

Staying Connected!

Annual General Report 2012/2013

Edmonton Garrison
Military Family Resource Centre
Military Families: Strength Behind the Uniform



La Famille: La force conjointe
Centre de Ressources des Familles Militaires
de la Garnison d'Edmonton

www.familyforce.ca/sites/Edmonton

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ABOUT THE MFRC

The Edmonton Garrison Military Family Resource Centre (MFRC) is a not-for-profit, charitable organization committed to enriching the lives of individuals and families in the Canadian Armed Forces (CAF) through positive action, education and support.

Established in 1989, the MFRC is governed by a volunteer Board of

Directors of which 51% must be civilian spouses of full-time serving Canadian Armed Forces (CAF) members. Military life places significant and unique demands on families.

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 more than 20 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.

MISSION

The Edmonton Garrison Military Family Resource Centre provides support, resources, programs and services for military families to meet the unique challenges of military life.

VISION

Resourceful and resilient military families.



MESSAGE FROM THE BOARD

An established and enduring culture is the foundation of any successful organization and ours inspires us to improve daily.

Our theme this year is “staying connected,” which is a concept the Board of Directors takes to heart. We recognize the need not only for open communication between the MFRC and our military members and

families, but also the value in ensuring our community is receiving the best possible programs and services, as easily accessible as possible.

We are constantly trying to evolve and discover new and improved ways to interact with our military members, their families, the community and the various

local businesses and organizations within our region and beyond.

We believe that “staying connected” is vital to ensuring our military families are indeed the “strength behind the uniform”.

- Kaetlyn Corbould
Chairperson

MESSAGE FROM THE EXECUTIVE DIRECTOR

The Edmonton Garrison Military Family Resource Centre works tirelessly to expand our reach within our community and beyond.

The MFRC’s efforts to enhance and enrich our connection to military members and their families is ongoing and we are committed to maintaining a comprehensive outreach program, to ensure the needs of families, living both on and off CFB Edmonton, is an integral part of day-to-day endeavours.

This year’s annual general report theme comes from the

MFRC’s desire to maintain an already strong connection to our military members and their families.

Our goal has been to stretch these efforts across all platforms of communication, in order to foster a positive sense of community, as well as put our community members in touch with all of the MFRC’s programs and services.

Staying connected to military families has its challenges. With many CAF families solo-parenting while a military member is on exercise, deployed or posted away from

home, it can be difficult to bring these families together.

Over the past year the MFRC has worked to expand our online presence through different forms of social media, such as Facebook and Twitter. These mediums have enabled the MFRC to reach out to, and maintain, connections with thousands of military members and their families on a day-to-day basis.

MFRC team members attend events in surrounding communities, to strengthen these relationships, raise awareness about MFRC

programs and services and to show our support for like-minded organizations.

One of the MFRC’s newest initiatives, our “Welcome to Edmonton Line,” which launched in January 2013, has fast become one of the more effective ways the MFRC establishes relationships with military families new to the community.

The following pages will serve to further inform you about how we’ve made great strides toward ‘Staying Connected’ and about all the ways we plan to continue to do so.

BOARD OF DIRECTORS

Chair.....	Kaetlyn Corbould
Vice Chair.....	Shannon Kenney
Director.....	Kim Kaiser
Director.....	Kim Earles
Director.....	Alan Markewicz
Director.....	Amanda Graham
Director.....	Jenny Greyling
Director.....	Malcolm Johannesen
Director.....	Caijsa Jackson

Ex-officio members:

- CWO Shawn Stevens, 3rd Canadian Division Support Base Edmonton Representative
- CWO David Coxall, 1 Canadian Mechanized Brigade Group Representative
- CWO Gary Falardeau, 408 Squadron Representative
- Roza Parlin, Executive Director MFRC

FUNDING

The MFRC is funded through four major areas, each separate but equally important. These funding sources are:

- Base Commander;
- Fund Development
- Military Family Services; and,
- Program / User Fees

BASE COMMANDER

In the 2012/2013 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.

FUND DEVELOPMENT

The MFRC relies on fundraising initiatives and donations to sustain and enhance programs and services. Approximately 10% of the annual operating budget for the 2012/2013 fiscal year came from fund development activities.

Funds raised in one fiscal year, unless otherwise identified, will be spent in the next fiscal year.

The following are the program and service areas funds from 2012/2013 will be directed to:

Crisis Intervention, Prevention and Support including:

- Crisis Intervention Services
- Support Groups
- Wellness programs

Child /Youth Development and Parenting Support including:

- Playgroups
- Casual Care programs
- Parenting workshops
- Youth and Teen workshops
- Playschool and Terrific Twos for toys and equipment
- Day Care and Out of School Care toys and equipment

Community Development and Integration

- Outreach Services
- Welcoming Services
- Language Services

Deployment Support

- General deployment services
- Workshops and special events
- Resources
- Toys and equipment

MILITARY FAMILY SERVICES

Approximately 41% of the annual operating budget for the 2012/2013 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 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
- Prevention, Support and Intervention
- Family Separation and Reunion

PROGRAM FEES

Approximately 40% of the annual operating budget for the 2012/2013 fiscal year came from fees received directly from participants or organization/agencies utilizing various user funded programs and services.

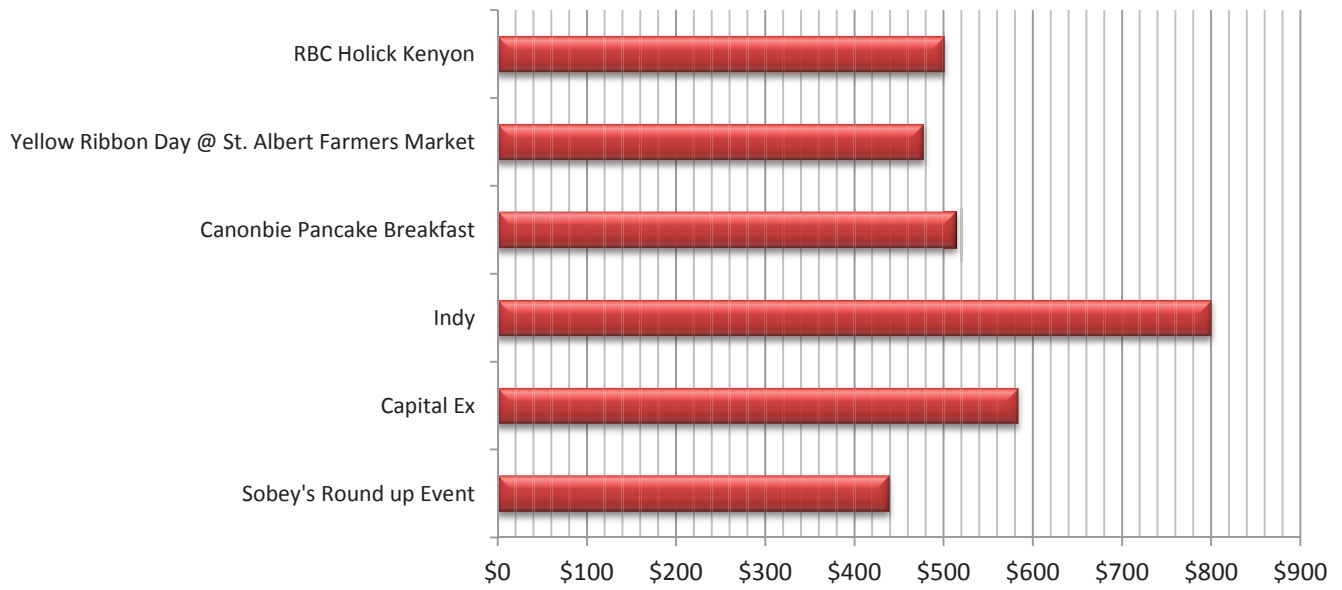


Servus Credit Union Charity Golf Tournament 2013

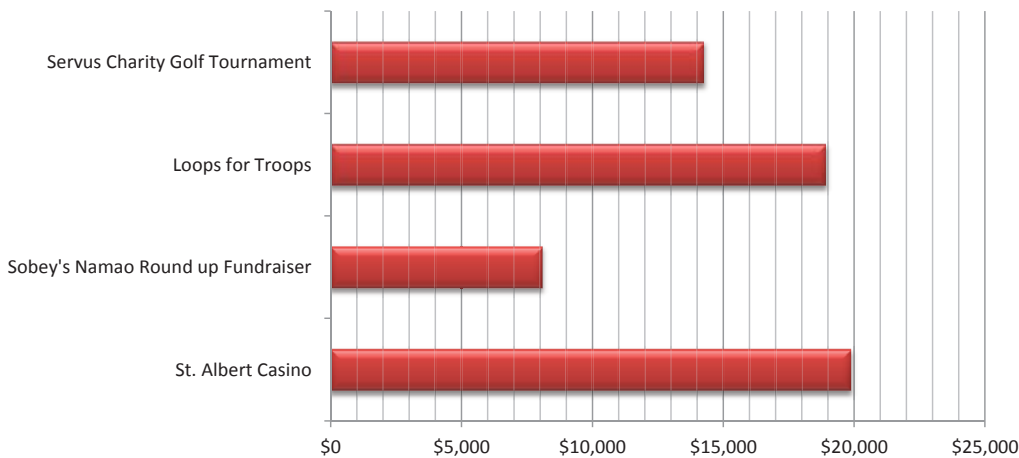


Loops for the Troops 2012

Top Yellow Ribbon Merchandise Sales Events



Special Fundraising Events



Funds are raised from a variety of avenues, which includes 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.

