

A Journey in Readiness



**EDMONTON GARRISON MILITARY FAMILY RESOURCE CENTRE
ANNUAL GENERAL REPORT APRIL 2016 TO MARCH 2017**





Eve of Victory Gala 2017

A message from the Board of Directors

The unique challenges of military life expose military families to numerous and often unknown stressors - will we be posted, is there a deployment in our future, when, for how long, how will my children be affected?

There is no map, no GPS or compass to assist families embarking on the military road trip but there is the MFRC!

The MFRC offers a number of formal programs such as Road to Mental Readiness, Let's Talk Legal Advice, What You Need to Know Before They Go and Shifting Gears to promote family preparedness.

No two families experience the same journey nor are they prepared for every challenge that comes their way. The dedicated, experienced and caring staff at the MFRC are always available to support families when their plans take an unexpected turn.

The board members and staff at the MFRC are committed to ensuring a dynamic, responsive and innovative organisation, committed to military families on their "road trip". Let's enjoy the ride together!

- Kaetlyn Corbould, Board Chair

A message from the Executive Director

Being proactive also applies to our staff and board, below are some of the ways the MFRC prepared for the road ahead.

The MFRC successfully achieved accreditation under the Canadian Accreditation Council (CAC). As one of four MFRCs participating in the pilot program, accreditation was a process that began in October of 2014 and was completed at the end of August 2016. Accreditation is one more step we can take to ensure that the MFRC follows processes based on best practice standards and promoting service excellence.

An increase in the need for support to the youth of military families prompted to pilot a Youth Worker position for one year. The MFRC Youth Worker implements and delivers crisis intervention, and short-term support services and programs to military and veteran youth, ages 9-17 as well as their families. The mental health and well-being of children and youth remains one of our top priorities, we have turned the pilot position into a permanent one.

- Roza Parlin, Executive Director



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ABOUT THE MFRC

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 over 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. The 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 CAF personnel. Qualified staff from a variety of backgrounds direct and coordinate MFRC programs and services.

MISSION

The Edmonton Garrison Military Family Resource Centre supports military families as they navigate the unique challenges of military life through programs and services that enhance their strength and resilience.

CORE VALUE STATEMENT

Strong military families are the foundation of the Canadian Armed Forces.



BOARD AND STAFF

BOARD OF DIRECTORS

Chair..... Kaetlyn Corbould
Vice Chair Alan Markewicz
Secretary/Treasurer..... Kim Earles
Director Malcolm Johannesen
Director Caijsa Jackson
Director Sarah McCaffrey

Ex-officio members

CWO James Doppler, 3rd Canadian Division Support
Base Edmonton Representative
CWO James Hessel, 1 Canadian Mechanized Brigade
Group Representative
CWO Glenn Rowlandson, 408 Squadron Representative
CPO1 Joseph Robert, 1 Health Services Group
Representative
Roza Parlin, Executive Director MFRC



Along with the Coordinators listed below, there are a number of key staff who work towards supporting military families on their journey. The MFRC currently employs a total of 55 staff; 19 Coordinators, 7 Administrators and 29 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 Support Coordinator Jenny Greyling
Mental Health Team Lead Jerris Popik
Fund Development Coordinator France Bourgeois
Language Services & Outreach Coordinator..... Sarah Ellis
Program Manager..... Brenda Davidson
Senior Communications Coordinator Angela Duckworth
Veteran Family Coordinator Denise Kantor

FUNDING

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 2016/2017 fiscal year, approximately 9% 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 43% of the annual operating budget for the 2015/2016 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 & Parenting Support
- Mental Health and Wellness
- Family Separation and Reunion
- Veteran Family Support

PROGRAM FEES AND OTHER FUNDING

Approximately 34% of the annual operating budget for the 2016/2017 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 fundraising initiatives are hosted every year by the MFRC, in cooperation with various partners, sponsors and donors.

Approximately 14% of the annual operating budget for the 2016/2017 fiscal year came from fund development activities.

For a complete listing of our sponsors and donors see pages 24 - 25.

SPECIAL FUND RAISING EVENTS

Event	Amount
504 Air Cadets Walk-a-Thon	\$5,703.50
AUMA Conference Bag Stuffing	\$1,500.00
Capital Power / Edmonton Eskimos Event	\$80,520.29
Curl for the Troops	\$5,805.84
Edmonton Oilers Community Foundation	\$20,000.00
Edmonton Petroleum Golf Tournament	\$15,731.19
Frontline Charity Golf Tournament	\$5,210.00
Loops for the Troops	\$14,982.25
Safety Expo Event	\$699.00
Servus Credit Union Charity Golf Tournament	\$13,652.28
RCA Band Christmas Concert	\$5,166.35
Yellow Ribbon Gala	\$64,384.70

The MFRC has had the privilege of working with several businesses and organizations to help raise funds and awareness through events. Some of our highlighted events included:

The Edmonton Eskimo Military Appreciation Game, where generous fans purchased limited edition Support our Troops t-shirts. Donations were matched by Capital Power.

