

2021-22



**KMFRC**

Kingston Military  
Family Resource Centre

# Annual Report

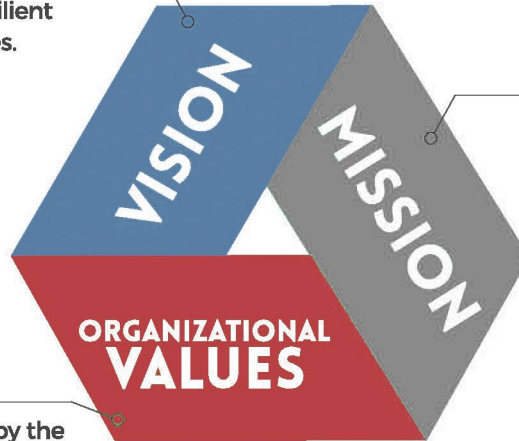
[kmfrc.com](http://kmfrc.com)





Kingston Military Family Resource Centre

To create a supportive community of resilient military families.



To provide quality services and programs to support the evolving needs of all members of our military families.

Our services and programs are measured by the standards set out in our Values.

They are also the principles that shape our behaviours and actions as we strive to best support our military families.

## TRUST

We build relationships based on mutual respect by listening to our clients, employees, volunteers, partners, and community members. We keep our word and provide reliable services and accurate, timely information.

## QUALITY

We pursue excellence in everything we do to achieve the highest level of service for the needs of our military families and our community.

## INTEGRITY

We are honest with each other, our volunteers, our clients and our community. We are dedicated to being reliable and transparent in all that we do.

## RESPECT

We value people, diversity, and equality. We treat all those we partner with, employ and serve with dignity and integrity.

## EMPOWERMENT

We invest in staff and volunteers who take the initiative to support our clients and communities in enhancing their resilience and quality of life.



**MFSP**  
MILITARY FAMILY  
SERVICES PROGRAM



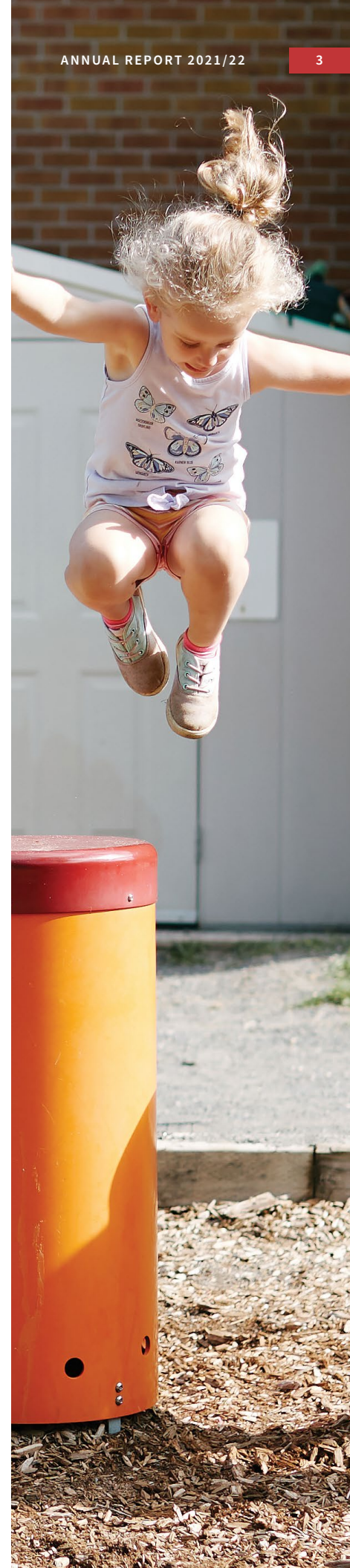
**PSFM**  
PROGRAMME DES SERVICES  
AUX FAMILLES DES MILITAIRES



**United Way**  
Kingston, Frontenac,  
Lennox and Addington  
Partner Agency

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# Message from the President of the Board

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The KMFRC Board of Directors is a volunteer board consisting of a minimum of 51% military family members.

The KMFRC is very lucky to have such hard-working and dedicated staff and volunteers and such a supportive community.





During this fiscal year the Board of Directors has continued to conduct the majority of our business virtually while carefully making the transition back to an in-person model. Committee meetings, and recruitment interviews have continued to be held primarily via online platforms while monthly Board meetings have begun being held with an in-person/hybrid model. Board members were also recently able to participate in an in-person Strategic Planning session.

Throughout the year the Board continued to work diligently on policy review, financial review, human resources, fundraising and governance matters for the centre. Recruitment of dedicated volunteers with diverse backgrounds and experiences to join our Board of Directors has continued. Major areas of attention from this past year included the implementation of the Military & Veteran Family Service Program Modernization, approval of updated Human Resources policies, and beginning a refresh of our Strategic Plan. As part of the continued policy review we look forward to presenting proposed Bylaw changes at the 2022 AGM, some of which are required to remain compliant with ONCA legislation.

During the upcoming year the Board will be working on finalizing the updated Strategic Plan, continued policy updates particularly governance and financial policies, support for the MVFSP implementation, and several committee driven projects. I'd like to thank my fellow board members for continuing to volunteer their time to support the KMFRC. We go into the 2022 AGM with a slate of skilled Directors with diverse experiences within our community. As well, my gratitude and thanks always to the KMFRC Staff who have worked diligently through the past year of transitions and unknowns to continue to serve our community.

## **Catherine (Beth) MacLean**

**Board President**

# Message from the Executive Director

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As the Kingston Military Family Resource Centre (KMFRFC) moved into the second year of the pandemic, we remained flexible and embraced the valued learnings gleaned from having already effectively worked in a pandemic environment. Providing ongoing support to Canadian Armed Forces' (CAF) and Veteran families remained our utmost priority as the public health measures and CFB Kingston regulatory requirements continued to ebb and flow with the ever-changing uncertainties of COVID-19. Thanks to the outstanding support and diligence of our Joint Health and Safety Committee, the KMFRFC provided a safe and functional hybrid work environment for staff and families. Shifting our operations to a Microsoft 365 platform, staff were able to work productively and connect with families from both their home and KMFRFC office.

