free to at least \$8,000 and, the amounts at which the middle and top rates apply to at least \$35,000 and \$70,000 respectively;
- An enrichment of the Canada Child Tax Benefit over 5 years by which time maximum benefits will reach \$2,400 for a first child and \$2,200 for a second child;
- The elimination, as of 1 Jul 00, of the 5 percent surtax on middle-income Canadians with incomes up to \$85,00 and the complete elimination of the surtax by the year 2004. This measure will impact CF members at the rank of Capt. Incentive Level 7 and above. Under the new rules, the surtax will affect only LColts and above as well as some specialists such as Pilots, Doctors and Lawyers at the rank of Major;
- An increase to 25 percent for 2000 and to 30 percent for 2001 to the permissible foreign content of investment in Registered Pension Plans (RPPs) and Registered Retirement Savings Plans (RRSPs); and
- The lowering of capital gains taxes by the reduction in the amount of capital gains included in income for tax purposes from three-quarters to two-thirds.

**This table illustrates the potential two-year effect on selected rank/pay levels of the announced tax changes.**

Gross Income	Single No Children General Tax Decrease			One Earner Couple Two Children General Tax Decrease			
	2000	2001	Total	2000	2001	Total	
Cpl inc. 4	\$40,644	\$88	\$308	\$396	\$272	\$252	\$524
Sgt inc. 4	\$45,960	\$110	\$383	\$493	\$294	\$328	\$622
Capt. inc. 6	\$63,720	\$168	\$589	\$757	\$353	\$533	\$866
Maj. inc. 5	\$76,656	\$219	\$756	\$983	\$402	\$709	\$1,111
Colonel	\$88,800	\$299	\$1056	\$1,355	\$313	\$1,097	\$1,410

Source DAPP 3, Federal Budget 2000

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**DND Fiscal Outlook:**

As noted in the detailed discussion of spending changes, defence funding is to be increased according to the following profile:

DEFENCE:	1999-2000	2000-01	2001-02	2002-03	Total
New Funding	\$350M	\$400M	\$550M	\$600M	\$1900M
Incremental Ops.	\$284M	\$146M			\$429M

Source Federal Budget 2000. Numbers may not add up due to rounding.

The increase for defence is comprised of completely incremental funding, \$1.9 billion over 4 years, and \$0.4 billion of previously announced incremental funding for Kosovo and East Timor activities for 1999-2000 and 2000-01. The purpose/justification for these planned increases are the following:

- Assist the military in meeting international commitments;
- Upgrade capital equipment; and
- Address quality of life issues within the military.

The Cadet program is identified in the Budget as one of the Federal youth-related programs, although it has no fiscal impact in this budget.

Defence funding levels are specifically addressed under Program Spending, equating to \$9.9 billion in 1999-2000, \$9.4 billion in 2000-01 and \$9.5 billion in 2001-2. The line for Defence is, unfortunately, confusing. Although increased Defence spending has been announced, the figures for Defence show a marked drop between 1999-2000 and 2000-01, before starting modest increases in 2001-02. The problem here is that the 1999-2000 figure reflects a number of incremental or one-time funding adjustments to cover extra-ordinary Departmental costs for activities such as Y2K Contingency preparations, and our participation in operations in Kosovo and East Timor. There was also a one-time injection of \$350 million to relieve some immediate pressures and to permit the Department to advance some essential spending previously planned for the upcoming year. A further caution is that the Defence figure does not represent accurately the Defence appropriations (total amount of funding provided to DND for all categories of the department's budget obligations), to be announced in the Estimates (gov't funding allocations by department) on 1 Mar 00. The appropriations are expected to be slightly over \$11 billion, the difference being a series of internal to government accounting adjustments performed by the Department of Finance.

Taking all of the above into consideration, the proposed increases to Defence funding will keep Defence in the \$11 to \$11.5 billion range for the upcoming years. With this allocation of resources to Defence, Canada will continue to have a Defence to GDP (Gross Domestic Product) ratio of approximately 1.1 percent, the second lowest share among our NATO allies.

PROGRAM SPENDING:	1999-2000	2000-01	2001-02
<b>Elderly Benefits</b>	\$23.3B	\$24.2B	\$25.0B
<b>Employment Insurance (EI) Benefits</b>	\$11.7B	\$11.8B	\$12.8B
<b>Transfers to other Levels of Government</b>	\$23.6B	\$22.6B	\$24.1B
<b>International Assistance</b>	\$2.2B	\$2.1B	\$2.2B
<b>Subsidies &amp; Other Transfers</b>	\$18B	\$17.5B	\$18.0B
<b>Crown Corporations</b>	\$3.8B	\$4.1B	\$4.0B
<b>Other Program Spending</b>	\$23.0B	\$24.3B	\$26.0B
<b>Defence</b>	\$9.9B	\$9.4B	\$9.5B
<b>Total Program Spending</b>	\$115.5B	\$116.0B	\$121.5B

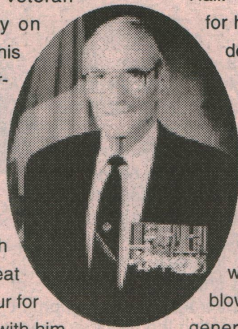
Source Federal Budget 2000. Numbers may not add up due to rounding

Defence shows slight increases in 2001-02 after a decrease in 2000-01 from the 1999-2000 figure. As discussed earlier, this is an anomaly caused by one-time additional funds provided to defence in 1999-2000.

