

## HARBOUR LANDING

WALK TO BASE ! 32 Units from \$379,900



Sales center located at  
3194 Douglas Street is  
**NOW OPEN!**



Mark Rice  
250-588-2339  
mark@markricerealestate.com

COLDWELL  
BANKER  
OCEANSIDE REAL ESTATE

Register today at  
harbourlandingvictoria.com

• CANADIAN MILITARY'S TRUSTED NEWS SOURCE •

Volume 65 Number 14 | April 14, 2020

# LOOKOUT

MARPAC NEWS CFB Esquimalt, Victoria, B.C.



**f** LookoutNewspaperNavyNews **t** @Lookout\_news **i** LookoutNavyNews

Your New Home Specialists  
Helping You Buy or Sell



south island  
HOME TEAM  
**250-474-4800**

[www.WestshoreNewHomes.com](http://www.WestshoreNewHomes.com)  
[www.SouthIslandHomeTeam.com](http://www.SouthIslandHomeTeam.com)  
Registered with Brookfield Global Relocation Services



# Welcome home HMC Ships Nanaimo and Whitehorse



Captain (Navy) Scott Robinson, Deputy Commander of Canadian Fleet Pacific, salutes the return of HMCS Nanaimo from Operation Caribbe to Canadian Forces Base Esquimalt on April 7. Both Nanaimo and HMCS Whitehorse returned from Operation Caribbe and are now contributing to the on-going task group exercise off the coast of Vancouver Island.

Photo by Leading Seaman Kendric Grasby, MARPAC Imaging Services



Habitat for Humanity®

## ReStore®

TWO LOCATIONS:  
849 Orono Avenue, Langford  
3311H Oak Street, Victoria  
THIRD LOCATION NOW OPEN!  
50 Burnside Road West, Victoria

250 386-7867

restore@habitatvictoria.com



• SHOP • DONATE • VOLUNTEER

We're  
on the  
Gorge!

510 Gorge Rd E,

Victoria, BC

VAN ISLE  
AUTO BROKERS



Call or text for your vehicle today:

**GARRY GROTH**

OFFICE (250) 384-1476

MOBILE (250) 886-0129

garry@vanisleautobrokers.ca

[www.vanisleautobrokers.ca](http://www.vanisleautobrokers.ca)

We proudly serve the  
Canadian Forces Community

As a military family we understand  
your cleaning needs during ongoing  
service, deployment and relocation.

**MOLLY MAID**  
[www.mollymaid.ca](http://www.mollymaid.ca)

**(250) 744-3427**  
paula.whitehorn@mollymaid.ca



## A MESSAGE FROM THE BASE COMMANDER



I have often said that my favourite part of being the Commander of CFB Esquimalt is working with the exceptional members of our Defence Team who make the Base such an extraordinary place to work. Your continued efforts amidst the COVID-19 pandemic have only confirmed and heightened that conviction.

Last Monday marked the start of our fourth week since, following direction from the Department of National Defence and the Chief of the Defence Staff, the Base shifted to maintaining critical core activities. We took that action to preserve the Force and minimize the potential impact of COVID-19 on the health care system in our community.

The situation has evolved considerably since that time, and many of you will have seen the message from the Deputy Minister of National Defence extending our current posture until at least April 30. I am immensely proud of our efforts so far and have no doubt we will continue to deliver operational support excellence in the weeks or months that lie ahead.

We all know these weeks have not passed without challenges, including a number of last minute changes to the Fleet schedule as we prepare to support potential requests for assistance from the Government of Canada; however, each of the challenges we've faced have been overcome with resourcefulness and professionalism which are a clear reflection of the high calibre team we have here at CFB Esquimalt.

Along with the entire CAF and DND family, our efforts remain focused on protecting the Force. In our case, that means we must continue to support *HMC Ships Calgary, Regina, Brandon, Whitehorse* and

*Nanaimo* as they remain at sea in local waters for the foreseeable future.

I'd especially like to extend my appreciation to our members at Base Information Services who have been working hard to ensure ship-to-shore communications for those who remain at sea, and to the Auxiliary Fleet who has been working tirelessly to support harbour movements.

Whether supporting from home or on-site, your continued flexibility will be key to our ability to deliver critical core services to the Fleet.

Over the coming weeks, CFB Esquimalt will provide support requirements detailed in the latest promulgated Joint Task Force Laser Operations Order, which readies us to respond quickly to any potential requests for assistance in support of the Government of Canada's response to COVID-19 or natural disaster operations.

As such, we will be increasing our administrative and logistical support to ensure the assigned Domestic Response Force (DRF) is ready in all respects. Base Administration, Base Logistics and Base Information branch personnel will be supporting with the administration and distribution of required equipment and materiel should the DRF be called on to deploy on short notice. As our motto states, we stand ready to provide "Support for All!"

For those of you that have been following along with the Personnel Support Programs workouts on Facebook, they have now been increased to four times a week to help support your health and fitness from home. For those of you that haven't been participating, it's never too late! You can find all the at-home workouts on their Facebook page, Naden Athletic Centre.

With a number of religious and cultural observances coming up the next few weeks, I'm sure many of you are feeling the disappointment of cancelled plans and family gatherings. Remember we are all in this together and the steps we're taking now to physically distance are our greatest defence against this pandemic.

A few weeks ago we were only being introduced to concepts such as physical distancing and crushing the curve; now they are commonplace. Your continued commitment to keeping yourselves and your families safe and healthy is making an impact, and even though I know it comes with many challenges, we must continue to stay focused on that vital task of preserving the Force.

Stay healthy. Stay ready to support.  
Yours Aye,  
S. Sader  
Captain (N)  
Commander

**"We had to get on with life. We couldn't just walk away from it."**

See our story on page 9.

## Meet Olive.

An MI6 codebreaker in WWII, Olive knows a thing or two about surviving during exceptional circumstances.

And we're in exceptional circumstances.

We've taken great care to protect our veterans during this current crisis. With your support, we can help Olive and veterans like her connect with loved ones through technology like online messages and video chats, and engage their senses through specialized programs.

Donate at [www.broadmeadcare.com](http://www.broadmeadcare.com).

BECKLEY FARM LODGE | HARRIET HOUSE | NIGEL HOUSE  
REST HAVEN LODGE | VETERANS HEALTH CENTRE  
VETERANS MEMORIAL LODGE

Broadmead Care  
4579 Chatterton Way  
Victoria BC V8X 4Y7  
Tel: 250.658.0311

Broadmead Care Society is a registered charity. #129290383 RR0001

**Broadmead Care**  
Where Love, Life and Living Matter

**“It was a painful week of telling family members and several difficult phone calls after my diagnosis, the support I received from my shipmates was irreplaceable because my wife was four months pregnant at the time and I had a 10-year-old daughter.”**

Lt(N) Sean Milley

## SAILOR STARTS CANCER SUPPORT NETWORK



Lt(N) Sean Milley with his family.

**Peter Mallett**  
Staff Writer

A cancer survivor from CFB Esquimalt has established a peer support network for military members and their families coping with their own fight against cancer.

