



ANNUAL REPORT 2016-2017



MFRC Montreal Region

Military Family Resource Centre Montreal Region |



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MFRC Montreal Region

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Montreal Garrison:

6555, rue Hochelaga, Montréal
 Phone : 514 252-2777, ext.4984

Saint-Jean Garrison:

178, rue Falaise, Garnison Saint-Jean, Richelain
 Phone : 450 358-7099, ext. 7955

Sherbrooke Armoury:

64, Belvédère south Street, Sherbrooke
 Phone: 819 345-0929

Internet Site :

www.cafconnexion.ca/Montreal-Region

Facebook : MFRC Montreal Region



I am very pleased to present the 2016-2017 Annual Report of the Military Family Resource Centre (MFRC) Montreal Region. This report contains a summary of the activities and events that have been organized by the MFRC over the year and financial results for the 2016-2017 fiscal year.

In reading the Annual Report, you will find that 2016-2017 abounded with activities, creative projects and community and social services designed to improve the collective well-being of military families.

The achievements and initiatives undertaken by MFRC staff and volunteers contributed to offering military families professional services that were suited to their needs and of superior quality. I wish to stress their engagement, dedication and energy throughout the year.

I would like to thank all administrators for their essential contribution and unflagging commitment to the Military Family Resource Centre Montreal Region. It is a pleasure to belong to this competent and dynamic team.

In closing, I take the opportunity to congratulate and thank the employees, volunteers, Board members, donors and sponsors without whom we could not accomplish our mission in the military family community.

I am proud to present this Annual Report. In reading it, you will learn about our organization's wide-ranging achievements.

Our professional and dynamic team redoubled its efforts to implement projects in support of our strategic planning. It is the sum of their contributions that characterizes the achievement of our mission! Their drive reflects their commitment.

The involvement of our volunteers must also be noted. Without their participation, our Military Family Resource Centre would not be the same. Our volunteers are a precious resource, and their impact is significant in the accomplishment of our mission. Their presence makes a big difference.

The many activities organized over the year have served to bring the community together, offering rich opportunities for talking and sharing. Let's keep up these dialogues! They enable us to better perceive the needs of our community and identify means of adapting to more effectively respond to your concerns.

On behalf of the Board and the members of the Montreal Region military community, I wish to thank our funders and donors for their essential support to the achievement of our mission.



Sophie Lavigne
Chair



Francine Habel
Executive Director



Vision

Community development is the MFRC's founding principle. The MFRC is therefore committed to engaging the community in an ongoing partnership aimed at improving its collective well-being through its members' efforts and involvement in decisions affecting them. The MFRC strives to be an agent of change and a meeting point in the community by encouraging individual initiative and helping people realize their potential.

The MFRC Montreal Region's vision is therefore to be the first point of contact and the go-to partner for military families.

Mission

The MFRC Montreal Region's mission is to promote the well-being of the members of military families by supporting their personal, family and community development.



Valeurs

For the MFRC Montreal Region, the Board of Directors has set the following values:

- **Respect**
Respect means listening, being diplomatic and discreet, and acknowledging each person's individual efforts and value. The same behaviour is expected in dealings with organizations and partners that work with the MFRC.
- **Integrity and Transparency**
The Board of Directors works to ensure that a strong moral culture aimed at producing unwavering ethical behaviour is developed throughout the organization. Such behaviour includes respecting others and clearly communicating decisions and expectations.
- **Fairness**
As part of its vision and mission, the MFRC Montreal Region acts fairly and objectively towards its clients and partners.
- **Quality and Professionalism**
The MFRC Montreal Region provides its clients with high-quality professional services tailored to their needs.

The MFRC takes pains to offer **high-quality, fair and transparent** service. It is through **respect** conveying consideration for others that the **professionalism** and **integrity** of our team are expressed.



The MFRC Montreal Region is a not-for-profit organization incorporated under the laws and regulations of the province of Quebec. Because of its aim to represent the military families' interests well, the Board of Directors that heads the organization is 51% composed of full-time military members' civilian spouses. In addition, those who sit on the Board are elected at the MFRC's Annual General Meeting by the members of the military community.