# CFANS News

Our newsletter begins on a sad note this month as CFANS lost one of its family recently.

James Dow, a World War Two veteran and hero, passed away quietly on February 22<sup>nd</sup> with his family at his side. Mr. Dow flew over 100 operational bomber missions during the war, and was awarded the Distinguished Service Order and Distinguished Flying Cross with bar, among numerous other honours. Mr. Dow carried himself with quiet pride and most of all a great sense of humility. It was an honour for CFANS to have been associated with him,



and he will be missed. CFANS recently named a new trophy after Mr. Dow, to be awarded to the student who graduated with the highest flying average of the course. It is fitting that a trophy awarding hard work and dedication be named after a Canadian who sacrificed so much for his country. The trophy has been awarded twice, the first recipient being Capt Bill Brown, a former AESOP who graduated in November. The second recipient was Lt Marcel Slawter, also a former AESOP, who graduated February 22<sup>nd</sup> with course 9806. BANC 9806 started in March of 1998 with 8 students and they finished with the same 8 happy but weary students. It is said that the "motiva-

tional" speeches of their Course Director can still be heard echoing through the corridors of Mawdesley Hall. In a fitting tribute to their CD, who is well known for his quiet reminders to students about dress and deportment, they presented him with a drill cane, to be used in a manner reflecting his position as RSM. The only sound louder than 9806's sigh of relief upon graduation was the gasp of horror heard from the students left behind to experience the cane firsthand. Dissenters were quickly dispersed in the mess with a few well-placed blows to the ribs. Life in general at CFANS continues, with course 9902 happily finished Phase Two, course 9903 neck-deep in degraded ops flights, and course 9904 marking time until their 6/49 tickets inevitably pay off. 9905 has just commenced Phase Two and still have that "just finished Phase One" glow about them. Ah, well, cold reality will soon douse those rays of sunshine. 9907 has just departed for LANTC training in Portage, secure in the knowledge that the Earth is

indeed an oblate spheroid. This little tidbit of knowledge will no doubt carry them to the finish line. The article would not be complete without the happy announcement that our resident East Australian exchange officer is now a proud papa for the third time. Bailey Rose Roberts came into the world a happy and healthy girl, secure in the knowledge that she had held off the deportation of dad at least until she can walk on her own. Rumours persist about the school that a second canoe adventure is being

planned. Even more puzzling is that the mission is being planned by Capt Mark McGahey, who had to be surgically removed from the skid of a visiting helicopter last



summer. Capt McGahey's Post-Traumatic Stress Disorder test came back negative, so the mystery continues. That's all the news fit to print this month, stay tuned for the continuing saga of the Nav School.

## Coming Soon...

17 Wing "Focus on Living" Working Group

PRESENTS: May 10th, 2000

One Full Day of Workshops on a variety of topics of interest to everyone.

This is a Day you won't want to miss, Come one... Come all!

Watch for future issues of the Voxair for more information to follow.

Until then... Focus on Living!



## Grammer and Vocabulary

Duplicity, Destroyers, and the Penultimate Babe

By Capt Dan Naylor




Hello, grammar fans! (There's a picture of Grammar at the top of the page.) Drawing on a little experience in proofreading this paper as well as some basic listening skills, I've put together a few funny grammar incidents, drawn from a variety of sources.

In discussing photocopying, someone mentioned the word *duplicity*. I had immediate visions of a deceitful and double-dealing photocopier, because, after all "hypocritical cunning and deception" is what is meant by duplicity. I guess my associate would have been better off using the term *duplication*, which is an entirely proper term to be used when speaking of photocopying.

In following the newspaper accounts of the Falklands War (that was a while ago), I couldn't help feeling a little startled by the story of a Royal Navy destroyer that had been damaged by a *land mine*. I wondered what circumstances led to this ship

sailing on dry land. That's the only place one would find a land mine. I suppose the journalist should have used the term *sea mine*, or simply *mine* to describe this explosive device. Another acquaintance of the writer was recently describing the breath-takingly lovely star of a recent movie. He described this beautiful woman as the *penultimate babe*. I understood why he had chosen the term "babe", but asked him if he meant that she were the next to last "babe". After all, the word *penultimate* is derived from the noun *penult*, meaning "the second last syllable of a word". If a high school student in Manitoba, for instance, were in grade eleven, he would be enjoying his second last year, or *penultimate* year, of high school. I suppose taste in movie stars doesn't necessarily go with an adequate vocabulary.