A list of donors and sponsors are on pages 16 and 17 of this report.

MARKETING & COMMUNICATIONS

YEAR AT A GLANCE

The Marketing & Communications team has continued its work fostering positive relationships between the MFRC and local businesses, organizations and groups, in order to encourage continued sponsorship and participation in the MFRC's various charitable events.

We've also focused a great deal of our efforts on raising awareness of the many support programs and services offered at the MFRC, in order to continue enhancing the quality of life for our military members and their families.

One of the more compelling ways these relationships have been nurtured is by way of a dedicated commitment by the MFRC to maintain a strong presence at public events; such as various trade fairs, several community open houses, unit family days, base-wide events and partnerships with outside groups who share common goals.

The Marketing & Communications team has also maintained a great relationship with the *Western Sentinel*, the French newspaper *Le Franco* and various other media organizations within the greater-Edmonton area. These valuable liaisons help the MFRC communicate with the community to a greater extent and further cement the MFRC's connection to our military members and their families.

STAYING CONNECTED

Over the past year, Marketing & Communications has continued its efforts to engage our community through social media. Both our English and French Facebook pages, as well as our Twitter, have fast become some of our most effective tools for sharing information, promoting various events and programs and connecting with our military members and their families.

ACHIEVEMENTS

Our Twitter membership alone has seen more than a 200% increase since the last fiscal year. Our Facebook pages (English, French and The Edge) have noted a more modest increase in membership, but the results have been positive thus far. Not to mention these mediums have become a valuable link between us and other MFRCs across the country, by way of sharing ideas and strengthening relationships from one city and province to another.

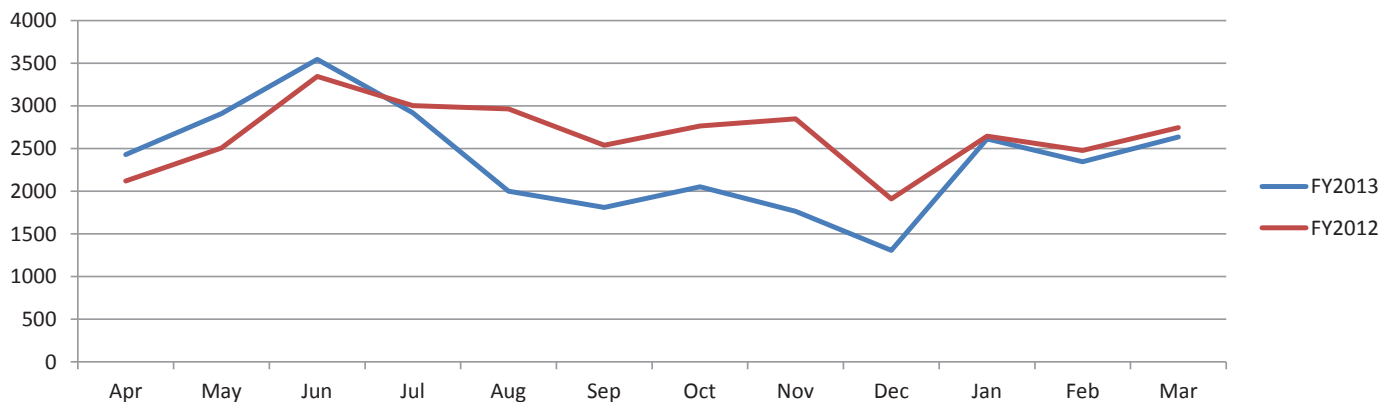
In addition to our efforts to "stay connected," Marketing & Communications increased our ability to share photographs taken at all of our major events, such as the Yellow Ribbon Gala, Loops for the Troops and the Servus Credit Union Charity Golf Tournament. These photos are shared with the community via our social media platforms, and we are encouraged by the response from our military families, who enjoy playing a more involved role in our organization, thus creating a stronger sense of community.

MOVING FORWARD

Our team has committed to further enriching and expanding our online presence via social media. Several campaigns are in motion to increase involvement in the MFRC's many programs, services and volunteer opportunities and our Facebook pages, Twitter, website and weekly e-mails play an integral role in accomplishing these goals.

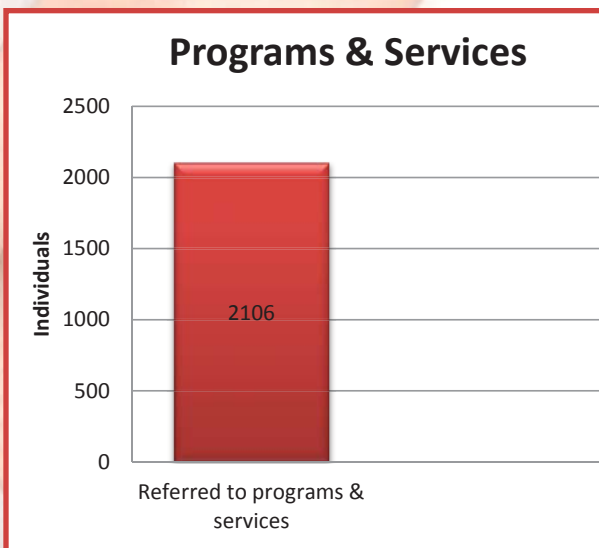
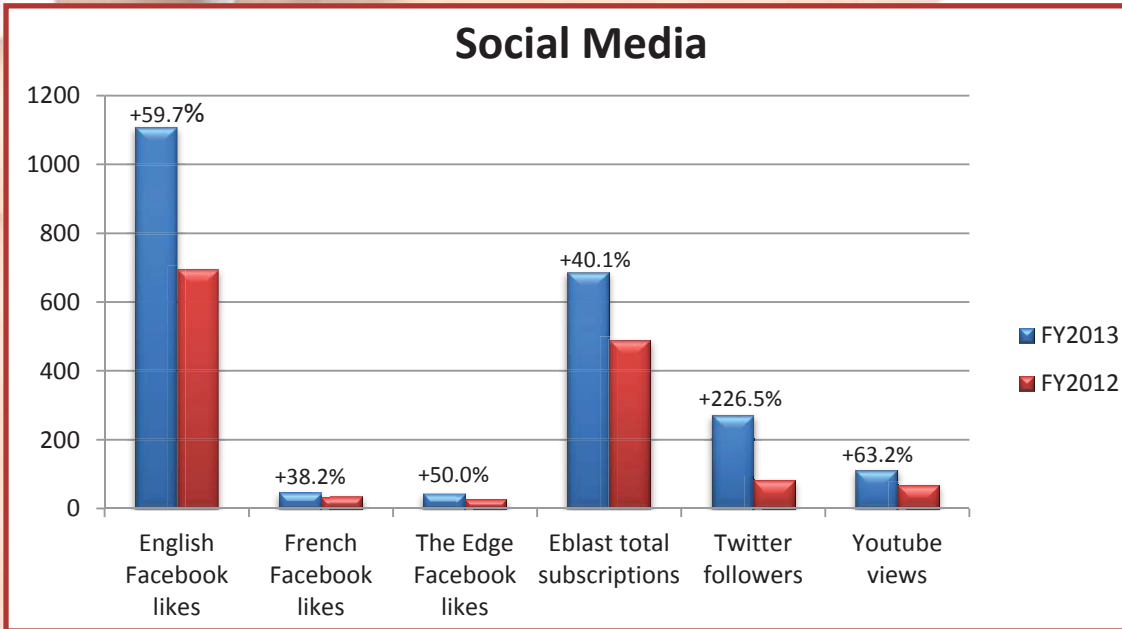
Our goal is to connect with our military members and their families, as well as our sponsors, donors and partners, regularly through these social platforms. We also aim to connect on a more personal level via future community fairs, open houses and partnership events in order to nurture these connections and expand our presence - both in the virtual world and the real world.

Website Views



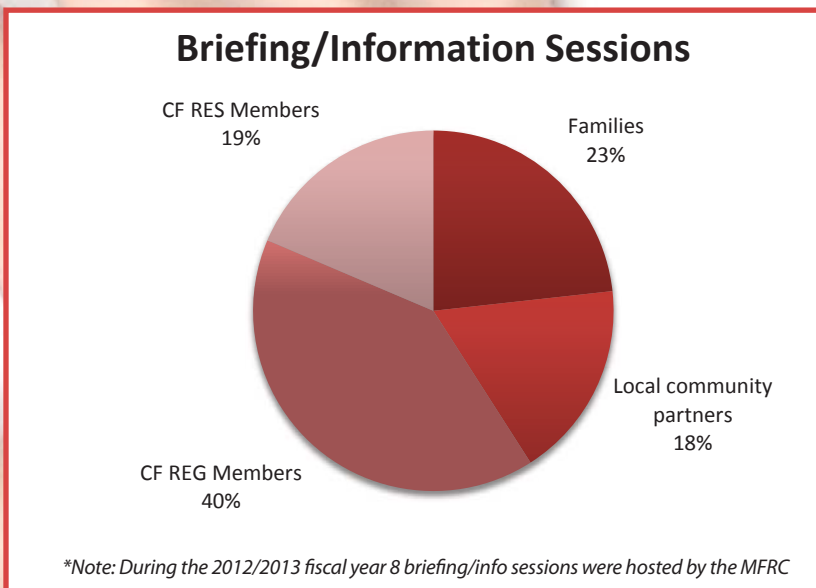
*Note: While website views are down this fiscal year as compared to last, we suspect this is a result of the notable increase we've seen in our social media participation and weekly Eblast subscriptions.