A key position and a critical role

The members of the Board of Directors are the very heart of the MFRC. They articulate our values and attend to the smooth running of the organization. This year again, the members received training on good governance and devoted over 392 hours to achieving MFRC objectives. Once more, we have been able to count on their expertise, generosity and commitment to better meet the needs of our clientele and bring the various planned projects to fruition.



Members of the Board Chair:

Chair:	Sophie Lavigne
Vice-Chair:	Sarah Carey
Treasurer:	Léo Gravelle
Secretary:	Coleen Lauzier

Members:	Josée Heynemand
	Colleen Lauzier
	Vickie Archambault
	Sophie Legault
	Johanne Bournival
	Sylvie Blais
	Cynthia Martel

We wish to offer special thanks to the outgoing members of the Board of Directors:

Linda Lapointe
 Leslie Alain
 Manon Rodrigue



Achievements of note

FAMILYFORCE BECOMES CAFCONNECTION!



Since January 2017, military family members have been able to access our services on our new Internet site: www.CAFconnection.

With the new brand, more videos, photos and interactive content (including the Newcomer's Guide and Health Guide), families will find news from all of our sections and upcoming events.

Stay in touch with CAF connection!

DADDY AND ME

Since March 2016, the MFRC has been a member of the Regroupement pour la valorisation de la paternité. In light of this, the Daddy and Me project was created to provide dads with an opportunity to spend some quality time with their kids. Because dads are often an absent figure owing to their work with the Canadian Armed Forces, this quickly became a priority project for us. In this first year, a total of five activities were held, and participation was strong: over 77 dads and 132 children attended our activities.

PEDAGOGICAL DAYS

Pedagogical days are a hit at the MFRC. For a second consecutive year, we are offering free activity sessions conducted by a team of professionals. For the thirty or so activity days held in 2016-2017, 524 attendances were recorded, up 48.86%.

SUPPORT FOR THE TRANSITION TO MILITARY LIFE

- **Military 101:** The *Military 101* workshop was created to help families learn about how the Canadian Armed Forces operate, understand military jargon, and find out about all the services available to Canadian military families. Very popular among new military families, this workshop was attended by 53 participants in five sessions over the year.
- **Recruit Reception:** Through our presence in the Rotunda, we create a direct contact with new recruits in their first week of classes. Our goal is to establish contact with the members of their families in order to make them more aware of the services offered to families by the MFRCs and to direct them to the MFRC closest to their place of residence. This year, the MFRC held over 120 Rotunda sessions and met 80 platoons of recruits. Over 1500 families were reached across Canada by phone or mail.
- **Graduation:** The MFRC operates an information booth for recruit and officer course graduations to give families that have not been specifically in contact with an MFRC a chance to ask us their questions. This year, we took part in over 15 graduations.
- **CFLRS Presence:** In order to strengthen communication ties with officers and introduce our services to instructors, to give them a better grasp of our mission and our involvement with the CAF, recruits and reservists, the MFRC devoted over 320 hours of presence at the Canadian Forces Leadership and Recruit School over 2016-2017.



Achievements of note

SYMPOSIUM

For the first time ever, a symposium was organized to bring together the MFRCs of Quebec, including the Valcartier Family Centre, Bagotville MFRC and MFRC Montreal Region. The event was held on 19 and 20 January 2017 in Quebec City to promote collaboration, end isolation and strengthen ties between the MFRCs, while providing an opportunity for networking and developing joint projects. Training sessions and workshops were held, and Col Bouchard and Director of Military Family Services Laurie Ogilvie made appearances. The 2017 symposium was attended by some one hundred employees from the three MFRCs.