The isolation of Covid was difficult for many. In response to needs voiced by our community for opportunities to come together, we expanded our services to also include in person outdoor programming, as permitted. Interactive take home activity kits were extremely popular and helped us remain linked to the community. Concurrently, we offered a wide variety of virtual programming to support the unique challenges of our CAF families shaped by relocation, absences and transitions. We were delighted to see our client base expand as new clients accessed virtual services who otherwise would not have been able to attend in person. It was rewarding when we were able to meet in person with new and returning families. Many families and staff had missed connecting in person during the pandemic shutdown periods.

Les Petits Amis Childcare Centre (LPA) continued to operate abiding by the regulatory requirements set out by KFL&A Public Health, the Ministry of Education and CFB Kingston. It continued to be a challenging time with frequent adjustments having to be made. However, our dedicated LPA staff readily embraced the changes and worked diligently to offer a warm, safe and inviting environment for the children. LPA was honoured to once again be selected to offer Emergency Childcare for CAF Essential Workers.

The modernized Military and Veteran Family Services Program (MVFS) was introduced to KMFRFC staff with implementation scheduled for the upcoming fiscal FY22-23. The program is reflective of current family realities and needs. It draws on a multitude of providers and approaches and supports Military Family Resource Centres as the primary resource in Canadian military communities. To enhance interactions with families, staff were introduced to a coaching model to help them better serve families. To support KMFRFC's service delivery, use of the national client management system was also an area of focus. Staff worked alongside the Military Family Services Penelope team for training and to customize elements of the system where possible to better meet our local needs.



Equality, inclusion, and diversity best practises remained a priority. Throughout the year, staff engaged in a number of interactive and insightful training opportunities. We continued working with KEYS and the City of Kingston as part of their Workplace Inclusion Charter and are now a proud member. Our Charter work helped KMFRFC to develop and implement inclusive hiring practices. We were also grateful to be able to recognize the National Day for Truth and Reconciliation as a statutory holiday on September 30th.

Operating during a pandemic highlighted administrative areas that required reworking for us to be more responsive to the “new way of doing things”. We modernized our banking processes to include Electronic Funds Transfers, we reviewed and updated our HR policies to reflect the new working environment and we aligned all our position descriptions to reflect our organization values: Trust, Quality, Integrity, Respect and Empowerment.

Our talented and dedicated staff remained the heart of the KMFRFC. The wellbeing of our staff was more important than ever as we all moved into a second year of Covid.

Our Wellness and Social Committee creatively provided opportunities to engage in a variety of virtual and in person activities to promote team building, inter-staff connectedness and increase social capital and enhance morale. Recognizing the hard work of the staff who worked, day in and day out, to support our families, we were fortunate to be able to implement recommendations from our comprehensive compensation review.

After an unsettled year, it would be remiss to not express our utmost appreciation to our CAF and Veteran families, Board of Directors, volunteers, and community partners. Our most sincere thanks for your patience and support as KMFRFC navigated the ever-changing public health measures and pandemic uncertainties. We were honoured to continue to work together with you to provide quality services and programs to support the evolving needs of all members of our military families.

**Colleen Fairholme**

**Executive Director**



# Les Petits Amis Childcare Centre (LPA)

Our purpose is to provide Ministry of Education licensed, age-appropriate, child-centred programs for infants and children up to twelve years of age.

Operating a licensed childcare centre during a global pandemic, proved to be both challenging and rewarding. Les Petits Amis' (LPA) operating plan changed frequently as it strived to remain responsive to changes to public health measures. The staff remained dedicated, flexible and worked tirelessly throughout this period of uncertainty. Despite having to wear masks, face shields and gowns, they continued to create a warm and inviting environment for the children. We recognized how challenging it was for parents and caregivers as they were unable to enter the centre. Day after day they dropped the children off at the entrance door and placed them into our care. It was an honour to care for each and every child knowing that the parent or caregiver placed their full trust in us to take care of them and make their learning experience a positive one.

LPA's close collaboration with the City of Kingston Professional Learning Facilitator resulted in a full review and update of policies and procedures. In October 2021, the Ministry of Education Program Advisor visited LPA for the quarterly inspection and because of all the demanding work that went into the updates, LPA completed the inspection with zero non-compliances.

As well, during the Winter Lockdown period, LPA was honoured to be approved once again to offer Emergency Childcare for CAF Essential Workers.

LPA implemented the Himama childcare application (app) and has experienced enormous success with it. The app facilitates open communication with families and educators and allows educators to highlight daily documentation and learning milestones. This app also allows families who are experiencing an absence due to deployment, courses, or are simply way from their family to stay connected with the child and to see their development through pictures and notes.

The pandemic was a challenging time for staff retention in licensed childcare. However, LPA's staff remained committed and we experienced an very low turnover rate. We are pleased to acknowledge that the majority of our full-time staff are celebrating their 3rd year or more at the KMFRCC.



“

The Himama app  
has been wonderful!  
Thank you for  
implementing this.

2021 Childcare  
Satisfaction Survey

**We were delighted to receive the following quotes from the 2021 Childcare Satisfaction survey that we sent out to our LPA families:**

You guys are great!

The staff is incredible and the work they do is more than worth every penny. Thanks!

Thank you for your awesome work :)

Thank you for all your hard work.

My child enjoyed Halloween day, thank you.

We were very satisfied with the report that the babies room was giving us. It was very detailed and we always had a lot of pictures.



# Child and Youth Development & Parenting Support

Our purpose is to provide child development programming, educational opportunities and support for Canadian Armed Forces (CAF) parents.

## Parenting Support

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The amount of coaching, information and referrals offered to CAF families in the Kingston community grew significantly this fiscal year, with an increase from eight 1:1 Parent Support clients in Q1 to twenty-seven 1:1 clients in Q4. Each quarter, about one-third of the parents the Parent Support Specialist (PSS) connected with were new clients. To provide insight into additional demographics, the PSS met seven new families in August, while offering “Back-to-School Parent Survival Kits”; two were dual-service couples, one was a veteran family, and two families identified the fathers as primary caregivers.