The Petroleum Golf and Country Club held an outstanding tournament, where sponsors and golfers filled the greens, donated monies and generously bid on auction items with all proceeds going to the MFRC.

The Edmonton Oilers geared up in their autographed camouflage jerseys, all jerseys were donated towards an online auction.

A new initiative was developed this year. The first Curl for the Troops Bonspiel was held on March 11, 2017 where members of the local business community as well as military members joined to raise funds for the MFRC.

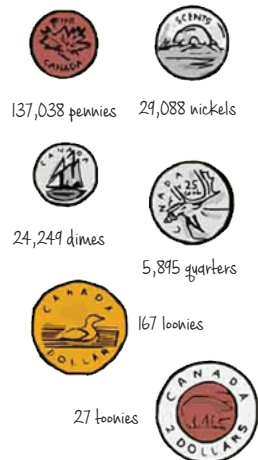


TOTAL YELLOW RIBBON MERCHANDISE SALES: **\$2,564.96**

The Yellow Ribbon represents a visible show of support for military members and their families. A total of \$2,564.96 was raised from sales during the St. Albert Market Days, Edmonton Airshow, the Petroleum Golf Tournament and through a partnership at Christmas time in Servus Credit Union Banks throughout the area.

LONDONDERRY MALL COINS

During renovations, the Londonderry Mall donated all of the coins from their wish fountains to the MFRC. After sorting the coins, **\$6,944.43** was raised! An impressive total weight of the coins : 506.69 kg - about as heavy as Juno the Army polar bear!



CHILD/YOUTH DEVELOPMENT & PARENTING SUPPORT

CHILDREN'S PROGRAMS

MFRC's Children's Programs offered a variety of quality programming this year with the integral help of skilled staff as well as valued partner agencies. It's essential to offer a wide variety of programming in order to meet the unique needs of this community.

MFRC Children's Programs included: Day Care, Out of School Care, Casual Care, Playschool, Terrific Twos, Drop-In Playgroup. Child Development Programs included: Children's Art Program and Lil' Picasso. Children's Programs which had direct parental involvement included: Books for Babies, Parents and Tots, Rhymes that Bind, and Daddy and Me.

Our 11 week Terrific Twos program was run three times with each session was filled to capacity. The talented team of educators who run and facilitate Terrific Twos, gave parents a well needed break from the challenges of parenting a two year old. The MFRC received a lot of positive feedback about this program and is looking to build on the success in the upcoming year.

"Both of our children have participated in Terrific Twos and Playschool and we cannot say enough good things about how fantastic these programs are. The staff are wonderful and go above and beyond in making sure the children have a positive learning experience. We highly recommend both of these programs."

- Brooke McBride-Geen

Another program of note this year was Parents and Tots, with deployments looming large for some families in this community, Parents and Tots gave parents an outlet to address their fears and concerns to a group of peers. Parents and Tots built family resiliency through not only education, but helped families build a peer support system with others in similar situations to their own. The MFRC's Deployment Coordinator also sat in one week to speak with parents to answer any questions and provide useful resources.

Cornerstone programs at the MFRC include the accredited Day Care and Out-of-School Care (OOSC) programs. These programs provide an inclusive and positive environment for children aged 12 months to 12 years to learn. The children of the Day Care and OOSC took part in a few on base field trips this year including; LdSH, Fire Hall and 408 Squadron as well as a few off base trips; 4 Cats Art Studio, Cineplex, Laser Quest and more.

The MFRC can help Canadian Armed Forces (CAF) families who qualify, with unexpected and unique child care challenges by supporting them through facilitating short-term emergency child care requirements. The Centre also works with families to help them craft family care plans to combat the unique challenges of military life. Having this plan in place before unforeseeable challenges arise leads to more resilient and well-equipped military families. The MFRC provided 3 flights for families in need of Emergency Child Care.

CHILD/YOUTH DEVELOPMENT & PARENTING SUPPORT

Children's Program area staff attended a variety of training including: CAFRA Community of Learners Event, Pedagogical Pathways Educator Learning Series: Thinking Together, Steps Along the Pathways, High Five Workshop, Dealing with Difficult People, Powerful Play, and Out of School Time Collaborative Conference.

In partnership with the MFRC's Mental Health Team and Alberta Health Services, the Children's Program area started offering the Alberta Health Services Health for Two program in the fall of 2016. Health for Two offers pre and post-natal information, nutrition supplements such as milk coupons and prenatal vitamins, and promotes the health of mothers and babies. It also addresses the needs of individual women through support and referrals if necessary.

Moving forward, Children's Program area will strengthen its relationships with outside agencies, continue to provide quality programming and aim to increase the reach of Health for Two. The MFRC will also be looking at offering an on-site Professional Development Day for Children's Program's staff.



