

Military Family Resources Centre Montreal Region



**THE POWER
TO UNITE**

ANNUAL REPORT 2017-2018

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ISFM MSP
La Famille
conjointe *Military Families
Strength Behind
the Uniform*



Canada



MFRC **Military Family Resources Centre**

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Saint-Hubert



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Richelain



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Montreal Garrison:

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Montréal



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Sherbrooke Armoury:

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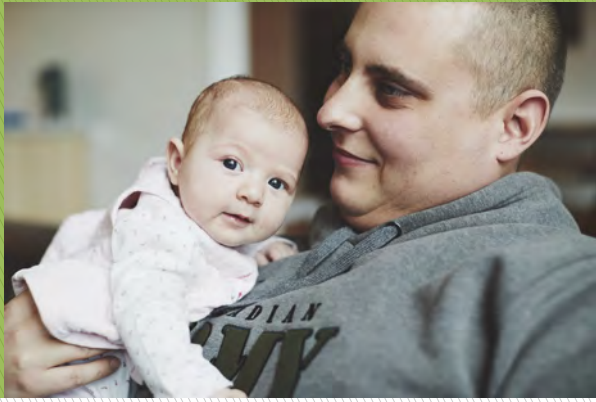
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MFRC Montreal Region





“Support to military families is a no-fail mission.”

MFSP Parameters for Practice – 2017

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“Military Family Resource Centres play a central role in delivering structured, tangible support for military families.”
 - The Ombudsman’s 2013 Report

“A dynamic and exceptional team” for

“a year full of success!”



It’s time for us to present to you the Military Family Resource Centre (MFRC) – Montreal Region’s 2017-18 annual report.

This year, the MFRC once again set itself apart in many ways, particularly by daily involvement with military families and the excellence of its services. Thanks to its many projects, the MFRC can proudly consider itself a member of the major leagues.

The MFRC would not be what it is today without its dynamic and exceptional team and the dedication of the many volunteers we can always count on.

In closing, I would like to thank all the donors and sponsors, the employees and volunteers, and the members of the Board of Directors for their constant dedication.

Enjoy reading the report!

Vickie Archambault
 Chair, MFRC Board of Directors



With a feeling of having fulfilled our duty, we at the MFRC–Montreal Region are bringing to a close this year full of success.

We set up many initiatives, such as the annual calendar of activities sent to families, our workshops and talks aimed at supporting community members in their role as parents, and a retreat in relation to the medical release process.

The Régiment de Maisonneuve, supported by 34 Canadian Brigade Group and under the leadership and on behalf of the 2nd Canadian Division, pulled out all the stops for an evening benefit for our organization: the Grand Military Ball to mark Montreal’s 375th anniversary. With the funds raised at the event, we developed new services for families in the region: special care services.

The members of the Board of Directors and the MFRC team join me in thanking you for your participation and involvement, which make the expression “By and For Families!” a daily reality and the cornerstone of our actions.

To learn about what we achieved, I encourage you to browse through the following pages.

Enjoy reading the report!

Francine Habel
 Executive Director



Faithful to Our Philosophy

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.

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.

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.

Altruism

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.

Integrity

Commitment

Respect

Rigour



Faithful to Their Roles

This innovative model, “By and For Families,” clearly shows families the trust placed in them by the military system and the Government of Canada.”

- Brief from the MFRCs, 2016, p. 8

The Board of Directors

2017 Annual General Meeting: The new formula was a big hit!

On June 10, 2017, the MFRC held its 2016–17 annual general meeting at the Machin-Chouette amusement centre, in Saint-Jean-sur-Richelieu, because we wanted families to enjoy an outing at the same time. Therefore, while the parents were at the presentations on upcoming projects and the 2016–17 financial statement, their children were expending their energy in the play areas.

For the general meeting, the MFRC made its 2016–17 activity report and financial statement public. After the meeting, the members held an election to fill the vacant positions. Sophie Lavigne, the Chair since 2012, thus stepped down in favour of Vickie Archambault.

This popular new formula attracted 30 people. It was decided that the formula would be used again.

Shining a Spotlight on the Members of the Board of Directors

The MFRC’s volunteer recognition dinner, held on January 20, 2018, was an opportunity to highlight the involvement of all those who give their time and share their energy to make our organization’s projects a reality. Members of the Board of Directors were among the volunteers being honoured (see page 11).

The Board of Directors in Action

It was a busy year for the Board of Directors in terms of meetings and discussions. On top of the monthly meetings and time spent on training, the board members closely followed the discussions between the Directorate of Military Family Services and the MFRCs in Canada regarding the MFRC governance model. Board members travelled several times to represent our MFRC at discussions, in Toronto and Valcartier for example.