The daily newspaper is a gold mine of inadequate grammar and vocabulary. More on that in a future column.



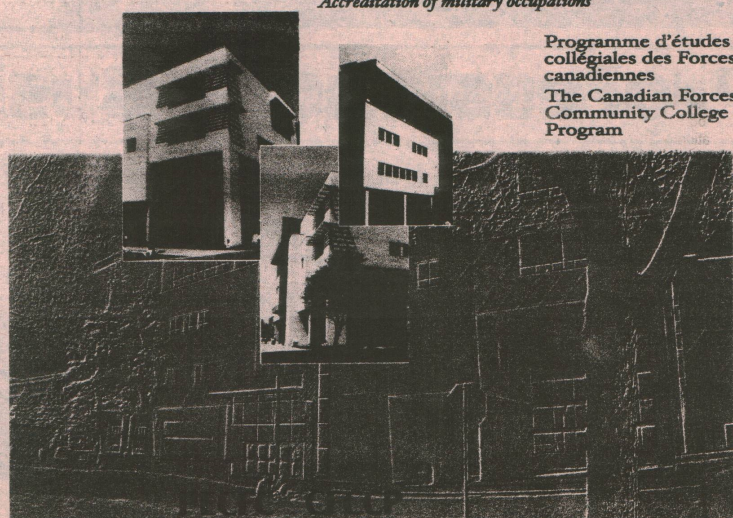
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# 435 Squadron

## Non-Coffee Related Duties

By MCpl Gabriel S. Tuba  
435 Sqn Loadmaster Section

It's a typical day on service flight 80-81. Onboard there are 2 pallets weighing 5,000 lbs each, and 14 passengers enjoying the culinary delights of the flight kitchen in the form of boxed lunches for breakfast. The crew enjoys a hot breakfast, and the passengers enjoy a calm uneventful flight. As the flight progresses its time to pick up all those empty box lunches and coffee cups. Just as I finish cleaning up it happens. A little boy looks at his Mom and says..."When I grow up I want that job, it looks really easy." Like most people this little boy thinks all a Loadmaster does is make coffee. A glorified stewardess. But nothing could be further from the truth. Lets look at this day back when it started.

It's 05:00hrs and the wind-chill bites at my face as I get into the cab and head for work. Soon after arriving, I drag my gear through 16 Hgr to the C130 that I will spend the next three days practically living out

of. I check the maintenance records and go upstairs to check my currency board to ensure I have all the latest update messages signed off and collect whatever paperwork needed for the flight. Once satisfied I begin my pre-flight checking the 121 items on my checklist to ensure the C130 is flight worthy from a cargo compartment point of view.

Then it is time to head over to 10 Hgr, home of 1 Air Mov Sqn to check in with the Passenger Terminal where I collect my paperwork for the freight and passengers. My first concern when checking the paperwork is to confirm if there is Dangerous Cargo (DC) aboard. As a Loadmaster I have to ensure all criteria is met regarding DC being transported by air. This requires a thorough knowledge of DC regulations equal to any civilian standard. It's a currency that must be maintained via a recertification exam every two

years.

Once the DC issue is determined, it is important to ensure that the load allows a 14" walkway on the left hand side of the cargo compartment to allow the movement of passengers and crew to the front or rear of the aircraft. This allows the use of the limited toilette facilities by passengers and crew but more importantly, this walkway is an access to the emergency exits. Most people do not realize this fact. When carrying passengers the Loadmaster's primary responsibility is the safety and comfort of those passengers.

After the load is accurately positioned it is time to fill out and produce a Weight and Balance form (CF/K 4009) utilizing all the info provided by the Air Mov Sqn. The weight of the freight, passengers, baggage, crew and configuration of that specific C130 must now be calculated to ensure the entire load is distributed evenly within the cargo compartment. This is the essential function of the Loadmaster. By calculating the weight and balance, it is determined whether the C130 will fly within safety limits. A heavy aircraft nose, or tail could adversely effect the performance of the C130 to the point of threatening the safety of all onboard. The Weight and Balance form includes all weight considerations including fuel. A properly filled out CFK

4009 will determine the weight and balance of the aircraft for each leg of the flight.

It is not only important for the C130 to be in limits for take off it must be in limits for landing as well. As the fuel burns the weight shifts from the back of the aircraft to front changing the balance of the aircraft. This is important information the pilots require in order to fly the C130 safely.