MARKETING & COMMUNICATIONS



The 2011/2012 fiscal year saw Marketing & Communications renew our efforts to distribute a weekly email to our military members and their families. This weekly email is intended to inform subscribers about all the different programs and services being offered by the MFRC at any given time, as well as promote the various events and activities that often take place both on and off the base. At the end of this fiscal year we noted a 40.1% increase in our Weekly Eblast subscribers, with a total of 685 military members and families receiving our Eblast every Friday!

At the MFRC, we are committed to connecting our community to the resources they need. In the 2012/2013 fiscal year we referred 2,106 individuals to different programs and services, both within the MFRC and beyond. Our efforts to provide support to our military members and their families are ongoing throughout each of our different departments and program areas. Our Marketing & Communications team makes sure that there is as much awareness raised about these programs, services, events and activities as possible.



Bully Prevention 2012

PERSONAL DEVELOPMENT & COMMUNITY INTEGRATION

LANGUAGE SERVICES

YEAR AT A GLANCE

For the past four summers, Language Services has been able to take on a summer student as a French Enhancement Worker. This year was no exception, as the MFRC was able to secure funding from both the *Young Canada Works* (Canadian Heritage) and the *Canada Summer Jobs* (Service Canada) grants in order to fully cover Alissa Bergeron as our summer 2013 French Enhancement Worker. The Canadian Heritage grant encourages youth from other parts of Canada to pursue work in their official language. Candidates are required to be more than 125 km from their home in order to be considered for the position.

STAYING CONNECTED

Every August, with the help of our French Enhancement Worker, Language Services continues its efforts to bring the Francophone community together.

This year we once again hosted our Summer Winter Carnival. As part of the festivities we invited a local Francophone group called *Les Bûcherons*, to perform - they were a hit! We also continue to host regular French Pizza-Movie nights.

These gatherings are regularly attended by both Francophone and English families and are definitely one of our more popular programs.

We also make an effort to connect with our Francophone community by hosting monthly French community coffee groups, as well as Francophone suppers, which have grown in popularity over the past fiscal year.

PARTNERSHIPS

Language Services has renewed partnerships with local Francophone agencies, such as *Accès Emploi*, *Institut Guy-Lacombe de la famille*, *Le Franco* and the *Journal de Chez-Nous*. Language Services has also been able to offer babysitting and first aid courses in French, through a partnership with *Breath for Life*.

ACHIEVEMENTS

This year, in collaboration with the *Book Fair Company*, the MFRC was able to provide a bilingual book fair to our military families.

In addition, our efforts to provide MFRC communiqué in both official languages are ongoing. Documents are always being translated, including our website and our Facebook page.

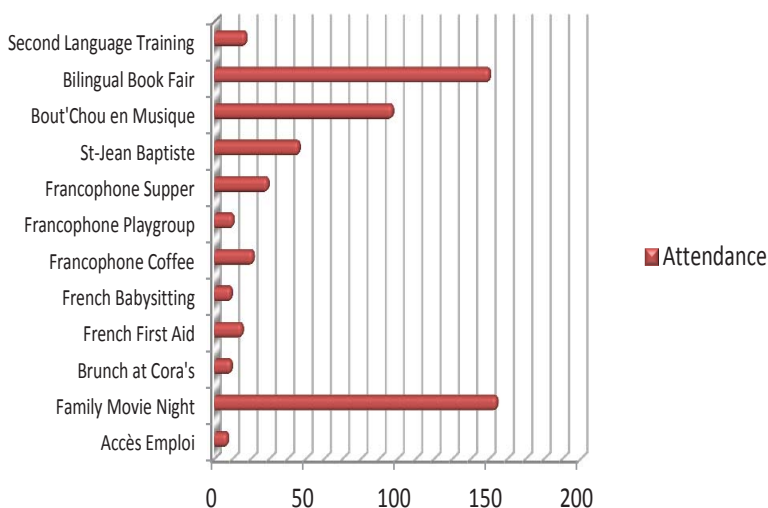
We also earned the Canadian Heritage grant, *Celebrate Canada*, for hosting the St. Jean-Baptiste event at the end of June for the past fiscal year.

MOVING FORWARD

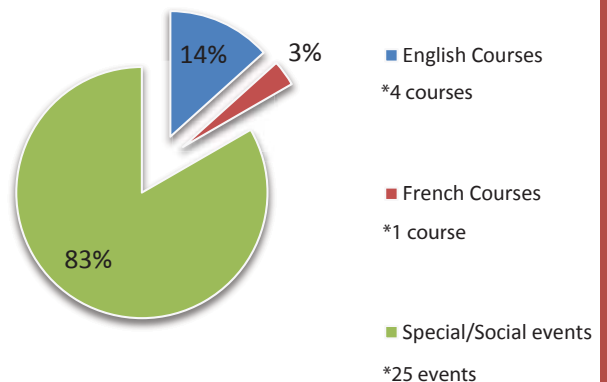
Language Services will continue to strengthen the MFRC's relationship with the Francophone community through programs, events and services, such as the annual Franco-Albertan flag raising ceremony for the kick-off of the "Rendez-vous de la francophonie" and St. Jean-Baptiste Day.

We will also aim to bring back some of our French programs, such as the French Homework Club, which were cancelled due to lack of volunteers.

Second Language Programs & Events



Second Language Services



PERSONAL DEVELOPMENT & COMMUNITY INTEGRATION

VOLUNTEER & COMMUNITY DEVELOPMENT

YEAR AT A GLANCE

At the MFRC we rely heavily on our committed volunteers, who regularly and selflessly donate their time and energy to help out with any number of tasks, programs and events. On behalf of the staff and military families, thank you so much! We couldn't do it without you.

Volunteers help us with events hosted at CFB Edmonton, as well as the greater-Edmonton area, acting as ambassadors of the MFRC. Our volunteers are also helpful within the MFRC in day-to-day activities, such as administration, program support and event facilitators. Our volunteer program has also helped unite the MFRC with many of our own excellent staff members, who were first introduced to the centre as a volunteer.

STAYING CONNECTED

One of the more popular ways the Community Development Program stays connected to our community is with our Community Coffee gathering, held the last Friday of each month. These gatherings give the community a chance to come together in a relaxed atmosphere. Community members, local agencies, organizations and other support agencies are always invited to attend. This past fiscal year we hosted a total of 96 families at our Community Coffee.

PARTNERSHIPS

Community Development works in partnerships with various groups, such as *PSP*, the *City of Edmonton*, *ATCO Blue Flame Kitchen*, *Sunflower Community Resources*, the towns of *Bon Accord* and *Gibbons*, the *Welcome Wagon Committee*, *Children's Education Funds Inc.*, *Sturgeon Adult Literacy*, *Tim Hortons*, the *Winnifred Stewart Association* and *I Have A Chance Support Services Ltd.*

ACHIEVEMENTS

This year we hosted a Yard Sale and Local Business Registry Fair, which were very well attended and post-event feedback was very positive. During the event many of the Business Registry vendors participated, to let our military families know who they are and what they have to offer.

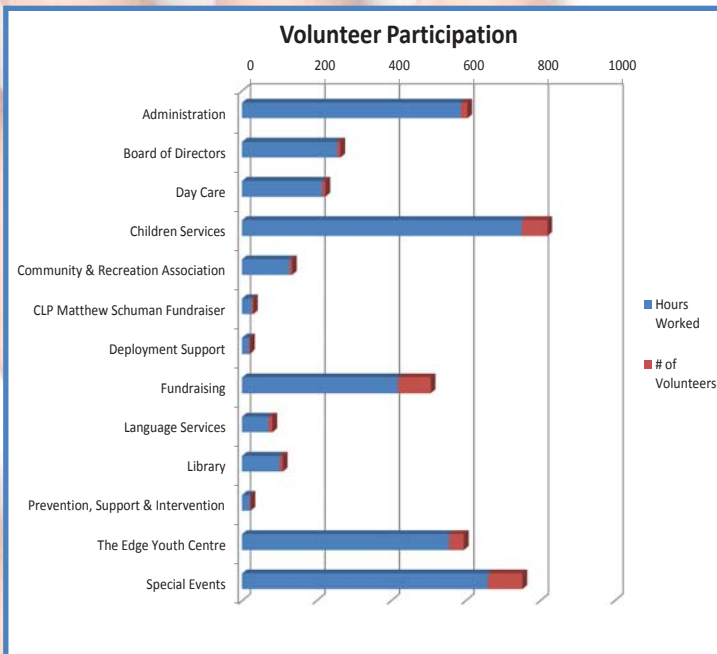
The Yard Sale gave families living on the base the opportunity to downsize unwanted furniture, toys, clothing, etc. from their homes just in time for posting season.