Onward was launched earlier this month by Lt(N) Sean Milley, who recovered from testicular cancer in 2017. He beat cancer through early detection and is now helping Canadian Armed Forces (CAF) members fighting the disease.

“Since I was diagnosed, eight individuals from Victoria and across the country reached out to me with questions about cancer. I know in my situation it certainly helped to have people to talk to, people who have lived through cancer.”

The support network is a members-only Facebook Page that provides informal support to those undergoing treatment and those who have overcome it. Within two weeks of its launch, 15 people have joined. The plan is to grow Onward across Canada’s military community to let people know there is someone to talk to, that there is hope, and a path forward.

“We are not here to provide medical advice; our aim is to provide informal help to those battling cancer, to help them gain access to existing supports,” said Lt(N) Milley. “It is a place to ask questions, share stories, and a place to get information about the benefits available to them and their family.”

Lt(N) Milley is the Flag Lieutenant for Rear-Admiral Bob Auchterlonie, Commander Maritime Forces Pacific. His recovery story may have been

very different if it wasn’t for early detection.

Discomfort in his testicles gradually evolved into a pain so severe it was like someone had kicked him, he says. He immediately made an appointment at the base health clinic and was given an ultrasound scan. Test results revealed testicular cancer.

“It was a type of cancer that was very volatile and would have given fast transmission to the rest of the body. If you notice something is not right with your body get it checked out. For me it was one of those things that waiting a week or two could have been a matter of life or death.”

He had surgery to remove the cancer and one of his testicles, but he wasn’t required to undergo chemotherapy. It was the days following his diagnosis, the lead up to his surgery, and then the all-clear signal that were the most

difficult times, he says.

“That was a painful week of telling family members and several difficult phone calls after my diagnosis,” he said. “The support I received from my shipmates was irreplaceable because my wife was four months pregnant at the time and we had a 10-year-old daughter.”

In turn, that support made him realize others who endure a similar diagnosis need the same assistance.

Also working with Onward are WO Steven Lewington, who battled thyroid cancer, and Lt(N) Stephen Tomlinson, who overcame a more difficult fight against testicle cancer.

He wrote about his inspirational fight that included 350 hours of chemotherapy, 11 radiation treatments, a seizure, and five surgeries in his book *Onward*.

“The idea behind my book and

the support network Onward is that hope is a very powerful thing for people and is always stronger than fear,” said Lt(N) Tomlinson. “People need to know how to psychologically prepare, and they need someone there to tell them how things will go.”

The peer support group has received overwhelming support and encouragement across the Formation, from the Military Family Resource Centre, Canadian Forces Health Services Centre (Pacific), and the Joint Personnel Support Unit (JPSU) Pacific.

If you are a Canadian Armed Forces member or someone in your family is looking for support, Onward hopes to hear from you, says Lt(N) Milley.

To join the network go to: <https://www.facebook.com/groups/882957492125119/?ref=bookmarks>

**98.5  
OCEAN**

**Robin&AJ**  
Good morning. Good times.



# matters of OPINION

## WHO WE ARE

### MANAGING EDITOR

Melissa Atkinson 250-363-3372  
melissa.atkinson@forces.gc.ca

### STAFF WRITERS

Peter Mallett 250-363-3130  
peter.mallett@forces.gc.ca

### PRODUCTION

Teresa Laird 250-363-8033  
production@lookoutnewspaper.com  
Bill Cochrane 250-363-8033  
workstation3@lookoutnewspaper.com

### ACCOUNTS/CLASSIFIEDS/RECEPTION

250-363-3372

### SALES REPRESENTATIVES

Ivan Groth 250-363-3133  
ivan.groth@forces.gc.ca  
Joshua Buck 250-363-8602  
joshua.buck@forces.gc.ca

### EDITORIAL ADVISORS

Capt Jenn Jackson 250-363-4006  
Katelyn Moores 250-363-7060

*Published each Monday, under the authority of Capt(N) Sam Sader, Base Commander.*

*Le LOOKOUT est publié tous les lundi, sous l'égide du Capt(N) Sam Sader, Commandant de la Base.*

*The editor reserves the right to edit, abridge or reject copy or advertising to adhere to policy as outlined in PSP Policy Manual. Views and opinions expressed are not necessarily those of the Department of National Defence.*

*Le Rédacteur se réserve le droit de modifier, de condenser ou de rejeter les articles, photographies, ou annonces publicitaires pour adhérer au Manuel des politiques des PSP. Les opinions et annonces exprimées dans le journal ne reflètent pas nécessairement le point de vue du MDN.*



Circulation - 3,550  
plus 300 pdf downloads per week

Follow us on Facebook, Twitter  
and Instagram and join our  
growing social media community.

A Division of Personnel Support Programs  
CFB Esquimalt, PO Box 17000 Stn. Forces,  
Victoria, BC V9A 7N2

Web: [www.lookoutnewspaper.com](http://www.lookoutnewspaper.com)  
Fax: 250-363-3015  
Canadian Mail Product Sales Agreement 40063331



FOR CFB ESQUIMALT  
**COVID-19  
UPDATES**  
GO TO:  
[lookoutnewspaper.com/covid-19](http://lookoutnewspaper.com/covid-19)

## What it means to be a Positive Space Ambassador



While inclusion of the LGBTQ+ community has grown, not all are informed or as informed as they would like to be. Many people may not know what the full acronym, LGBTTQQIP2SAA, represents, which communities it encompasses, or why.

### Ashley Evans

FMF CB and Positive  
Space Ambassador

For me, the Positive Space Ambassador training allowed time and space with others - LGBTQ+ and non-LGBTQ+ members, those who have completed the Positive Space Ambassador training, and those who have not - to explore the answers to these questions.

#### Inclusion

LGBTTQQIP2SAA: Lesbian, Gay, Bisexual, Trans, Transgender, Queer, Questioning, Intersex, Pansexual, Two-Spirit (2S), Asexual, and Ally

Many ask what this acronym means and why the acknowledgement of these communities is important. It may sound simple to say feeling a sense of community is incredibly important to one's well-being, but it is also important to recognize that not very long ago these communities did not feel much - if any - inclusion.

Community members and allies, individuals and groups, have spent decades fighting for the rights of LGBTQ+ communities. The importance of this is further impacted by Sheffield Hallam University research that has shown feeling part of an LGBTQ+ community has a positive impact on mental health, emotional wellbeing, and quality of life.

Regardless of gender identity, sexual orientation, or gender expression, the Positive Space initiative fosters an inclusive work environment - and community - for everyone.

We have heard the adage "when you know better, you do better," and I think this reflects why more and more groups within the LGBTQ+ community are

being recognized and included in the acronym than before.

The truth is these communities have existed, some could argue, since the beginning of time. However, it has taken years of fighting for rights, for a voice, for inclusion, for these groups and individuals to be seen, heard, and recognized. As more acceptance has been offered, I believe more minority communities are identifying and speaking up. We all are unique in our own ways and want to be seen for who we are. Every person in every community deserves this.

#### Acknowledgment and Education

Inclusion speaks to the acknowledgement of these communities, which the Positive Space Ambassador training encompasses. There are members of these communities within our work communities. Subtle nuances, as minute as they may seem, can leave a lasting impact on minorities who do not feel represented or even acknowledged.