After ensuring all the meals, hot water, trays etc...are onboard, I am ready to board the pax. As pax arrive I will assist them with seating and ensure that all seat belts are fastened. Once settled in I give a ground evacuation briefing which informs the pax of the emergency exits and procedures. This is another main staple of the Loadmaster job description. There is an emergency procedure that must be memorized for every conceivable emergency. In the event that an emergency develops in the cargo compartment, it is the Loadmaster that must react and hopefully neutralize the situation. Everything from Fire to Rapid Decompression, and Crash Landing or Ditching. No one likes to think about these situations, but it is the Loadmaster's job to think and prepare for these unlikely events every time we fly.

Soon after take off you will notice the Loadmaster running



around the cargo compartment looking out windows, shinning his flashlight on certain areas and sticking his hands under the insulation on the walls. This is where we check the fluid levels of the hydraulic systems to ensure there are no leaks in or outside the aircraft and checking that there is no hotspots within the wheel well/ hydraulics area. This check is performed on a hourly basis during the flight.

When this check has been completed we reach the stage the little boy and most passengers remember, meals and yes... coffee. Little do most realize, once the aircraft lands, I will have to repeat the cycle detailed above in order to prepare for the next departure. There is alot that happens in preparation by all crew members and maintenance crews before a C130 boards it's first passenger for that particular mission.

This is a very general description of a Loadmaster's duties and does not include the additional training and knowledge required. Air to Air Refueling, Search and Rescue or the demanding work schedule when deployed in relief/resupply operations such as Croatia, Somalia, Honduras are other examples of non-coffee related duties.

So the next time you see a Loadmaster handing out meals or offering you a coffee, remember, like that little boy you are only seeing the "EASY" part of the job.

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 Mondays and Wednesdays 13 Mar-17 April 600 p.m.  
 Easter Sunday 21 April 300 p.m.

**at Saint George's Chapel**  
 Tuesdays and Thursdays 14 Mar-18 April 600 p.m.  
 Easter Sunday 23 April 11:00 a.m.

**Protestant at Chapel of the Good Shepherd**  
 Wednesdays 15 & 22 Mar; 5 & 12 April 7:30 p.m.  
 Maundy Thursday 20 April 7:00 p.m.  
 Good Friday 21 April 11:00 a.m.  
 Easter Sunday 23 April 7 & 9 a.m.

Note: There will be no 10:15 or 11:00 Protestant service on Easter Sunday. The Eucharist will be celebrated at 9:00 a.m.

# Together in Church



**CATHOLIC**  
**CHAPLAIN:** Father Paul Gaudet 833-2500 ext. 5272  
**PASTORAL ASSOCIATE:** Padre Tess Drabick 833-2500 ext. 5349  
**SECRETARY:** Carol Cochrane 833-2500 ext. 5087  
**MASSES:** Sat 4:30 PM, North Chapel  
 Sun 9 AM, North Chapel & Sun 11 AM South Chapel  
**RELIGIOUS EDUCATION:** Religious Education classes are available to all students from Preschool to Grade 6. Please call the office for information on registration.  
**CONFESSIONS:** The sacrament of reconciliation is offered by appointment. Contact the Chaplain's office.  
**BAPTISMS:** We recommend that you contact the Chaplain's office for an appointment prior to the birth of your child.  
**WEDDINGS-MARRIAGES:** Contact the Chaplain at least six months in advance. A Marriage Preparation Course is a requirement.  
**CATHOLIC WOMEN'S LEAGUE:** Meets the second Tuesday of the month at 1900 hrs alternating between the North and South Chapel Annexes.

**PROTESTANT CHAPLAINS**  
 Padre Doug Ohs (ACC) - Office 833-2500 ext. 5417  
 Padre Brad Busch (Evangelical Luth) - Office 833-2500 ext. 5785  
 Padre Kevin Klein (Luth) - Office 833-2500 ext. 6022  
 Padre Bob Sparks (Presbyterian) - Office 833-2500 ext. 2267  
**SECRETARY:** Carol Cochrane - Office 833-2500 ext. 5087  
**SUNDAY SERVICES:** 0900 hrs South Chapel & 1100 hrs North Chapel  
 ACC Eucharist is sometimes offered at 1015 at the North Chapel. Check the weekly bulletin for dates.  
**SUNDAY SCHOOL:** Sunday School is held during the service for children ages 3 to 12. Childcare is provided on a required basis for children under 3 years of age.  
**MARRIAGES:** Six months notice is required for marriages as counseling is necessary to prepare couples for Christian marriage. A Marriage Preparation Course is also required.  
**BAPTISMS:** The Sacrament of Holy Baptism is available by contacting a chaplain. Time is required to give sufficient instruction about the meaning of baptism.  
**PROTESTANT LADIES GUILD:** The Guild meets the first Monday of the month at 7:00 PM in the North Chapel Annex. All women are welcome.  
**FOOD BANK:** The Food Bank is a joint under-taking by both Catholic and Protestant congregations. Please help by giving any food you can spare. The donation box is located at the rear of the chapel.  
**DUTY CHAPLAIN:** After normal working hours, the Duty Chaplain can be reached at 227-4751.  
**OTHER PHONE NUMBERS:** For your convenience, a phone number has been set up to provide callers with information on service times and contact with the Chaplain of your choice. Phone 833-2500 ext. 6800 and follow the prompts.