113* FAMILIES ATTENDED THE WEEKLY DROP IN PLAYGROUP PROGRAM (MONDAYS AND THURSDAYS)



89 CHILDREN IN DAY CARE / KINDERCARE



29 CHILDREN IN OUT OF SCHOOL CARE

CASUAL CARE PROVIDED 5542 HOURS OF CARE TO 218 CHILDREN FROM 133 FAMILIES

EMERGENCY, CASUALTY SUPPORT, AND RESPITE CHILDCARE PROVIDED 2359 HOURS OF CARE TO 185 CHILDREN FROM 109 FAMILIES

Children's Art Program



Parenting

Books for Babies (parents and children)	13
<i>Daddy and Me</i> (parents and children)	9
<i>Health for Two</i>	3
Parents and Tots (parents and children)	23*
<i>Rhymes that Bind</i> (parents and children)	27*
<i>S.P.E.A.K</i> Presentation to Parents	7

Children's Activities

Lil' Picasso	4
Children's Art Program	4
Terrific Twos	14
Playschool	25

* The attendance for these programs and events were combined.

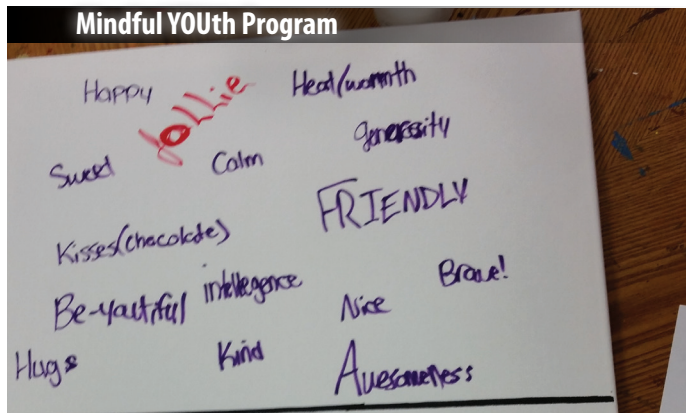
CHILD/YOUTH DEVELOPMENT & PARENTING SUPPORT

YOUTH PROGRAMS

The MFRC offers both structured and non-structured programs, social opportunities and leisure activities for youth aged 9 to 17 from military families.

Youth Programs included: Babysitting Courses, Home Alone Safety Courses and the Dove Workshops. Some of the most popular programs offered through the MFRC Youth Centre include the Youth Dances and a Kingsway Mall Shopping Trip.

The MFRC Youth Centre had a strong partnership with the University of Alberta (UofA) in three different faculties. A student from the Human Ecology program lead the youth in a “Mindful Youth” workshop, which was designed to give youth a better understanding of themselves and their unique environment. Students from the Drama-Education department visited the youth centre and taught the kids drama games and exercises. Lastly the UofA Nursing program lead the youth in discussions around important topics like, sugar intake, cyber-bullying and self-esteem.



Some other new initiatives at the MFRC Youth Centre included themed weeks in the busy summer months, French Club and daily Homework Help. Homework Help was very well received and the centre even hosted a Jeopardy style game to help review for finals.

In partnership with Guthrie School, 8 groups of 20 students (grades 4-9) participated in Saffron’s Internet Safety and Bullying Awareness programs.



53

CHILDREN & YOUTH AGES 6-12 PARTICIPATED IN ACTIVITIES AND INITIATIVES



36

YOUTH AGES 13-17 PARTICIPATED IN ACTIVITIES AND INITIATIVES

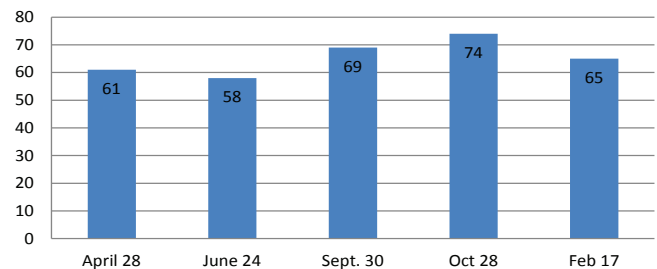
Educational Workshops & Social Opportunities

French Club	84*
Home Alone Course	35*
Kingsway Mall Shopping Trip	14
Mindful Youth	127*

* The attendance for these programs and events were combined.

The following program was offered, but cancelled due to low registration: Babysitting

Youth Dance Attendance



CHILD/YOUTH DEVELOPMENT & PARENTING SUPPORT

One of the biggest challenges that youth in the Edmonton military community faced this year was the increased number of deployed parents. The Youth Centre tackled this head on by making the MFRC Youth Worker more available to the youth on their schedule, such as Friday evenings. A map was also hung in the Centre so youth could have a visual of where their parents were deployed.

Moving forward, the MFRC Youth Centre will be re-running the most popular theme weeks from the previous summer. The Centre will continue to build its partnership with the UofA. Lastly, there will be an increased focus on health education, covering such topics as healthy alternatives for drinks and snacks, healthy living habits and mental health awareness.

Science Day!



SUPPORT FOR FAMILIES WITH SPECIAL NEEDS

YEAR AT A GLANCE

The MFRC offers confidential support, information and referrals to individuals with disabilities as well as caregivers of children, youth, and adults with disabilities.