The board members volunteered 359.25 hours of their time during the year. The Board was composed of:

Sophie Lavigne
Vickie Archambault
Chair

Sarah Carey
Vice-Chair

Josée Heynemand
Secretary

Linda Lapointe
Léo Gravelle
Treasurer

Colleen Lauzier
Johanne Bournival
Carolyn Richard-Ouellet
Cynthia Martel
Sylvie Blais
Directors

Francine Habel
Executive Director



Faithful to Their Roles

The Team

Francine Habel
Executive Director

Catherine Bourassa, CRHA
Human Resources Director

Julie Létourneau, CRHA
(Gabriel Boucher Miller)
Human Resources Officer

Sébastien Vaskelis
Financial Management Assistant

Francine Asselin
Marie Belle Meunier
Welcome and Information Clerks

Maude Laflamme
(Tania Silletta)
(Kim Hébert)
Community and Social Services Officer

Ariane Tanguay-Doyon
Outreach Officer

Céleste Billingsley
Michèle Déthier
Outreach clerks

Francine Gadbois
(Noémi Trépanier)
Childhood Coordinator

Emie Gendron
Youth Coordinator

Lysanne Lanthier
Special Care Counsellor

Myriam Dutour, T.S.
Veteran Family Program Coordinator

Bartholomew Crago, T.S.
Camille Desjardins, T.S.
Alain Houle, TCF, PST
Prevention, Support and Intervention Coordinators

Audrey Gallant, T.S.
(Éloïse Bates, T.S.)
Family Liaison Officer

Rachelle Guitard, T.S.
Separation and Reunion Coordinator

Alexandre Gagné
Events Coordinator

Estelle Auger
Employment and Education Coordinator

Damien Wipf
(Vanessa Kelly Afoughe)
Communication Officer

Glenda Guerrero Moreno
Web Content Officer

(Zoé Toussaint)
Philanthropic Development Officer

Yasmina Borduas
Marie-Hélène Bou Nader
AnnieEnglish Charron
Noémie Ferrari
Alexandre Giguère
Christine Charest
Abigaëlle Hébert
Valérie Longpré
François Marier
Valérie Ouimet
(Kevin Lafontaine Canuel)
(Gisèle Brasil)
(Maude Cournoyer Gonzalez)
Youth and Activity Leaders

Céleste Bilingsley
Isabelle Charest Lalonde
Christine Cloutier
Audrey Ferland
Renée Irwin
Noémie Maure
(Adriana Castro Figueroa)
(Ayleasha Ferguson)
(Stephani Quisp, stagiaire)
Early Childhood and Preschool Educator

Ahesha Bélanger
Michèle Déthier
Lorraine Gouin
Linda Labelle
Lyne Laroche
(Annie Morris)
Second Language Teacher



Highlights

“It is expected that Military Family Resource Centers will allocate employees and commit funds to activities designed to raise awareness of and to promote the existence of the Military Family Services Program and its benefits to members of the local community. They are required to adapt their communication methods to the needs of their community and to ensure a meaningful and reciprocal dialogue with the families of the military”

- MFSP Parameters of Practice, 2017, p. 13

The MFRC–Montreal Region, Gateway to the Canadian Armed Forces for the families

Given its proximity to the Canadian Forces Leadership and Recruit School (CFLRS), the MFRC–Montreal Region is the gateway to military life for all Canadian families. As such, it seemed essential to us to reach out to families as soon as one of their members joins the Forces. A position for a service promotion officer was therefore created this year to support families in the transition to the military way of life. Two Outreach clerks were recruited, to make courtesy calls to the families of recruits across Canada. More than 48 hours are spent on service promotion every week, including 18 on courtesy calls.

This joint initiative between the MFRC–Montreal Region and the CFLRS is supported by the Directorate of Military Family Services through recurrent funding granted in October 2017.

This adaptation is even more necessary since the population concerned is foreseen to increase significantly in the coming years under the new defence policy of Canada. On June 7, 2017, the Chief of the Defense Staff, General JH Vance, outlined the new policy and reported an overall increase in the combined strength of the Regular Force and the Reserve of 5,000 soldiers. These new members of the Canadian Armed Forces will embrace their careers with their parents, spouses and families. The demographics of recruits show that they are no longer exclusively young single men, but also parents. We can therefore anticipate the future growth of the potential clients of the MFRCs, in connection with the increase in the number of students in school.

Our Service Promotion Activities in Numbers

35

Participation in swearing-in ceremonies
(Regular and Reserve Forces)

more than

1200

families during the swearing-in
ceremonies

86

Participation in rotunda events

18

Participation in graduations

1815

Pamphlets handed

2790

Courtesy calls since October 2017



Highlights

The MFRC offers new services.

The Grand Military Ball, held on May 20, 2017, as part of the celebrations to mark Montreal's 375th anniversary, was an opportunity for the MFRC-Montreal Region to develop its service offering and create special-care services. This event, led by and on behalf of the 2nd Canadian Division, was made possible thanks to the support of the Régiment de Maisonneuve, which had the support of 34 Canadian Brigade Group.