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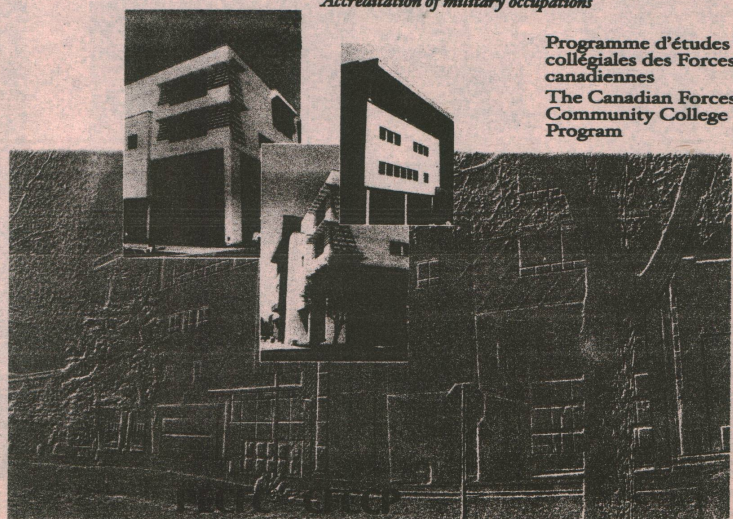
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# Honours and Awards Pres

17 WComd, Col T.F. Watt, presided at a Town Hall and Honours and Award



Photo #18 – Capt J Bisson of Wing Supply accepts on behalf of the Sqn the Joint Force Certificate of Appreciation for their excellent support to the Joint Force during the Pan American Games.



Photo #16 – Maj A. Downes , on behalf of the Wing Medical Squadron, accepts the Joint Force Certificate of Appreciation for their excellent support to the Joint Force during the Pan American Games.



Photo #23 – Cpl S. Trapnell of WSamp receives the Department of the US Army's Achievement Certification for outstanding meritorious achievement during a Joint American and Canadian Exercise held from 13 Jun 99 – 22 Jun 99. His outstanding performance and superior leadership ability brought utmost credit upon himself, his unit and the CF.



Photo #17 – Maj B Gordon, ARF Comd, accepts on behalf of the entire Flight, the Joint Force Certificate of Appreciation for their excellent support to the Joint Force during the Pan American Games.



Photo #24 – MS P. Chartrand of WSamp receives the Department of the US Army's Achievement Certification for outstanding meritorious achievement during a Joint American and Canadian Exercise held from 12 Jun 99 – 22 Jun 99. His outstanding performance and superior leadership brought the utmost credit upon himself, his unit and the CF.



Photo #14 – Kevin Ketchin of Wing Accommodations accepts the Wing Commander's Commendation for his exemplary achievements as the 17 Wing Barrack Warden. He has continually displayed superb initiative and willingness to assist everyone who has occupied Wing Barrack Blocks. Throughout he commissioning, operational and decommissioning phases of the CFB Village, he exhibited an outstanding knowledge of the Wing Accommodations facilities, a congenial rapport with the housekeeping staff and a tactful interaction with volunteers and athletes.

# entation Part 2 - 14 Dec 99

ds Ceremony held in the Wing Theatre on 14 Dec 99. BRAVO ZULU to all.



Photo #19 - Capt D Naylor of Wing Transport accepts the Sqn's Joint Force Certificate of Appreciation for the Sqn's excellent support to the Joint Force during the Pan American Games.



Photo #15 - LCol D. McCoubrey, DWComd, is presented the Joint Force Certificate of Appreciation for his excellent support to the Joint Force during the Pan American Games.



Photo #20 - On behalf of Wing Imagery, Sgt Tardiff proudly accepts the Joint Force Certificate of Appreciation for his staff's excellent support to the Joint Force during the Pan American Games.



Photo #25 - Again this year, Cpl W McLeod received the DND Photography Contest Award of Excellence for his outstanding photographic skills. Cpl McLeod was awarded 1999's FIRST PLACE in the Professional - Colour - Open category for his work entitled "Red River Ex".



Photo #21 - Cpl M. Chiasson of CFSSAT receives recognition for his significant contribution to Flight Safety. Cpl Chiasson's exceptional attention to detail and professional attitude resulted in the identification and removal of potentially lethal hazards within the CF Medical and SAR communities.