I believe education plays a big part in becoming more mindful of our language and behaviours.

To become a Positive Space Ambassador means you are part of a support group for LGBTQ+ and non-LGBTQ+ Defence Team members, offering information and assistance on LGBTQ+ questions, while providing a safe space for individuals to create a variety of networks.

I have seen a number of ways individuals are showing they are an ambassador of Positive Space through rainbow pins, signature tags, and flags proudly displayed in their work space. You can approach these individuals for support, resources, and to ask questions.

While I have started with the half-day training, I am currently

on the waitlist for the two-day training, which is a program offered to volunteers interested in becoming ambassadors in support of LGBTQ+ community members within the Defence Team.

I encourage anyone interested in becoming a Positive Space Ambassador to reach out to their supervisors for more information about how they can register.

#### Terms

**Gender Identity** - A person's sense of being masculine, feminine, or other gendered.

**Lesbian** - A term used to describe female-identified people attracted romantically, erotically, and/or emotionally to other female-identified people. The term lesbian is derived from the name of the Greek island of Lesbos and as such is sometimes considered a Eurocentric category that does not necessarily represent the identities of African-Americans and other non-European ethnic groups. This being said, individual female-identified people from diverse ethnic groups, including African-Americans, embrace the term 'lesbian' as an identity label.

**Gay** - A term used to refer to the LGBTQ+ community as a whole, or as an individual identity label for anyone who does not identify as heterosexual.

**Bisexual** - A person emotionally, physically, and/or sexually attracted to males and females. This attraction does not have to be equally split between genders and there may be a preference for one gender over others.

**Trans** - An abbreviation that is sometimes used to refer to a gender variant person. This use allows a person to state a gender variant identity without having to disclose hormonal or surgical status/intentions. This term is sometimes used to refer to the

gender variant community as a whole.

**Queer** - An umbrella term which embraces a matrix of sexual preferences, orientations, and habits of the not-exclusively-heterosexual-and-monogamous majority. Queer includes lesbians, gay men, bisexuals, trans people, intersex people, the radical sex communities, and many other sexually transgressive (underworld) explorers.

**Questioning** - A person who is figuring out their gender identity and figuring out how they want to identify their sexual orientation.

**Intersex** - Intersex people are born with sex characteristics, such as genitals, gonads, and chromosome patterns that, according to the UN Office of the High Commissioner for Human Rights, "do not fit the typical definitions for male or female bodies".

**Pansexual** - A term used to describe the sexual, romantic or emotional attraction towards people regardless of their sex or gender identity.

**2-Spirit** - A term that refers to a person who identifies as having both a masculine and a feminine spirit, and is used by some Indigenous people to describe their sexual, gender and/or spiritual identity.

**Asexual** - A person who experiences little or no sexual attraction.

**Ally** - A person who confronts heterosexist, homophobia, biphobia, transphobia, heterosexual, and gender straight privilege in themselves and others; has a concern for the well-being of lesbian, gay, bisexual, trans, and intersex people; and a belief that heterosexism, homophobia, biphobia and transphobia are social justice issues.

## Sailor Profile

# Meet SLt Jessica Pelletier

**Rank:**

NWO, Qualified Bridge Watchkeeper

**Hometown:**

Matane, QC

**Years of Service:**

Four

**Home Unit:**

HMCS D'Iberville



**Sub-Lieutenant Jessica Pelletier conducts a proficiency shoot with the C9 rifle.**

Photos by Capt Lisa Evong, HMCS Nanaimo PAO



**SLt Jessica Pelletier on board HMCS Nanaimo takes a bearing during Operation Caribbe 2020.**

### Captain Lisa Evong HMCS Nanaimo PAO

The day Sub-Lieutenant (SLt) Jessica Pelletier arrived at Canadian Forces Base Valcartier for basic training four years ago she was given her first challenge – to learn English.

"I was the only French-speaking female; I had to share a room with seven other females that only spoke English. Basic training is all about teamwork and communication, which is harder when you can't understand each other."

She was born and raised in Matane, on the Gaspé Peninsula in eastern Quebec, population 15,000. Naval Reservists were almost unheard of in her small-town world, and certainly not an immediate career choice.

But a chance encounter with a Canadian Forces Recruiting table at a race in neighbouring Amqui presented a path to adventure.

She persevered and overcame the language barrier between herself and her English-speaking comrades and completed all her Naval Warfare Officer (NWO) courses.

"I succeeded because I kept pushing to understand and learn as much as I could – quitting was not an option."

During the NWO course, officers are taught to manage and coordinate the operations, ensure the safety of the ship's company, and direct the ship's movements on behalf of the Commanding Officer.

"Some days were harder than others, but I continued thanks to my team. We supported each other and I liked the challenge."

Graduating Naval Warfare

Officer Phase IV was a highlight for her because it had a high failure rate.

At age 25, she is a qualified Bridge Watchkeeper on board HMCS Nanaimo - as a lookout and a deck officer she is responsible for the safe navigation of the ship. She is also qualified to drive the ship.

Nanaimo and HMCS Whitehorse were on Operation Caribbe, facilitating the interdiction of illegal drug trafficking in the Eastern Pacific Ocean. Both ships returned to Esquimalt last week.

"I think the best part of being in the Royal Canadian Navy is meeting amazing people from all across Canada and overseas."

The military is known for having members from all demographics, from across the country, with different cultures and perspectives, just like SLt Pelletier.

## Working for our community

### Mitzi Dean

MLA, Esquimalt-Metchosin

250-952-5885

#104 - 1497 Admirals Road

Mitzi.Dean.MLA@leg.bc.ca / MitziDean.ca



## E-FILE FROM \$69.99+GST

Top Shelf Bookkeeping Ltd.  
Locally Owned & Operated since 1994

2 CONVENIENT YEAR ROUND LOCATIONS

101-76 Gorge Road West Victoria, BC V9A 1M1 250-388-9423

1253B Esquimalt Road Victoria BC V9A 3P4 250-590-4050

### Personalize your window coverings

I am Rachael, owner of Westwood Shades & Drapes, and I have a passion, not just window coverings, but interior decorating too. I am in love with all things fabric and can help you make your house a home.

Excellent customer service is our top priority, call us today:

**778-557-2225**

**Westwood Shades & Drapes**

Blinds . Shades . Drapes . Shutters



[www.westwoodshadesanddrapes.com](http://www.westwoodshadesanddrapes.com)



## A TEAM STORY FROM BASE ADMINISTRATION NELLES GALLEY & CPL MICHELLE VISSERS

**2Lt Travis Winship**  
Contributor

Despite the reduction of on-site manning around the base, people need to be fed at Nelles Galley. A team of cooks at the mess are doing what they can in this time of COVID-19 to keep the morale up through tasty, healthy food for members that live on base.

Food services are essential, and given the physical distancing protection measures put in place, the disruption has affected the sense of normalcy.

The constantly evolving situation keeps Cpl Michelle Vissers, Nelles Block shift leader, on her toes, and the entire team is working hard to keep the steam lines open.

She runs the floor, which includes passing information up and down the chain of command for operations, and maintenance of the galley.