MOVING FORWARD

The Community Development Program strives to create an enjoyable and welcoming atmosphere for both our volunteers, military members and their families.

One of the ways we hope to enrich our program is by further developing our Community Coffee gathering, by inviting guest speakers from local businesses and agencies to encourage open discussions and raise awareness about different topics.

In addition, we will continue to focus our efforts on further expanding our growing Local Business Registry and next year's Yard Sale will expand to include all household items.



PERSONAL DEVELOPMENT & COMMUNITY INTEGRATION

WELCOME SERVICES

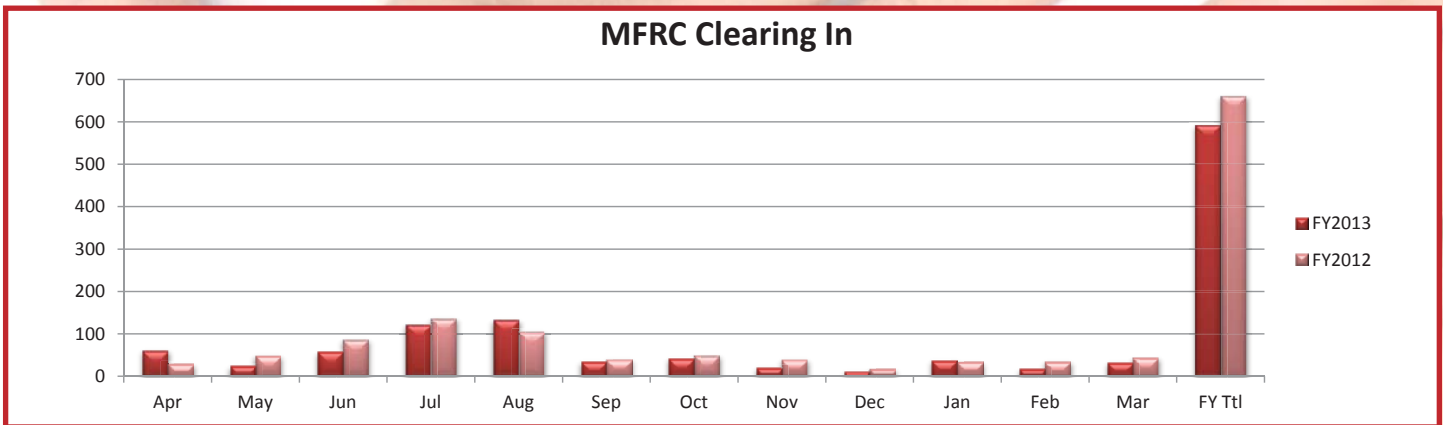
Another component of the MFRC's Community Development efforts is our Welcome Services program. The goal of this program is to assist new families posted to Edmonton as they settle in to their new home and new community. The MFRC provides them with information and support and help point them to amenities they've grown accustomed to at each CAF Base, as well as introducing families to any new services provided on CFB Edmonton.

The MFRC also provides Welcome Packages to single CF members and new families. These packages contain plenty of information about all the different communities, services and programs within the greater-Edmonton area, CFB Edmonton and its agencies, as well as information on local vendors

and businesses. Not to mention we provide an extra special Welcome Package for new born babies, with a special gift included for the family's newest addition. We have dedicated volunteers who help us put together all of these Welcome packages.

"WELCOME TO EDMONTON LINE"

In January 2013, the MFRC began a new greeting service called the "Welcome to Edmonton Line". This service was established as yet another means for the MFRC to connect with new families and to help create a relationship between them and the MFRC. The services also aims to raise awareness of the MFRC's many programs and services. Since the inception of this service there have been 35 calls requested on 86 clear-ins.



This graph depicts the trend for military members clearing in to the MFRC and CFB Edmonton, for the 2011/2012 and 2012/2013 fiscal years, comparatively.



CHILD & YOUTH DEVELOPMENT & PARENTING SUPPORT

CHILDREN'S PROGRAMS

YEAR AT A GLANCE

Children's Programs encompasses a multitude of areas, offering both child-focused and family-focused programming and services. As part of these programs and services, Children's Programs coordinates Playschool, Terrific Twos, and Child Health Clinics at the MFRC.

In addition, Children's Programs provides various parenting support services, in the form of parent-child activities and parent/caregiver education facilitation.

At the MFRC, our Children's Programs Coordinator strives to meet the needs of our military community by offering quality programming and qualified staff, who will foster and stimulate cognitive, physical, social, creative and emotional development in

children.

In the 2012/2013 fiscal year, Children's Programs met these goals by providing programs such as *Parents and Tots*, *Books for Babies*, *Rhythm and Rhyme*, *Drop-In Playgroup*, *Kids Social Club*, *Fine Fun Art*, the *C.O.W Bus*, and a *Consumer Product Safety Program*.

These types of parent/caregiver education and support services are a mainstay within Children's Programs and are a focus throughout the year.

This year we hosted five different special workshops, courses and seminars, in addition to our regular drop-in programs.

During the 2012/2013 fiscal year, we saw 187 parents/caregivers attend our various unregistered programs, and 37 parents/caregivers attend our registered programs.

STAYING CONNECTED

Our Children's Programs Coordinator provides an orientation to of all MFRC services to each newcomer to the *Drop-In Playgroup Program*.

In addition, every September Children's Programs hosts a parent orientation meeting for our Playschool and Terrific Two's parents.

A follow-up meeting is held again midway through the year, to touch base with parents. We also encourage open communication between parents and teachers.

PARTNERSHIPS

Children's Programs fosters a wide range of partnerships with agencies both on and off the Base, including:

- Centre for Family Literacy
- Alberta Health Services
- Health Canada
- Sturgeon County Early Childhood Development Initiative
- University of Alberta
- Community Recreation Association

ACHIEVEMENTS

The MFRC continues to be a designated site for Community Nursing Practicums for students from the University of Alberta.

MOVING FORWARD

This year, Children's Programs will seek to strength relationships with outside agencies, as well as continue to provide quality children's programming for our military families.

Children's Programs also hopes to increase community awareness about the MFRC and the various programs and services offered.

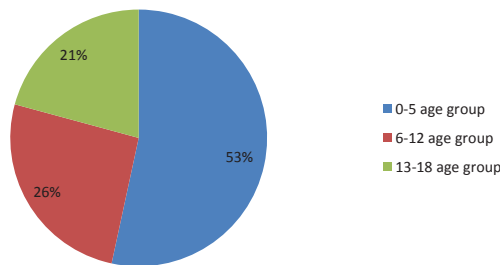
PARENTING/CAREGIVER SUPPORT PROGRAMS

- Books for Babies
- Parents and Tots
- Rhythm and Rhyme
- Building Blocks Family Literacy Program
- MFRC Child Health/Flu Clinics
- Head Start Screening

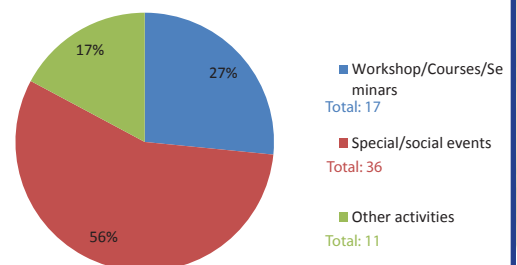
CHILD AND YOUTH INITIATIVES

- Drop-in playgroups
- Francophone playgroups
- Kids Social Club
- Playschool
- Terrific Twos
- Fine Fun Art
- Special Events Playgroup
- Crafty Kids
- C.O.W. Bus

Demographics by age group



Type of Child & Youth Activities



CHILD & YOUTH DEVELOPMENT & PARENTING SUPPORT

EMERGENCY CHILDCARE SERVICE, CASUAL CARE, DEPLOYMENT CHILDCARE

The Casual Care (CC) program functions as a user-pay program and intended for families who need childcare for non-emergent needs, such as running errands without bringing the kids along, attending appointments, taking a course, or for parent's who simply need a short break from parenting. CC accepts children from birth to 12-years-old. Children who attend CC enjoy planned activities, such as games and/or arts and crafts, or outdoor playtime with peers.

Emergency Childcare Services (ECS) provides families who qualify with assistance during family

emergencies, by providing 24-hour access to short-term childcare, until long-term childcare arrangements can be made.

The ECS also provides support to families who are new to Edmonton, by providing resources for finding regular childcare and helping families create an effective Family Care Plan.

ECS child care is delivered by Home Care Network Inc., the Family Centre, Glengarry Family Day Home Agency, North Edmonton Family Day Home Agency and Rural Family Day Homes, as well as the University Infant Toddler

Centre, the MFRC Daycare and other centres close to where families live.

The Deployment Care (DC) program is provided to families who are experiencing the absence of their CAF member, due to deployment or exercise, that keeps their CAF member away from home for 28-days or longer.

DC is provided through regular Deployment Care Saturdays, weekly Casual Care, and/or through in-home care providers (when necessary).

