

# *celebrating 25 years of supporting military families*



**EDMONTON GARRISON MILITARY FAMILY RESOURCE CENTRE  
ANNUAL GENERAL REPORT APRIL 2014 TO MARCH 2015**

## MESSAGE FROM THE BOARD OF DIRECTORS



This year marks a major milestone for the MFRC, as we celebrate our 25th Anniversary! I've had the privilege of serving on this Board of Directors for almost 12 years. During that time, there have been enormous changes in the way support to families is delivered.

We've grown and matured as an organization, our beginnings were humble, originally offering childcare and playschool in a shared building in the upper level of the Combined Mess at Griesbach, to an organization that now offers a wide range of programs and services tailored to meet the unique challenges military families face.

In partnership with the Base, the Garrison Family Support Coordination Centre was stood up and was the forerunner to Deployment Support Centres and was also a Canadian first.

Our Prevention Support and Intervention team spearheaded a program for children and youth after identifying a need to assist families impacted by Operational Stress Injuries. They developed a program entitled "Individual Success Through Empowering Peers" (iSTEP) in 2010. This 10-week program is offered throughout the year with over 120 children who have attended the program.

Last year over 1000 hours of Emergency and Casualty Support Childcare were provided to families experiencing crisis and, recently, due to community demand, a support group for caregivers dealing with Mental Health or Operational Stress Injuries was started.

Military families share the uncertainty, loneliness, moves, parenting without a partner, angst and sorrow, in addition to the joys, pride, and excitement. For 25 years, we have worked hard to provide solid, steadfast support to our families, some 3,000 of them and will continue to build strength and spirit in our community. Our military families are, after all, the strength behind the uniform.

*Kaetlyn Corbould, Board Chair*

## MESSAGE FROM THE EXECUTIVE DIRECTOR



I joined the MFRC in August 1992, in its original Griesbach site with a staff of fewer than ten and have since seen the MFRC transition from an Air Force environment to a large army base wherein the MFRC has seen significant transformation to its CFB Edmonton location and has a staff of over 50.

Since taking on my current role as Executive Director in 2002, I have had the privilege of working with some of the most dedicated and hardworking staff and the pleasure of meeting with and supporting incredibly resilient families from those who drop-in for a coffee, those who are managing a crisis and those who have paid the greatest sacrifice through the loss of a loved one.

As we grew as an organization, so did our fundraising efforts. What started as bingo's and cookie dough fundraisers has grown into a Fund Development Plan with annual activities including; our Yellow Ribbon Gala, Loops for the Troops Fun Run and Walk and Gift Wrap Service through the Londonderry Mall. Wearing a fabric yellow ribbon was a visible show of support for deployed troops; in 2002 we were the first MFRC to turn it into a hard lapel pin.

Sending troops to Afghanistan became a turning point for our Centre, the need for our programs became apparent and we saw more engagement from the Chain of Command, from families and from Community Partners looking to help. The mission may be over but our programs continue to be an integral part of our Community and we will continue to evolve to meet the changing needs of our families.

To commemorate our 25th anniversary, we have launched a special anniversary logo displayed on the cover. I look forward to celebrating this milestone with our community.

*Roza Parlin, Executive Director*

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### ABOUT US

The Edmonton Garrison Military Family Resource Centre (MFRC) is a non-profit society registered under the Alberta Society's Act. The agency is also registered with Revenue Canada as a charitable organization.

The MFRC is committed to enriching the lives of individuals and families in the Canadian Armed Forces (CAF) through positive action, education and support.

Absences from family support systems, difficulties during deployments, solo parenting or coping with an injury or loss are realities for military families: realities which can have a significant impact on family well-being.

For 25 years, the MFRC has been committed to supporting military families as they navigate these unique challenges through programs and services that enhance the strength and resilience of military families.

### OUR STRUCTURE

We are governed by a volunteer Board of Directors comprised of military family members, CAF members, and ex-officio members. Our MFRC depends on the talents and skills of these dedicated volunteers to make guiding decisions. At least 51% of the Board membership must be civilian family members of full-time serving Canadian Armed Forces (CAF) personnel.

Qualified staff from a variety of backgrounds direct and coordinate MFRC programs and services.

### MISSION

The MFRC provides support, resources, programs and services for military families to meet the unique challenges of military life.

### VISION

Resourceful and resilient families.

*Celebrating*  
**25** *Years*

*Célébrons*  
nos **25** *ans*



**BOARD OF DIRECTORS**

Chair .....Kaetlyn Corbould  
 Vice Chair.....Jenny Greyling  
 Secretary/Treasurer ..... Kim Earles  
 Director ..... Alan Markewicz  
 Director .....Amanda Graham  
 Director ..... Malcom Johannesen  
 Director ..... Caijsa Jackson

*Ex-officio members*

CWO James Doppler , 3<sup>rd</sup> Canadian Division Support  
 Base Edmonton Representative  
 CWO William Crabb, 1 Canadian Mechanized Brigade  
 Group Representative  
 CWO Mike Power , 408 Squadron Representative  
 Roza Parlin, Executive Director MFRC



Along with the Coordinators listed, there are a number of key staff who work towards reaching our goal of resourceful and resilient families. The MFRC currently employs a total of 55 staff; 18 Coordinators, 4 Administrators and 33 Children’s Programs staff.