With the funds raised, the MFRC was able to recruit a special care counselor. She is responsible for supporting parents regarding their children's adaption to their environment and for helping and supporting children, teens and families who are dealing with social problems.

Since November 22, 2017, 13 families, from both Regular and Reserve Forces, were already benefitting from the special care counselor's services, advice and resources, and she also set up parenting support workshops with professionals. What's more, MFRC staff are benefitting from her experience and resources. For example, she has provided support to the casual daycare staff.

The MFRC offers its services to reservists.

In the past year, the MFRC focussed a lot on integrating Reserve units into its activities and services more. 34 Canadian Brigade Group, a formation of the 2nd Canadian Division Reserve, along with their families, are an integral part of our clientele.

We have noticed that many families of reservists are not aware of the fact that they are eligible for our services. That's why, we are focussed on promoting our services to them.

Thus, we have been able to highlight the use of several services by families of reservists, in many sectors: Childhood, Youth, Special Care, Employment and Education, Prevention, Support and Intervention, Separation and Reunion, Social Activities and Events.

Whether at swearing-in ceremonies at the Canadian Armed Forces Recruitment Centre in Montreal or at unit events that the MFRC is invited to, such as year-end parties and gatherings for families, the MFRC's team is continuing its mission to disseminate information.

One such event that the MFRC attended was the symposium organized by 34 Canadian Brigade Group, 4 Intelligence Company and the 2nd Canadian Ranger Patrol Group, which was held in Saint-Jean-sur-Richelieu on September 30, 2017. At the symposium, we gave a presentation to the unit representatives on the MFRC's resources. They were very happy that we attended, and asked us to maintain a presence in their respective units in order to reach out to reservist families.

All classes Reservist families may have access to the services of the MFRC. Moreover, Class A Reservists also have access to it, if they cannot benefit from these services within the Chain of Command.



“Military Family Resource Centres are clearly the centre of gravity for structured local/regional support to many military families who seek programs, services and resources....”

- The Ombudsman’s 2013 Report, p. 92

The Year by Services

Welcome and Community Integration Services: Welcome to the MFRC

Welcome Services at a Glance

3022

information documents and brochures, including:

589 welcome packages

556

clients received welcome information over the phone or by email

4

military 101 workshops were given to nearly

50 people

Military 101

Joining the Canadian Armed Forces involves major changes for the whole family. The MFRC therefore provides training for families who have just joined the military community. This training, called Military 101, provides information on, the military lifestyle and what it involves for loved ones.

Community Members Learning More About Where They Live

During the welcome party last August, a bus tour of the city of Saint-Jean-sur-Richelieu was held. Twenty-four people climbed aboard the bus and enjoyed a guided tour given by MFRC teacher Line Laroche. The tour included 40 or so attractions so that those on board could get to know the city, its history and what it has to offer.

Families Transitioning to Military Life

The MFRC optimizes its promotion of services for families joining the military community. Our clerks conduct courtesy calls all over Canada to provide newly arrived families with information on the MFRC services offered at the service point closest to where they live.

In preparation for the calls, we updated the contact information of those who act as contact people for new military families across the country and abroad. Locally, the service promotion officer acts to support the transition from civilian to military. We therefore attended the Recruitment Centre’s Security and Intervention Groups job fairs in March 2018. This allowed for meaningful exchanges and closeness with potential candidates and their families as well as with current military members (mainly reservists) and their families.



The MFRC was at the party for families held in Saint-Jean by Famille à Cœur on May 13, 2017.

The Saint-Hubert and Saint-Jean-sur-Richelieu service points were due for a makeover this year: our mission, vision and values are now displayed on their walls. These are also displayed in all offices.



The Year by Services

At the Heart of the MFRC, Our Volunteers, Big-Hearted People

Our volunteers are essential to the smooth running of the MFRC and give their time without keeping track. A big thank you to them!

Volunteers on the spotlight

The MFRC's volunteer recognition dinner was held on January 20, 2018.

Held at Vergers Denis Charbonneau, the dinner brought together 40 or so people, some of whom received special applause when they were awarded a certificate and personalized presents, in order to thank them for their commitment.

Diane Bérubé, Sylvie Blais, Darlene Ritchie, Elena Schultz, Colleen Lauzier, Josée Heynemand, Sophie Legault and Johanne Bournival, Michèle Déthier, Vickie Archambault, Janine Clarke and Melanie Harbridge.