On 29 February 2000, Colonel Palmer presented Ed Burchat with a 48-year service certificate at his retirement reception, which was held in the Viscount Hotel's Viscount Room. Ed served in the military for 26 years and the remainder as a cleaner for DND. Over 50 people attended the luncheon and comments were that "it was one of the most enjoyable."

# MFRCA ANNOUNCEMENTS

MILITARY FAMILY RESOURCE CENTRE, 350 Doncaster Street, Winnipeg MB, R3N 1W8 489-7003

## HELP!

### FUN WITH MUSIC

This program is set up for 3 to 5 year olds. Music concepts such as rhythm, pitch and sound making will be developed as well as listening skills, creativity and an appreciation for music.

Lipsett Hall Nursery School  
Mondays from 11:20 am to 11:50 am  
\$20.00 per family for a 10 week session

Start Date: Thursday, April 13th  
To register, please go to 350  
Doncaster by Tuesday, April 4th

## YOUTH PROGRAMS

Coordinator Diane Brine, 488-8563

### GYM AND MOVEMENT

Come and learn to play with your child. This program includes developing large muscle skills, creative movement, parachute games and cooperative games.

Lipsett Hall Nursery School  
Thursday from 1:15 pm to 2:15 pm  
\$20.00 per family for a 10 week session  
Start Date: Thursday, April 13th

To register, please go to 350 Doncaster by April 4th.

### BABYSITTERS' COURSE

This course offers basic instruction in first aid, fire safety and child care. It includes an evening of hands on activities for participants to share with your children.

Tuesdays and Thursdays - April 4, 6, 11, 13 and 18  
5:45 to 8:00 p.m.

\$8.00 per participant. Location to be determined.  
Please register at 350 Doncaster by March 24th.

### MOTHER GOOSE

This is an interactive program for parents and caregivers that want to enhance their interactions with babies and young children. It focuses on the pleasure and power of using rhymes, songs and stories together. Come out and have some fun with your children. Many families come with two or more children of different ages. For information call Wendy at 833-2500 ext. 2491. To register come in to the main office at 350 Doncaster by April 5th. Please bring a snack for your child.

Lipsett Hall Nursery School \$25.00/ family for a ten week session, starting April 12th, 1:15 to 3:00 pm

### PLAY GROUP

What is it: An opportunity for Military spouses and their children to socialize. Once a week you'll have the opportunity to come with your little one(s). Have a cup of coffee, some conversation, sometimes a craft morning, or a guest speaker.

When: Tuesday morning from 9:30-11:00am Starts April 4th

Where: North Side Chapel Annex

What you need to bring: your child's favorite toy(s) and snack.

Cost: \$1.50

For more info: call Natalie at 899-3882. I look forward to seeing you there!!!!

### Creative Tot Shop

This program is the first step towards nursery school. It provides the opportunity for parents and young children to come together to create and play. The toddler or preschooler can explore the world of art, music, movement and story. Parent participation is required. Many families come to this program with two or more children of different ages.

Lipsett Hall Nursery School  
Monday 1:30 - 3:00 pm

\$2.50 drop in fee. Please bring a snack for your child.

# WHAT'S HAPPENING

Roblin Park Nursery School will be holding a

### Spring Craft Sale

on Saturday April 15th from 10:00 am to 4:00 pm at Roblin Park Community Centre, 640 Pepperloaf Crescent. Admission is \$1.00 for adults, children under 12 free. There will be a silent auction and bake table. Crafters still welcome. For info call Noelle 896-0183 or Marni 897-3960.

### Charleswood Y-Neighbours is having an Indoor Used Toy & Clothing / Garage Sale

on April 8, 8 am - Noon, at  
Varsity View Community Club, 215 Laxdal Road.  
Admission \$1.00 and children under 12 are free.

Table rentals, \$15.00 or two for \$25.00.  
Call 487-0729 for more information

### Winnipeg Military Community Council's 1st Annual Home Based Business Fair

Saturday 29 April 2000  
9:00 - 3:00 PM

### LIPSETT HALL RECREATIONAL CENTRE

(NEAR THE CORNER OF KENASTON BLVD AND GRANT AVE)

ADMISSION ONE DOLLAR  
SILENT AUCTION  
EVERYONE WELCOME

### 17 Wing Women's Fastball 2000

All ladies interested in joining the 17 Wing Fastball Team, please call either Cpl Kellie Smith at local 5685 or Chris Merrithew at local 5511.