Executive Director ..... Roza Parlin  
 Deputy Director..... Bob Mann  
 Business Manager..... Barb Booker  
 Child Care Coordinator ..... Lucinda Humphries  
 Children’s Programs Coordinator ..... Nancy Defer  
 Community Development Coordinator ..... Donna Woodford  
 Deployment Coordinator..... Denise Kantor  
 Family Liaison/Support Coordinator (IPCS)..... Helena Gillespie  
 Fund Development Coordinator ..... France Bourgeois  
 Language Services & Outreach Coordinator.....Catherine Gagné  
 Program Manager..... Brenda Davidson  
 Senior Communications Coordinator .....Angela Duckworth

The MFRC is funded through four major areas, each separate but equally important. These funding sources include: Base Commander; Military Family Services (MFS); Program Fees; and Fund Development.

### BASE COMMANDER

In the 2014/2015 fiscal year, approximately 10% of the annual operating budget came from the Base Commander. This funding is directed to site-specific and enhanced mandated services.

### MILITARY FAMILY SERVICES

Approximately 41% of the annual operating budget for the 2014/2015 fiscal year came from Military Family Services to provide the Military Family Services Program (MFSP) to Canadian Armed Forces (CAF) families

This funding provides mandated services as set out in the annual funding application submitted to MFS for the provision of the MFSP.

These funds ensure that all military families may access similar programs of consistent quality on any CAF base where they may be stationed.

#### Mandated services include:

- Personal Development and Community Integration
- Child and Youth Development and Parenting Support
- Mental Health and Wellness
- Family Separation and Reunion

### PROGRAM FEES

Approximately 40% of the annual operating budget for the 2014/2015 fiscal year came from fees received directly from participants or organizations/agencies utilizing various user funded programs and services.



### FUND DEVELOPMENT

Funds are raised from a variety of avenues, which include general donations and regular sales of yellow ribbon merchandise. In addition, event-specific fund-raising initiatives are hosted every year by the MFRC, in cooperation with various partners, sponsors and donors. We are continually inspired by the dedication and generosity of the people and organizations that support us.

Approximately 9% of the annual operating budget for the 2014/2015 fiscal year came from fund development activities. The following are the program and service areas funds will be directed to: Crisis Intervention; Mental Health and Wellness; Child /Youth Development and Parenting Support; Community Development and Integration and Deployment Support.

In partnership with PPCLI, more than 400 guests enjoyed an evening of entertainment and celebration during our Yellow Ribbon Gala Dinner at Edmonton Marriott at River Cree Resort. The following day, the Heroes Hockey Challenge charity hockey game took place between Edmonton Oilers Alumni and the Canadian Forces Warriors at the Clare Drake Arena.

Launched in October 2014 “Afghanistan: A Canadian Story” is an Afghan Mission Legacy Album which offers readers a chronological compilation of the personal stories and photos of almost 150 men and women, who served Canada in Afghanistan from 2001 to 2014. Net proceeds from book sales go to the Edmonton MFRC, to be shared with the Boomers Legacy Foundation, Military Families Fund, Soldier On Fund and St. Anne Veterans Hospital Foundation.

### SPECIAL FUND RAISING EVENTS

Event	Amount
Yellow Ribbon Gala/Heroes Hockey Challenge	\$18,935.36
504 Air Cadet Squadron Walk-A-Thon	\$515.00
Military Cup Golf Tournament	\$35,000.00
Loops for the Troops	\$15,053.55
Servus Credit Union Charity Golf Tournament	\$19,331.88
Edmonton Petroleum Golf Tournament	\$18,500.00
Century Casino	\$80,940.57
Frontline Charity Golf Tournament	\$4,464.00
Garrison Health and Safety Expo	\$856.00
Afghanistan: A Canadian Story	\$18,500.00
Tommy Guns Barbershop	\$1,326.00
Gift Wrap Londonderry Mall	\$7,207.25

The Yellow Ribbon represents a visible show of support for military members and their families. Proceeds from the sales of Yellow Ribbon Merchandise help fund programs and services provided by the MFRC for military families. A total of \$1,496.53 was raised from sales during the AECON Pancake Breakfast, FC Edmonton Military Appreciation, Gift Wrap Londonderry Mall, St. Albert Farmers’ Market, Loops for the Troops, Servus Credit Union Charity Golf Tournament, Edmonton Salutes and through public supporters.

**TOTAL YELLOW RIBBON  
MERCHANDISE SALES: \$ 1,496.53**

**For a complete listing of our sponsors and donors, see pages 30 & 31.**

# A SNAPSHOT OF OUR YEAR!





# Then & Now



1990

2015



87,000

# of CAF Members

95,000



10

# of MFRC Staff



55



\$0.56

Average \$\$ of Gas in Canada

\$1.07



\$101,014

Average House \$\$\$ in Edmonton

\$372,256



The MFRC started out in Griesbach



Relocated to Lancaster Park in 1999

powered by

# children

## AT A GLANCE

Developing quality programming for children and parents has been an essential part of the MFRC. Both child-focused and family-focused programs and services are offered. Programs include; Day Care, Out of School Care, Casual Care, Kindercare, Playschool, Terrific Twos, Drop-In Playgroup, parenting workshops as well as child and youth development programs.

A Child Health Clinic is offered at the Centre through Alberta Health Services on the second and fourth Tuesday of every month.