Volunteering at a Glance

1786,25 hours of volunteer work

56 volunteers, **23** of whom were new

12 recognition certificates for volunteer work

2017-2018 Volunteers

Albert Steeve	Fortin Patrick	McLenaghan Shandale
Angell Suzie	Geoffrion Martin	Paquin Jennifer
Archambault Vickie	Gironne Katharine	Provost Muriel
Benoît Sophie	Gravelle Léo	Quispe Stephani
Berteau Lise	Harbridge Melanie	Ricard Crystal
Bérubé Diane	Heynemand Josée	Richard-Ouellet Carolyn
Billingsley Celeste	Humble-Gervais Misty	Ritchie Darlene
Blais Sylvie	Irwin Renée	Robillard Audrey-Ann
Bournival Johanne	Jeon Areum	Robillard Vicky
Bowling Tarina	Laferrière Isabelle	Rochette-Leroux Carolann
Bridgewater Melissa	Lam SauMei	Schultz Elena
Bugslag Julie	Lauzier Colleen	Sherby Abigael
Carey Sarah	Legault Sophie	Skeggs Melanie
Chiasson Mireille	Maskiew Alycia	Southwick Amy
Choquette-Legault Joannick	Matsumoto Noriko	Thurston Jacey
Christopherson Cassie	Maxwell Nicky-Ann	Turcaniova Ivana
Clarke Janine	McFeeters Kristin	Vaudry Mary
Déthier Michèle	McLenaghan Shandale	
Dorrans Darcee	Paquin Jennifer	
Dubé Alain	Provost Muriel	
Dubé-West Marie-Claude	Quispe Stephani	
Dubniczky Natalie	Maxwell Nicky-Ann	
Fortin Gillian	McFeeters Kristin	





« My mom brings me to preschool workshops for fun » - Logan, 3 years old.
 « I like activities and playing outside. » - Samuel, 5 years old.
 « It's so fun! » - Nicolas, 4 years old.



The Year by Services

So Many Things to Discover as a Child

Childhood Services at a Glance

7470 visits at the Saint-Hubert and Saint-Jean-sur-Richelieu daycare centres

7478 hours of care at the daycare centres

66 children registered in the preschool workshops

60 children cared for at our **10** mobile daycares

Encourage Reading From the Earliest Age

Early-learning reading is a key focus of the MFRC. Taking advantage of funding for educational success from Quebec's Ministère de la Famille, the MFRC enhanced its service offering during the parent-and-tot periods. We reviewed the programming for the periods, which now consists of an hour of storytelling led by a professional. Ten families on average come out every week to take advantage of this story-time period offered free of charge at our Saint-Hubert and Saint-Jean-sur-Richelieu service points.

The funding also allowed us to buy 115 books, which were given to children and teens at the Christmas brunch. Finally, it has enabled, in the Youth Sector, to improve the offer of activities for 5-8 years and during the pedagogical days.

When Officer Cadets Tell a Story

On March 22, the MFRC and the Royal Military College held a storytelling activity led by officer cadets in the Jean the Millipede daycare, at the Saint-Jean-sur-Richelieu service point.

The officer cadet who came up with the initiative dropped by with another officer cadet and a French-as-a-second-language teacher. They led a puppet-making activity for the children at the daycare and then told a story using the puppets. Ten or so children enjoyed this activity.





The Year by Services



A Full Service Offering for Dynamic Youth

Heavy duty at The Loft

Our regulars have already noticed: the Loft in Saint-Hubert got a makeover. The youth centre was closed for a few days so that we could carry out major work. Its walls were repainted, and its floors, sanded and varnished. Those major renovations have given new life to this youth meeting place and MFRC service delivery point.

A Busy March Break

This year, we focussed a lot on developing activities for the March break. For the first time, a full week of activities was held at both Saint-Hubert and the Saint-Jean Garrison. They included scientific activities with Prof Dino and a day dedicated to cartoons with Animation Clin d'œil. We also held a babysitting course.

The Green Field Trip: A Good-bye Ritual for Our Kids!

Eleven kids had the chance to take part in the first outdoors Field Trip, to mark the departure. Community life, rock climbing, archery, frog hunting: the first weekend in June was full of activities for the participants!

This project would not have been possible without the financial support of the Caisse Desjardins des Militaires.

Youth Services at a Glance

1115 visits to the Loft over
181 open days

485 visits over 35 PD days
(386 in 2016–17)
42 kids at one PD day, a
record number

81 visits during the March
break activities

76 visits during 9 activity
mornings for
5-to-8-year-olds in
Saint-Jean





“Modern military family support will be anchored in the fundamental relationship connecting healthy, resilient families with strong, effective military service personnel.”

- MFSP Parameters for Practice – 2017

The Year by Services

Specialized Responses to Particular Needs

Le secteur en un clin d’œil

Since December 2017, the special education teacher has:

Initiated consultations with **13** families

Provided services to **36** family members

Held **79** 79 meetings, totalling over

113 hours of support

Services for Everyone

The special education teacher’s experience and resources are benefitting the MFRC’s clientele and employees alike.

- Our clients benefit from special-ed services to address issues related to education, family relationships and children’s development. She gives service consultations to the daycare when one of its patrons is a child with particular needs and helps the early childhood educators whenever they want more in-depth advice and strategies to address a particular problem.
- She collaborates with the Social Workers when they conduct follow-ups with children or teens in order to give them information and strategies to address certain issues related to education, family relationships or children’s development.

