



CFB HALIFAX SERVICE LEVEL UPDATE

BASE SERVICES DIRECTORY

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BASE ADMINISTRATION

BASE ORDERLY ROOM (BOR)

Effective Monday, 20 April, 2020, the BORS for Stadacona, Shearwater and Naval Reserve Coordination Center (NRCC) will serve members by appointment only.

Hours of operation:
Mondays, Wednesdays and Fridays, 0800-1200

Book an appointment:
BOR Stadacona Duty Clerk: 902-476-5528
BOR Shearwater Duty Clerk: 902-943-0519
NRCC: 902-943-2342

For any pay emergency, please call the appropriate duty clerk.

BASE ACCOMMODATIONS

All accommodations issues can be directed to CPO2 Sousa at 902-721-0209 or Joe.Sousa@forces.gc.ca. During silent hours or on weekends, please call 902-717-1803.

BASE PERSONNEL SELECTION OFFICE

ILP (Individual Learning Plan) questions/claims, and ULO (University Liaison Officer) students to email: ulohalifax@gmail.com

BPSO (Transition, Education, Career counselling, Programs) email: bpsocfbhalifax@gmail.com

BPSO appointment request forms are to be sent to bpsocfbhalifax@gmail.com and PSOHalifax@forces.gc.ca

Main office phone: 902-721-8150. Voicemails will be answered within two business days.

BASE DINING FACILITIES

Warrior and Juno Tower
Monday to Friday (Take out only)

Breakfast	0630-0800
Lunch	1130-1300
Supper	1630-1830

Weekends and Statutory Holidays (Take out only)

Breakfast	0700-1030
Brunch	1130-1300
Supper	1630-1830

New Wave Café
Open 0700-1400 daily. Take out only.

HG&E (HOUSEHOLD GOODS & EFFECTS)

Contact: 902-483-1614

BASE CONFERENCE SERVICES

Halifax Officers' Mess management available by email during regular office hours.

Halifax Officers' Mess Manager
Contact for miscellaneous inquiries and Mess administration questions.
Zwicker.Caitlin@cfmws.com

Wardroom Function Coordinator
Durand.rick@gmail.com

RA Park Function Coordinator
RAParkevents@gmail.com

Chiefs' & Petty Officers' Mess Manager
Available via email during regular office hours.
Lockhart.Rob@cfmws.com

BASE COMPTROLLER

Claims, Cashier : Mondays, Wednesdays and Fridays, 0730-1100. By appointment only.

R&D Claims
Email: hfxbcomprandd@forces.gc.ca
Tel: 902-721-0332

Cashier Office & RGDF
Email: HFXCASHIER@intern.mil.ca
Tel: 902-721-8171

Accounts Payable
Regular working hours - working remotely.
Email: hfxaccountspayable@forces.gc.ca

BASE LOGISTICS

CLOTHING STORES

Monday to Friday, 0800-1600, by appointment only in buildings SH30 and D206.

For appointments, please call 902-717-3139 or email Sherri.Lewis@forces.gc.ca.

MOVEMENT/TRANSPORT, INCLUDING UNACCOMPANIED BAGGAGE

Building D206: 0730-1600, Monday to Friday
Contact: 902-427-1462 or 902-427-1435

Building SH30: 0730-1600 Monday to Friday
Contact: 902-427-1462 or 902-427-1435

DND 404

In accordance with national policy, an expired DND 404 will remain valid until further notice, therefore the 404 service counter will remain closed at this time.

BASE INFORMATION SERVICES

The Base Information Services Help Desk is now available seven days a week, 0730-1600.

Please submit requests through one of these methods:

Voice message: Dial 902-427-1515. Your call will be answered by a service desk agent.

Online: Clients who have access to a DWAN system can log a ticket through the EITSM Gateway <https://eitsm-gstie.forces.mil.ca/web/hfx/>, by selecting the link for Self-Service Portal <http://assyst.forces.mil.ca/assystnet/>.

Email: Clients who do not have access to DWAN can send a message to the SMC HFX Service Desk mailbox, at SMCHFXServiceDesk@forces.gc.ca.

BASE STUDENT SERVICES

The CFB Halifax Student Services Coordinator is available remotely, Monday to Friday, 0800-1600. DND-BESStudentSvc@forces.gc.ca

EMERGENCY SERVICES

Base Fire Department Emergency Contact:
902-427-3333

Dockyard Fire Hall Non-Emergency Contact:
902-427-3500

CFAD Fire Hall Non-Emergency Contact:
902-427-0646

Military Police Unit Halifax
General Contact: 902-722-4445
Emergency Contact: 902-722-4444 or 911

PSP HALIFAX

Fitness and Sports - Inquires or Services
Halifax - Ashley.Stewart@forces.gc.ca
12 Wing - Jason.Price@forces.gc.ca

PSP Reconditioning Program
Kerianne.Willigar@forces.gc.ca

Health Promotion Services
Samantha.Noseworthy@forces.gc.ca

PSP Recreation
Matthew.MacKenzie@forces.gc.ca

All other PSP inquiries
Mike.Almond@forces.gc.ca



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MEDICAL SERVICES

Both Halifax and Shearwater clinics will be operating out of one door in order to maintain positive control. The main entrance will be the only point of entry. Handwashing is mandatory upon arrival.