This year the MFRC hosted its first Scholastic Book Fair which was a partnership between Children's Programs and Language Services. The bilingual book fair was well attended and offered a variety of books for children, teens, and adults. Every purchase helped our classrooms earn great new books and teaching resources. A profit of over \$1,200 was made and went directly back to the classrooms in our Day Care and children's programs.

Playschool and Terrific Twos programs have amazing teaching staff who have received lots of positive feedback from parents.

The Casual Care program offers temporary child care to the community. This program promotes the children's growth and development while giving parents the opportunity to have a break from the job of parenting, so they can attend appointments, take a class, or complete errands.

Several childcare staff attended a variety of training this year including; Fire Extinguisher Training, a Compassion Fatigue and Vicarious Trauma Workshop, a Bullying in the Workplace workshop, a S.P.E.A.K Workshop, the 2014 Childcare Conference, and the Books for Babies Regional Facilitator training.

The MFRC Out of School Care (OSC) program and staff won the 2014 Human Services Alberta Child Care Association, Child Development Professional Award of Excellence in the team category. The team was chosen from hundreds of nominees across Alberta. The OSC team stood out in particular in the areas of Inclusionary Practices, Promising Practices and Family/Support.

## LOOKING TO THE FUTURE

In the coming year Children's Programs will introduce a new parented program called 'Shake Your Sillies Out' it will focus on getting kids up and moving. A promising future partnership is developing with Lord Strathcona's Horse who have invited the MFRC playschool children and staff to watch the Musical Ride. Because of its enormous success another Scholastic Book Fair is planned for the coming year.



**72 CHILDREN IN DAY CARE / KINDERCARE**



**22 CHILDREN IN OUT OF SCHOOL CARE**

**CASUAL CARE PROVIDED 4978 HOURS OF CARE TO  
243 CHILDREN FROM 159 FAMILIES**

## youth

### AT A GLANCE

The MFRC provides both structured and non-structured programs, social opportunities and leisure activities for youth aged 9 to 17 from military families. We also offer various social opportunities and leisure activities.

The MFRC Youth Centre officially opened their doors in April 1999. It has changed and adapted along the way to meet the needs of the ever-changing interests of the youth of CFB Edmonton. Youth are encouraged to provide their input on programming and often choose the themes for dances.

The Youth Centre hosts a variety of activities with the most popular being the dances, this year a combined total of 609 pre-teens and teens attended six dances. Other popular events included popcorn & movie nights,

Superbowl & Grey Cup parties and crafting nights. Youth are also offered a variety of educational programs including the Home Alone Safety workshops, Baby-sitting courses, Standard First Aid courses and internet safety courses.

### LOOKING TO THE FUTURE

We will be looking to re-energizing the Youth Advisory Council from both informal conversations to more structured meetings.

**103 TEENS AND 137 PRE-TEENS ACCESSED  
THE YOUTH DROP-IN CENTRE**

**A COMBINED TOTAL OF 609 PRE-TEENS AND TEENS  
ATTENDED SIX DANCES**

## emergency childcare

### AT A GLANCE

Emergency, Casualty Support, and Deployment Child Care provides support to families who qualify during times of illnesses, family emergencies, injuries/deaths, and respite care during deployments to the families of CFB Edmonton.

The MFRC maintains a Child Care Registry in order to assist families find child care resources. This year we added five new adult providers, as well as 14 more teens to the Teen Babysitter list. 104 families accessed the list.

### LOOKING TO THE FUTURE

Emergency Child Care Services will continue to look for more resources to support families in developing Family Care Plans and finding regular Child Care.

**EMERGENCY, CASUALTY SUPPORT, AND  
DEPLOYMENT CHILD CARE PROVIDED**

**1391 HOURS OF CARE TO 120 CHILDREN  
FROM 71 FAMILIES.**

# support for families with special needs

## AT A GLANCE

Initially, support for families who have children with a disability was provided by the MFRC's Prevention Support and Intervention team. In 2009 a designated staff member was chosen to support military families who have a family member with a developmental disability.

Information, referrals and other supports have been provided to over 60 families this year. The majority of support provided focused on informing and linking families to local and provincial services for autism, learning disabilities, ADHD, behavior challenges and global developmental delays.

## LOOKING TO THE FUTURE

The coming year will bring a new focus on youth transitioning from teenagers to young adults, supporting their families through their transition from school to work. We will continue to work with the military families who are new to Alberta and help them set up provincial funding and finding local support programs.

## SPECIAL NEEDS PEER SUPPORT GROUP

This group offers parent to parent peer support and networking for families with children/adults with special needs. Guest speakers from the GRIT Program, Inclusion Alberta and LD Edmonton spoke on topics including; Post-Secondary Education, Alberta Education and Tourettes.

INFORMATION, REFERRALS AND  
SUPPORT HAVE BEEN PROVIDED TO :

**82 families**

*"I cannot overstate the absolute necessity for military families with "special needs" to have a knowledgeable resource to assist them with their variety of challenges especially during the anxious time of relocation. Thank you MFRC for your foresight in providing this support."*

*- Gordon, Military Family*

# deployment support

## AT A GLANCE

The challenges military families face during deployments goes back to a time where letters were the only form of communication between soldier and family.

The Deployment Support Program has supported the families of military members deployed on missions of all kinds, including training and exercises, peacekeeping, humanitarian relief, disaster response and combat engagements. Some of the missions we supported this year include; Operations Reassurance, Calumet, Impact and Sierra.