Following a successful collaboration with the Child Development Worker from 2020-2021, the Parent Support Specialist continued to offer Play and Discover program packs, supplemented by bilingual virtual content posted three times per week throughout the school year. Play and Discover packs were enjoyed by children from 1 to 12 years of age, two of whom had identified special needs. The hybrid Play and Discover program developed and maintained a connection with familiar clients, as well as thirteen families throughout the year who had not previously accessed programs with the Parent Support Specialist. In addition to active CAF families, participants included one veteran family and one DND employee family.

The outcomes of Parent Support coaching and programming included increased awareness of virtual and in-person services available at the KMFRC, and improved coping skills among military family members, who developed the ability to manage the burdens of the three military challenges more effectively.

The Parent Support Specialist began to develop a connection with local schools by representing the KMFRC on the Parent Advisory Council at Ecole Kingston East Elementary School. After providing an overview of the *Guide to Working with Military Kids* in Q4, she was invited to give a similar presentation during the April meeting of the Limestone District School Board Parent Involvement Committee, shared with Trustees and the Superintendent. This relationship supported the outcome of the KMFRC and local school boards being aware of, and able to refer families to, one another's services.

## Child Development

### Little Troopers On The Go

The 2021 fiscal year marked the 2nd year of Little Troopers On The Go. The program had 2 kits available this year, one in July and one in August. Kits were filled with activities designed to help develop fine motor skills and learn in the great outdoors! 29 families participated and a total of 58 children benefited from these kits.



## Youth Development

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### Virtual Teen Trivia Nights

Three very successful Teen Trivia events were held virtually, with a total of 45 military youth participants. The feedback was overwhelmingly positive and supported the outcome of increased social connection and access to programming. Some of the feedback included comments like “I enjoyed the opportunity to collaborate with a like-minded group of peers in a positive and educational social setting” and “I enjoyed getting to see the people I almost never get to see. I really missed everyone”.

### Virtual Paint Nights

Another successful zoom program was the family paint nights, where children, parents and youth were encouraged to follow a guided painting tutorial and create art together. The two events that were held via zoom had a total of 60 participants. Participants indicated that these events led to an increased feeling of familial connection, while providing their families with activities that could be completed in the safety of their own home during the pandemic.

### BGC South East Youth Programming

The Child and Youth Development Coordinator (CYDC) was able to participate in both virtual and in-person BGC youth programs. Twelve virtual events brought 100 youth participants, while 249 were seen in-person (19 events). The CYDC provided programming that included social and life skills building, art and programming to build resiliency. Outcomes were met, as youth reported a feeling of increased social anticipated connectedness and support from both virtual and in-person events.

### Garrison Kids' Christmas Party

2021 saw the return of the highly sought-after Garrison Kids' Christmas Party (GKCP)! This was the first year that the event was held outdoors to mitigate the risk of Covid-19, and to provide an outdoor winter fair atmosphere. It was also the first year that the party went “digital”, utilizing Eventbrite for ticket services. The event was held in the old Lundy's Lane school field and featured Santa, hot chocolate, wagon rides, gifts, frisbee golf (provided by PSP) and live reindeer! The event saw a total of 1517 participants, which is the largest GKCP in the past 3 years!



# Special Needs Inclusion

While many clients reached out via email during pandemic-related restrictions, the Special Needs Inclusion Intake Line was also administered successfully, receiving over 20 intake calls over the course of the year. This had the outcome of nurturing family communication and enabling military families to access services when needed.

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In July 2021, the SNI team prepared Building Blocks kits and distributed them to 24 CAF families. The KMFRC took the initiative to expand upon the resources offered by the provincial Special Needs Inclusion program and build additional kits for children aged 4 to 6 years – a group not generally included in Building Blocks. The Special Needs Inclusion and Parent Support Specialist Worker also created Google classroom slides with Building Blocks information and tips for parents and caregivers. Based on survey results, the majority of parents found the kit instructions easy to follow, felt that program materials were developmentally appropriate, and noted that the activities were enjoyable for their child or children. This program was an engaging way to increase military families' awareness of KMFRC services for individuals with higher support needs.

An extensive project this past fiscal year was preparing the KMFRC account on Tiny Cat. This is an online catalogue that lists assistive devices, sensory items, puppets and inclusive dolls, and books related to health, wellness, special needs, and family separation. These items will be available on short-term loan to families, KMFRC staff, and LPA classrooms, and will help high-risk military families to navigate and seek support for the three military challenges: relocation absences and transition.

# Deployment Support

Our focus is to provide information, support, and resources to family members and loved ones of deployed Canadian Armed Forces (CAF) members.

Deployments are any absence caused by the CAF members' service which takes them away from their circle of loved ones. Through one-on-one discussions, group pre-deployment briefings, Road to Mental Readiness information and training, and providing opportunities to connect with others who are experiencing the absence of their CAF member, families are given an opportunity to build a supportive network with other families who are also experiencing the absence of their loved one. These services and supports foster resiliency and well-being and ensure that individuals are equipped with the resources and understanding of support available to them; before, during, and after a separation caused by a deployment.

## Holiday Morale Mail for Deployed CAF Members

We were happy to be able to return to sending morale mail to deployed CAF members in December 2021, after being restricted from doing so in 2020 due to COVID safety protocols. We filled the boxes with an assortment of non-perishable items such as playing cards, colouring and puzzle books, pencil crayons, stationery, and also some candies and cookies for those with a sweet tooth! Once again North Roast Coffee of Kingston, Ontario, generously gifted 150 one-pounds bags of their specialized CAF-feine coffee blend to send overseas in our holiday morale mail packages. North Roast has created a unique program in which their customers may give back to deployed CAF members through their loyalty points, allowing North Roast to provide coffee to be sent overseas to our serving CAF members. This year the KMFRC was able to send **22 parcels to 16 different mission locations**, with larger missions receiving additional or larger boxes. This allowed those who were deployed to have a little taste of home and know that Canadians were thinking of them over the holiday season.


“

For some of the soldiers here, this will be their first intro into missing out on being close during the holidays. For those of us who have done it multiple times before, it still doesn't get any easier. All of the support we receive through the various networks, MFRCs, home units, family and friends in kind gestures such as these goes a long way in keeping the morale up and knowing that Canada is always right there with us.