SUPPORT FOR THE TRANSITION TO CIVILIAN LIFE

- **Program for families of medically released veterans**

The program is designed to accompany disabled or sick members and their families in their transition from military to civilian life. In order to plan for this transition and promote a successful outcome, the MFRC Family Liaison Officer spent the year conducting transition strategy workshops, organizing talks with transition support specialists and providing training and financial planning tools for the medical release context.





At the MFRC, our events bring people together with a variety of activities to let our families socialize and experience unforgettable moments.

Overview of Our Events

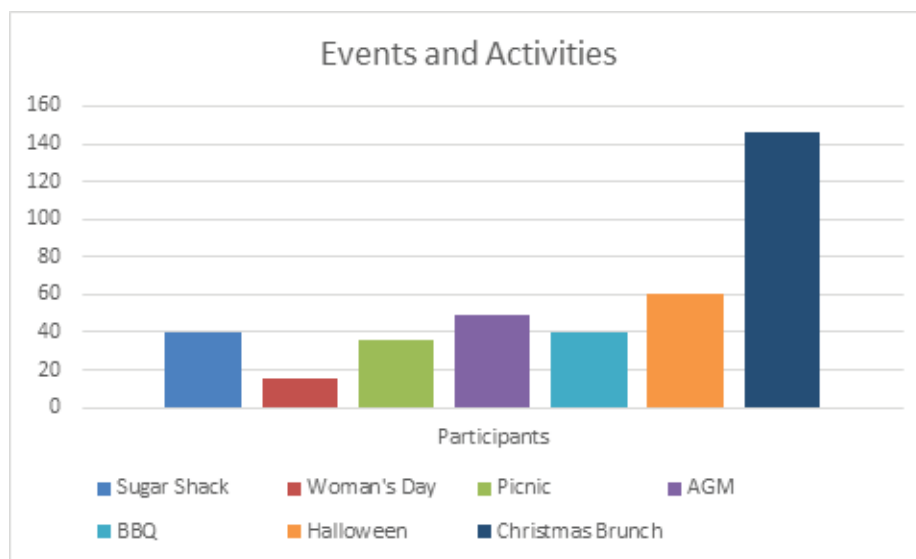
A dozen events and activities were held over the year, and nearly 350 people took part. Some 60 attended our Halloween Party, and 150 joined our apple-picking outing to the Verger de la Savane. And in support of the call for inclusion of family in the upcoming National Defence policy and to acknowledge the contribution of military families, a picnic was organized on Parliament Hill in Ottawa. This even brought together over 200 people from locations including Montreal, Ottawa, Trenton and Valcartier.

A Revival!

After a two-year absence, the MFRC Welcome Day greeted 150 people with help from assorted partners including the Military Police, PSP, Chemin d'API and Servir newspaper. This event gave newcomer families an opportunity to meet our team and learn more about our services and a chance to share with families already settled in locally. A food truck, games of skill, information booths and inflatables were all on hand.

Promotion of Services

Throughout the year, over 150 hours were devoted by staff to running the various booths organized in units to promote MFRC services.





Military family members need to be informed, guided and equipped. The Employment and Education Coordinator meets these needs through second-language courses, information sessions and one-on-one meetings dealing with job hunting or education issues.

An effective section, needs fulfilled

The Employment and Education assistance service is an essential need acknowledged by military families. And that is why, this year, 24 military spouses enrolled in the METSpouse career transition program to gain access to sustained employment and interprovincial transfer opportunities.

Since April 2016, some thirty young people and no fewer than 341 adults have received education services. The English and French second-language courses recorded 108 hours for 12 participants. Moreover, thanks to the services and effectiveness of our coordinator, 319 adults were referred to employers over the year.

Entrepreneurship Committee: Clear progress

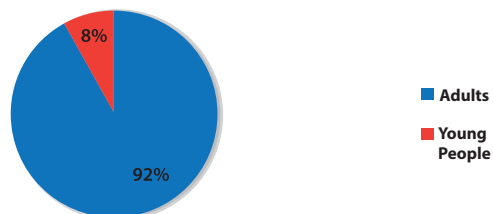
The Entrepreneurship Committee is steadily building and now has 10 member spouses. This year, the Committee's Facebook page was launched, and the development of a membership directory is in progress. Distribution of promotional bags and a stronger presence at various events are initiatives designed to encourage networking and development of entrepreneurship among military spouses.