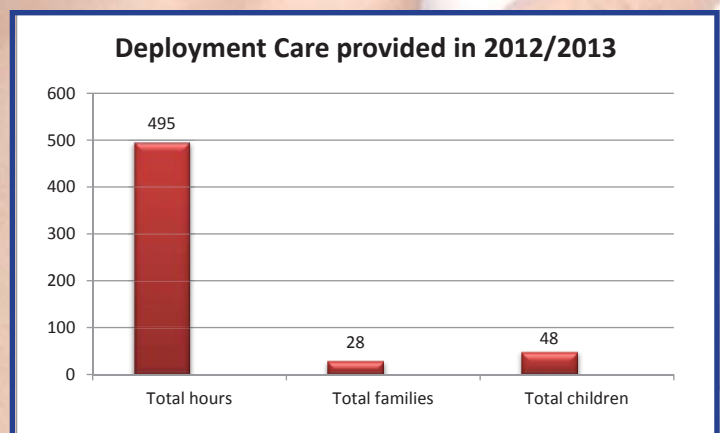
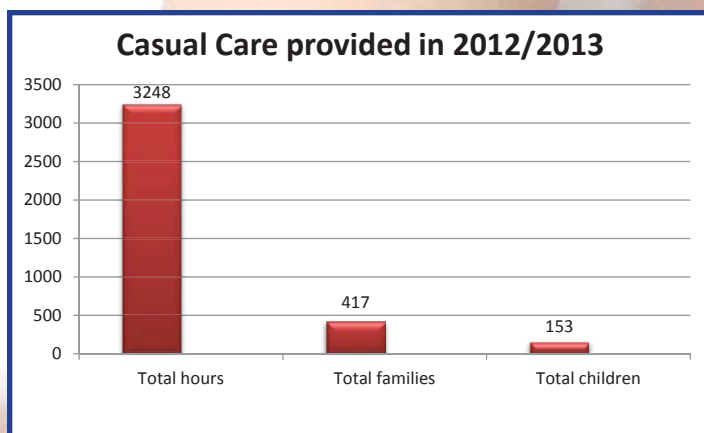
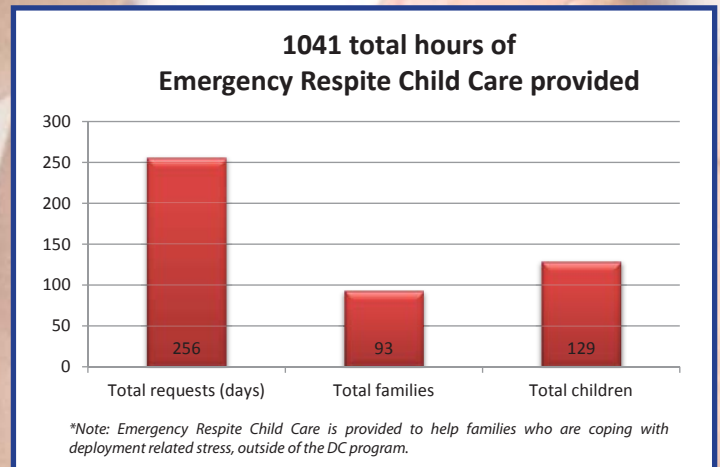
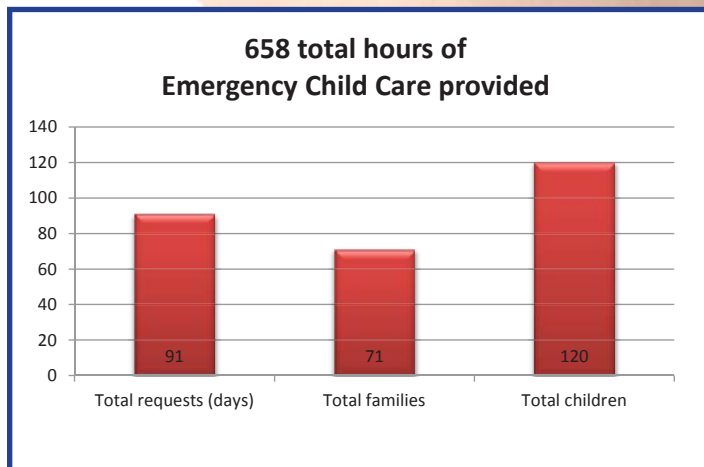
Casualty Support Child Care (CSCC) provides additional child care services to support families of CAF members who

are ill, injured, or have died while serving.

The MFRC is authorized to provide up to 168 hours of CSCC to families who qualify, in order to assist in attendance and participation at medical, mental health or social support appointments, to provide respite for the family, or to support the family during the funeral and bereavement process.

YEAR AT A GLANCE

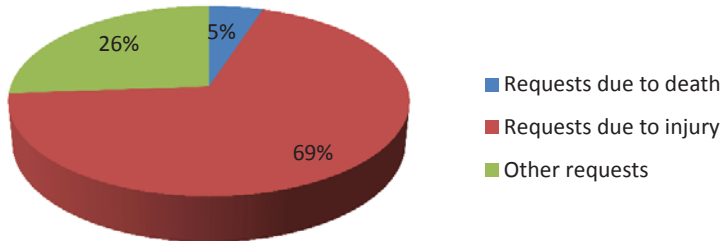
The following charts and information show stats for the different child care services accessed by families for the 2012/2013 fiscal year:



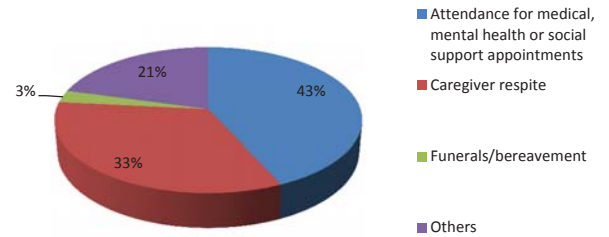
CHILD & YOUTH DEVELOPMENT & PARENTING SUPPORT

EMERGENCY CHILDCARE SERVICE, CASUAL CARE, DEPLOYMENT CHILDCARE

Casualty Support Child Care Requests



Total CSCC Hours Provided



*Note: The above chart show a breakdown of why families request CSCC and why CSCC services are most often provided. During the 2012/2013 fiscal year, the majority of all requests for CSCC were due to a CAF family member being injured. Over the past year, 1,000 hours of CSCC was provided to 183 children.

STAYING CONNECTED

ECS works endlessly to connect with as many families in need as possible, providing care during times that are unexpected, stressful and of course unique to military life.

PARTNERSHIPS

ECS maintains valuable partnerships with CFB Edmonton Chaplains, who provide after-hours care, as well as the Glengarry Child Care Society, the Home Care Network and the Family Centre, who each help to provide accessible care during emergencies.

MOVING FORWARD

ECS is currently working to expand its Child Care Registry, which provides families with the information and resources necessary for finding quality child care, as well as setting up efficient family care plans.

In addition, ECS will continue to increase partnerships with agencies, organizations and resources both on Base and off, to ensure that child care is easily and readily available and accessible to families.



CHILD & YOUTH DEVELOPMENT AND PARENTING SUPPORT

DAY CARE & OUT OF SCHOOL CARE (OOSC)

YEAR AT A GLANCE

The MFRC offers a fully accredited Day Care program, which operated at nearly full capacity of 80 children throughout the 2012/2013 fiscal year. Our Kinder OOSC program had 13 children enrolled, and 24 children were enrolled in our Grade 1 to 6 OOSC program.

STAYING CONNECTED

We have continued to provide parents with on-going progress reviews, portfolios and children's individual program plans, in order to keep parents up-to-date with their child's progress and development. In doing so, we allow parents to feel included in their child's day-to-day learning and the feedback we have gotten from families has been very positive.

PARTNERSHIPS

This year our Day Care and OOSC programs worked closely with Sturgeon Composite High School and the Head Start Program. They also worked in collaboration with the University of Alberta, Capital Health, the Alberta Resource Centre for Quality Enhancement and of course they continue to work closely with our Prevention, Support & Intervention team, our Deployment team and the Family Navigator program - just to name a few.

ACHIEVEMENTS

The MFRC Day Care achieved three-year re-accreditation in May 2012. In June 2013, the MFRC OOSC program also became fully accredited.

MOVING FORWARD

Due to changes in provincial funding for Day Care centres, funding for programming supplies has been discontinued. This presents a new and unique challenge for the coming year, which will be a focus in the coming year. In addition, the MFRC Day Care will continue to work on developing a new and further-improved three-year Quality Enhancement Plan (QEP). This is an ongoing initiative, which assesses the program based on current needs and adapts to those needs as required. The QEP also ensures the Day Care's chances of continuing to achieve re-accreditation in the future. Accredited child care programs, and those working towards accreditation, can receive program and staff funding.