## Deployment Coffee

While our virtual world continued for most of the 2021/22 fiscal year, we continued to host 25 bi-weekly virtual deployment coffees, with 91 adults attending throughout the year. We continued to offer a vast selection of topics as well as guest speakers, with the focus remaining on sharing of deployment information and resources, social connection, inclusion, wellbeing, and personal growth. Peer Support nights allows individuals to share strategies and lived experiences, which helps them feel less alone or isolated. Maintaining a virtual format allowed individuals the flexibility to join without having to drive from the large surrounding area for Kingston; as well, those with children did not need to arrange for childcare in order to attend. Different start times were used throughout the year to make it possible for individuals with different schedules to join. Moving forward for this coming fiscal year we plan to offer a hybrid of in-person and virtual programming to meet the different needs of those we support.



I wanted to express my gratitude for your support and the various activities you organized during our family's deployment and reintegration. It was very helpful to feel connected and supported during a challenging time for me. It was also great to enjoy the activities and get my mind off the challenges of the deployment.

”



## Special Events

Family-focused events were also offered in three of the four fiscal quarters, to families experiencing deployments. These offered engaging activities to foster family connection and teamwork, along with social connection and networking with other families experiencing all three stages of deployments. The unique outcome of offering virtual programming is that some families were joined by their deployed CAF member for two of the family events which allowed them to have shared experiences and connection despite being separated by great distances and multiple time zones.

Due to a second year of not being able to have an in-person holiday gathering, we focused on providing three different events throughout the month of December, to families with loved ones deployed over the holidays, or having just returned, or preparing to deploy in January. We worked with local community partners to offer:

- A fun Saturday morning holiday themed Zumba Class for all ages, hosted by Kiki, a military spouse and veteran.
- An evening of “Astonishment & Wonder” with close-up magic and interactive entertainment provided by David Johnson, a serving CAF member, local magician, and owner of the Kingston Magic Theatre.
- The opportunity for family members to each paint a pottery masterpiece of their choosing, whether it be holiday-themed, or an upgrade to a larger artistic piece. Families were invited to attend the Kingston Crock A Doodle studio and paint their chosen piece onsite or request a take-home kit to create their artistic wonder in the privacy of their own home.

Note: All three of the individuals/businesses above provided discounted pricing in honor of the military families and their sacrifices while their CAF member serves. We thank them all for their support and kindness.

## Kudos & Accolades

“The information you shared at our Unit briefing will set families up for success during this deployment.”

“KMFRC plays an essential role to all of us. Knowing you are there, and we are all a part of something much much bigger is essential. Thank you so much on behalf of us all and from the very bottom of my great big very proud Mama’s Heart.”

## 381 CAF families

received individualized support during the three different stages of a deployment (pre-deployment, deployment, and reintegration) or experiencing absences caused by Imposed Restriction relocations.

# Employment Support

Our purpose is to assist Canadian Armed Forces (CAF) members, veterans, and military families with both educational and employment opportunities and development. Assistance helping individuals navigate the services and supports available to them within the community, province, as well as the national networks to help them meet their employment goals remains our focus.

## Dual Career Support Program

For a second year the KMFRC worked with KEYS Job Centre on their partnership program with Kingston's Workforce Development & In-Migration Strategy and the City of Kingston. We recognize that relocation impacts the entire family, and the career development and progression for the relocating spouse/partner is an important piece for the family, not only financially, but in ensuring the entire family can settle into their new community. With the financial support of CFB Kingston we were able to access this program through KEYS, and based on pre-qualifying criteria we were able to connect CAF spouses/partners with a Career & Relocation Specialist through KEYS Job Centre for; career guidance and support, strategic networking opportunities, comprehensive job search support, and other individualized support. This program allowed us to help assist 15 CAF spouses/partners with outcomes such as breaking the cycle of underemployment or meeting their career goals, while assisting in their integration into the Kingston employment market.

## Employment Workshops and Annual Events

Three Employment Workshops with employment specialists and community partners were offered to our CAF, Veterans, military families, and KMFRC volunteers this past fiscal year. In partnership with ACFOMI Employment Services, Contact North, and Elizabeth Hesp (Certified Career, Entrepreneurship & Leadership Coach and Consultant). Educational and engaging workshops were provided to help those that we support learn more about how to reach their educational and employment goals, with building confidence along the way. The workshops focused on; resume writing, learning how to grow professionally & personally through online courses, and building your career and reaching your goals with confidence.

I feel that Level Up workshop covered many if not all the topics we are looking to begin or improve our abilities and opportunities.

Thank you very much for providing me with the possibility to participate in this programme. I will gladly accept your offer and look forward to hearing back from you. – DCSP







## **130 +** employment opportunities & professional development programs

were shared on behalf of local and national employment contacts. Local employers shared their employment opportunities as well as professional development offerings through their network events, websites, and QR codes to the KMFRC. The KMFRC referred the CAF community to those avenues that employers & employment services provided. The military families were able to utilize these resources to tailor their search to their career goals.

## **178** families received employment support services

referrals to local employment agencies, or attended employment focused programming.



# Volunteer Department

Volunteer opportunities at the KMFRC remained somewhat limited over the past year due to COVID-19 restrictions. However, that didn't stop our amazing volunteers from helping the KMFRC and CAF families we serve in any way they could, be it in a virtual or outdoor setting.

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The tireless efforts of our Board of Directors continued without disruption throughout the pandemic. Several new Board members joined the team throughout the 2021-22 year as the meetings and hard work transpired virtually and from home.

The Garrison Kids Christmas Party (GKCP) was held for the first time outdoors, was well attended and, by all accounts, a resounding success and holiday-inspired joyous occasion. A total of 56 dedicated KMFRC volunteers pitched in at the GKCP, donating a total of 281 hours of their collective time. Also located outdoors is our on-site community garden that literally flourished thanks to the many helping hands that kept the vegetables growing and the grounds clean.