Testimonial

"I found a job at Haut-Richelieu Hospital in my field! I was lost when I got here and didn't know how to make a good start. I want to thank you for counselling me and providing the necessary resources to familiarize me with the local job market. I am satisfied with the service and pleased to have found a job quickly."

Brigida Orlando

Education Service 2016-2017





The Intervention section is made up of a team of dedicated and dynamic social workers. It works with the entire MFRC team to inspire confidence and promote families' integration. During 2016-2017, Separation and Reunion, Prevention, Support and Intervention and Illness, Injury, Death sections provided families many hours of psychosocial support.

Separation and Reunion

The Separation and Reunion Coordinator supports military families before, during and after a deployment, absence, move or imposed restriction, offering them concrete resources and tools to encourage a positive experience in such circumstances.

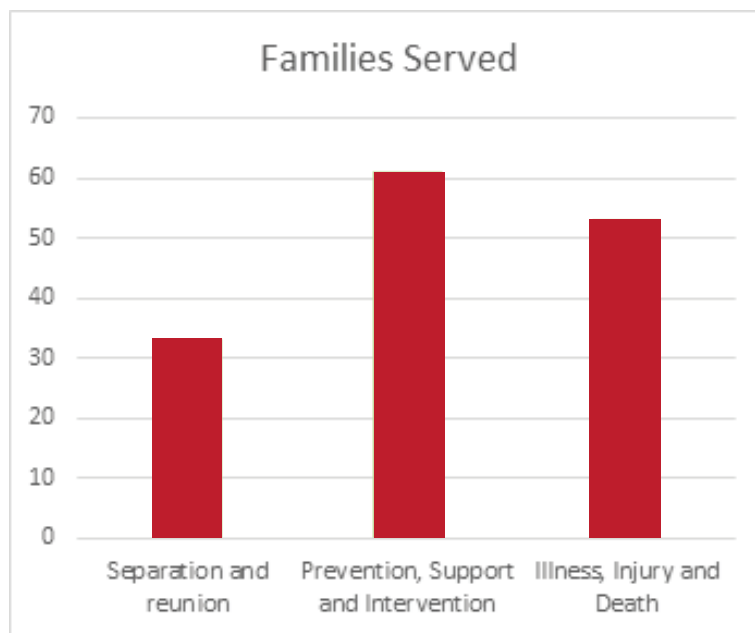
Section achievements

In keeping with last year's objective, the Separation and Reunion section reviewed its formula and began defining itself as a section with its own identity, dynamic, resources and services. Achievements include the following:

- Optimization of the deployment form that makes it possible to communicate more effectively with families;
- Introduction of new practices for more effective knowledge transfer; and
- Establishment of a communication strategy to ensure better collaboration with the various partners.

Some figures

The Separation and Reunion Coordinator provided general services to over 30 families this year. In addition, some 107 families received courtesy calls and letters and deployment information kits. A number of files were opened over the course of the year.





Prevention, Support and Intervention

Through a consultation process, the Prevention, Support and Intervention section helps individuals to identify their strengths and change their perspectives in order to arrive at solutions where they are and improve their quality of life.

Section achievements

The Prevention, Support and Intervention section was involved in several projects during the year 2016-2017, including:

- Creation of a telepractice policy;
- Creation of an intervention practices binder;
- Assistance in the health care field;
- Sentinels training.

School partnership

In cooperation with the Guidance Department of Heritage Regional High School, our social workers have been mandated to provide psychosocial support and guidance to children of military families in the secondary school setting. Fifteen visits have been made to Heritage Regional High School since the fall.

Some figures

Over the year, our coordinators have logged 297 sessions totalling 366 hours for 61 files opened since April 2016.