While CAF members served on operations both at home and abroad, families have been able to access information, resources and activities which allow them to acquire and develop the resiliency to cope with a long-term absence.

As the CAF transitioned from operations in Afghanistan, families were encouraged to take the time to re-connect, a necessary step after an absence. Members and their families benefitted from the supports and services which were offered throughout the Afghanistan mission and were better able to face the challenges of subsequent deployments and tasking's with confidence.

Families look forward to the deployment special events, and activities such as the trip to Prairie Gardens and the tour of the Edmonton Christmas Lights.

Local businesses continue to want to show support for families during deployment. Lonely Car Storage and Boston Pizza Namao have sponsored Deployment Pizza/Movie Nights. Prairie Gardens provided discount admission for the families during our fall outing and Famoso Namao has donated gift cards for families of deployed personnel.

## LOOKING TO THE FUTURE

Deployment Support in partnership with the PSI Team is developing a Comfort Box workshop! This new program will introduce the concept of a "comfort box" and the benefit having a collection of "pick-me-up" items when having a tough day.

Over the next year and beyond, we will continue to offer the educational resources available to families who are about to or who are currently experiencing a deployment; as well as those families preparing for the return of their military member from a long-term absence.

# community

## AT A GLANCE

On Saturday, Sept. 27 an Open House was held at the MFRC. 150 families joined us for a “Meet and Mingle” to enjoy a day filled with food, fun, family and friends! Families were offered tours of the Centre and had the opportunity to meet MFRC Staff, Board Members and see what the MFRC has to offer.

A Military 101 workshop was introduced in September 2014 and has been well received by families new to the military lifestyle; as well as by new staff/volunteers looking for insight on what life is like for the military member and their families. The workshop provides an overview of the CAF (including rank structure, acronyms, and abbreviations) and a snapshot of what military life is like. In addition, there is a significant focus on the military lifestyle and duty requirements of the military member and much time is given to the deployment experience, for both the military member and the family members.

Once again, the MFRC, Community Recreation and the Lancaster Park Community Council partnered in the Base Wide Yard Sale. The MFRC Business Registry participated in the event as well.

Community Coffees continue to be a fun gathering for new and familiar families!

9 COMMUNITY COFFEES ATTENDED BY:

**97 families**



**2,000+** FAMILIES SUPPORTED



**12** UNIT BRIEFINGS ATTENDED



**8,189** PHONE CALLS TO FRONT RECEPTION



**9,353** WALK-INS



**1,738** COMPUTER LAB USE



Local businesses and community members often look for ways to show their support for military families and use the MFRC to distribute free tickets and gifts! This year over 4000 tickets, vouchers and passes were distributed from a variety of events including Telus World of Science IMAX, Cineplex Movies, K-days, Oilers, Canadian Finals Rodeo, Jurassic Forest, A Christmas Carol, Oil kings and the RCA Band Christmas Celebration. We also give away donations of fruit from the St. Albert Farmers’ Market and some adorable knitted items from the Westend Seniors Activity Centre.

# community partners

The MFRC continues to foster a wide range of partnerships with an array of agencies that help us reach our vision of resourceful and resilient families. Please note, this is not an exhaustive list.

- Accès emploi
- Alberta Association for Community Living
- Alberta Caregivers Association
- Alberta Health Services
- Alberta Health Services Operational Stress Injury Clinic
- ATCO Blue Flame Kitchen
- Autism Society of Alberta
- Base Mental Health
- Breath for Life
- Canadian Mental Health
- Centre for Autism
- Centre for Family Literacy
- Chaplains
- Child and Adolescent Mental Health Services
- City of Edmonton
- Community Recreation
- Community Library
- Concordia University
- Dream Catcher Association
- Dynamyx Gymnastics Club
- Edmonton Community Legal Counsel
- Edmonton Catholic School Board
- Edmonton Public School Board
- Edmonton Regional Coalition
- Family Support for Children with Disabilities
- Gateway Association for Community Living
- Glengarry Child Care Society
- GRIT-Getting Ready for Inclusion Today
- Guthrie School
- Health Promotions
- Home Care Network
- Inclusion Alberta
- l'ACFA régionale de Centralta
- L.Y. Cairns Transition Program
- Medicentres
- Operational Stress Injury Social Support (OSISS)
- Persons with Development Disabilities
- Scholastic Canada
- Sexual Assault Centre of Edmonton
- Sturgeon School Division
- Strathcona RCMP Victim Services Unit
- St. Albert/Sturgeon Early Years
- Sturgeon Family Literacy
- Sunflower Community Resource Program
- Telus Wise
- Tim Hortons - Lancaster Park
- Tourette Syndrome Foundation
- Winnifred Stewart Association
- University of Alberta Nursing Faculty & Ecology Faculty

 **50**

**ONGOING  
COMMUNITY  
PROGRAM  
PARTNERS**

*We maintain a close relationship with and are often supported by Edmonton Garrison Units and Agencies.*

# language services

## AT A GLANCE

CFB Edmonton's Francophone community has grown over the past 25 years and with it, the MFRC's Language Services Program. In addition to the existing second-language training, community development and employment services were offered to the Francophone community in 2009.

Language Services focuses on events, programs, resources, language training and educational assistance to ease the transition for Francophone families posted to CFB Edmonton.

This year's Saint-Jean Baptiste Day event saw record attendance hitting the 200 mark. La Poutine's Food Truck served some authentic Quebec poutine, Les Mauvais Caractères performed and a French Zumba class to help work off the poutine! The event was a resounding success!