The Volunteer Appreciation Event, named the "The CANEX Gives Back" was held from February 1-6 at the CANEX and was coordinated by the KMFRC in partnership with PSP and the CANEX. Volunteers that generously donated their time from April 2020 through to the end of 2021 received a gift of recognition. All the CFB Kingston volunteers (PSP and KMFRC) that were eligible to receive an invitation to the event were also provided with a link to a "Thank You" video. Volunteers that attended the event in-person were provided with small gift bags and \$25 CANEX gift cards. They also had their names entered into a door prize draw to win one of the two great prizes we had to offer. One of these awesome gifts was partially donated by Shawn Watson from Harvest Catering so we thank them for their support. In total, 99 volunteers from PSP & KMFRC were acknowledged (and greatly appreciated) at the event.

# Veteran Family Program

Our purpose is to support medically releasing Canadian Armed Forces (CAF) members, medically released Veterans and their families as they transition into civilian life.

## Important Numbers Business Card for Veterans and their Families

In collaboration with OSISS, the VFP created an important numbers business card to support awareness of services available to Veterans and their families. There was a specific focus on creating and distributing these cards to families and veterans who are living in poverty or experiencing homelessness.

## Mental Health First Aid for the Veteran Community

The Veteran Family Program invited community partners and members of the community to attend an information session to learn about all the services available through the Program. 24 military members, veterans, or family members were trained virtually in Mental Health First Aid for the Veteran Community.



**VETERANS & FAMILIES**  
**FAMILLES & VÉTÉRANS**

## Under the Stars Meditation Workshop

In collaboration with the Trenton VFP, a virtual meditation workshop was offered to the VFP community. This workshop allowed individuals to connect with one another and offered a safe space for them to practice meditation with a professional guide.

## Veteran Family Program Outreach

The VFP hosted an outreach and information event to share with community agencies what the VFP can offer to medically releasing veterans and their families. The event was able to attract over 13 unique service providers. 252 releasing military members and their families were informed of the Veteran Family Program through SCAN Seminars. Three agencies were educated on the support veterans can access post-release through the Veteran Family Program at the RESPECT Canada Forum. The VFP also purchased two bench advertisements for a term of 12 months, ending July 2022. The ads could be seen at the intersection of Gardiners and Bath Rd., and Leroy Grant and John Counter at the City of Kingston bus stops.



# Mental Health & Wellness

Our purpose is to provide Canadian Armed Forces (CAF) families with short-term clinical counselling as well as access to appropriate mental health resources.

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## **Caring Dads: Military Adaptation**

In collaboration with the CFB Kingston Chaplaincy team we began working with the Caring Dads program creators and developers and their Global Enterprise Manager to create a formal Caring Dads: Military Adaptation. This included acclimatizing the Caring as content to be more congruent and beneficial to Military Dads and families. The first edition of this program ran from January-April with a high success rate, and positive feedback. Quotes from participants included:

“My son said I should become a Caring Dads instructor. I think that says it all.”

“This program showed me that it is possible to be a good soldier and a good dad at the same time.”

“I know people who, if this program had existed earlier and they had taken it, I think would still be here.”



## “Fall” In Love: Couples Baskets

This year the Mental Health team saw a significant increase in couples looking for support. In addition to offering counselling services, we wanted to find a way to help grow the connection between these couples and created a take-home basket in the Fall of resources and items to help encourage conversation and increase their bond.

## Mental Health & Wellness Resource Library

This year we launched our dedicated Mental Health and Wellness Library, which is available for all clients of the KMFRC and all CAF families and loved ones. The catalogue of resources includes books, DVDs, flash cards, etc. on various topics such as grief, anxiety, depression, PTSD, transitions, LGBTQ+ supports, and anti-racism. The library is available in person at the KMFRC, or you can browse through the resources and check one out online.

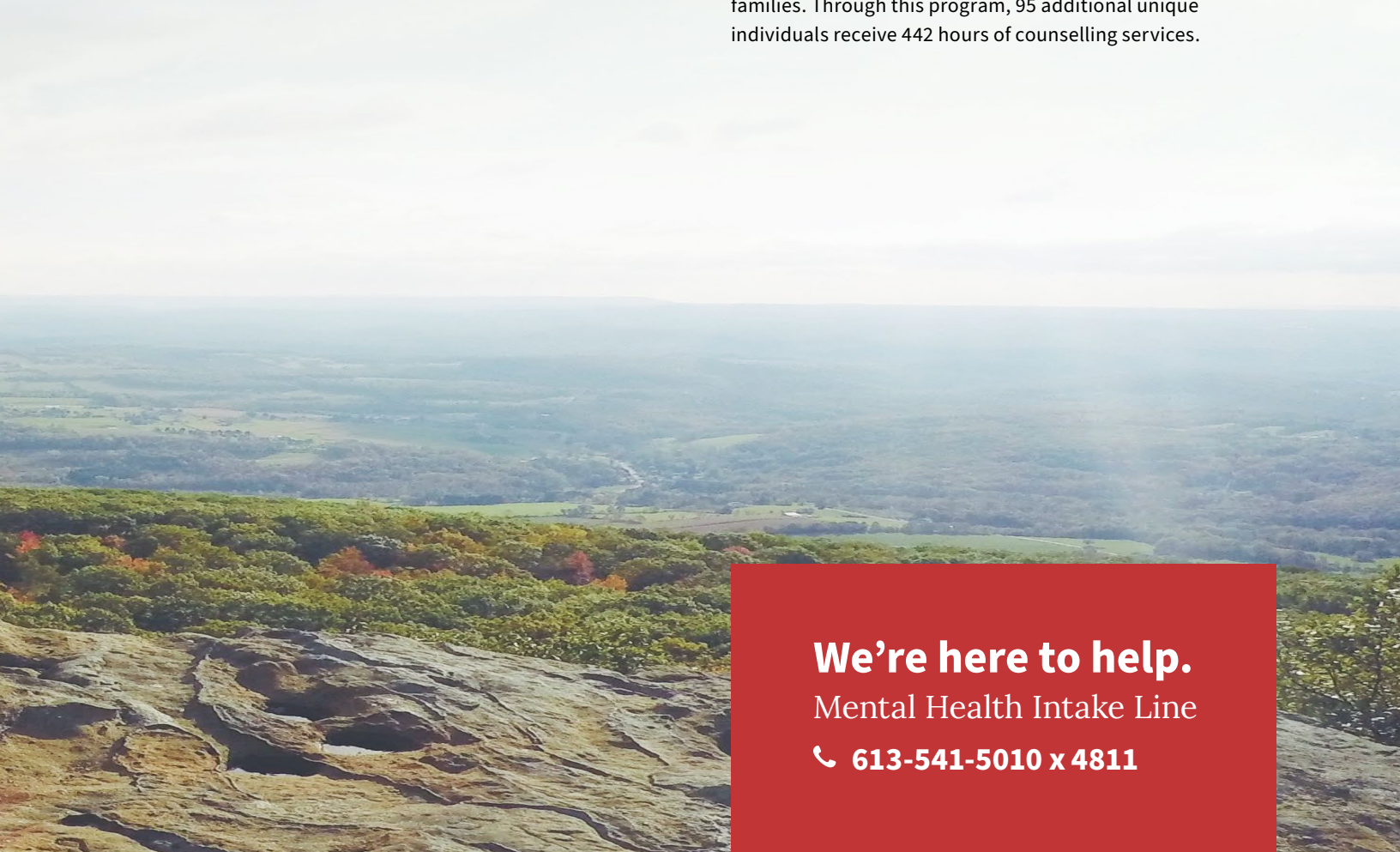
To learn more, go to: [kmfrc.com/library](https://kmfrc.com/library)