Illness, Injury and Death

It is often difficult to deal with the illness, injury or death of a loved one. Our Family Liaison Officer provides support and helps families to cope with such situations through assessment, information, education, adaptation or guidance.

Section achievements

The Illness, Injury and Death section unflaggingly provides support and tools to families to improve their resilience and quality of life.

In addition to psychosocial intervention sessions, several talks on medical release were given this year. Talks by Ms Nault and Mr Dauphin together attracted some 30 people. A mini-course on finances jointly organized with SISIP drew an audience of about 10 in August.

Some figures

Training	Participants
Mental Health First Aid	17
Sentinels Training	55
Talk by Ms Nault	16
Talk by Mr Dauphin	17
Retirement, Relaxation and Well-being	24



At the MFRC, all staff understand the realities of military life. And that is why we offer a climate of trust and quality service to your children. Our Early Childhood Coordinator can empower you through activities adapted to your needs and circumstances.

Childcare

Dedicated and available, our team of educators always works to meet your expectations. This year, our day-care centres in Saint-Jean and Saint-Hubert recorded over 6,000 attendances. Saint-Hubert was particularly busy, with user figures up 9.31% from the previous year. We were also able to adapt our services in order provide help to children with special needs.

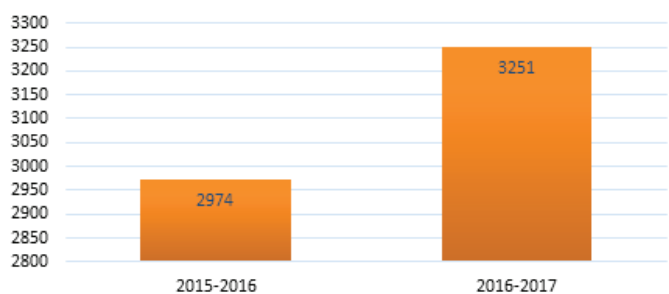
Parent and Tot

Over the year, Parent and Tot periods adapted to clientele needs are held once a month. These periods bring together parents and tots in a friendly setting and are very popular. In fact, participation was up significantly in both Saint-Hubert and Saint-Jean. Some 30 periods were offered over the year, and an average of 107 tots and 88 parents took part in activities.

Preschool Workshops

Our preschool workshops attracted over 60 children this year. Once again, the different themes addressed over the year went over well. Also, thanks to our improved registration system, parents were able register their children for workshops over three consecutive sessions, and this was very welcome.

Attendances - Saint-Hubert Daycare

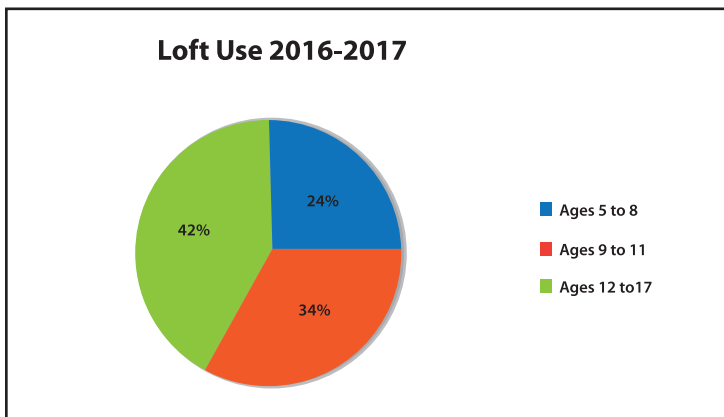
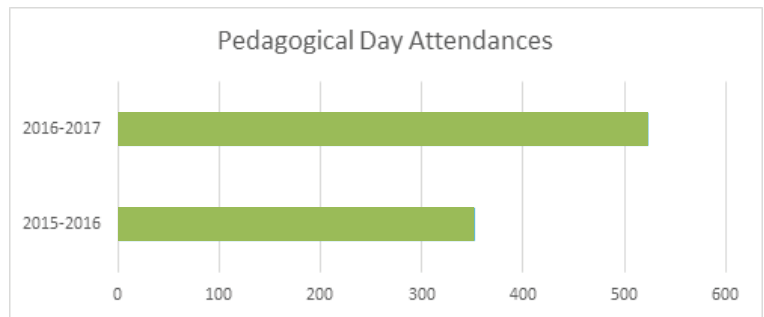




With dedication, the Childhood and Youth section supports parents in the process of settling their kids into the community by offering an educational and safe setting where they learn to develop their critical thinking skills and independence.