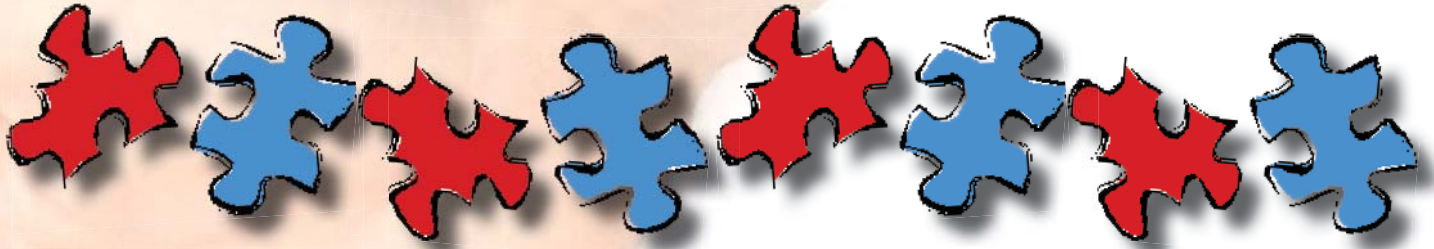
Father's Day 2012



Mother's Day 2013

CHILD & YOUTH DEVELOPMENT AND PARENTING SUPPORT

YOUTH/TEEN SERVICES



YEAR AT A GLANCE

During the 2012/2013 fiscal year, the Edge Youth Centre (EYC) saw 194 pre-teens (9 to 12-year-olds) access our daily drop-in program. The EYC also saw 183 teens (13 to 17-year-olds) access the daily drop-in program.

This past year the EYC enjoyed a more regular turn-out by both pre-teens and teens to the EYC. The EYC noted that more youth/teens from both age groups frequented the EYC more often in a week, as compared to years past.

This year was also a transitional period for the EYC, as we saw many of our long-term staff members move on to pursue other endeavours.

As we begin this new fiscal year, we welcome several new staff members to the EYC team, many of whom have worked in other MFRC youth programs, and who bring with them a passion to work with youth, thus reinvigorating the EYC with a fresh enthusiasm.

As for our Youth/Teen Services in general, we hosted several workshops and seminars throughout the year, such as:

- Bullying Prevention Workshop
- Babysitting Courses
- Self-Esteem/Personal Care Seminar
- Social Media Awareness Seminar
- Home Alone Safety Workshop
- Internet Safety Workshop

STAYING CONNECTED

This year we hosted a Grey Cup Party, as well as a Super Bowl Party for our youth and teens, both of which were very well attended. Feedback received from those who attended both of these events was very positive.

In addition, we have been working hard to improve youth/teen participation on the Edge Facebook Page (which was established in 2011), by using the social platform as a way to connect with youth/teens, informing them about different programs and events being hosted at the MFRC and/or the EYC, as well as trying to elicit feedback from youth/teens about programs and events.

PARTNERSHIPS

- Shoppers Drugmart
- Bullying Project Team
- Alberta Health Services
- University of Alberta Nursing Students

- University of Alberta Human Ecology Department
- Health Promotions Edmonton

ACHIEVEMENTS

This year we focused some attention on the EYC's operations and have succeeded in streamlining our processes and protocols with an aim of ensuring both a quality program and good stewardship over the resources available.

We have also been working toward developing an online presence for the EYC, to better communicate with our youth. As a result, we have noted a full 50% increase in Facebook "Likes," as compared to the 2011/2012 fiscal year.

MOVING FORWARD

The MFRC recognizes that youth/teens from military families face a unique set of challenges, as compared to youth/teens not from military families, and we will continue to provide programming geared toward addressing these unique challenges and improving the quality of life for our youth/teens and their families. One way we intend to accomplish this goal is in strengthening youth/teen involvement and fostering youth/teen Team Leadership skills.

In keeping with our efforts to connect with youth/teens, a Twitter account will be established this Fall for the EYC. Just a pilot-project for the time being, we hope to reach even more military youth/teens via this medium.

We have also begun work with Health Promotions to improve and enhance the nutritional value of items offered in the EYC canteen. These items will be selected based on direct feedback from youth who attend the EYC.

Efforts to encourage additional parent involvement in MFRC youth/teen events and activities, as well as recruiting youth/teen-specific volunteers are well under way. Youth/Teen Services has been working closely with the Marketing & Communications team to launch campaigns geared toward the success of this goal.

Lastly, we have already begun to replace some of the older, worn-out equipment in the EYC, starting with a new pool table and air hockey table.

This Fall the MFRC and Scotiabank Namao Centre will work together to host a bake sale, with all proceeds in support of youth/teen services. These funds will be used to further expand and develop the MFRC's youth/teen programming and events.

CHILD & YOUTH DEVELOPMENT AND PARENTING SUPPORT

FAMILY NAVIGATOR

YEAR AT A GLANCE

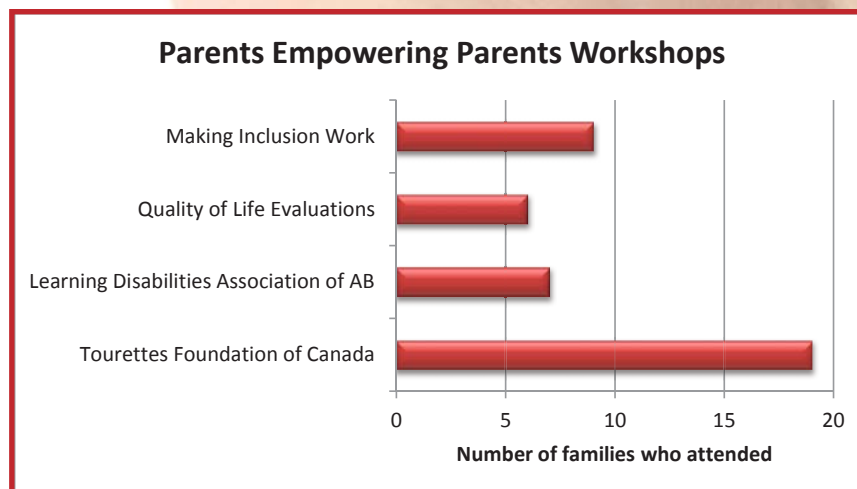
As part of our efforts to ensure that the MFRC meets all the needs of our military members and their families, we participate in the *Family Navigator* program, which is essentially an online resource for CAF members who have children with special needs and/or disabilities. In conjunction with the *Family Navigator* program, the MFRC is able to provide support and special care to these families, such as:

- Relocation
- Supporting a family member, such as a child with special needs, person with a disability, an elderly parent who requires extra support or a CAF member with an operational injury.
- Finding childcare
- Adapting to military lifestyle challenges
- Coping with a diagnosis of a health concern
- Finding direction when you're not sure who to call

Of the 73 families the MFRC assisted in this area during the 2012/2013 fiscal year, the following challenges were the most prevalent:

- Autism spectrum
- Hyper-activity and attention deficit disorder
- Learning disabilities
- Communicative intent of behaviour
- Medical issues

Families were also provided with information in regards to available provincial funding, education and community/networking supports. The MFRC also hosted several "Parents Empowering Parents" workshops throughout the year. These workshops aim to bring together families who have children/adults with special needs, as well as introducing valuable guest speakers.



STAYING CONNECTED

The MFRC continues to work with several agencies within the Capital region in order to provide a high standard of education and support services for our military members and their families with special needs. Some of these agencies include, but are not limited to:

- Saffron Centre Ltd.
- Alberta Health Services
- University of Alberta; nursing students & human ecology
- Health Promotions Edmonton
- Shoppers Drugmart

These partnerships are invaluable to the MFRC's youth/teen programs.

MOVING FORWARD

Over the course of the next fiscal year, the MFRC wishes to strengthen its collaborative work with the Family Navigator program and other MFRC's across Canada, in order to further expand and develop a high quality and standard of support programs and services to military members and their families with special needs and/or disabilities.



SNAPSHOTS OF A BUSY YEAR...



Zoo-2-U 2012



Franco-Alberta Flag Raising 2013



Loops for the Troops 2013



Stormtroopers Visit Day Care 2012



Alex Mahé - Summer Winter Carnival 2013



Jubilee Family Day 2012



Donor Appreciation 2012

PREVENTION, SUPPORT & INTERVENTION

FAMILY SUPPORT

YEAR AT A GLANCE

This past year, the PSI team underwent some staff changes, due to a maternity leave and postings.

The Children's Deployment Support Group (CDSG) was discontinued this past year, as a result of the lower numbers of children experiencing deployment. Alternatively, the Rainbows program has served well as a replacement to CDSG, as its goal is to assist children grieving a loss, regardless of the source (i.e. divorce, deployment or death of a loved one).

Community Connect was offered several times throughout the fiscal year, which allowed clients and professionals to meet with service providers from specific fields. These forums however, were discontinued due to low attendance. Two financial literacy sessions were offered, as well as Girl Spoken for pre-teen girls. The MFRC continues to be involved in the Family Crisis Team – locally known as the Family Crisis Advisory Team (FCAT).

STAYING CONNECTED

The recent changes to PSI staff has allowed for a higher number of staff members within the program, resulting in three full-time staff and one part-time. The PSI team has made effective use of additional team members, by implementing an intake schedule. This schedule allows the team to dedicate their time to projects, without interruptions from unplanned client interventions. PSI has also begun to have weekly team meetings, with a focus on case consultations and program development.

PARTNERSHIPS

The PSI maintains strong partnerships with agencies and organizations across the Capital region, and the country. To name a few:

- SISIP
- Fort Saskatchewan Child & Family Services
- Partnership with Base Mental Health
- Family Crisis Advisory Team (FCAT)
- Local Schools
- Military Police and Chaplains

ACHIEVEMENTS

The MFRC celebrated a proud milestone this year, as the iSTEP Module 1 (ages 6-8) & Module 2 (ages 9-12) were nationalized on March 25, 2013, and are now recognized in MFRC's and IPSC's across Canada. Helena Gillespie and Jerris Popik, the two MFRC staff who developed the program provided iSTEP training seminars in Ottawa to interested MFRCs and IPSCs.