## Wisdom For Wellness Monthly Podcast

The Mental Health & Wellness team continued to offer psychoeducation through the “Wisdom for Wellness” podcast. We hosted guests who discussed topics such as shame, PTSD, body image, children’s grief, and alternative approaches to healing. So far, 638 people have listened to the 12 episodes from April 2021-2022, and this number continues to grow as our community has access to our entire archive of episodes whenever needed.

## Short term Counselling and Community Resource Connections Program

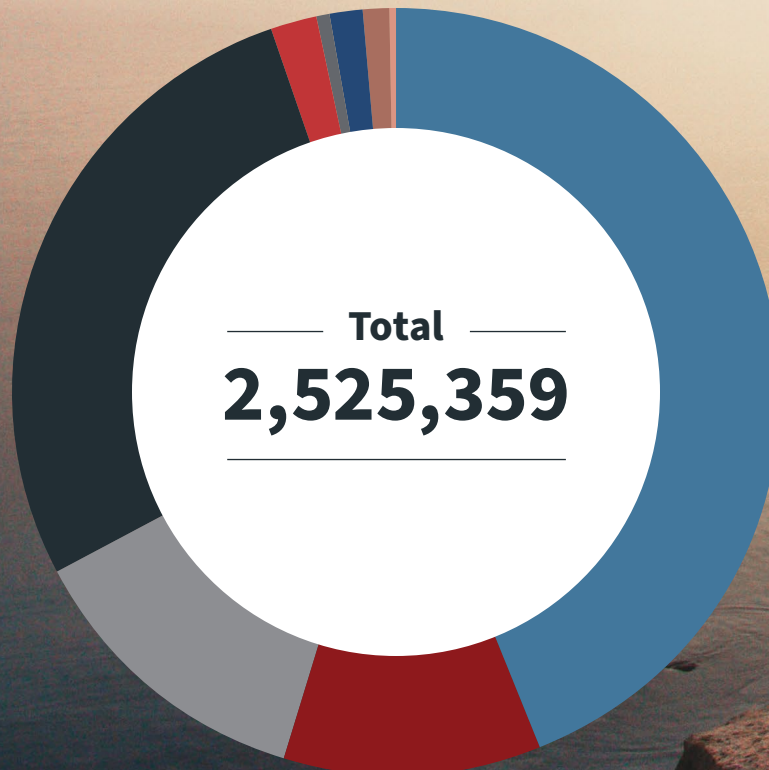
In 2020-21 the mental health team provided 97 hours of short-term counselling to 36 clients. As well we provided brief interventions to 114 individuals. Funded by United Way, we were able to offer longer term counselling once again at Resolve Counselling Services Canada to CAF families. Through this program, 95 additional unique individuals receive 442 hours of counselling services.



**We're here to help.**  
Mental Health Intake Line  
☎ 613-541-5010 x4811

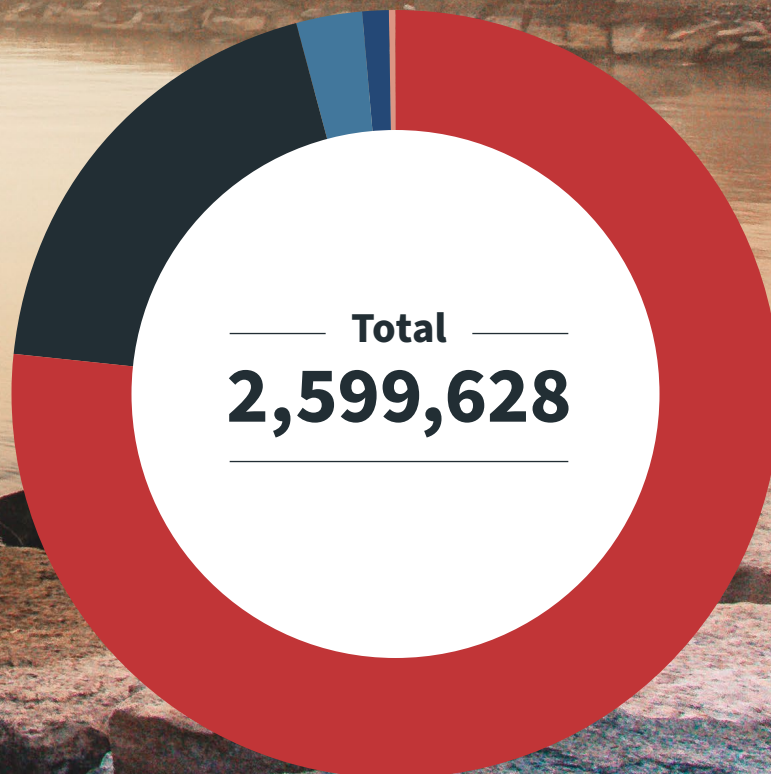
# KMFRC 2020/2021 Revenues

<b>MFS Funding</b>	<b>\$1,111,470</b>	<b>44%</b>
<b>CFB Funding</b>	<b>\$273,951</b>	<b>11%</b>
<b>Grants</b>	<b>\$312,893</b>	<b>12%</b>
<b>User Fees</b>	<b>\$699,503</b>	<b>28%</b>
<b>United Way</b>	<b>\$47,611</b>	<b>1%</b>
<b>Fundraising &amp; Donations</b>	<b>\$13,806</b>	<b>1%</b>
<b>COVID-19 Emergency Wage Subsidy</b>	<b>\$35,105</b>	<b>1%</b>
<b>Amortization of deferred capital contributions</b>	<b>\$28,515</b>	<b>1%</b>
<b>Interest</b>	<b>\$2,505</b>	<b>1%</b>