The job revolves around a high stress environment with a constant flow of customers, employee management, paperwork, and much more. Her job is critical in that she is "feeding the members that live on base."

When not at work, she is renovating her home bought last summer by herself and her partner. Since the pandemic, her partner, a service member as well, was recalled back from work in Halifax and has been instructed to self-isolate. This leaves Cpl Vissers to run all the errands while maintaining her work schedule. Even though she follows all the required precautions to stay healthy, she worries that "a careless person can pass germs onto a gas pump, a can of food at the grocery store, anywhere really."

Everyone is aware of the risk of spreading COVID-19 in the workplace, and that is why they collectively take all precautions possible to keep their work space sanitized. After all, food services is a "no fail mission", she says.

**TRACKSIDE AUTO SERVICE LTD.**  
A FULL SERVICE AUTO REPAIR FACILITY

- ✓ Induction & Fuel Injection Service
- ✓ Out of Province Inspection
- ✓ Diesel Fuel Service
- ✓ Brake service
- ✓ Oil service
- ✓ Electrical
- ✓ Exhaust
- ✓ Tires

Ask about BG Protection Plan\*  
Where Dependability and Trust are a Priority...  
784 Fairview Rd. • 250-383-5509 • [tracksideautoservice.ca](http://tracksideautoservice.ca)

**Winner "2014 2nd PLACE" BEST OF THE CITY AWARDS Black Press**

**BBB** **B.C. GOVERNMENT DESIGNATED INSPECTION FACILITY**

**Castrol** **WALKER** **HANKOOK**

\* under 80,000 km

**LOCALLY OWNED AND OPERATED**



**0% FINANCING**  
0 down  
0 payments for 15 months



**ZEDS beds made easy**  
[www.zedsbeds.ca](http://www.zedsbeds.ca)

**5% MILITARY DISCOUNT**

Mattresses:  
Twins \$220-\$650   Twins \$220-\$600  
Doubles \$240-\$800   Doubles \$270-\$700  
Queens \$260-\$1,150   Queens \$290-\$900  
Kings \$450-\$1,400   Kings \$310-\$1,000

Frames:  
Twins \$220-\$650   Twins \$220-\$600  
Doubles \$240-\$800   Doubles \$270-\$700  
Queens \$260-\$1,150   Queens \$290-\$900  
Kings \$450-\$1,400   Kings \$310-\$1,000

**ALL PRICES INCLUDE TAXES!!!**

**Interac** **VISA** **MasterCard** **paybright**  
Financing available.

#113-2854 PEATT ROAD, LANGFORD  
FREE PARKING AROUND BACK  
ADAM AVERILL, CD - 250-894-ZEDS (9337)

# Stay Connected while self-isolated

Want a hard copy of Lookout mailed to your home during this difficult time?

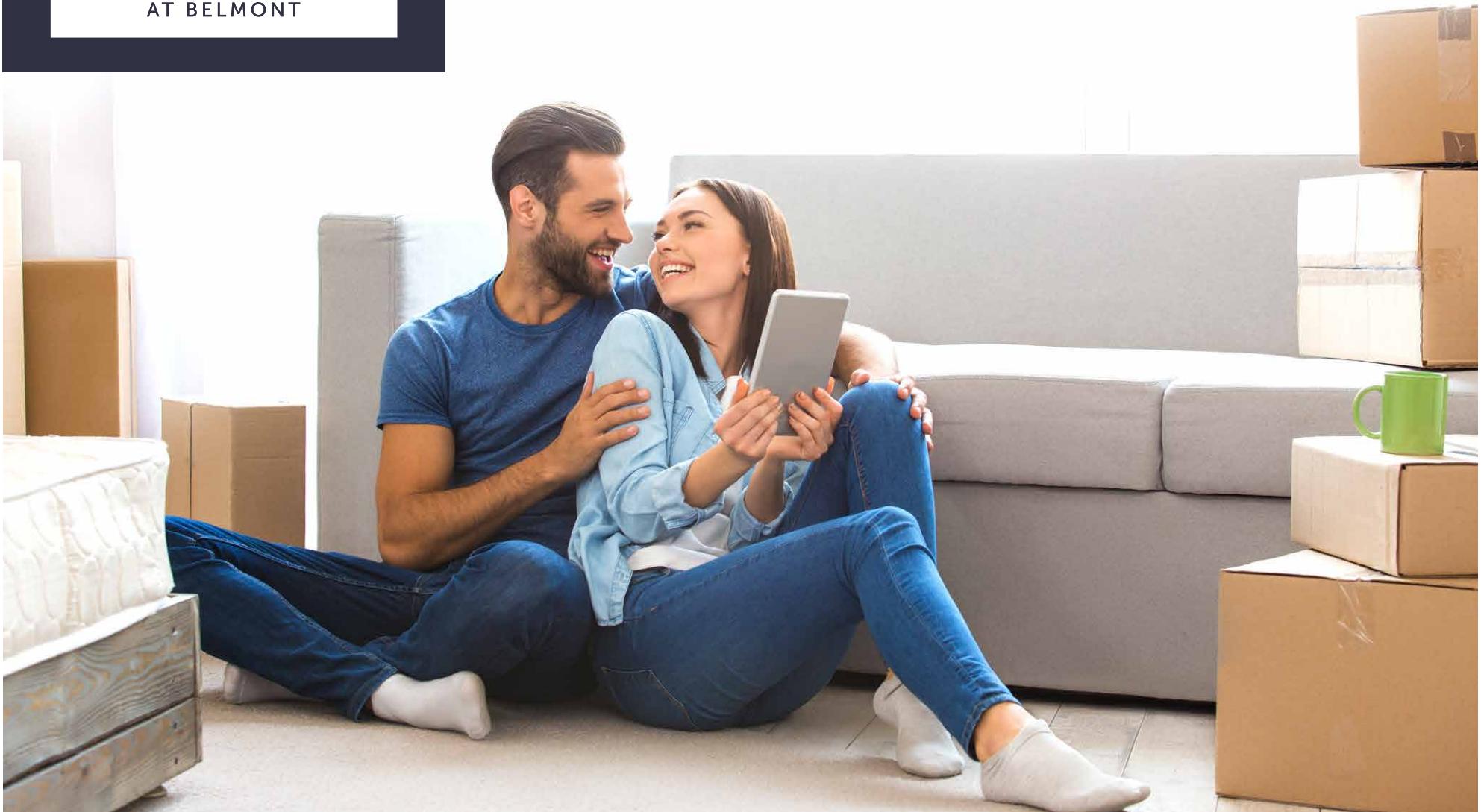
Email [Melissa.Atkinson@forces.gc.ca](mailto:Melissa.Atkinson@forces.gc.ca) with your address.