Parenting Support Workshops

To equip parents better, the MFRC set up parenting support workshops, as talks, given by education professionals. These are a chance for parents to get answers and advice regarding their specific situation and needs. The parenting support workshops attracted 39 participants last year.

The subjects addressed:

- Brother-sister rivalry
- The emotional bonds formed by children
- Defiant behaviour in children and teens
- Managing emotions

You say it best.

“The daycare service definitely had a direct impact on our decision to attend the workshop, since without that service, only one of us could have attended. We therefore both benefited from the workshop, which was a chance for us to think about things, have discussions and ask the questions such informative workshops raise.”

- Marie-Claude, parenting support workshop attendee

“The advice the special education teacher gave us really helped us improve how we do things. It’s going much better now: we almost never have a crisis anymore.”

- Anonymous.

“I was looking for concrete tools to manage my children’s behaviour, and that’s exactly what I got.”

- Anonymous.





“Thanks to the MFRC’s French courses, I was able to not only learn the basic rules, but also meet other members of the community. The courses are fun and interactive and increased my confidence using French outside the community. Thank you for your hard work!”

- Alycia, student in the second-language course

The Year by Services

Employment Services and Education Support

Informative Workshops and Training Sessions

The new workshop on job hunting in the public service was given twice and attracted a total of 27 people. They were thus able to benefit from tips and advice on how to make their application stand out from a big pool of candidates.

In addition, a group job-hunting workshop was organized. It constitutes a value added on top of the individual meetings.

Lastly, the first-aid and CPR course was given in partnership with St. John Ambulance three times this year.

A Committee for Business People

The entrepreneurs’ committee worked on developing its area of activity and defining its missions. The 10 or so committee members are also active on social networks.

Language Courses for Children and Teens

Our second-language course offering was also enhanced. On top of the second-language and conversation courses for adult beginners, we now have the following courses for youth:

- A French course for adolescents ranging from 11 to 17 years old: 6 students enrolled in the first term, in the fall; 9 in the winter term.
- A program of English courses, including help with homework, for children 7 to 10 years old: 4 students enrolled in this English-as-a-second-language program, a first that included help with English homework in anticipation of future moves.

Employment and Education Services at a Glance

201

meetings for the Employment and Education Services

27

people attended the workshops on job hunting in the public service

32

people took the first-aid and CPR course

71

students attended the MFRC’s second-language courses during the year,





“... there is an obvious and important connection between relational proximity of family members to serving personnel, and the extent to which service life affects their family lives.”

- MFSP Parameters for Practice – 2017, p. 11

The Year by Services

Listening to You and Offering Advice

Prevention, Support and Intervention Services at a Glance

112

people, or
82 families, benefited from consultation services

552

hours of consultations (direct and indirect)

114

hours were spent preparing and leading the workshops, attended by
370 participants.

71

people received information on Quebec’s health care system

15

families looking for a family doctor were redirected to one as part of a partnership

Focussing on Prevention

We especially focussed on prevention by working to raise awareness in our community, particularly through greater investment in developing our partnership with the chaplains and in workshops for the community.

The workshops included:

- youth workshops at the Loft (blended families, Rock ‘n’ Roll families, harassment and love in 2018)
- parenting support workshops
- Military Police training

Roundtables and the Partnership Program

Our social workers took part in meetings held by the committee on family violence, where they shared their expertise and advice. The MFRC also took part in the Sentinel program, which provides peer support. In this regard, seven workshops were given on interventions with high-risk individuals and anger management, as well as the program’s basic training.

What about health?

Access to health services was a major area of development in Prevention, Support and Intervention Services in 2017–18. We established partnerships with doctors in the region in order to welcome military families. We also initiated discussions with provincial organizations in order to facilitate access to health services for our families. What’s more, we edited directories of local health services and undertook a major updating of the health access guide.

Sharing Expertise in Montérégie

The MFRC hosted the Montérégie partners’ day, to share approaches while raising the partners’ awareness of the realities of military life. 41 persons, from 26 organizations, attended this first edition. The attendees were able to establish contact, network and share their experiences. The event was held at the Royal Military College, in Saint-Jean-sur-Richelieu.



“Mobility is simply part of CF life. [...] In the view of many commanders, service providers and observers, it is the single most unsettling feature of the CF lifestyle.”

- The Ombudsman’s 2013 Report, p. 35

The Year by Services

Support During an Absence, Staying Close Despite the Distance

Updating Our Documentation on Services

We did a lot of work on our documentation for families: we designed a full booklet outlining our services as a complement to the pamphlet on deployments, which we also updated. In addition, we developed resources for families, such as information on how to send parcels to deployed loved ones. Lastly, we developed a workshop on how to prepare for a deployment. It complements the service offering for families and the peer support groups.