One-on-one sessions are available with the Program Manager where families can receive a tailored list of resources as well as assistance navigating local and provincial support services to meet the unique needs of each family which can be invaluable to those families that are new to Alberta.

The Special Needs Support Group will continue to offer parent information and networking opportunities tailored to meet their needs.

SPECIAL NEEDS SUPPORT GROUP

On November 7 the Centre for Literacy joined us for a presentation on reading and learning disabilities.



41 FAMILIES ACCESSED INFORMATION AND REFERRAL SERVICES



15 FAMILIES CONTINUE TO UTILIZE THE PROGRAM FOR ONGOING SUPPORT

FAMILY SEPARATION AND REUNION

DEPLOYMENT SUPPORT

Deployment Support offers programs and services to military families before, during and after periods of separation.

Some of the programming and special events that were offered this year included; Pizza/Movie Nights, monthly coffees, Road to Mental Readiness Workshops, the Christmas Lights Tour, Mobile Planetarium, Operation Care Package, Wool and Whatever, Wreath Making and Zentangle Workshops.

With the increased number of deployments, the community embraced the opportunity to be more involved in the pre-deployment phase by engaging in programs which promote positive mental preparedness and resiliency. This increase in tempo meant we saw an increase of support to families who have never experienced an overseas deployment.

There was an increase in the number of Unit/Wing Family Support Coordinators who reached out to the MFRC asking for Pre-Deployment Briefings for the families of those who were being deployed.

In response to the community wishes to be prepared for upcoming deployments, a legal documents workshop was also added called "What you need to know, before they go". This program educates spouses and military members on the type of paperwork they should have to protect their family and loved ones while they are away including; Power of Attorney, Temporary Guardianship, Will, Personal Directive and more.

The the Telus World of Science Mobile Planetarium was popular with families! Programs were offered collaboratively between several of the MFRC's program areas. An "Indoor Camping" program was offered to families which included a dinner of wieners and s'mores. Families sang camp songs, enjoyed space themed crafts and then went stargazing in the planetarium. The Planetarium was also opened up as a drop-in with crafts, games and books, and included a sci-fi photo booth.

The Operation Care Package workshop helped families prepare a holiday parcel for shipment in time to mail overseas for Christmas. Attendees were able to get a professional festive portrait taken to put in their care packages for their loved ones in time for Christmas. Families were also treated to a catered lunch. Children made a special craft and decorated a cookies to enjoy.



Operation Care Package

FAMILY SEPARATION AND REUNION



Keeping families busy while waiting for the arrivals!

THE MFRC ATTENDED 16 ARRIVALS & DEPARTURES

Moving forward, our deployment program will be supporting an even greater number of families. We are working to strengthen our partnerships with rear-parties, offer up-to-date programs, services and resources.

A Deployment Project Assistant will be hired to support the current tempo. This position will assist making deployment warmline calls, planning & delivering programs, as well as administrative responsibilities.

In the upcoming year Deployment Support will work harder to recognize and acknowledge that military families are diverse and not everyone is supporting children. To address this, an adult only program called Wool & Whatever will be added. It is geared to those that are 18+ to engage and interact with other adults who are in the same phase of deployment.

Deployment Programs	
Adult coffee	7
Adult Zentangles	4
Christmas Lights Tour	33 families
Dinner Out for Grown Ups	3
Drop-in coffee	19*
Indoor Camping	23
Know Before They Go	24*
Operation Care Package	5 families
Pizza / Movie Night	97*
Road to Mental Readiness	44*
Wool and Whatever	6
Wreath Making Workshop	16

The following program was offered, but cancelled due to low registration: Flat Stanley

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



314 REGULAR FORCE FAMILIES
ACCESSED DEPLOYMENT SUPPORT



25 RESERVE FAMILIES
ACCESSED DEPLOYMENT SUPPORT

48 WARMLINE CALLS WERE COMPLETED

PERSONAL DEVELOPMENT & COMMUNITY INTEGRATION

NEW TO EDMONTON

The MFRC assists families ease their transition to living in the Edmonton area by offering helpful information upon arrival. Welcome packages are available in either English or French, pre-posting packages can be mailed upon request. Packages are tailored for families, singles and youth. A tour of the Centre is offered to the family, and signing up to receive a welcome call is encouraged.

The MFRC continues to partner with Calian and Medicentres to address the shortage of family physicians in the area.

The MFRC also offered a new program for families who are posted outside of the normal posting season. The Community Luncheon is collaboration between different departments of the Edmonton Garrison MFRC and external organizations to bring information and camaraderie to families new to the area or to those who have live here for a while and are looking to learn a little more about this great community. The program also provided an opportunity to meet other families in the area, and to converse and share stories about life in the Canadian Armed Forces. April's Community Luncheon featured guest speaker Emma Potter from the Support Network 211 line and was followed by lunch and a tour of the MFRC.