COVID-19 CONCERNS

If you believe you've been exposed to COVID-19, please contact your Duty PCN Monday to Friday between 0730 and 1530. Duty PCN contact details can be found in the Mental Health Services section below.

After hours/on weekends, please contact the provincial nursing line (811). If you are swabbed by Nova Scotia Health Services after hours, please notify the Duty PCN the following morning for tracking purposes.

SICK PARADE

Sick Parade is at reduced capacity until further notice. CFB Halifax members should call 902-721-0537 or 902-721-8794 to discuss your needs and book an appointment. 12 Wing members should call 902-720-2006.

BOOKED APPOINTMENTS

If your previously scheduled appointment is urgent/time sensitive (including deployment screenings, OUTCAN screenings, or operationally required PHAs) you may book an appointment.

CFB Halifax members: 902-721-0537 | 902-721-8794
12 Wing Shearwater members: 902-720-2006

MENTAL HEALTH SERVICES

Mental Health Services are available for CFB Halifax and 12 Wing Shearwater patients.

Book an appointment: 902-721-8012

For acute concerns during working hours, contact the appropriate Duty PCN listed below or after hours report to a local emergency department.

Halifax Triage/Appointment PCN: 902-721-0537
Halifax Treatment Room: 902-721-8794
Shearwater Triage/Appointment PCN: 902-720-2006
After Hours Duty PCN: 902-402-6832

PHARMACY

The pharmacies in Halifax and Shearwater remain open from 0730-1530. Please allow 24-48 hours for processing of refills before coming to the clinic.

CFB Halifax Pharmacy refill line: 902-721-8755
To speak to a pharmacist: 902-721-8757
12 Wing Shearwater Pharmacy refill line: 902-720-1562
To speak to a pharmacist: 902-720-1983

DENTAL SERVICES

Urgent/emergency dental treatment and time-sensitive screenings only at Stadacona clinic. Shearwater clinic remains closed. Please call to schedule appointments. Hours of operation: 0730-1530

Daytime reception: 902-721-8960
After hours emergency: 902-499-4133 (Duty Dentist) or 902-499-6346 (Duty Dent Tech)

CAF TRANSITION CENTRE

CAF Transition Centre Halifax is closed to walk-in services, however members can receive assistance by appointment.

Hours of operation:
Monday to Thursday, 0730-1530
Fridays, 0730-1200

General inquiries: 902-722-1908

CHAPLAIN SERVICES

For support during regular, daytime working hours, please call 902-721-8660.

During silent hours and on weekends, the Duty Chaplain can be reached via the MFRC Admin Support Team (AST) at 902-427-7788.

COUNSELLING SERVICES

1-800 NUMBERS

EAP/Health Canada Employee Assistance Services: 1-800-268-7708 or 1-800-567-5803 (hearing impaired)
Family Information Line: 1-800-866-4546
CAF Member Assistance Program: 1-800-268-7708
VAC Assistance Service: 1-800-268-7708

HALIFAX & REGION MFRC

All H&R MFRC sites are closed until further notice, however many services are being offered remotely.

24/7 information line: 902-427-7788
Website: www.halifaxmfr.ca

CIVILIAN HR

Download the HR GO RH App to find critical human resources information for public service managers and DND employees.

FLEET MAIL OFFICE

The Fleet Mail Office (FMO) is open Monday to Friday, 0700-1130. All services are being offered, however staffing levels may affect service and processing timelines.

FMO Contact: 902-427-6682 or 902-427-0272.
A duty clerk is available 24/7 for emergencies at 902-476-5180.

Morale mail handling

The FMO has made changes to the way that it handles morale mail as a result of the MFRC closing, and in view of the fact that it cannot allow civilian customers access to the FMO to drop off morale mail.

Admiral's Gate

Anyone without HMC Dockyard access can drop off morale mail Tuesdays and Thursdays, 0900-1000, in the parking lot above Admiral's gate. A postal clerk wearing appropriate PPE will be on-site in a van to receive your mail.

Warrior Block

There is a table set up at Warrior Block to accept morale mail every Monday from 1000-1500. Juno tower accepts packages as well.

The FMO still accepts morale mail during working hours at the office for those who have access to HMC Dockyard.

SISIP

The SISIP Halifax office is temporarily closed, however SISIP staff are fully prepared to assist members remotely via email or telephone.

For assistance, please contact SISIP Halifax at 902-717-3518 or 902-425-6926 between the hours of 0800 and 1600 Monday to Friday.

Alternatively, members can contact the SISIP Financial Customer Support line at 1-800-267-6881 or visit the SISIP website at www.sisip.com.

SOCIAL MEDIA

CFB HALIFAX

Facebook: @BaseHalifax
Twitter: @CFBHalifax
Instagram: @bfchalifax_cfbhalifax