Optimizing Partnerships

The social worker responsible for absence support established important contacts at units in the region and at other MFRCs in order to optimize co-operation between the MFRCs and learn from others’ experiences. Information on the services available was sent to families in connection with a deployment organized during the Christmas holidays. The MFRC also highlighted the initiative of Caporal Daniel Bédard of 34 Service Battalion, who sends up to 50 care packages every year to deployed members from Quebec or elsewhere in Canada.

Talking With Kids About an Absence

The social worker responsible for absence support regularly visited the Loft youth centre, in Saint-Hubert. In this environment favoured by the kids of our community, she was able to discuss deployments and postings with them. The discussions were part of a larger initiative aimed at increasing the presence of MFRC social workers at the Loft, where they can build trusting relationships with the kids. Discussions on various themes are thus held every month over a meal prepared by the social worker and the kids.

Absence Support at a Glance

59

families received ad-hoc orientation, information, education or intervention services, representing over

50 hours of consultations

33

ongoing files, including

16 16 new ones, representing

18 families and nearly

300 hours of consultations (direct and indirect)

118

families were contacted (calls, mail-outs, courtesy packages)





The Year by Services

“The inclusion of military families and of veterans and their families must be reflected through concrete actions in order to enable them to deal more easily with the impacts of military life, from recruitment to release, and to be supported in their reintegration into civilian life after having given themselves entirely to the mission of the CAF.”

- Brief from the MFRCs, p. 10

Support During a Difficult Period... and After

As part of the support to families:

192

192 people, or

56 families, benefited from consultation services

155.5

hours of consultations (direct and indirect)

Nearly

45

hours were spent preparing and leading the workshops, attended by

106 people

As part of the support offered to those returning to civilian life:

116

people, or

64 families, benefited from consultation services

321

hours of consultations (direct and indirect)

Nearly

35

hours spent on preparing and giving workshops and talks:

- 2 mini-training sessions on finances
- 2 mental health first-aid courses
- 1 talk by Dave Blackburn on transitioning to civilian life
- 1 workshop on transitioning to civilian life
- 1 UCRTDC training session

Illness, Injury and Death

The Family Liaison Officer provides support to families affected by illness, injury or grieving. The services are offered in conjunction with IPSC and are aimed at providing support during difficult periods and answers to the questions raised by these situations. The Family Liaison Officer worked with military members and their families to prepare them for the transition from military to civilian life in relation to a medical release, until the Veteran Family Program Co-ordinator was recruited.

Support During the Transition Back to Civilian Life

August 24, 2017: Announcements for Military Families

Ms. Sherry Romanado, MP, Parliamentary Secretary to the Minister of Veterans Affairs and Associate Minister of National Defence, came to the Saint-Jean Garrison on August 24 for an official visit and dropped by our offices. During her speech, she addressed in particular the question of military families being medically released. Since the pilot project initiated at 7 MFRCs had been deemed a success, Ms. Romanado announced the project's expansion to all MFRCs in Canada as part of the Veteran Family Program. “We are determined to offer the support that military members and their families need,” said Ms. Romanado.

January 2018: A Countryside Retreat to Prepare for a Medical Release

In January, the MFRC held a countryside retreat for military members preparing for a medical release. Our social workers, and a speaker, gave workshops and training sessions for the participants and their spouses to help them prepare for their release and transition to civilian life. Twenty-odd people came out for our first retreat of this kind.

Before April 1, 2018

The MFRC–Montreal Region worked uphill for several months to be able to provide advice and resources and point these clients in the right direction during the release process. A coordinator was recruited to implement the various aspects of the program. She attended the presentation on the program and took 16 hours of training in Cornwall.



Spending time with family is a recurrent problem in terms of work-and-personal-life conflicts for 35% of those polled.

- Community Needs Assessment Report, August 2017, p. 10

The Year by Services

Events for Every Season and Every Taste

Increased Attendance at Our Events

There was a significant increase in participation at our major events in 2017-18. For example, the welcome party drew twice as many people as the previous year's, and the Christmas brunch was fully booked barely a week after the reservation period opened. Some new events, such as the Easter egg hunt, were also introduced. A few others were renewed and improved, such as the activity for International Women's Day, which took the female participants on a faraway voyage under a *One Thousand and One Nights* theme.

Activities Near You

The MFRC's presence on the North Shore, near the reserve units, was important for the Events team this year. Our participation in the units' Christmas events brought us closer to our clients living north of Montreal. Since then, increasingly more reservists have taken part in our events as our ties with the reserve units have been developed and strengthened.

Special Moments Between Fathers and Their Children

Given their success, the Daddy and Me Program, which celebrate fatherhood, were held again this year, with expanded programming and activities scattered throughout the Greater Montreal Area.

Six activities were held:

- Zukari amusement centre
- a picnic and sumo-soccer activity
- Machin Chouette amusement centre
- Roussillon Bowling
- laser tag
- Exporail museum



You say it best.