568 INDIVIDUALS CLEARED INTO THE MFRC
OF THOSE INDIVIDUALS:

321 INDICATED THEY WERE SINGLE
232 WERE COUPLES AND
15 LISTED AS OTHER
507 LISTED ENGLISH AS THEIR FIRST LANGUAGE
28 LISTED FRENCH
33 LISTED BILINGUAL
136 INDICATED THEY HAVE CHILDREN

THE MFRC DISTRIBUTED:

 **119** FAMILY WELCOME PACKAGES
 **403** SINGLE WELCOME PACKAGES
 **6** FRENCH WELCOME PACKAGES
 **33** WELCOME BABY PACKAGES
 **10** YOUTH PACKAGES

 **16**

WELCOME LINE CALLS

 **16**

CENTRE TOURS TO NEW FAMILIES

PERSONAL DEVELOPMENT & COMMUNITY INTEGRATION

COMMUNITY & OUTREACH

MFRC Staff attend various event in the communities surrounding the base. Some of the events included: Gibbons Meet the Community Night, Guthrie School Meet the Teacher Night, Dunluce Community League Edmonton Police Service Night, Père Lacombe School Open House, Legal's Meet the Community Night.

MFRC staff took family photos at the Edmonton Garrison Family Day and Halloween parties and also attended 3PPCLI's Christmas party, 408 Squadron Family Day and 1 Service Battalion Christmas party. 1 CER Family Day and Christmas party, LdSH Family Day & Christmas party, HQ & Sigs Christmas party as well as CFB Edmonton's International Women's Day event.

A partnership with Canadian Blood Services has been developed to offer Blood Donor clinics on base. Two clinics were offered and the partnership will continue moving forward.

During Christmas break, families who stayed in Edmonton for the holidays were invited to drop-in for crafts, hot-chocolate, snacks and warm conversation!

Thanks to some generous donors:

3,867 TICKETS WERE DISTRIBUTED



3 SCRAPBOOKING WEEKENDS WERE OFFERED



5 FAMILIES JOINED US FOR THE CHRISTMAS DROP-IN PROGRAM



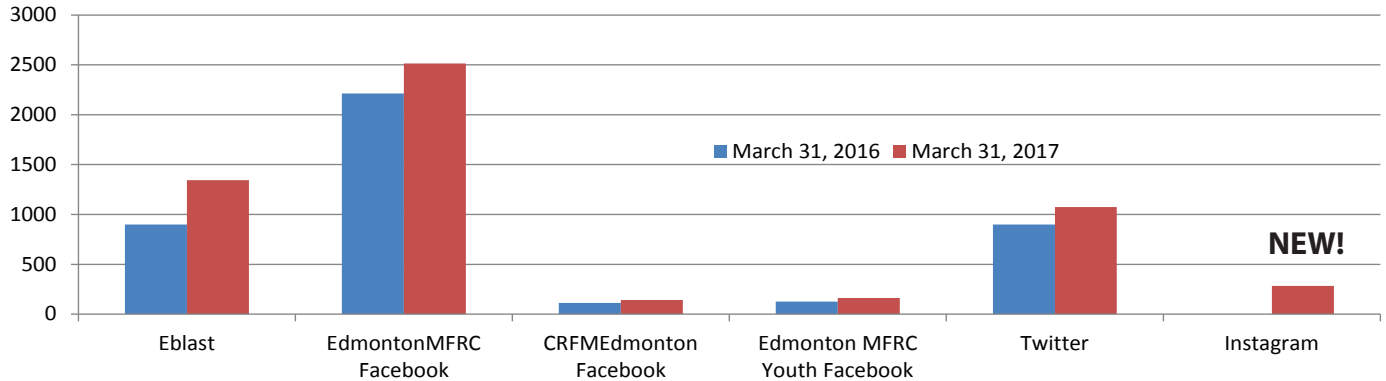
6 COMMUNITY MEMBERS JOINED US DURING OUR OUTREACH COFFEE IN GIBBONS



The MFRC hosted an adult only Women's Conference at the WO & Sgts Mess for spouses and partners of military members and veterans. The conference included a series of workshops that encouraged learning or enhancing opportunities for women. The event also featured guest speaker Kim Mills. The conference offered employment and career skills to encourage participants to reach for, and develop, a future with transferable skills. Workshops included: Are You Ready for Entrepreneurship, Terrarium Building, Are you Thriving or Just Surviving, String Art, Firefly Theatre Circus, Rapid Fire Theatre's Building Professional Communication, Blogging, Social Media Basics and Security, Just Begin Photography, Fast and Healthy Meal Ideas for Busy Parents and Yoga.