**Note: only for CAF, DND employees, Veterans and family.**



**CROSSING**  
AT BELMONT

**NOW RENTING! MOVE IN THIS MONTH**

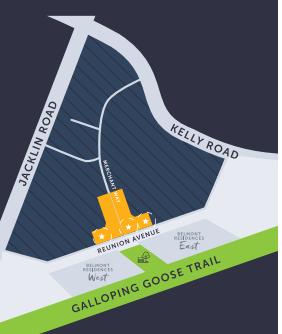


**1 Beds From \$1,500/mo | 2 Beds From \$1,995/mo**

Sign a Lease by April 30, 2020 and **Receive \$1,000 Cash\***

**Book your Virtual Tour today!**

250-999-9437 | [info@crossingatbelmont.com](mailto:info@crossingatbelmont.com) | 945 & 955 Reunion Avenue, Langford



**[crossingatbelmont.com](http://crossingatbelmont.com)**

\*National Defense and the Canadian Armed Forces Special cashback promotion valid for homes rented in April 2020. Please speak with our leasing agent for more details.

A photograph of a man jogging on a dirt path through a lush green forest. He is wearing a black tank top, dark pants, and blue running shoes, and has a backpack on. His shadow is cast onto the path ahead of him.

# it's time.

At Athabasca University you do live in the right place. You are the right age. Study on your time. The only commute is to your device.

- TO START SPRING TRAINING
- TO SPEND TIME WITH FAMILY
- TO COMPLETE MY STUDIES  
ONLINE



partner@athabascau.ca



Athabasca  
University

*open. online. everywhere.*



[go.athabascau.ca/forces](http://go.athabascau.ca/forces)

# Veterans Lodge Combating COVID-19 Isolation



**Peter Mallett**  
Staff Writer

The veterans who live at Veterans Memorial Lodge have been greatly affected by the COVID-19 pandemic. Only essential visitors are allowed in, which means veterans can feel isolated from their friends and loved ones.

"These are challenging times," said David Cheperdak, President and CEO of Broadmead Care. "Yet we are finding silver linings at every turn. These include opportunities to advance our purpose to build communities where every person can experience wellbeing and happiness through innovation and creative ideas that keep loved ones connected."

To help people stay connected, Broadmead Care staff have launched two new initiatives designed to strengthen their mental health during the COVID-19 crisis.

#### Keep Connected Program

The Keep Connected Program encourages loved ones, members of the military, and others who would like to show their support to send messages or video call through Skype or FaceTime.

"Response to the Keep Connected program has been enthusiastic," said Carson Sage, Manager of Volunteer Services and Innovation Activation. "Since launching March 17, we have delivered nearly 700 messages to people living in our homes. The faces of the residents light up when we

read them an email, show them pictures, or help them watch a short video from their families. Connecting through FaceTime is equally well received."

To send a message to a veteran or senior at one of Broadmead Care's care homes, fill out a contact form by visiting their Keep Connected webpage: [www.broadmeadcare.com/send-a-message/](http://www.broadmeadcare.com/send-a-message/).

#### Keep Engaged Program

A second initiative is the Keep Engaged Program, a campaign to raise money for equipment to improve the overall health of residents living with cognitive decline or physical limitations.

Money raised will fund multi-sensory equipment to create soothing sounds and music, lighting effects, aromas, and tactile experiences; an expanded gardening program with wheelchair-accessible garden beds, tools, and reaching aids; and activity kits designed to bring back memories of residents' favourite hobbies and pastimes such as woodworking, camping or travel.

"Activity kits create opportunities for cognitive stimulation and focused dialogue," says Mandy Parker, Broadmead Care Vice President, Philanthropy and Communications. "It's a form of connection, and helps to draw on memories from the past, such as fishing as a child, world travels, or even school days, with the aid of

props and visuals that cover a broad spectrum of each theme."

Broadmead Care is relying on financial donations from the community to help expand these multi-sensory programs and further the wellbeing of residents. To donate funds visit [www.canadahelps.org/en/charities/broadmead-care/campaign/multi-sensory-environments/](http://www.canadahelps.org/en/charities/broadmead-care/campaign/multi-sensory-environments/).



# Conflict and Complaint Management Services ready to address Alternative Dispute Resolution

During this period of self-isolation and social distancing in response to the COVID-19 pandemic, it's tempting to forget about workplace conflicts and concerns: as the expression goes, "out of sight, out of mind."

But this might be the ideal time to reflect on how to approach the problem when life returns to near-normal and once again members of the Defence Team interact more regularly – or how to proactively avoid new issues, while the risk of miscommunication by email and text is elevated. To help chain of command, managers, employees, and Canadian Armed Forces members alike address their concerns we have prepared this list of Frequently Asked Questions (FAQ).

## Are the Conflict and Complaint Management Services (CCMS) centres still open?

Yes! The physical offices are mostly closed at this time but we are responsive to all calls and emails during regular office hours. Staff are working from a distance to help "flatten the curve," but Agents and Conflict Management Practitioners alike remain ready to serve the members of the Defence Team.

## Are you accepting new clients and referrals?

Yes.

## What's the best way to connect with CCMS under the circumstances?

Phone lines are being monitored during regular business hours, as is the Positional (+++) email account for your local and national CCMS offices.

For all Bases and Wings in British Columbia the address is ++CCMS@VCDS DGICCM@ Esquimalt and the phone numbers are:

- Grant Whittla, Agent Supervisor: (250) 363-1900 ext. 60264.
- Rhoda Carruthers, Agent: (250) 363-1900 ext. 60266.
- Ken Ashdown, Conflict Management Practitioner: (250) 363-1900 ext. 60084.

Please note that while we continue to strive to adhere to the standard 2-day maximum response time on all inquiries, there may be temporary delays at times when network access becomes limited.

## What kind of services are available while offices are closed?

All of them. Confidential intakes and consultations are still available by phone, email, or videoconference. That means you can discuss your situation with an Agent and/or conflict management practitioner (as applicable), identify and analyze your options (including power-based, rights-based, and interest-based approaches), and determine the best way forward for resolving your conflict or complaint. Remember, military members (including Chain of Command) are asked

to speak to an Agent first, while civilian members may seek the assistance of the Conflict Management Practitioner directly, where appropriate.

## Are courses like Resolving Conflict Effectively (RCE) and Conflict Management for Leaders (CML) affected by the pandemic?

Yes. In keeping with current health guidelines recommending against gatherings of multiple individuals, all training offered by CCMS has been postponed until further notice. Information about rescheduled dates will be shared as soon as possible once normal business returns.

## Are there other limitations to the services you are currently offering?

Most, if not all, of the services offered face-to-face can still be offered at a distance by phone, email, or videoconference, including (but not limited to) general or specific inquiries, consultations, conflict coaching, facilitation, and mediation.

Certainly, communication can sometimes be more challenging in a virtual environment but there can still be many benefits to proceeding for the resolution of conflicts and complaints in this way. Our Conflict Management Practitioners are specially trained to deal with the challenges of interpersonal communication and will provide you coaching and guidance for options about how to move forward in these mediums.