Language Services was excited to partner with l'ACFA régionale de Centralta for the Franco-Albertan flag raising in March 2014. This year's event held in Morinville, celebrated the Franco-Albertan culture and history in Alberta and was the kick off to Rendez-vous de la Francophonie. Blue white and pink flags were displayed proudly.

## LOOKING TO THE FUTURE

We are looking forward to developing a French book exchange where families can expand their libraries and meet other Francophone families.





# new to edmonton

A new posting will impact the entire family, as a measure to make the transition to Edmonton easier, the MFRC asks CAF members are to clear into the Edmonton MFRC. Members are requested to fill in a clear-in sheet which assists us in learning about their family. They are then offered a Welcome Package, a *Welcome to Edmonton* phone call as well as a Tim Hortons gift card and a few small gifts.

➤ **595** INDIVIDUALS CLEARED INTO THE MFRC

OF THOSE INDIVIDUALS: **311** INDICATED THEY WERE SINGLE, **242** WERE COUPLES AND **42** LISTED AS OTHER

**539** LISTED ENGLISH AS THEIR FIRST LANGUAGE, **36** LISTED FRENCH AND **20** LISTED BILINGUAL

**155** INDICATED THEY HAVE CHILDREN

THE MFRC DISTRIBUTED:

➤ **136** FAMILY WELCOME PACKAGES

➤ **375** SINGLE WELCOME PACKAGES

➤ **25** FRENCH WELCOME PACKAGES

➤ **41** WELCOME BABY PACKAGES WERE DISTRIBUTED TO FAMILIES WHO RECENTLY HAD A BABY

➤ **30** YOUTH PACKAGES

➤ **72**  
REQUESTS FOR A  
WELCOME CALL



# outreach

## AT A GLANCE

The MFRC and Community Recreation collaborate to create the Edmonton Garrison Community Guide. Distributed twice yearly, it is a useful resource for families, giving them valuable information they need about the programs and services available on base.

In an effort to reach families during the significant transition of postings to Edmonton, CAF Members clear into the MFRC and are offered a welcome call for their families. Within a few weeks of the families' arrival, an informative and welcoming call is placed to help families settle into their new community. 72 calls were requested.

Starting on July 1 of 2014 Canada's new anti-spam legislation required that all of our email subscribers opt-into our email list. Families were asked to re-subscribe to our email subscription list. Our numbers dropped significantly from 800 to 237. It is steadily growing and has reached 516 by March 2015.

## 14 OUTREACH EVENTS ATTENDED

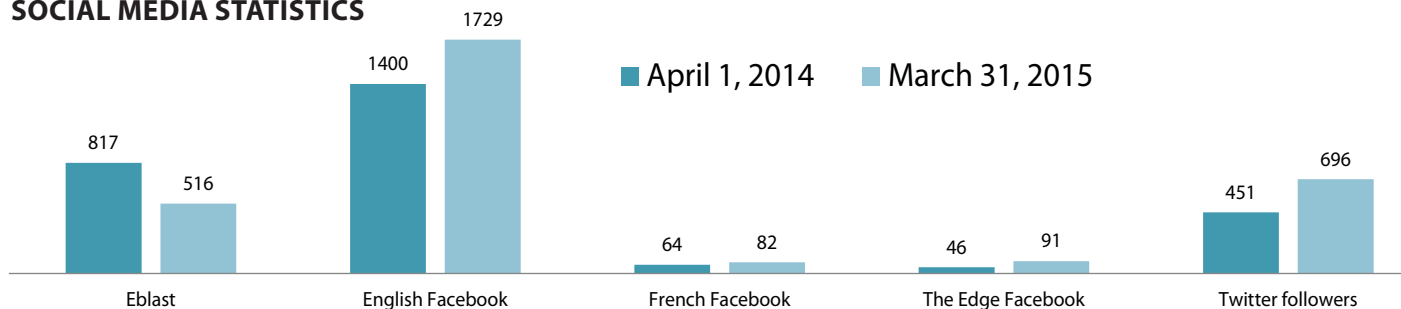
Meet the community nights, unit family celebrations and Base events were also attended by staff in an effort to connect with families who may not regularly access the Centre. Some of these events included; PPCLI Family Day, the Morinville Community Carnival, Military Heritage Day, 1 CER Family Day, 1Svc Bn Family Day, Morinville Open House, Community Recreation Fall Expo, Gibbons Open House, Guthrie Open House, Bon Accord Open House, MCHS Open House and Griesbach School Open House.

## 2 OUTREACH COFFEES

Expanding on our focus to connect with local community organizations and groups, Coffee in your Community was initiated. By going into the Communities surrounding the Garrison, families who may not visit the base were given a chance to connect with other military spouses and find out more about the MFRC. Coffees were held in Gibbons and Morinville.