### 17 Wing Recreational Library

Westwin Community Centre Building 33, Whytefold Road by  
Building 90

### Reading Corner

Opening Hours: Monday 3-8; Tuesday (split) 10-1 & 3-8; Wednesday 3-8;  
Thursday 3-8; and Sat 1-4

Telephone 833-2500 loc 2490

17 Wing Recreational Library, would like to extend a special thank you to Sgt Whitaker of the base Meteorology department for coming and giving a wonderful talk to the children, they were thoroughly impressed. The children asked loads of questions. Sgt Whitaker gave them loads of answers. Thank you Sgt Whitaker from all the children who attended.

A couple members of 1 CAD BAND will be coming to the Library 29th April, 2000 from 2-3 pm.

### CERAMIC CLUB

Westwin Community Centre  
Building 33, Whytefold Road by Building 90

### Hours of Operation are

Monday - Thursday - 6 - 10 p.m. Office closes at 8:00 p.m.  
Club 833-2500 Loc 2496

\*\*\* HAPPY EASTER \*\*\*

Looking for that special Easter present? Come and paint your heart away at the Ceramic Club and be prepared for Easter. We have many molds to choose.

Pick a cute little bunny, or a funny lace egg. Create that masterful looking Faberge egg with a simple stroke of a brush.

Anyone interested in joining or dropping by to see what we are all about, telephone June 888-6059 or Marilyn 889-0571, for more information on times and costs.

# WOR customer service Client Survey Results

Previously published in the Voxair, page 6 of 16 Feb 00 issue, were concerns as identified by our customers with regards to WOR/ Cashier Customer service. We would like to provide you with the overall

results of the Client Survey for your information. The survey was very positive, a total of 215 surveys were distributed throughout the Wing, 99 of you took the time to respond.

The survey has brought up some inter-

esting concerns, some of which have been corrected. These were identified in the last article and others are currently being addressed. We are here to provide the best possible service to you, the customer.

Please remember that your concerns do matter to us. Again, thanks to those who responded to the Survey.

## CLIENT SURVEY - RESULTS

QUESTION	NUMBER OF RESPONSES	As Counts			Percentages		
		YES	NO	N/A	YES	NO	N/A
Q1. On average, are your claims being processed fast enough?	99	53	36	10	54%	36%	10%
Q2. On average, are your pay entitlement changes processed fast enough (eg, Promotions, PMQ ST/ CS, Ration Remit and Casual Allowances)?	99	67	16	16	68%	16%	16%
Q3. In most cases, are you served in a courteous and professional manner?	99	89	8	2	90%	8%	2%
Q4. Do you feel free to ask questions?	99	94	5	0	95%	5%	0%
Q5. Are questions answered to your satisfaction and understanding?	99	85	13	1	86%	13%	1%
Q6. Are phone queries answered to your satisfaction and understanding?	99	64	19	16	65%	19%	16%
Q7a. Were you aware of the WOR schedule (walk-ins Mon-Fri mornings, appts only Mon-Fri afternoons)?	99	53	42	4	54%	42%	4%
Q7b. Is the system convenient for you?	99	13	20	66	13%	20%	67%

Q8. If the current WOR schedule does not meet your requirements/ needs. What changes would you recommend?

RESPONSES	TOTAL RESPONSES	NUMBERS	PERCENTAGES
Need better hours	99	4	4%
All day walk-ins	99	10	10%
More staff	99	6	6%
Long waits	99	2	2%
More appts	99	1	1%
Fine	99	8	8%
Improve claims process	99	1	1%
Cashier hours	99	4	4%
Telephone contact	99	1	1%
Better service	99	2	2%
NA/ Not answered	99	60	61%

Q9. In terms of customer service improvements, what issue (s) should be addressed? Why are these issues important to you?			
Timely claims	99	6	6%
Fine	99	9	9%
Telephone contact	99	3	3%
More staff	99	9	9%
Personal service	99	12	12%
Cashier hours	99	3	3%
DFT	99	3	3%
Convenience	99	5	5%
NA/Not Answered	99	51	52%

Q10. Overall, how would you rate the service you receive from the WOR?			
Satisfied	99	85	86%
Unsatisfied	99	10	10%
NA/Not Answered	99	4	4%

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**Meat Draws**  
Every Sat. 2 pm - 5 pm

# 17 WING SPORTS

## FLYING TIGERS AT "A" PROVINCIAL SWIM MEET

Five members of the 17 Wing Flying Tigers swim team headed to Regina to swim at the Man/Sask "A" Provincial Championships, 2-5 March 2000. There were approximately 500 swimmers at the meet, representing teams from across Alberta, and all the way east to Thunder Bay. The Flying Tigers actually had nine qualifiers, but four were unable to attend due to broken arms and other commitments. Head Coach Randy Palmer, as well as a gaggle of supportive parents and siblings accompanied the five swimmers.