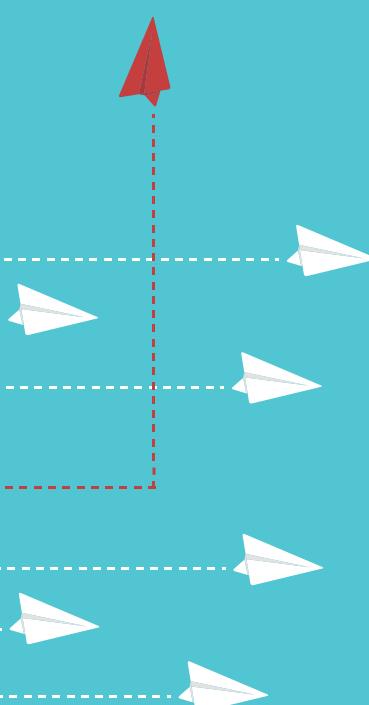
## I had a consultation/facilitation/mediation/other intervention scheduled prior to being told to work from home. What happens now?

Where appropriate, your Agent or Conflict Management Practitioner will reschedule the intervention for when things return to normal, or make suggestions to all parties about alternative methods for moving forward.

## I have a particular situation that I will need to deal with when we resume normal operations, but I need some specific help. What else do you offer to help me prepare?

CCMS Conflict Management Practitioners offer conflict coaching, which can be done over the phone, via videoconference, and/or via email. As the term implies, this is a customized, one-on-one service in which the Practitioner's role is to provide targeted guidance, support, and encouragement to help clients manage or resolve conflicts on their own. It typically begins by identifying specific goals the client may have, then creating a plan for acquiring the necessary skills or developing strategies for approaching the situation more effectively. As with all other CCMS services, conflict coaching is available to Chain of Command, management, employees and non-commissioned CAF members alike.

# CHANGE



**Let's work together REMOTELY for all your INCOME TAX needs**

## Double C Bookkeeping

FULL SERVICE BOOKKEEPING AND INCOME TAX

• INDIVIDUAL AND SMALL BUSINESS • REGISTERED EFILE WITH CRA  
CHARLES CORNFORTH, OWNER      250-514-3833  
101 - 360 Goldstream Ave., Victoria, BC V9B 2W3  
[doublebooks@shaw.ca](mailto:doublebooks@shaw.ca)

## Personalize your window coverings

Our business began in 2009 selling blinds and shutters in a local market stall in the UK. Our business has grown strong over the years and is now relocated to Victoria.

I am Rachael, owner of Westwood Shades & Drapes, and I have a passion, not just window coverings, but interior decorating too. I am in love with all things fabric and can help you make your house a home.

Westwood Shades & Drapes

Blinds . Shades . Drapes . Shutters



[www.westwoodshadesanddrapes.com](http://www.westwoodshadesanddrapes.com)

Excellent customer service is our top priority, call us today:

**778-557-2225**



# Small businesses feel the pinch

**Peter Mallett**  
Staff Writer

Like all business throughout Canada, small business owners in Victoria's military community are under a healthy dose of financial uncertainty due to COVID-19 and physical distancing measures. While each of them sells a different product and has varying challenges in their home workspace, each remain hopeful their business will survive despite the recent economic slowdown as a result of the global pandemic.

## Chainmail Designs

Those whose businesses are tied to the seasonal tourism industry have been greatly impacted. That includes Mead Simon Chainmail Designs.

Simon is a chain-mail artist, jeweler, and fashion designer. His wife is PO2 Marielle Audet, a professional musician with the Naden Band.

He sells his products at seasonal markets in the Greater Victoria area from April to September, and his sales projections for the next few months are not good.

"My outdoor markets are effectively cancelled at least until July and more likely August or later," says Simon. "This hasn't been easy because approximately half my annual income depends on revenue derived from these markets."

The current situation is truly uncharted territory, he says, but he remains confident his business can overcome the situation with more focus on online sales through an upcoming revamped website. He also plans to flatten the financial pinch by cutting back on "frivolous" expenses both at home and in the business world.

"Take care of your business, be aware of your costs, and don't fall for an unsustainable expansion plan, especially right now," he advises.

## Sweetlegs Victoria

Naval Cadet Mandy Patzer own SweetlegsVictoria with Mandy, a clothing business that sells high-quality leggings, shirts and accessories.

She relies heavily on e-commerce, but her sales have dropped off severely when everyone's financial security was hit with uncertainty.

She recently placed an order for \$900 worth of merchandise just prior to the start of physical distancing and stay-at-home measures. Over three weeks later, half the products haven't been paid and picked.

"By the time the shipment came in many people no longer wanted what I had bought for them, and I have been left holding the bag," she says. "I am not allowed to pre-sell products and this is concerning right now since all of the products I sell are bought and paid for with my own money on promises that people won't back out."

She is a Regular Force member and is attending the University of Victoria as a member of the Regular Officer Training Program. Classes are now online as she enters her fourth and final year of the program.

She has been involved in private clothing sales for over 3 years. She's confident that despite the initial lull in sales, people in Victoria's military community will continue to support her business. She is already adjusting and charting a new path forward, likening the situation to the chickens she raises on her property to supplement the family food budget.

"It's all about not putting all your eggs in one basket," she concludes.

<https://www.facebook.com/SweetLegsVictoriawithMandy/>

## Artist Oz Tilson

The impact of physical distancing measures is creating a different kind of challenge for military spouse, podcast voice actor, and commissioned artist Oz Tilson.

She runs an art business, selling artwork from her home, including paintings, portraits, murals, quilts, and household furniture items.

Unlike Simon and NCdt Patzer, Tilson says sales, inquiries, and interest in her art has actually increased since COVID-19 precautionary measures began.

"I can't predict the future but right now there has definitely been an up-tick," she says.

The issue for her is balancing her household, where everyone is now home, with her business.

"My home is my workspace and suddenly has four people in it who aren't normally here with me all day."

That includes her husband, submariner CPO2 Joel Tilson, her 18-year-old daughter, and two 14-year-old sons. Their presence has forced her to stop using her in-home recording studio where she works as a voice actor. She sells her voiceovers for people producing podcasts, but right now has passed that work on to others in her network.

"We are a very tight-knit family so that part really hasn't been an adjustment. For me and the family, we are so grateful for the military and community support that has allowed us to maintain something like our normal routines."

As the impacts of ongoing physical distancing and stay-at-home measures continue to be felt far and wide, the Lookout would like to hear how it has impacted your business, community organization, studies or interaction with others. We want to know how you have been coping with the situation and any unique or innovative measures you have taken to overcome the problem. Story ideas can be emailed to the editor [Melissa.Atkinson@forces.gc.ca](mailto:Melissa.Atkinson@forces.gc.ca)

# Jane Logan Your Relocation Specialist.



## BUYING OR SELLING IN GREATER VICTORIA? YOU'RE ALWAYS FIRST WITH JANE.

Jane is a full-time, award-winning licensed Realtor® with Sutton Group WestCoast Realty™, celebrating her 30-year anniversary in 2020. Specializing in residential real estate, Jane has keen awareness and experience in changing market conditions in the Greater Victoria area.

Jane is a Relocation Specialist approved by the Government of Canada and a Certified Negotiation Expert™, so you'll have confidence in knowing that Jane brings integrity, honesty and due diligence to every transaction, ensuring that your interests always come first.

CONTACT JANE WHEN YOU'RE READY  
TO MAKE YOUR NEXT MOVE.

*Jane Logan*  
JANELOGAN.COM • 250-920-6868



A sailor installs the life line aboard HMCS Whitehorse during Operation Caribbe.