PERSONAL DEVELOPMENT & COMMUNITY INTEGRATION

SOCIAL MEDIA STATISTICS



➤ **454 INDIVIDUALS JOINED US FOR OUR FALL EXPO AND COMMUNITY PICNIC**

➤ **2676 PHONE CALLS FOR INFO & REFERRAL**

➤ **69 SOCIAL MEDIA REQUEST FOR INFO & REF**

➤ **332 EMAILS FOR INFO & REFERRAL**

➤ **5538 WALK-INS**

➤ **623 COMPUTER LAB USE**

9 COMMUNITY COFFEES ATTENDED BY:

28 individuals



VOLUNTEER APPRECIATION

Volunteers are a key component to the MFRC's success. MFRC volunteers have the opportunity to help out in variety of areas including; the Board of Directors, Fundraising, Special Events, Administration, Programs/Services and much more. Volunteers gain new skills, meet new people and make new friends, get the personal satisfaction of contributing to their community, explore career possibilities, and add to their resumes.

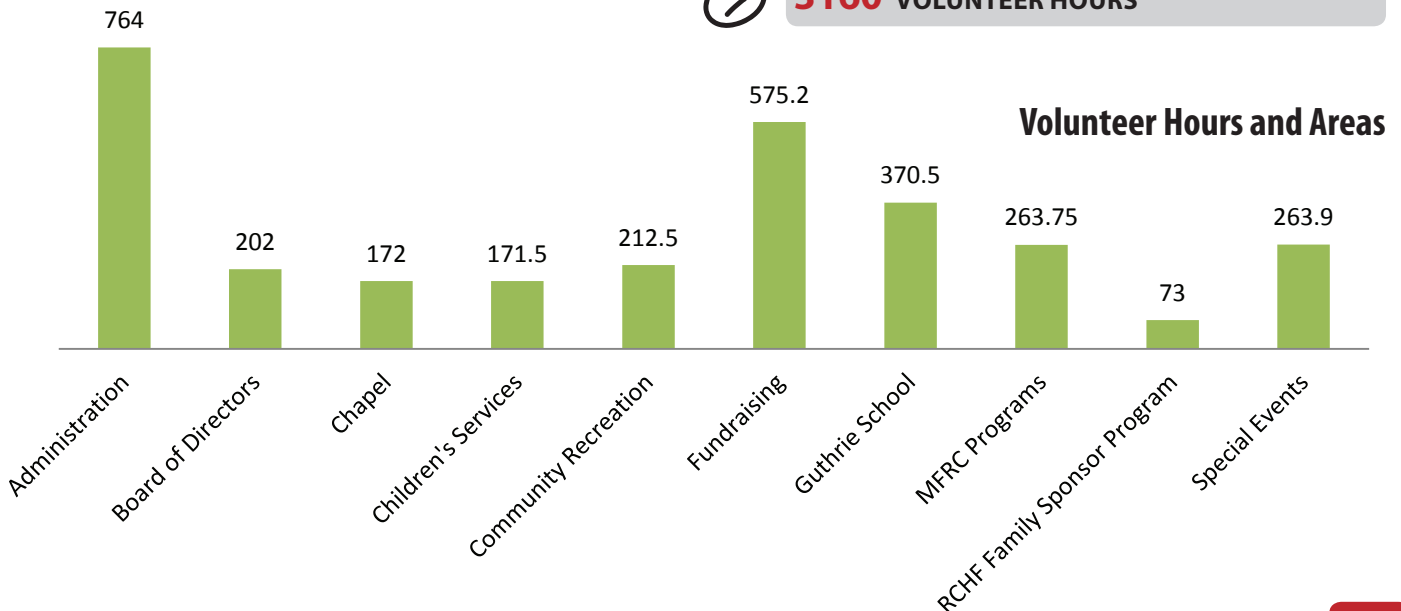
86 volunteers attended our Volunteer Appreciation event which was held in May 2016 at the Edmonton Garrison Memorial Golf & Curling Club. The evening was sponsored by CANEX, and included a steak dinner and guest speaker, Laurie Hawn, retired military and former MP for Edmonton Centre. This event was a partnership between the MFRC, CFB Edmonton, and PSP.



263 TOTAL NUMBER OF VOLUNTEERS



3160 VOLUNTEER HOURS



PERSONAL DEVELOPMENT & COMMUNITY INTEGRATION

LANGUAGE SERVICES

The MFRC Second Language Services helps military families improve or maintain their second language skills. This department also assists Francophone families with personal, family, and community integration to enable them to function with increased comfort in English and in their new community.

Language Services offers programs and services such as French Pizza Movie Night, Francophone Coffees, and employment assistance and referral.

Once again, the St. Jean Baptiste Day event was a huge success. Attendance was over 250 people and La Poutine's food truck was back again serving up authentic Quebec poutine. A new addition this year was ice cream from the Blue Giraffe food truck.

One of Language Services main aims is to act as a bridge between Francophone families new to Alberta and the resources and training that will help them succeed here. They are linked up with Association canadienne-française de l'Alberta and Accès Emploi as well as offering a variety second language training making them resilient and more at home.

Looking to the future, Alberta just introduced its first French Policy. The French Policy outlines the guiding principles the Government of Alberta will use to help maintain existing and develop new French language services and supports. As this policy rolls out the hope is that it will get easier for the Francophone Families to integrate into the community.