Workshops and Training

A number of courses and training sessions are held over the year. The Babysitting, Home Alone and First Aid courses drew 48 participants. Also this year, monthly workshops were conducted in the Loft, by MFRC staff or in cooperation with local partners, to introduce and discuss various topics.



The Loft

Well liked and appreciated, the Loft is a fine space for kids aged 5 to 17 to hang out. Under the supervision of our leaders, they can join in a ton of free, bilingual activities and develop lasting friendships. Over the year, the Loft recorded 1196 attendances and over 350 activities.

5- to 8-Year-old Activity

In the light of the success of activity mornings in Saint-Hubert and strong demand, 5- to 8-year-old activity sessions are now being offered at the Saint-Jean Garrison MFRC. Leaders host thematic activities on the second Sunday of the month in Saint-Jean. In 2016, a total of 170 attendances were recorded for the six periods conducted. With these results, the Saint-Jean activities will naturally resume next year.



The Community section helps newly arrived military families to settle in.

Reception and Integration

To better inform our clientele, provide them with relevant tools and direct them to the proper resources, the section has employed a number of communication media over the year.

Communication Medium	Actions
Welcome kits	262 kits sent
Courtesy calls	120 calls made
Information sessions and presentations	36 sessions given
Brochures and documents	1162 brochures and/or documents issued

Section achievements

To better meet community needs, the Community section completed a number of projects this year, including:

- Redesign of our Newcomer’s Guide;
- Updating of our welcome kit;
- Review of the volunteer recognition program; and
- Creation of Military 101 workshops.

More Volunteer Hours

With its current strength of 57, the MFRC Volunteer section is steadily growing. Some 10 volunteers joined our team this year, and several of them were involved in setting up assorted projects. Over the year, our volunteers generously devoted a little over 1247 hours to the MFRC.

Testimonial

“I adore volunteer mornings. They give me a chance to get involved in my community and get out of the house to meet other people. Volunteering has also given me the opportunity to help those following in my footsteps. I needed MFRC services in the past, and now it is my turn to lend a hand!”

Sylvie Blais



The MFRC acknowledges the precious contribution of its volunteers and wishes to thank each of them for the engagement and dedication they have shown throughout the year.

A big thank you to all!

- | | |
|---------------------------------|--------------------------|
| Archambault Vickie | Lam Sau Mei |
| Arsenault Nicolas | Laroche Josée |
| Beauchemin Isabelle | Lauzier Coleen |
| Benoit Sophie | Lavigne Sophie |
| Berteau Lise | Lefaive-Petersen Chantal |
| Bérubé Diane | Legault Sophie |
| Billingsley Celeste | Martel Cynthia |
| Bournival Johanne | Matsumoto Noriko |
| Blais Sylvie | Maxwell Nicky-ann |
| Bridgewater Melissa | McLenaghan Shandale |
| Carey Sarah | Mesrobian Vanessa |
| Chiasson Mireille | Nadeau Claudia |
| Christopherson Cassie | Ouellet-Pelletier Nadia |
| Clarke Janine | Poisson Yannick |
| Cloutier Deraiche Jean-François | Regimbald Lori-Lee |
| Delarue Gabrielle | Ricard Crystal |
| Deschênes Kim | Richard-Ouellet Carolyn |
| Dethier Michele | Ritchie Darlene |
| Dubé Alain | Robillard Vicky |
| Escoto Astrid | Robillard Audrey Ann |
| Gervais Misty | Robinson Stephanie |
| Gironne Katharine | Sherby Abigael |
| Gravelle Léo | Sigouin Megan |
| Harbridge Mélanie | Simard Collen |
| Heynemand Josée | Skeggs Melanie |
| Horrocks Sarah | Taylor Grace |
| Labonté-Côté Melanie | Thurston Jacey |
| Lalonde Isabelle | Turgeon Joanie |