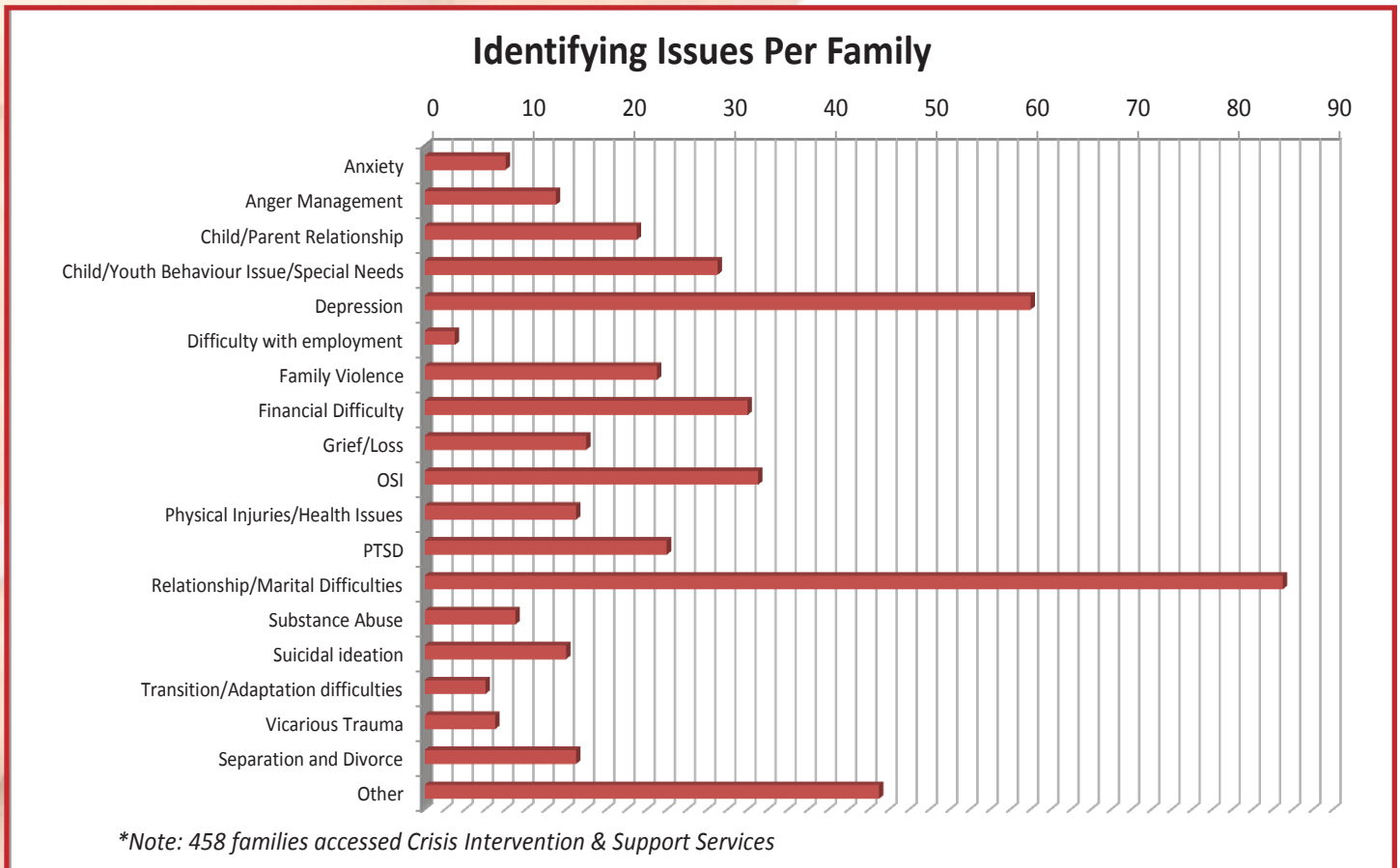
Additionally, the FCAT team evolved from the Family Crisis Team to its current structure to better meet the local needs of the CFB Edmonton. FCAT is comprised of first-responders to family violence (Military Police, Chaplains, Psycho-social Services & Health Promotion) whereas the initial structure included community members (such as the Base Commander, Guthrie School etc.) The new structure allows the team to analyze cases and offer case consultations for units, allowing us to identify gaps in services and to address them.

ACTIVITIES/WORKSHOPS/GROUPS	ATTENDANCE
iSTEP facilitator Training	58
iSTEP Sessions	13
Girl Spoken	5
Ending of Financial Feud: Couple & Money	15
Raising Financially Fit Kids/Teens	9
Dove Information Session	~100
Rainbows Program	5
Parents & Tots	-
Community Connect	18
Grief & Loss Conference	
Families of the Fallen	15
Professionals & Other Attendees	50



PREVENTION, SUPPORT & INTERVENTION

FAMILY SUPPORT



MOVING FORWARD

PSI has several plans and initiatives in the coming year. The following is a list of some of our priorities:

- **OSI Information Sessions:** We plan on consulting and partnering with OSI services providers in order to develop such sessions (including OTSSC, IPSC & OSISS).
- **iSTEP Level 3:** Due to demand to nationalize iSTEP Module 3 (ages 13-17), the program will be formalized by following similar steps taken for iSTEP Modules 1 & 2.
- **Girl Spoken:** Girl Spoken will be offered twice; once for teens and once for pre-teens.
- **Dove:** Due to a need to address the effect the media on our daily lives, PSI will offer Dove for interested Youth.
- **Guest speakers on various topics:** different agencies will be brought in to facilitate pre-structured programs or sessions – these can include the Saint Albert Family Resource Centre, the Kara Centre, Saffron, Credit Counselling Society and Community Legal Services.
- **FCAT:** We will continue with our involvement of the FCAT Team and address areas of need on the Garrison relating to family violence. This will include an update to the current family violence CO Briefs being offered and the possibility of developing and offering a similar briefing geared to first responders of family violence on base, such as Military Police and Chaplains.
- **Couples Counselling:** Due to a high number of couples requesting short term couple's counselling, members of the team will obtain certification in the Gottmann approach of couples counselling.



FAMILY SEPARATION AND REUNION

DEPLOYMENT SUPPORT PROGRAM

YEAR AT A GLANCE

During the 2012/2013 fiscal year the MFRC Deployment Support Program (DSP) continued to provide support services and programs to families experiencing the absence of their military member.

Families had the opportunity to access education-based programming via the Raod to Mental Readiness (R2MR) workshops, in preparation for the return of members from deployment to Afghanistan. Families were also afforded opportunities to meet others experiencing deployment, within the variety of DSP social events and activities hosted by the MFRC.

our military members and their families of the services offered by the DSP, deployment support staff delivered several information sessions, playgroups and the Parents & Tots programs. Additionally, the DSP set up information tables and craft areas at the Mission Transition Task Force (MTTF), the HQ & Sigs Family Days throughout the year.

The MFRC also hosted a comedy show, presented by Laura Earl-Middleton *I'm an Army Wife...now what?*, which offered insight to the military lifestyle, as experienced by a newly married army wife. The funny and thought-provoking show resonated with both deployed and non-deployed families alike.

The Rainbows program was offered to Guthrie School students this past year as well. The Rainbows program offers support and resources to children experiencing a loss (separation, divorce, deployment, etc). The group of 7 to 11-year-olds met over the course of four months and explored ways to understand and cope with the feelings resulting from a significant loss in their family or community.

This past fiscal year, DSP saw 302 regular force families and three reserve force families access DSP services. Of the two briefing/information sessions hosted by DSP, four military members attended. Of the 37 special/social events that were offered, 550 military members and their families participated.

and March, due to inclement weather). These events bring together and families who share the experience of the deployment of their military member, and is a supportive and positive setting.

Another peer-support gathering hosted by DCP is the bi-monthly drop-in coffees. In general, attendance to these gatherings has been low.

One-time events, such as the Teddy Bear Picnic, the Christmas Centerpiece Craft Activity and the Fabulous Flower Pot/Gardening Workshop, were quite popular this past year. A number of families also participated in the School Supply Shopping bus trip to Kingsway Garden Mall, as well as the Edmonton Christmas Lights tour.

These programs have served well to put the MFRC in touch with families experiencing a deployment - and to connect families who share the experience.

In a continued effort to inform

DEPLOYMENT SUPPORT PROGRAMS & EVENTS

PROGRAMS & EVENTS	ATTENDANCE
Drop-In Coffee	49
Spring Craft Event	Cancelled
Pizza/Movie Night	182
Teen Pizza	Cancelled
Grown Up Movie Night	4
Teddy Bear Picnic	10
Family Games Night	Cancelled
Bowling Night	Cancelled
Trip to Strathcona Farmers' Market	Cancelled
Trip to St. Albert Spray Park	Cancelled
Back to School Shopping Trip	4
Back to School Fun Day	0
Night Out at the Theatre	10
Trip to Prairie Gardens Adventure Farm	11
Christmas Craft Event	10
Christmas Lights Tour	10
Brunch at Cora's	Cancelled
Family Mini-Golf Event	Cancelled
Gardening Workshop and Craft Event	3
Easter Event	Cancelled
Laura Earl-Middleton Comedy Show	75

*Note: Programs were cancelled due to low enrolment.