# KMFRC 2020/2021 Expenses

<b>Personnel</b>	<b>\$1,996,863</b>	<b>77%</b>
<b>Program Delivery</b>	<b>\$500,677</b>	<b>19%</b>
<b>Administration</b>	<b>\$73,720</b>	<b>3%</b>
<b>Amortization</b>	<b>\$28,968</b>	<b>.9%</b>
<b>Bad Debt (Recovery)</b>	<b>\$600</b>	<b>.1%</b>



# Community Engagement & Information (CE&I)

Our purpose is to collaborate with Kingston's community partners to educate and increase awareness of the unique challenges; mobility, separation, and risk, that our Canadian Armed Forces (CAF) families face on a daily basis.

The CE&I department was comprised of Community Engagement & Fundraising, Welcome & Information (please see page 28), Reception & Admin and Marketing & Communications. Throughout this year, each area within the CE&I department celebrated many successes and we would like to highlight a few!

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## Community Engagement & Fundraising

We are pleased to share that the KMFRC Fundraising Committee was revitalized during this past year. As a result of this revitalization, the committee was able to develop new relationships within the community as well as foster existing ones. The committee worked closely with the Kingston Frontenacs Hockey Club as they developed the Defender Zone in support of the military community. For every ticket sold in this designated zone, a portion of the proceeds was donated to the KMFRC. In addition to this amazing initiative, we were invited to participate in two chuck-a-puck fundraisers, attend two military appreciation games, and were the proud recipients of their camo jersey auction fundraiser. We sincerely thank the Kingston Frontenacs Hockey Club for their support and look forward to seeing what the new year brings.

Given the challenges the pandemic presented, we are filled with gratitude that we were able to be presented a cheque from the Royal Canadian Legion, Limestone City Br 560. The cheque was presented at the Kingston Frontenacs', 'Salute to Military Families' hockey game. The funds presented to us will help to support respite and emergency childcare services in the upcoming year.

## Reception & Admin

With all the challenges that was thrown our way throughout this pandemic, the Reception Supervisor ensured the Reception team was setup for success so they could continue to remain responsive to the needs of the community and the centre. Although the centre was closed to the public for the majority of the year, LPA and Reception services continued in full force. Having the Reception team on site, made certain operations continued and clients were able to be served via telephone and email.

## Marketing & Communications

Ensuring our clients and community members remained informed was a key factor in being successful during times of uncertainty. Our Marketing & Communications Specialist ensured information was shared regularly through the Facebook page (@KingstonMFRC) and our website (kmfrc.com). It was also critical for us to be able to deliver programs and services virtually. Although this method of communication is not everyone's preference, it allowed us to connect with families who typically wouldn't have been able to arrive in-person. Going forward, we recognize the importance and value of continuing to offer activities and services virtually as well as in-person.



# Joint Health & Safety Committee (JHSC)

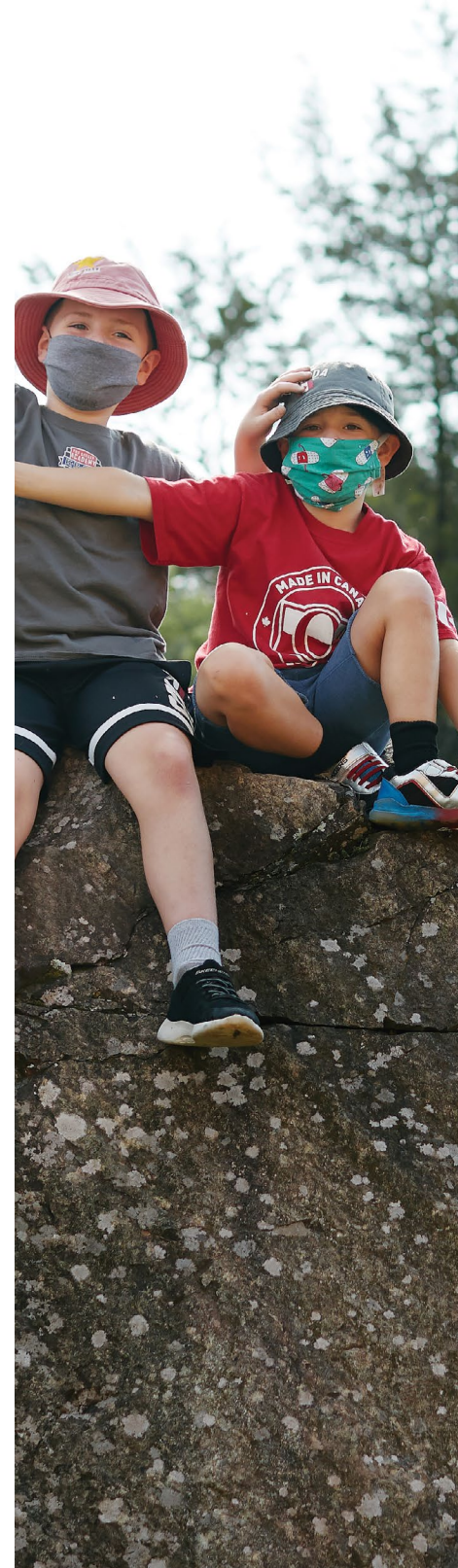
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The 2021-2022 fiscal year brought with it another full slate of Health and Safety challenges related to the COVID-19 pandemic. The Joint Health and Safety Committee (JHSC) worked diligently to remain informed and responsive to any required protocol changes made by the provincial government, KFL&A Public Health, the Ministry of Education (for Les Petits Amis Childcare Centre) and CFB Kingston. The JHSC worked with the Executive Director to provide input into the Business Resumption plan messaging that was communicated to all KMFRC staff members as changes to the on-site protocols unfolded. All staff were also assigned a Health and Safety online training course via HR Downloads that promoted safe work practices during COVID-19 restrictions in the workplace, entitled COVID-19 Employee Health and Safety Training. Protective personal equipment (PPE) was secured by the JHSC and made available to all staff. This PPE included a variety of masks (N95s, KN95s, non-medical disposable masks, face shields, etc.), hand sanitizer, disposable gloves, disinfectant wipes and pandemic kits.