In the aged 13-14 boys category, Brian Hunter bravely fought off a bad flu bug, and despite his doctors misgivings, swam in all of his scheduled races. Despite being weakened, Brian swam close to his personal best in all of his races. We are anxious to see how he will perform when he is actually feeling better. Brian showed a great attitude and was very supportive of his team members. Way to go Brian! In the same category, Niall Martin swam several personal best swims, and managed to make the consolation finals for the 50 m backstroke on the last day of the meet. Seems like those afternoon rests paid off Niall! He

managed to swim even faster during this last swim, perhaps due to threats by Mrs. Gartry whose return home was delayed due to Niall making the Sunday evening finals.

In the 11-12 boys, Casey Gergely swam all personal best times, and just missed making the consolation finals for the 50m backstroke. Most importantly, Casey managed to shake off the disqualification curse that he acquired at the "B" Provincial meet in Portage, and swam flawlessly in Regina.

In the 10 and under boys, Adam Gartry pulled himself away from yellow Pokemon and swam some personal bests while acquiring several points for the small team. This is Adam's first year in competitive swimming, and he represented the team well. In the same category, Oliver Gergely came away with two medals for the 50 and 100m butterfly events. His highlight was representing Manitoba for the butterfly leg of the inter-provincial relay. He swam a personal best under the cheering crowds and the Manitoba team crushed the team from Saskatchewan.

The team found time to find what Regina had to offer besides the beautiful Lawson Aquatic Centre pool. A tour of the Saskatchewan Legislative Building revealed that they do not actually kill people in the Chambers. This came as a bit of a surprise to Adam and Oliver. Niall was not even able to stump the poor tour guide with his myriad of questions. Although we visited the Royal Saskatchewan museum, the Regina market square, and saw the latest James Bond feature, the favorite Regina attraction outside of the Lawson pool was the hotel pool and water slide! The younger boys couldn't get enough time in the water, and probably hold the hotel record for most trips down the waterslide, as the worn out Flying Tiger bathing suits will attest to.

## Run, Walk .... Crawl



**Caption:**  
Dr Lorne Canvin, Capt Bannerman and (24 HOUR RELAY REPRESENTATIVE) Denis Bourgeois

Have you considered entering a team in the **24 HOUR RELAY FOR THE KIDS 2000?**

For the third year running 17 Medical Squadron has entered a team. Once again Dr Lorne Canvin of the Allan Foot Clinic is sponsoring the team and will be appropriately called the "Hospital Healers"! Last year the team won the Top Spirit Award and the trophy for Most Laps in 24 Hours, which we intend to keep! All other units are invited to challenge us! By the way, 17 Medical Squadron is the **first team** to pay the \$200.00 entry fee. The 24 Hour Relay for Kids will be taking place at the Forks, you couldn't ask for a better place in Winnipeg!!

We are looking for a little competition this year and 2 PPCLI won't be able to compete (they have a Change of Command Parade that weekend)! Any takers please contact Aapt Bannerman at 17 Med Sqn local 5906.

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**Lieutenant General G. Allan MacKenzie** CMM, OStJ, CD, KJL  
**Colonel James M. Dunwoody** DSO, DCM, ED, CD

**Saturday, April 15, 2000**  
**Holiday Inn Crowne Plaza**

Reception 1830 hrs - Dinner 1930 hrs - Dancing 2100 hrs  
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# When the going gets tough, the tough get going

By: Capt Cathy Sherman  
17 Wing Medical Squadron

These members of 17 Wing Medical Squadron had a right to smile. On March 10th, 2000 in less than 45 minutes these people were able to load, transport, unload and set up a Casualty Clearing Station.

Despite the "post Abacus" flow of personnel on leave, this skeleton crew had excellent response time! In optimum conditions, up to fifty casualties could be screened and stabilized for transport to appropriate facilities, thus providing substantial Aid to the Civil Power.

Under the helpful guidance of the Medical Squadron Training Officer, drills of this nature are done to ensure maximum effectiveness and rapid response in the event disaster occurs and medical help is urgently needed.



## PERSONAL CLASSIFIEDS

### EVERYBODY'S MARKETPLACE

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Window air conditioner with mounting bracket; 10,000 BTU's \$200.00 OBO Phone 667-2427

FREE - Scandinavian design youth trundle bed with 2 drawers. Assembly and minor repairs required. Tel. 889-8258 James or Reid. **SOLD**

For Sale - One large wooden utility shed and a wooden fence. Both for \$450 obo. Call 488-6702.

For Sale - Reverse Osmosis whole house water treatment system 300 gal/day. Excellent condition, \$4,500 invested. Sacrifice \$1,700. 864-2138.

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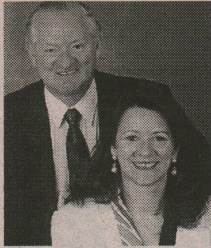
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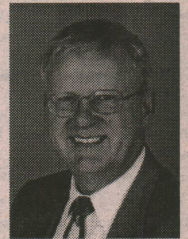
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