This year again, the MFRC made a commitment to serve you better. In 2016-2017, a total of 40 training activities for staff enabled us to improve the quality of our services. These included:

- Volunteer coaching;
- Work effectiveness;
- Advanced Facebook, how to maximize results;
- CPR;
- Enfantin daycare management software;
- Working with parents;
- Mental health first aid;
- Social intelligence;
- Treatment of anxiety disorders in young people;
- Motivational interviewing;
- Planning, drafting and managing Web communications;
- Practices standards and guide;
- Growing up in daycare;
- Sponsorship activation creation;
- Performance training;
- Crowdfunding or philanthropy meeting.

Two team consolidations:

- Strengthening relationships informally;
- The importance of individual team members.

Several training and refresher programs through DMFS

- Development of new Web site;
- Intercom;
- R2MR.

Our staff sit on a number of consultation tables to promote the realities of military families and the regional impact on them.

- Haut-Richelieu perinatal and early childhood table;
- Saint-Hubert youth round table;
- Sacré-Coeur neighbourhood living round table.





Aware that an organization needs to deploy in all areas of activity, the MFRC employed the necessary resources and means to create new positions in very specific fields.

Activity Leaders

In response to the many requests from military units for facilitation of activities at family celebrations, we have established a new job category: activity Leaders. They lead and supervise young people at special events. To improve their effectiveness, our facilitators have received instruction in balloon twisting and face painting.

Web Content Officer

A new position has been created to improve the MFRC's Web offering through development of online training, upgrading of our Facebook page and more. Because of this, our social media presence is steadily growing and our Facebook page now has slightly over 560 likes.

Philanthropic Development Officer

The MFRC Montreal Region Philanthropy section is a pilot entity created in October 2016. The objective is to bring to the MFRC a sustainable, reliable and innovative development dynamic. With current financial challenges and budget restrictions, the position will provide a means of seeking other funding through the establishment and development of philanthropic strategies.

Splitting of the Youth and Events Position

With the growth in presentations, promotion of services and development of offerings, the Youth and Events function has been split between two separate positions. The Events and Outreach Coordinator will now be responsible for managing the various events and activities on the MFRC calendar and for promoting the Centre's services. Meanwhile, the Youth Services Coordinator, in response to the strong demand for pedagogical day and 5- to 8-year-old activity leadership, will from now on devote more time to young client needs.



Executive Director
Francine Habel

Human Resources Director
Catherine Bourassa, CRHA

Financial Management Assistant
Sébastien Vaskelis

Welcome and Information Clerks
Francine Asselin
Nancy O'Grady
Marie Belle Meunier

Communications Officer
Vanessa Kelly Afouge

Web Content Officer
Glenda Guerrero Moreno

Family Liaison Officers
Audrey Gallant, Social Worker
Eloïse Bates, Social Worker

Social Work Trainee
Marie-Pierre Messier

Prevention, Support and Intervention Coordinators
Alain Houle, Conjugal and Family Therapist
Camille Desjardins St-Laurent, Social Worker
Bartholomew Crago, Social Worker

Separation and Reunion Coordinators
Stéphanie Maurice, Social Worker
Rachelle Guitard, Social Worker

Community and Social Services Officers
Tania Silletta
Kim Hébert

Philanthropic Development Officer
Zoé Toussaint

Employment and Education Coordinator
Estelle Auger

Second Language Teachers
Line Laroche
Lorraine Gouin
Raymond Coderre
Annie Morris

Childhood Coordinator
Noémi Trépanier

Early Childhood Educators
Christine Cloutier
Noémie Maure
Adriana Castro Figueroa
Rachel Deveau
Kim Hébert
Ayleasha Ferguson
Ann Valiquette