21 ROSETTA STONE LICENSES ISSUED



6 STUDENTS ATTENDED LANGUAGE CLASSES



250+ INDIVIDUALS JOINED US TO CELEBRATE ST. JEAN BAPTISTE DAY



172 FAMILIES ACCESSED SECOND LANGUAGE SERVICES

Language Services Programs

Pizza / Movie Night	43*
Francophone Coffee	24*

* The attendance for these programs and events were combined.

The following programs were offered, but cancelled due to low registration:
Sortie de filles

PERSONAL DEVELOPMENT & COMMUNITY INTEGRATION

EMPLOYMENT AND EDUCATION

The MFRC can assist Defence Community families, who are looking for employment, resume tips and post-secondary education resources and scholarships.

MFRC Educational programs included: First Aid courses, Scrapbooking, Military 101, and Family Law.

This year the MFRC saw a significant increase in the amount of spouses connecting for employment support. They were connected with our partner agencies METSpouse and Forces@Work.

The METSpouse Program is an employer network, administered by Canada Company and Military Family Services. All of the organizations listed on the Military Spouse Friendly Employers section are committed to working with military spouses as they seek sustainable employment that has the possibility to move with them.

The Prospect Human Services Forces@WORK program will assist family members of serving personnel find rewarding careers. The program is offered at no cost.

The MFRC's computer lab is stocked with employment and education resources such as job postings, scholarship information, post-secondary brochures and several booklets with resources on resume preparation.

Helmets 2 Hardhats will soon be extending their career services to military spouses and their children over the age of 18. This program is a partnership with Canada's Building Trades Unions, their many employers across Canada, and government stakeholders.



52 INDIVIDUALS ATTENDED THE PRINCE'S OPERATION ENTREPRENEUR WORKSHOP



35 INDIVIDUALS ACCESSED EDUCATION REFERRAL SERVICES



112 INDIVIDUALS ACCESSED EMPLOYMENT REFERRAL SERVICES



25 INDIVIDUALS ATTENDED STANDARD FIRST AID TRAINING



60 INDIVIDUALS ATTENDED THE MFRC WOMEN'S CONFERENCE



6 INDIVIDUALS ATTENDED THE MILITARY 101 WORKSHOP



MENTAL HEALTH AND WELLNESS

MENTAL HEALTH SUPPORT

The MFRC's Family Support Workers offer free, short-term, confidential support to CAF members and their families. Military life presents unique challenges to families; the MFRC will assist in the navigation of the programs and services available.

Information and Referral service goes beyond handing out contact information, the Mental Health Team provides support on behalf of the family to get them access to services and helped them navigate road blocks. Assistance was provided to families with access to funds through the Support our Troops Fund, the Poppy Fund and the Alberta Works Flee Fund. These funds help individuals facing crisis situations and those in need of basic necessities, as well as comfort items for children after a traumatic event.

As key members of the Base Family Violence Advisory Team and the Family Violence Team, the MFRC is connected to the military community including, the Padres, Military Police, Base Psycho Social and other community agencies and policing units who can help us better support families dealing with domestic abuse. The Mental Health and Wellness team hosted a round table with members of the Edmonton Police Service's (EPS) Victim Services and Court workers. They discussed best practices for supporting families that are dealing with domestic violence and were informed on how victims of domestic violence can access support through the EPS.

Programs for children and youth included; Individual Success Through Empowering Peers (iSTEP), Dove Self Esteem Workshop, Yak and Gobble, Take it Easy, Competent Kids, Kids 4 Camera Info Session, and Bell Let's Talk Youth Evening. Programs for adults included: Operation Stress Injury Caregiver Group, Family Law Information Session, Health for Two, iSTEP Parent Workshop, and Compass Caregiver Group.

Moving forward, the Mental Health and Wellness team is excited about offering the Kids 4 Cameras program as a full eight week program in partnership with Kids4Cameras, a non-profit that works with youth across the City of Edmonton to engage them with the power of photography. This program offers weekly photography workshops for youth on themes such as happiness, details, silhouettes, and reflection.

The Mental Health Team observed the following challenges, issues and concerns with their clients: Anxiety, Anger Management, Child-Parent Relationship Issues, Child/Youth Behavioural Issues, Deployment Related Issues, Depressions and/or other Mental Health, Difficulties with Employment, Family member with an OSI, Family Violence, Financial difficulties, Grief/Loss/Bereavement, Other, Physical Injuries / Health Issues, Posting Related Issues, PTSD, Relationship / Marriage Difficulties, Suicidal Ideation, Transition / Adaptation Difficulties, and Vicarious Trauma.



611 FAMILIES ACCESSED INFORMATION AND REFERRAL SERVICES



22 REFERRALS WERE MADE TO EXTERNAL PEER SUPPORT GROUPS

MENTAL HEALTH AND WELLNESS

The MH&W Team has seen an increase in mental health issues for children and youth; in response, in the spring of 2016, a pilot Youth program was launched. The MFRC Youth Worker, as part of the Mental Health Team, provides guidance and support to families with youth ages 9-17 either in person, by email or over the phone.