**[www.familyforce.ca/sites/Edmonton](http://www.familyforce.ca/sites/Edmonton) averaged over 2975 visits per month with 73% of those from new visitors.**

## SOCIAL MEDIA STATISTICS



# volunteering

## AT A GLANCE

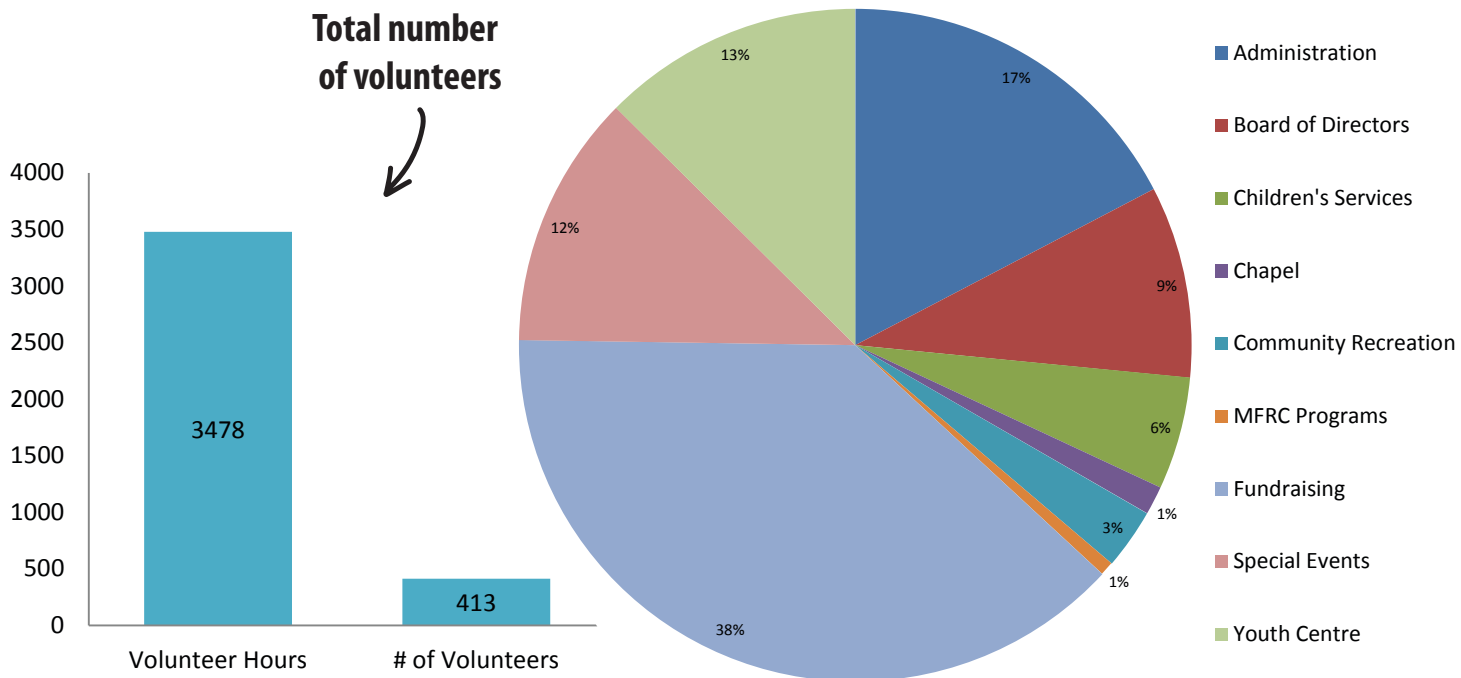
MFRC Volunteers are truly an important part of our success and we appreciate the hard work and dedication of the over 400 volunteers who offer their many talents selflessly.

MFRC volunteers assist with special and fund-raising events, they offer administrative and program support and help us with our day-to-day activities.

We want to thank our volunteers from the bottom of our hearts! Your efforts are valued.

## VOLUNTEER APPRECIATION

During National Volunteer Week 83 adults who volunteer on base, and/or within their local communities attended a Murder Mystery Evening at the Edmonton Garrison Golf & Country Club. In partnership with the Edmonton Garrison, SISIP, the MFRC and PSP the event included a delicious roast beef dinner and amusing entertainment from Slixer Entertainment.



# *mental health and wellness*

## **AT A GLANCE**

This past year the Prevention, Support and Intervention (PSI) Team has worked together to provide many mental health and wellness programs, crisis intervention supports; assessment, information and referrals; and short term counselling to Military and Veteran families.

The PSI team continues to provide referrals to community and government services and supports based on client intakes through telephone, in-person and e-mail.

Operational Stress Injury and Mental Health Caregiver Sessions were developed to support the family members of both current serving and retired members who are dealing with mental health concerns.

The 10-week Individual Success Through Empowering Peers (iSTEP) program continued to run for age groups between five and 13 years of age. This program is children and youth faced with a parent who has an OSI sharing a journey together towards resiliency.

Edmonton Community Legal Centre offered Family Law Information Sessions at the MFRC to discuss child custody, child and spousal support, property division and representing yourself in court.

Girl Spoken was offered to eight pre-teens over March Break 2015. This art-based program focused on identity, communication, body image and healthy relationships.

The DOVE Self-Esteem Project which helps youth build self-esteem was offered to 10 girls and new this year the Mother/Daughter Dove workshop was offered to eight families.

The PSI team has the ability to help support CAF families during a crisis. This can include one-on-one intervention support for suicide, family violence, child abuse or sudden loss. PSI also accesses emergency funding from a variety of sources. These funds help individuals facing crisis situations and who those in need of basic necessities, as well as comfort items for children after a traumatic event.

Access to free, confidential, individual one-on-one short term counselling with a very short wait time remains a heavily utilized resource for families

The PSI team has supported other MFRC program areas, the Edmonton Garrison Family Violence Advisory Team and Family Violence Intervention Team.