"All of the events at the MFRC are like big family parties. I've been to many of them and gotten to know the other people there, who've become like family to me. It's nice when your own family can be very far away."

- Melanie DeCoste Harbridge.

Our Events at a Glance

1039

people at MFRC events this past year, compared to

579 the previous year

Therefore, an overall increase of

79% in event attendance

312

people at the welcome party, a record number

293

people at the *Daddy and Me* activities



“... the communications approach must shift from communicating to families to communicating with families.”

- Ombudsman Report, 2013, p. 77

The Year by Services

Communications: Building Ties Between You and Us

Our Communications at a Glance

85 information sessions and presentations on the MFRC

5750 hits on the CAF Connection website

157 new “likes” and **171** new subscribers, a 21% and 23% increase respectively

3229 hits on our Facebook page

140 952

“views” on social media, including

81 222 “views” on our Facebook page

5 6839 “views” on Twitter

618 “views” of the corporate video, **68%** of which were in French

A Structured and Strengthened Service

The communications team restructured itself this year so as to offer even more interactivity with the MFRC’s clientele. The corporate video, which premiered at the Grand Military Ball for the Montreal’s 375th anniversary on May 20, 2017, was a great success on our pages. In just over 3 minutes, she presents the MFRC and its services, as well as testimonials.

We’re working on networking.

The MFRC uses its presence on Facebook, Twitter and YouTube to share information in real time with its clients, answer queries and maintain social networks that unite us all. Eleven letters to find us on social media: CRFMMFRC-MTL.

Booths: increased visibility

MFRC employees are present during parties and family events in the region, as well as during open houses and theme days organized for the military community. At each of these events, they promote the services available to military families at an information booth to ensure our organization’s visibility.

Activities for Every Season: The Seasonal Calendar

The seasonal calendar unveiled at the 2017 welcome party is a must-have for staying informed of the activities hosted by the MFRC. The first edition, in which the fall-winter programming was published and of which 150 copies were printed, clearly demonstrated not only the quantity but the diversity of suggested activities in a given month. This initiative was met with such enthusiasm that we decided to renew it.





The Year by Services

Team building

The continuous training of our employees is important to us: they have followed numerous training courses during the year:

- A course on welcoming families
- A course on addiction, prevention and intervention
- A presentation of financial and activity reports
- A colloquium for the casual daycare association
- A course on intermediate-level motivational interviewing
- A course on first steps in reading and writing
- A course on Facebook and Twitter
- An MFRC colloquium on dealing with change
- A course for new employees on welcoming clients
- A course on the Child Development Assessment Scale
- A course on resilience held in Cornwall
- A course on managing difficult employees
- A course on crisis management
- A course on JGEHG approaches to running a daycare
- A course on integrating language stimulation in daycares
- A course on doing social work with fathers
- A course on communicating at work
- A course on effective tools for motivating children
- A course on MFS US OutCan (Webex)
- A course on photography
- A course on planning, writing and managing Web communications
- A team-building foot rally
- A course on respect in the workplace for better conflict prevention
- A course on first aid and CPR
- A course on using Publisher

The Quebec MFRCs' Symposium

Montreal, Bagotville and Valcartier reunited for a common project. For the second year, the three MFRCs in Quebec met in the provincial capital for two days of meetings and discussions.

The participants spent a lot of time with their respective counterparts sharing practices and experiences. Also, speaker and author Richard Aubé gave a talk on adapting to change. Filled with as many laughs as deep reflections on the services offered to military families, the MFRC symposium is slated to become an annual gathering not-to-be-missed.





Prioritizing base/wing funding options: 59% of those who answered selected MFRC funding as a priority.
 - CFMWS recommendations, Community needs assessment, 2017, pp. 94–97
 communauté, 2017, p.99

Financial Statement

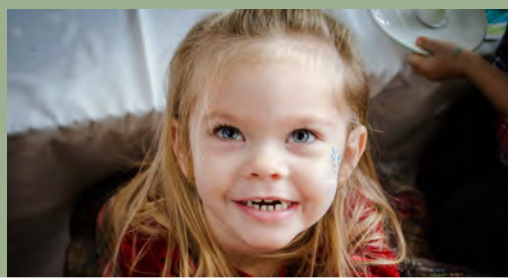
CURRENT ASSETS	2018	2017
	\$	\$
Cash	433 291	184 357
Short-term investment	403 023	390 077
Receivable	178 600	28 490
GST and QST receivable	11 730	8 568
Prepaid expenses	10 164	2 482
MFS funding receivable	18 669	0
Non-public funds receivable	7 704	0
2nd Canadian Division funding receivable	54 587	37 668
Reserved amount - Loft	80	266
Total	1 117 848	651 909