The MFRC's Youth Worker developed and implemented 5 new peer support programs targeted to youth ages 9-14. This position has provided a unique resource to youth and parents of youth looking for mental health support.

The Youth Worker offers evening appointments and adapted office hours including Friday evenings while the Youth Centre is open. Having the Youth Worker from the MH&W team built into Youth Centre programming has built a bridge between professional mental health services and the youth. The youth worker has also offered monthly Psycho-educational youth groups for children and youth ages of 9 - 14. These youth identify with looking for additional support and ideas to build self-esteem, understand anxiety and how to deal with normal teen friendship conflicts as well as coping with unique military lifestyle challenges.

"I am forever thankful for the youth worker that I was able to connect my daughter with. During that time, the youth worker was a sounding board, a shoulder to cry on and most of all she became a cheerleader and encouraged my daughter to power through a difficult time in her life."

-Jacqueline, Parent



521 INDIVIDUAL CLIENT CONNECTIONS WITH YOUTH WORKER

Mental Health and Wellness Programs	
Competent Kids	8
Dove self-esteem project	43*
Family Law by Valour Law	24*
Health for Two	3
iSTEP Program (ages 7-9)	7
iSTEP Program (ages 10-14)	5
iSTEP Parent Workshop	5
iSTEP Summer Camp	15
OSI Caregiver Group	15*
Take it Easy	6
Yak and Gobble	9

* The attendance for these programs and events were combined.

The following programs were offered, but cancelled due to low registration: Rainbows, Focus for Families, Navigating Motherhood, Compass, Substance Abuse Workshop



115 FAMILIES WERE SUPPORTED



325 INDIVIDUALS ACCESSED EDUCATION AND PREVENTION SERVICES



40 IPSC STAFF RECEIVED TRAINING
115 DESIGNATED ASSISTING OFFICERS RECEIVED TRAINING

VETERAN FAMILY PILOT PROGRAM

Over the past year, the Veteran Family Program (VFP) continued to support medically releasing members, medically released veterans, and their families as they navigated the transition from the military to the civilian lifestyle. Support was provided by means of information about the release process timeline, appropriate resources, skill-building workshops, and opportunities to connect with others living similar experiences. These services were and continue to be integral elements in the support of the VFP demographic.

The Veteran Family Program Information Nights were an excellent way for the community to learn about the program and to connect with others experiencing the transition to the civilian life.

The VFP fosters resiliency in its clients by providing information on:

- The release process
- The transition process
- Resources appropriate to the various stages of release/transition, including Defence Community Resources available before, during and after transition, as well as civilian resources to aid in the adaptation to post-military life.

The Veteran Family Coordinator has a number of excellent programs planned for upcoming year including, Shifting Gears, VFP Information Nights, Employment Tune-Up workshops, Self-Care for the Caregiver workshop, a workshop on transition facilitated by a subject matter expert.



37 REFERRALS TO MFRC SERVICES



57 REFERRALS TO COMMUNITY SERVICES



269 INDIVIDUALS FROM VETERAN FAMILIES SUPPORTED BY THE MFRC

During this reporting period, the Veteran Family Coordinator was invited to present at the bi-annual Second Career Assistance Network (SCAN) seminar, which is coordinated by the Base Personnel Selection Office. This event was an excellent opportunity to provide information on the Veteran Family Program services and resources available to Canadian Armed Forces members who are medically releasing and their families.



Visit with the Minister of Veterans Affairs

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
- ACFA Centralta
- ADHD Greater Edmonton
- Alberta Aids to Daily Living
- Alberta Caregivers Association
- Alberta Health Services (AHS)
- ATCO Blue Flame Kitchen
- Boys and Girls Club of Canada
- Brentwood Psychological Services
- Canadian Blood Services
- Centre for Autism
- Centre for Family Literacy
- Chrysalis
- Community Recreation
- Disabled Adult Transport System
- Dream Catcher Association
- Dynamyx Gymnastics Club
- Easter Seals Ability
- École Père Lacombe
- Edmonton and Area Child and Family Services
- Edmonton Garrison Community Library
- Edmonton Public School Board
- Edmonton Salutes
- Family Support for Children with Disabilities
- Families First Society
- Gateway Association for Community Living
- Glengarry Child Care Society
- GRIT-Getting Ready for Inclusion Today
- Guthrie School
- Healing Trauma Centre
- Health Promotions
- Home Care Network
- Inclusion Alberta
- Infinite Resources
- Injury Prevention Public Health Nurse
- Kids 4 Cameras
- Kompany Family Theatre
- l'ACFA régionale de Centralta
- Learning Clicks
- Learning Disability Association Edmonton
- Marine Life West Edmonton Mall
- Persons with Development Disabilities
- Presidents Choice Children's Charity
- Prospect/Forces@Work
- Scholastic Canada
- Sexual Assault Centre of Edmonton
- St. Albert/Sturgeon Early Years
- Strongest Families Institute
- Sturgeon Community Resource Program
- Sturgeon County
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