A psychology student from the Concordia University Psychology Practicum Program supported PSI staff with running multiple programs, assisting in updating community resources and developing individual session plans using the interactive online tool 'The Mind's That Matter' for youth needing support with a parent dealing with an Operation Stress Injury.

## LOOKING TO THE FUTURE

Our PSI team will continue to focus on building and offering the best community mental health and wellness supports to CAF military and veteran families. The iSTEP Youth module is now complete and will be offered next year as well as an iSTEP pilot summer camp for children ages 5-12.

New programs for next year include a 'COMPASS Program' to support caregivers and 'Navigating Motherhood' a postpartum depression support group.

☒ 362 families were supported by PSI this year

☒ 236 new files were opened this fiscal year

☒ 318 families accessed assessment and referral services

☒ 739 referrals were made to outside agencies

☒ \$4,162.00 was accessed through the Military Family Fund

☒ \$2,500.00 was accessed through the Poppy Fund

☒ \$975.00 was accessed through the MFRC's contingency fund

☒ \$1,200.00 was accessed through MFF's Special Needs Funding

## CHALLENGES OBSERVED

Issue / Concern	Families Supported
Anxiety	13
Anger Management	13
Child-Parent Relationship Issues	11
Child/Youth Behavioural Issues	31
Deployment Related Issues	10
Depressions and/or Other Mental Health Issues	29
Difficulties with Employment	3
Family member with an OSI	22
Family Violence	30
Financial difficulties	13
Grief/Loss/Bereavement	6
Other	41
Physical Injuries / Health Issues	11
Posting Related Issues	5
PTSD	6
Relationship / Marriage Difficulties	69
Substance Abuse	9
Suicidal Ideation	5
Transition / Adaptation Difficulties	5
Vicarious Trauma	4

# CHILDREN'S PROGRAMS BIRTH TO AGE 8

## Parenting Support

Books for Babies	25 children and 18 adults
Daddy and Me	4 infants and 4 fathers
Parents and Tots	24 children and 20 parents
Rhythm and Rhyme	29 children and 10 parents
S.P.E.A.K. Presentations	22 parents
Alberta Health Services Child Health Clinics	
C.O.W. Bus offered through the Centre for Family Literacy	

## Child Development

Playschool - 31 total students
Terrific Twos - 21 total students

## Mental Health and Wellness

iSTEP	25*
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**159** CHILDREN  
& **74** PARENTS

**ATTENDED OUR PROGRAMS WHICH PROMOTE POSITIVE PARENTING AND SUPPORT FOR THE CARE AND DEVELOPMENT OF CHILDREN CONTRIBUTE TO THE HEALTH AND WELL-BEING OF FAMILIES AND COMMUNITIES. THE MFRC SUPPORTS PARENTS IN THEIR CARE-GIVING ROLE AND PROVIDES OPPORTUNITIES FOR HEALTHY CHILD DEVELOPMENT.**



The following programs were offered, but cancelled due to low registration: Kids Storytime, Francophone Archeology Adventure and Kids Social Club.

\* The attendance for these programs and events were combined.

# YOUTH PROGRAMS AGES 9 - 17

## Social Opportunities

Grey Cup Night	5
Kingsway Mall Shopping Trip	22
Pink Shirt Day	15
Superbowl Party	16

## Educational Workshops

DOVE self-esteem program	10
Babysitting Courses	38*
Canadian Mental Health	13
Cyberworld	3
DOVE Mother/Daughter	8
Girl Spoken	8*
Home Alone	39*
Social Networking and Dating Site Safety	9
Stamp Out Stigma	4
Standard First Aid	2
Telus Wise Internet Safety	7



**A COMBINED TOTAL OF: 499**  
**CHILDREN ATTENDED MOVIE NIGHTS!**



**A COMBINED TOTAL OF: 609**  
**PRE-TEENS AND TEENS ATTENDED DANCES**



**A COMBINED TOTAL OF:**  
**103 TEENS**  
**137 PRE-TEENS**  
**ACCESSED THE YOUTH DROP-IN CENTRE**

The MFRC Youth Centre received couches and love seats from the Officers' Mess the youth attending the drop in program are also very excited about the donations from 408 Sqn of a bubble air hockey table and a foose ball table and the donation of an air hockey table by a youth centre volunteer.

\*The attendance for these programs and events were combined.

# ADULT PROGRAMS

## Deployment

Dinner Out for Grown Ups	3
Infinity Scarf Craft	4
Military 101	10
November Christmas Craft	1

## Educational

Standard First Aid Courses	43*
----------------------------	-----

## Language Services

Accès Emploi Employment Services	3
French Conversation Circle	7*

## Mental Health and Wellness

Family Law Information Session	25
75 ways to save workshop	3
Family Violence Prevention Session	30
OSI and Mental Health Caregiver Sessions	29*
Warrior Rising	20



SCRAPBOOKING WEEKENDS SAW AN AVERAGE OF **40** ADULTS EACH



**234** ADULTS JOINED US FOR PERSONAL DEVELOPMENT PROGRAMS



**41** ROSETTA STONE LICENSES ISSUED



**15** RCMP VICTIM SERVICES REPRESENTATIVES ATTENDED THE MFRC FAMILY VIOLENCE PREVENTION SESSION

*The following programs were offered, but cancelled due to low registration: Money 101, He Said, She Said, Dealing with a Loved One's Substance Abuse, Navigating Motherhood, Deployment Information Nights*