In order to further mitigate the risks of staff being exposed to COVID-19 and reduce the chance of spreading the virus, the JHSC and the Executive Director designed a Safety Plan using a template provided to us by the Ontario Ministry of Labour, Training and Skills Development. This Safety Plan, which outlined our efforts related to screening, reducing risks and reporting cases of COVID-19, was shared with all staff members and posted at the front of the building for our community to reference it during the pandemic. The JHSC also ensured that a sufficient number of signs and decals were displayed on KMFRC walls and floors, respectively.

The KMFRC also participated in the Canadian Red Cross's Stop the Spread and Stay Safe! program, allowing us to offer rapid antigen testing to the frontline staff at the Centre who chose to participate, which helped us not only keep our staff safe, but also our clients.

The JHSC continued to work with Wilkens Health and Safety Solutions (WHSS) to participate in the Workplace Safety and Insurance Board (WSIB) Health and Safety Excellence Program. This helps us ensure that we are up to date on all provincial safety protocols and information so that we are not only keeping our staff safe, but all individuals who enter the Centre. Each year we select three (3) Health and Safety topics – or 'elements' – to implement in our workplace in an effort to maintain and improve our efforts in promoting health and safe work practices at the KMFRC. Last year, we integrated the Control of Records, Emergency Prevention and Preparedness, and Emergency Response elements into our Health and Safety programming and we are already busy working on implementing another three (3) elements into our Health and Safety program in 2022-2023.



# Thank You for Your Support!

**John and  
Heather Price**

**\$500**

**Royal Canadian Legion,  
Limestone City Branch 560**

**\$5000**



# Board of Directors

**Our purpose is to provide the strategic guidance for the KMFRC and we are responsible for the effective governance of the organization and ensuring that our mission is fulfilled.**

The KMFRC is governed by a Board of Directors that is comprised of a minimum of 51% military affiliation including, but not limited to military spouses and parents of CF members who are the legal authority for the KMFRC. Board members as of September 30, 2021.

**Catherine (Beth)  
MacLean**

President

**Yevgenia (Jennifer)  
Mylolenko**

Member

**Anna Downe**

Vice-President

**Katherine (Kate)  
Doucet**

Member

**Tanya Dion**

Treasurer

**Maj. Patrick  
Gelineau-Roy**

Base Commanders  
Representative  
(ex-officio)

**Denise Dubois**

Secretary

**Caroline Poulin**

Member

**Colleen Fairholme**

ED (ex-officio)

**Heather Kotelniski**

Member



# Welcome, Information & Integration

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## Welcome Activity Kits

With the financial assistance of Support Our Troops, Welcome Activity Kits were created to help newly relocated families explore and settle into their new community. A posting is often a stressful time and integrating into a new community can be challenging. This kit included suggested activities to spend quality time together as a family while developing a sense of belonging.

A total of 58 Welcome Activity Kits were delivered between November 2021 and March 2022. To be eligible, military families had to have transferred to Kingston between April 1, 2021, and March 31, 2022. The information included in the kit allowed families to learn more about their new community and the activities suggested in the kit were well received by all. The most popular activity was going to feed the birds at one of the suggested parks.

The Welcome Activity Kit included, among other things, a photo string with clips. Families were encouraged to take pictures during their activities to display in their new home to create memories. Although the pandemic has increased the challenges of integration, the Welcome Activity Kit allowed families to safely explore their new community.

## Coffee Connections

When a military family moves to a new community, they frequently have to build a new support network. Opportunities to meet new people were limited during the Covid-19 pandemic. As a result, a sense of isolation has been felt by many. To help families integrate into their new city, Coffee Connections was offered weekly throughout the past year. The program has adapted on several occasions to meet everchanging public health measures.

When public health prohibited gatherings, Coffee Connections was offered virtually, via the Zoom platform. In total, 26 virtual meetings were held, reducing the isolation of families. The program was also offered outdoors on 10 occasions. The outdoor meetings allowed participants to gather in person in a safe environment. Over the weeks, friendships were developed, and a sense of belonging was established. Coffee Connections also allowed the children to meet new friends. In total, 15 families new to Kingston participated in the program. These families were referred to KMFRC staff or a community partner as needed. In total, Coffee Connections had 154 participations.

## Intake Services

Welcome services were adapted throughout the pandemic to remain responsive to the needs within the community. The KMFRC's virtual Welcome Package was greatly appreciated by families who were relocating or recently arrived in Kingston. The information included in the "Get Ready" section was able to put families on waiting lists with some partners (Military Family Physician Network, Kingston Centralized Child Care Registry) before they even arrived in Kingston. The information in the Welcome Package was updated regularly throughout the year to support families during their relocation process.

Welcome Visits were offered virtually or in person. In total, 19 families benefited from a one-on-one meeting to obtain support during their relocation. Each meeting was adapted and personalized to the needs of the client. Several families were referred to our community partners.

## New initiative with the Family Information Line

Accessing health care in one's first language can be difficult when you are a minority in an English-speaking community. During the pandemic, the number of visitors admitted to health care facilities was limited. Some French-speaking families had to access their medical appointments or see a doctor without having someone around to help them with translation.

In order to support Francophone military families, an initiative has been developed in collaboration with the Family Information Line. When a francophone military family is unable to access services in their language, they can contact the Family Information Line. An interpreter will provide simultaneous translation over the phone. The Family Information Line is a bilingual, confidential, 24/7 resource. Some families who have required an ambulance transport have mentioned that not being able to communicate effectively with the staff adds a lot of stress to an already stressful situation. Knowing that translation assistance was available was reassuring. Many families mentioned being grateful for this opportunity.