CURRENT LIABILITIES

Accounts payables	9 023	4 460
Wages and vacation	50 473	37 362
Fringe benefits	36 030	43 542
Professional services payables	6 100	6 100
Funding received in advance	544 914	83 615
Support our troops	24 289	24 289
Total	670 829	199 367

NET ASSETS

Restricted for The Loft	63 000	63 000
Restricted for Daycares	150 000	150 000
Unrestricted	234 019	239 542
Total	447 019	452 542
	1 117 848	651 909



Income statement

INCOME	Budget	Real
MFS Funding	1 024 774	1 093 097
Cmdt 2nd Cnd Div	20 500	21 436
Daycare and preschool program	37 000	41 504
Ministère de la famille	56 000	70 335
1 Wing HQ Funds	51 000	50 000
Fundraising and donations	8 000	9 268
Others	11 500	14 046
Cmdt 2nd Cnd Div local services	151 360	147 488
Emploi-Québec	0	3 611
Non-public funds	0	7 704
Fundraising - Montreal 375th Grand Bal	41 000	17 454
Unrestricted reserve fund	36 228	0
Total	1 437 362	1 475 943

EXPENDITURES

Cmdt 2nd Cnd Div		
- Management & Administration	6 000	5 959
- Emergency house	11 000	11 564
- Housekeeping - Youth Center	3 500	3 913
1 Wing HQ Funds	51 000	50 000
Ministère de la famille	56 000	70 335
Fundraising and donations	8 000	6 000
Others	11 500	10 907
Non-public funds	0	7 704
Fundraising - Montreal 375th Grand Bal	41 000	17 454
Emploi-Québec	0	3 611
Unrestricted reserve fund	36 228	0
Total	224 228	187 447

EXEPENDITURES MFS

Management & Administration	198 841	234 390
Community development	240 439	250 755
Program delivery	565 494	531 559
Veteran Family Program	20 000	20 000
Supplementary funding	0	68 323
Total	1 024 774	1 105 027

EXPENDITURES LOCAL SERVICES

Cmdt 2nd Cnd Div		
- Salaries	151 360	147 488
User fees activities	37 000	41 504
Total	188 360	188 992

Total expenditures	1 437 362	1 481 466
Excess (deficit) of income over expenditures		(5 523)



“The MFRCs have always demonstrated their innovative spirit both in the creation of tools, programs and activities, and in seeking other funding sources.”
 - Brief from the MFRCs, 2016, p. 8

They support us

Our Funders :

Military Family Services Program (MFSP)



Base Commander (2nd Canadian Division)



Ministère de la Famille et des Aînés



438 Tactical Helicopter Squadron



Our Donors:

Canex SISIP



Government of Canada Workplace Charitable Campaign (GCWCC)



Caisse Desjardins des militaires



Royal Canadian Legion

Branch No. 57, Pointe-Claire
 Branch No. 94, Greenfield Park
 Branch No. 245, Dorval





Many sponsors supported the activities of the Military Family Resources Centre - Montreal Region this year. We thank them warmly.

They support us

- Bfly
- Centre d’amusement Machin Chouette
- Centre Multi-Sports
- Cineplex
- Cora - Greenfield Park
- David's Tea
- Fdmt
- iSaute
- Maison Théâtre
- La Personnelle
- Pasquier
- Soccer du Haut-Richelieu
- Varitron
- Zoo de Granby

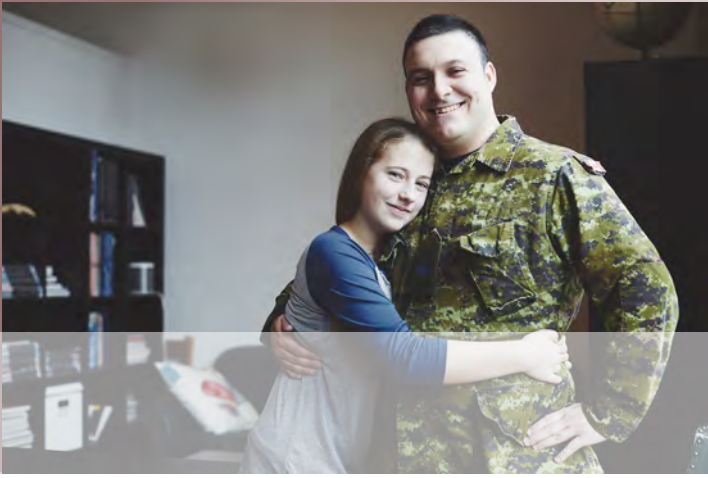
Grand Military Ball – Montreal’s 375th anniversary

The CRFM in particular thanks the Regiment de Maisonneuve Foundation for its support for the Grand Military Ball, for the 375th anniversary of Montreal.



The MFRC thanks all the sponsors who made the silent auction possible, as well as Air Canada, for the courtesy of two plane tickets to Europe.





*"The Military Family Resource Center of the Montreal Region: For more than 20 years, we have **the power to unite.**"*