STAYING CONNECTED

One of DSP's most well-attended events is our monthly Pizza/Movie Night, offered the third Tuesday of each month (with the exception of December, due to insufficient registration

DEPLOYMENT PIZZA/MOVIE NIGHTS

DATE	ATTENDANCE
April 19, 2012	19
May 17, 2012	25
June 19, 2012	17
July 19, 2012	26
August 16, 2012	15
September 20, 2012	17
October 17, 2012	11
November 15, 2012	15
December 13, 2012	0
January 17, 2013	11
February 21, 2013	26
March 21, 2012	0

FAMILY SEPARATION AND REUNION

DEPLOYMENT SUPPORT PROGRAM

PARTNERSHIPS

This past year the MFRC partnered with Guthrie School to offer the Rainbows Program to students experiencing loss (due to divorce, separation, deployment, etc). The DSP also continued to work closely with the Deployment Support Group and Unit Rear Parties, in order to deliver support and services to deployed families. Additionally, DSP continued to enjoy the support of Panago Pizza, for the Programs monthly Pizza/Movie Nights.

ACHIEVEMENTS

During the 2012/2013 fiscal year DSP continued in our efforts to inform as many families as possible about the supports and services offered by the DSP. This was accomplished in partnership with the MFRC marketing team, the Deployment Support Group, Unit Rear Parties, the Deployment Support Program bi-monthly e-blast, the Edmonton Garrison Community Guide and promotional materials posted in the MFRC and on base.

Our Deployment staff continued to gain skills by means of a variety of training opportunities, including the new *Inter-Comm Family Conflict Management Workshop Facilitator Training*, *Mental Health First Aid*, *Grief and Loss Conference*, *Community Feedback Facilitation* webinar, *Super Dads Super Kids* facilitator training, and the *Community Conference/Restorative Justice* facilitator training

MOVING FORWARD

During this reporting period DSP worked to educate families to ensure they were aware they could access DSP services whenever their military member is absent due to operational requirements, which includes deployments overseas, but also whenever the member is away from home on training, course, exercise, temporary duty, imposed restriction etc. This information was included on an information poster displayed in the MFRC's main hallway and was also reiterated at Deployment Program events, MFRC program and unit briefings and in the *Edmonton Garrison Community Guide*.

In the next year, we will continue to research and develop educational resources and activities that will offer families tools to building resiliency and to coping with the demands of a busy deployment schedule, and our efforts to raise awareness about the variety of resources, services, programs and events hosted by the DSP will be ongoing.



Drive-In Pizza/Movie Night 2013



Christmas Lights Tour 2012

MFRC DONORS

Thank you to the following individuals and businesses for their generous support of the MFRC during the 2012 – 2013 fiscal year

Gold \$25,000 +

The Edmonton Salutes Committee

Silver \$15,000 - \$24,999

41 Service Battalion

Bronze \$5,000 - \$14,999

15 Service Battalion
49th Battalion LER Reg. Assoc.
Accurate Screen Ltd – Calgary
Canada Lands Company
Edmonton Oilers Community Foundation
Kentwood Ford
Ladies Auxiliary to the Royal Canadian Legion- Innisfail
McCormack Family
PPCLI Foundation
Royal Canadian Legion, Alberta-NWT Command
Royal Canadian Legion – Wetaskiwin No. 86
Royal Canadian Legion – 212 Sylvan Lake
Servus Credit Union
Sobeys – Namao Centre
Strathcona County

Grants

Government of Alberta's Community Spirit Program
The Calgary Foundation



Yellow Ribbon Supporter (\$1,000-\$4,999)

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Aecon-Lockerby Construction
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Cornerstone
Councillor Dave Loken
Dennis & Doreen Erker
Dow Chemical Canada
General Dynamics Land System Canada
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Ken Williamson
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Shoppers Drug Mart Life Foundation
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Tim Horton's – St. Albert
United Way, Calgary Area
Western Truck Body

Yellow Ribbon Friends (\$500 - \$999)

Aldon Auto Salvage
City of Edmonton
Diamond Jubilee Dinner
Edmonton Musical Theatre Society
Hugh Allan Kerr
Independent Jewellers
Ladies Auxiliary to the Royal Canadian Legion- Wetaskiwin
Lube X - Morinville

Maxi Consulting
Refine Renovations Inc
Spider Hockey
St. Albert Chamber of Commerce
The Druid
The Sutton Place Hotel
United Way of Calgary and Area
United Way Ottawa

In Memory of

Corporal Bryce Keller
Corporal Zachery McCormack
Diane Therrien
Daniel Brister

Timothy Fournier
Rick Dodson
Lane Watkins

Yellow Ribbon Donor (\$10 - \$499)

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Kathleen Barnes
Katherine Fournier
Isabelle Roberts
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SurvivaCord
The Keg Steakhouse
The Melting Pot
United Way of Fort McMurray
Union of National Defence Employees
Local 30905
Wayne & Ferne Dobson
Westend Seniors Activity Centre

*We apologize if we have omitted anyone from this list. If we have missed you or your business/organization, please contact the MFRC at 780-973-4011, ext. 6328.

MFRC STAFF

...in alphabetical order

Adamson, Chantelle.....	Administrative Assistant	Mucha, Melanie.....	Administrative Assistant
Booker, Barbara.....	Administrative Services Coordinator	Nelson, Roberta.....	Youth/Teen Centre
Bourgeois, France.....	Fund Development Coordinator	Olson, Charlotte.....	Day Care Team Lead
Brulotte, Janice.....	Day Care Worker	Parlin, Roza.....	Executive Director
Chabot, Carolane.....	Casual/Deployment Care Worker	Patterson, Lacey-Anne.....	Youth/ Teen Centre
Clark, Jacqueline.....	Playschool/T2's Worker	Pierce, Adrianna.....	Day Care Worker
Davidson, Brenda.....	Program Manager	Poisson, Christine.....	Administrative Assistant/Day Care Worker
Defer, Nancy.....	Children's Programs Coordinator	Pond, Velvet.....	Day Care Cook
Dias, Laura.....	Administrative Assistant	Popik, Jerris.....	Family Support Worker
Forest, Nancy.....	Prevention, Support & Intervention Coordinator	Pruden, Joanne.....	Day Care Coordinator
Gagné, Catherine.....	Language Services Coordinator	Rafuse, Nicolyn.....	OOSC Team Lead
Gillespie, Helena.....	Family Support Coordinator	Rancourt, Frederic.....	Outreach & Marketing Coordinator
Gorman, Karen.....	Day Care & OOSC Worker	Reid, Sariah.....	Youth/Teen Centre/Casual Care Worker
Haberstock, Jennifer.....	Casual/Deployment Care/PG Worker	Rice, Jody.....	Family Liaison Officer
Harvey, Shirley.....	OOSC/Kinder Program Supervisor	Ross, Jennifer.....	Youth/Teen Centre/Casual Care & PG Worker
Humphries, Lucinda.....	Emergency Child Care Coordinator	Salisbury, Kelly.....	Day Care Team Lead
Jones, Rebecca.....	Children's Programs/Casual Care Worker	Selbee, Jennifer.....	Youth/Teen Centre
Kang, Delia.....	Children's Programs/Casual Care Worker	Sharan, Jamila.....	Day Care Float Supervisor
Kantor, Denise.....	Deployment Coordinator	Sigvaldason, Wendy.....	Day Care Worker
Kerr, Lauren.....	Youth/Teen Centre/Casual Worker	Smith, Moira.....	Casual/Deployment Care Supervisor
Ledger, Courtney.....	Day Care & OOSC Worker	St. Pierre, Annie.....	Marketing & Communications Coordinator
MacDonald, Marie.....	Day Care Team Lead	Tremblay, Veronique.....	Day Care & OOSC Worker
Mann, Robert.....	Deputy Director	Tremblett, Tracey.....	Day Care Worker
Mariano, Maria Cecilia.....	Day Care Team Lead	Weichel, Christina.....	Marketing & Communications Coordinator
Masikewich, Sylvia.....	Day Care Worker	Wheeler, Jennifer.....	Day Care Team Lead
Matheson, Colleen.....	Playschool/T2's Worker	Wheeler, Maureen.....	Day Care Team Lead
McClinton, Chelsea.....	Day Care Worker	Wichuk, Faith.....	Day Care Worker
McMillan, Lori.....	Playschool/T2's/PG Worker	Wickram, Lalani.....	Day Care Worker
Melles, Natsanet.....	Day Care Worker	Wood, Samantha.....	Casual/Deployment Care Worker
Morris, Gayle.....	Children's Programs/Casual Care Worker	Woodford, Donna.....	Community Development Coordinator
Morrisey, Terri-Lynne.....	Children's Programs/Casual Care Worker		





MFRC
CRFM
Edmonton

PO Box 10500 Station Forces
Edmonton, AB T5J 4J5

Phone: (780) 973-4011 ext 6300

Fax: (780) 973-1401

Email: information@mfrcedmonton.com

Website: www.familyforce.ca/sites/Edmonton



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