## HMCS Whitehorse at sea

**Lt(N) Stephen A. Oxley**  
Executive Officer  
HMCS Whitehorse

HMCS Whitehorse has been at sea since Feb. 10, off the coast of Central America with HMCS Nanaimo. Both ships returned last week and are now contributing to the on-going task group exercise taking place of Vancouver Island.

Whitehorse had embarked personnel from the United States Coast Guard's (USCG) Law Enforcement Detachments, who had the legal jurisdiction and mandate to conduct boarding and inspections of suspect vessels as part of Operation Caribbe.

Operation Caribbe is Canada's contribution to Operation Martillo, an international operation involving multiple nations

focused on detection, interception, and boarding of suspected drug smuggling vessels to seize illicit drugs and arrest smugglers.

In February, Whitehorse participated in a large exercise called the North American Maritime Security Initiative (NAMSI). During this exercise, Whitehorse worked with Mexico and the United States to test their collective ability to work together at targeting illegal narcotics trafficking. The exercise included multiple warships and aircraft, and proved our nation's resolve and commitment towards stemming the flow of drugs into all three countries.

"NAMSI demonstrated the ability for Canada, the United States, and Mexico to operate together to ensure North American defence and security,

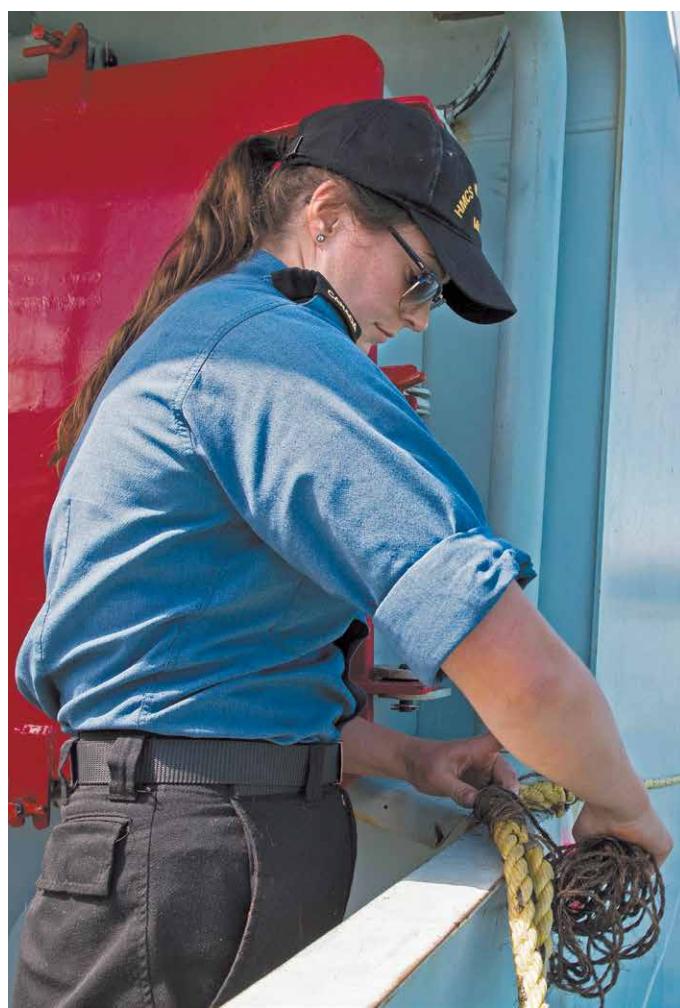
including the disruption of international drug smuggling, which is critical to the overall safety of our citizens," said LCdr Jeff Chura, Whitehorse's Commanding Officer. "For operations like Martillo and Caribbe to be successful, there are multiple agencies that need to work together with precision and expertise, and this takes practise, which is what NAMSI is all about."

Additionally, Whitehorse rescued at least five sea turtles while off Central America. Sea turtles frequently get caught in fishing nets and lines that are discarded or lost by local fishermen. The sea turtles in distress were spotted by the ship's lookouts. Once reported, the officer of the watch, with the commanding officer's approval, launched its small boat to save the sea turtles.

A sailor conducts ammunition muster.



Sailors clean and perform maintenance.



A HMCS Whitehorse sailor instructs another member on how to plot a course.

Left: A sailor conducts maintenance by whipping the boat rope.

Canadian Armed Forces photos

## Bravo ZULU



HMCS Nanaimo's Main Propulsion Supervisor, Master Seaman Chris Berti, was promoted to his current rank on March 2. As the Main Propulsion Supervisor, MS Berti assumes responsibility at the Petty Officer Second Class rank level. MS Berti has experience working on Patrol Craft Training Units, Protecteur, and Kingston-class platforms.

## HMCS Nanaimo medals and promotions



Petty Officer Second Class Graham Williams and Able Seaman Vic Duchnik are presented their Special Service Medals (SSM) during Operation Caribbe 2020 by Commander Jason Bergen, Commanding Officer of HMCS Nanaimo. Missing in the photo is Petty Officer Second Class Dave Manryk who received his SSM – 1st Clasp. All three members received this honour for their deployment in HMCS Vancouver during Operation Projection.



Petty Officer Second Class Kevin Solski, a Marine Technician-Electrician in HMCS Nanaimo, promoted to his current rank on Feb. 20 at sea. The Marine Systems Engineering Department surprised him by closing up the MCR Response Team during a mock engineering emergency - needless to say, he was pleasantly surprised.

## Bravo ZULU



Able Seaman Samuel Horvat receives his promotion to his current rank from LCdr Jeff Chura, Commanding Officer of HMCS Whitehorse, and Lt(N) Kareem Negm.

## HMCS Whitehorse promotions at sea



Able Seaman Felix Wilson receives his promotion to his current rank from CPO2 Stephen Rownd and LCdr Jeff Chura, Commanding Officer of HMCS Whitehorse. He was then promoted to Leading Seaman on April 2.

## Bravo ZULU

### East Coast Clearance Diver QL5B Technician Course 0014 graduation

On March 3, a group of Clearance Divers graduated from the Clearance Diver QL5B Technicians Course 0014 held at the Fleet Diving Unit (Atlantic). From left to right: PO2 Letourneau, LS Gilbert, LS Northrup, LS Divers, LS Dekraker, LS MacAvoy, LS Wilson, and LS Perry.

Photo by OS Melissa Gonzalez, 12 Wing Imaging Services



### Clearance Diver QL5B Technician Course 0014

Left to Right: PO2 Letourneau, LS Gilbert, LS Northrup, LS Divers, LS Dekraker, LS MacAvoy, LS Wilson, LS Perry



# WE ARE OPEN

CANADA'S FIRST WOMEN'S ONLY  
RESIDENTIAL TRAUMA PROGRAM

Georgia Strait | WOMENS  
CLINIC

1.886.487.9040 | 2174 Fleury Road, Powell River, BC, Canada V8A 0H8 | [www.schc.ca](http://www.schc.ca) | [info@schc.ca](mailto:info@schc.ca)

## Find Your Power

**Highly Personalized Addiction Treatment**

NON-12 STEP SINCE 2008

At Sunshine Coast Health Centre we are committed to a client's personal transformation, the goal being healthy, thoughtful men who are inspired to live with a renewed sense of vitality and purpose.