Events and Outreach Coordinators
Alexandre Gagné
Maude Laflamme

Activity Leaders
Christine Charest
Gisèle Brasil

Youth Coordinators
Emie Gendron
Alexandre Gagné

Special Education Trainee
Josyan Landry

Loft Leaders
Annie English Charron
Alexandre Giguère
Yasmina Borduas
Valérie Longpré
Valérie Ouimet





CURRENT ASSETS	2017	2016
	\$	\$ (restated)
Cash	184 360	85 932
Short-term investment	390 077	378 752
Receivable and public funds receivable	28 491	20 747
GST and QST receivable	8 568	6 591
Prepaid expenses	2 482	0
2nd Canadian Division funding receivable	37 668	13 202
Office supplies	0	8 008
Amount reserved - LOFT	<u>266</u>	<u>0</u>
	<u>651 912</u>	<u>513 232</u>
CURRENT LIABILITIES		
Accounts payables	4 460	4 145
Wages and vacation	37 362	25 024
Fringe benefits	43 542	37 102
Professional services payables	6 100	6 100
Funding received in advance	83 615	0
Support our troops	24 288	24 288
Amount reserved - LOFT	<u>0</u>	<u>184</u>
	<u>199 367</u>	<u>96 843</u>
NET ASSETS		
Restricted for LOFT	63 000	63 000
Restricted for Daycares	150 000	150 000
Unrestricted	239 545	203 389
	<u>452 545</u>	<u>416 389</u>
	<u>651 912</u>	<u>513 232</u>



INCOME	BUDGET	REAL
MFS Funding	1 019 775	1 019 591
Cmdt 2nd Cnd Div	6 000	16 746
Daycare and preschool program	37 000	37 323
Ministère de la famille	45 629	56 000
1 Wing HQ Funds	50 000	50 000
Fundraising and donations	12 000	6 700
Others	11 500	11 424
Cmdt 2nd Cnd Div, local services	151 533	129 840
Emploi-Québec	0	16 768
St-Jean Garrison	3 500	4 470
Unrestricted reserve fund	39 997	0
TOTAL INCOME	1 376 934	1 348 862

EXPENDITURES	BUDGET	REAL
Cmdt 2nd Cnd Div		
- Management & Administration	6 000	6 233
- Emergency house	0	10 513
1 Wing HQ Funds	50 000	41 258
Ministère de la famille	45 629	59 850
Fundraising and donations	12 000	1 640
Others	11 500	1 110
St-Jean Garrison	3 500	4 470
Emploi-Québec	0	16 768
Unrestricted reserve fund	39 997	0
	168 626	141 842

EXPENDITURES DMFS	BUDGET	REAL
Management and administration	182 054	205 847
Community development	213 015	221 565
Program delivery	604 706	581 007
Veteran family project	20 000	18 248
Supplementary funding	0	1 568
	1 019 775	1 028 235

EXPENDITURES Local Services	BUDGET	REAL
Cmdt 2nd Cdn Div		
- Salaries	151 533	129 841
User Fees activities	37 000	12 790
	188 533	142 631

TOTAL EXPENDITURES	1 376 934	1 312 708
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EXCESS OF INCOME OVER EXPENDITURES	(36 154)
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A copy of the financial statements audited by firm Massie Turcotte et associés Inc. is available on request.

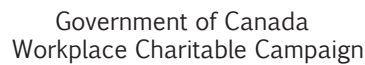


The Military Family Resource Centre Montreal Region would like to thank the following funders and donors for their ongoing support.

Funders:

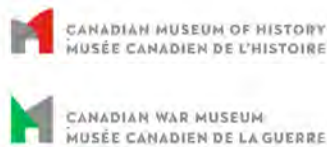


Donors:



Commanditaires :

We would also like to thank our sponsors for their generous contributions to our various events over fiscal year 2016-2017.





You are indispensable
to our success.

Together we have the
power to unite!