*\* The attendance for these programs and events were combined.*



# PROGRAMS FOR FAMILIES

## Deployment

Christmas Lights Tour	44
Pizza/Movie Nights	121*
St. Valentine's Tea	9
Trip to Prairie Gardens	36
Waffle Supper	10

## Language Services

Francophone Coffee	23*
Francophone Supper	2*
French Pizza/Movie Night	132*
St. Jean Baptiste Day	200

## Special Needs Peer Support Group

Conversation with Alberta Education	4
Info session for parents on Tourettes	2
Post-secondary and Employment info session	6



**DROP IN PLAYGROUP SAW A TOTAL OF  
86 FAMILIES**

*The following programs were offered, but cancelled due to low registration: Bus trip to Butterdome and Teddy Bear Picnic, Brunch at Smitty's, Francophone Skating Day.*

*\* The attendance for these programs and events were combined.*



**150 FAMILIES JOINED US FOR "MEET AND MINGLE"  
OPEN HOUSE EVENT IN SEPTEMBER 2014**

# A SNAPSHOT OF OUR YEAR!



# *Long Service Recognition*

As we celebrate 25 years of supporting military families, we wanted to take the time to recognize staff for their long years of service.

## *5 or more years*

Brenda Davidson  
Luzon Davis  
Nancy Defer  
Helena Gillespie  
Bob Mann  
Donna Woodford

## *10 or more years*

Laura Dias  
Denise Kantor  
Charlotte Olsen  
Velvet Pond  
Kelly Salisbury  
Moiria Smith  
Faith Wichuk

Along with MFRC Executive Director, Roza Parlin (pg. 2), the staff listed on pages 28 & 29 have been with us for 15 or more years!

## **BARB BOOKER, BUSINESS MANAGER**

Barb started with the MFRC in January of 2000 in Casual Care. She has worn many different hats throughout her years here including playschool, reception and business management. She is directly responsible for overseeing all aspects of MFRC administration, internal accounting, bookkeeping, and payroll. As part of this year's International Women's Day celebration Barb received a well-deserved certificate of recognition. Barb credits the family atmosphere that the MFRC creates both with its employees and the families we serves, as the reason she has chosen to stay with us for 15 years.



## **JAMIE SHARON, CHILD CARE PROFESSIONAL**

Jamie has been a member of the MFRC Day Care team since 1996. One of the most exciting times for her was when the MFRC moved from Griesbach to Lancaster Park. She truly enjoys her job and like that her fellow co-workers operate like a true team. Jamie is the Day Care float supervisor and therefore works with all ages and can often be seen down on the floor playing with the kids.



## **MARIE MACDONALD, CHILD CARE PROFESSIONAL**

Marie has worked with military families for 28 years. She has spent her MFRC career looking after children in the Day Care and says one of the greatest joys of her job is listening to the remarkable comments that the kids come up with. One of her cherished memories is that of a little girl from Day Care during a hockey game field trip who shouted at hockey players after one of them hit the boards almost knocking over her hot-chocolate! What gives her the greatest joy is the kids themselves and the love they give to her and her co-workers.



## **SYLVIA MASIKEWICH, CHILD CARE PROFESSIONAL**

Sylvia has been with the MFRC Day Care since 1997 and says working here has been a positive experience. She is a life long learner, and is a source of wisdom for her colleagues. She loves to keep busy and find new things to keep the kids engaged. She enjoys working with children, especially the way their faces light up when you teach them something new. She loves the staff here and plans on hanging in as long as she can!



## **NETSANET MELLES, CHILD CARE PROFESSIONAL**

Netsanet started at the MFRC in March of 1997. She has worked in the Day Care her entire tenure with us. Some favorite parts of her job are playing with children, reading books with them and chasing them around the playground. Working with children is her life's work. She finds watching the children that she has cared for grow into young adults very fulfilling, and treasures the times she spends with them. She has a way of making children feel comfort.



## **JENNIFER WHEELER, CHILD CARE PROFESSIONAL**

Jennifer began working in the MFRC's Day Care in 2000. Jennifer loves working with kids. The feeling is mutual because often when it comes time for kids to switch rooms they beg to go back to Miss. Jen's room! She has a great sense of humour and an infectious laugh that puts children at ease. It was her mother's influence that got her to choose a career with the MFRC.



## **MAUREEN WHEELER, CHILD CARE PROFESSIONAL**

Maureen has worked with military families since 1994. She has been part of the MFRC Day Care staff for 16 years and has split that time between the two/three room and Tiny Tots. When asked to recall her favorite memory of her career she says every day there is a fond memory. She loves to sing to the children and can often be found singing while she plays with the children. Maureen thinks of the MFRC as her second home and her co-workers as her extended family members.



## **LALANI WICKRAM, CHILD CARE PROFESSIONAL**

Lalani joined the MFRC in 1998 and has been a dedicated member of the Day Care team ever since then. Lalani loves working with children. She remembers when the MFRC moved to its current location in Lancaster Park from Griesbach, a couple of co-workers volunteered to drive her back and forth from work because at the time Lancaster Park had no bus service. She says that her co-workers are one the greatest parts of her job and they go the extra mile for each other.





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Corporal Bryce Keller  
Corporal Zachery McCormack  
Frederick Chris Fenske  
John (Molly) Brian Alexander Molly

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