LEARN MORE ▼

register at [schc.ca](http://schc.ca)

Admissions Toll Free 866.487.9010 | Administration Toll Free 866.487.9050  
2174 Fleury Road, Powell River, BC Canada V8A 0H8  
[www.schc.ca](http://www.schc.ca) | [info@schc.ca](mailto:info@schc.ca)



**Sunshine Coast  
Health Centre**  
A Non 12-Step Program

# LOOKOUT Classifieds & Real Estate

Email your Word Classified to [melissa.atkinson@forces.gc.ca](mailto:melissa.atkinson@forces.gc.ca)

## FOR RENT

**BRAND NEW 1 BEDROOM SUITE**  
in Langford. Single car garage, and driveway parking! Bright main level suite with 9' ceilings, full sun, own laundry and nicely appointed with quartz counters. Home is brand new with construction to be completed by Mid-April, possible early possession available. Close to bus service and quick access to highway north and south. \$1,600/mth plus utilities. Pets negotiable. [snowden.jake@gmail.com](mailto:snowden.jake@gmail.com)

**BRAND NEW 2 BEDROOM SUITE**  
in Langford for rent starting June 1st. Bright upper floor unit with full sun, own laundry, and nicely appointed with quartz counters. Home is brand new with construction to be completed by Mid-April, possible early possession available. Close to bus service and quick access to highway north and south. \$1,700/mth plus utilities. Pets negotiable. [snowden.jake@gmail.com](mailto:snowden.jake@gmail.com)

**BRAND NEW 3 BEDROOM HOME**  
in Langford for rent starting June 1st. Main level entry with living down, and 3 bedrooms up, including master en-suite with walk-in closet. Quartz counters, and nicely appointed throughout. Driveway parking for 2 vehicles and single car garage. Home is brand new with construction to be completed by Mid-April, possible early possession available. Close to bus service and quick access to highway north and south. \$2900/mth plus utilities. Pets negotiable. [snowden.jake@gmail.com](mailto:snowden.jake@gmail.com)



**NEWLEY RENOVATED HOUSE**  
3 bedrooms on the same floor and two bathrooms. On the lower level has a second living room/ rec room as well as a laundry. Large back yard with partially covered deck, and garden. Heat pumps. Utilities not included. Close to multiple parks and shopping. On a quite cul da sac. Available June 1st. [kelseykrenz@hotmail.com](mailto:kelseykrenz@hotmail.com).

## FOR RENT

### WELCOME TO ZEN GARDEN RETREAT

Perfect for IR! A new, bright, level entry suite with a large bedroom with a queen bed and plenty of closet space. The living room has a double pull out, a full kitchen & en suite washer/dryer. Sit and enjoy the sun in your private patio. Walking distance to beaches, bus routes, 7 minutes to Esquimalt naval base, 4 Mile brewpub, 5 minutes to hospital and shopping center with full amenities and 10 minutes to downtown. Off street parking in your own private driveway. Includes, heat, hot water, cable, internet and off street parking. Quiet no through lane with huge yard and beautiful gardens, walkway and ponds in your backyard. \$1,700 a month. Contact Donna 250-920-8420.

### HOUSE FOR RENT IN LANGFORD – AVAILABLE MAY 2

2017-built, two levels, 4 bedrooms, 3 bathrooms, living room, den and bonus room in this 2,400 square foot home located in the Latoria/Olympic View area of Langford. Ample parking and a double car garage. Close to schools, parks, bus, shopping centers and located in a family-friendly neighborhood. Fully-fenced landscaped backyard and garden. Clean, bright, modern and ready for a family to call it home. Rent is \$3,000/month plus utilities. Damage deposit required and rental term and pets are negotiable for the right tenants. Call 250-920-8420; email [hogan.kam@gmail.com](mailto:hogan.kam@gmail.com)

### TOP FLOOR 1 BEDROOM APARTMENT

April 1 - \$1,375 a month includes parking. Open layout design and a west facing balcony looking over Esquimalt. Features a nicely renovated Kitchen with stainless steel fridge & stove. Bedroom has north facing window. This cozy space (550 sq ft.) would suit a couple or single tenant. For viewing 795 Fairview call 250-382-9099 Managers: Anna and Lloyd.

## INCOME TAX

### Double C Bookkeeping

Full service Bookkeeping and Income Tax

**Individual and Small Business**

REGISTERED EFILER WITH CRA

101 - 360 GOLDSTREAM AVENUE, VICTORIA, BC V9B 2W3

Charles Cornforth, Owner

**250-514-3833**

[doublebooks@shaw.ca](mailto:doublebooks@shaw.ca)

**250-361-3690**

Toll Free 1-866-217-3612

FREE Heat & Hot Water - Card operated front load laundry/24hrs

**MACAULAY EAST**

948 Esquimalt Rd.  
Bachelor, 1,2 & 3 bdrm.  
Full size commercial gym!  
Manager 250-380-4663



**MACAULAY NORTH**

980 Wordsley St.  
1 & 2 Bedroom  
Manager 250-384-8932



Give your business a BIG BOOST for a SMALL PRICE

Lookout classified ads offer great value for your small business.

**Call 250-363-3127**

for information about rates and advertising packages available.

To view these and other properties, visit  
[www.eyproperties.com](http://www.eyproperties.com)



Tenant Referral Program  
Military Discount

## REAL ESTATE FOR RENT

# Peatt Commons West OPENING JUNE 2020

ECO-FRIENDLY, AFFORABLE AND ACCESSIBLE

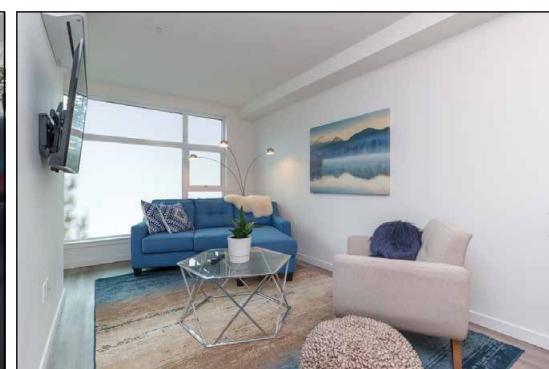
**UNITS START AT \$1350**

Units come with parking and are pet friendly. Environmentally friendly construction features Mass Timber construction, Net-Zero Energy-Ready certification and the highest level of insulation. The use of upgraded materials greatly reduces noise transfer from outside and between units.

For more information visit:  
[langfordapartments.com/peatt-commons-west](http://langfordapartments.com/peatt-commons-west)

PEMBERTON HOLMES  
ESTABLISHED 1887

ARRANGE A VIEWING TODAY: 250-478-9141 OR EMAIL MARA AT [MARA@THEPROPERTYMANAGERS.CA](mailto:MARA@THEPROPERTYMANAGERS.CA)





# BEWARE



**STANDING THIS CLOSE TOGETHER  
SPREADS COVID-19 AND HURTS CANADA**  
**DO YOUR PART IN**  
**PHYSICAL DISTANCING**