

ANNUAL REPORT 2018-2019



**Military Family
Resource Centre**
Montreal Region

WELCOME • SUPPORT • UNITE

**Military Family
Resource Centre
Montreal Region**



To join us

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Military Family Resource Centre



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Montreal Region

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“A dynamic and exceptional team » for « a year full of successes”



Foreword



Sarah Carey
Board Chair

I am very pleased to submit the 2018–2019 Annual Report of the Military Family Resource Centre Montreal Region (MFRC).

The past year was marked by various innovations. While experiencing a significant wind of renewal, we kept in mind the three pillars of the MFRC: Welcome, Support and Unite.

In closing, I would like to thank all the donors, granting agencies, employees, volunteers, and Board members who, through their respective roles, ensure that the MFRC continues to shine brightly in the military community!

Enjoy!



Francine Habel
Executive Director

The Military Family Resource Centre Montreal Region (MFRC) team joins me to outline the many achievements which made this year a real success.

Many innovative projects have been introduced this year in our organization. In particular, the selection of our new logo created a wind of change that has led to changes in the MFRC's image. The implementation of the educational platform to better equip educators, expansion of our special care counselling services, and review of our Youth Services are wonderful examples of our willingness to provide you with services adapted to your needs.

On behalf of the Board of Directors, the MFRC team, and myself, thank you for your participation and your trust year after year.

I encourage you to read the next pages to learn about our various achievements in 2018–2019.

Enjoy!

Board of Directors:

Chair: Sarah Carey
Vice-Chair: Colleen Lauzier
Treasurer: Léo Gravelle
Secretary: Sophie Legault

Members: Cynthia Martel
Josée Heynemand
Julie Bugslag
Karine Gravel
Vicky Savoie

Executive Director: Francine Habel
Representing the Commander: Lcol Larose

The Board members held **10** meetings during the year, including the one in November, which was on strategic planning.

The Board of Directors is actively committed to meeting the needs of its clientele in an efficient manner with a focus on community involvement while promoting individual initiative and the development of the potential.



Faithful to Our Philosophy

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.

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.



Values

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.

“Military families contribute directly to the operational capacity of the Canadian Armed Forces and the efficiency of our troops. This lifestyle can be particularly challenging for some families. The Military Family Resource Centre plays a fundamental role in providing structured and concrete services to support military families, particularly during difficult times.”

– Francine Habel, Executive Director – MFRC



Highlights

Fundraising

On October 20, the MFRC held its first fundraising evening under the “Enchanted Forest Ball” theme, for the purpose of fundraising for the benefit of military families. Through enriching meetings and inspired facilitation, young and old were able to take advantage of the wonderful evening which received abundant praise.

The evening in numbers

200 children and adults in total;

2 honorary Co-chairs: *Brigadier General Jennie Carignan, Commander, 2nd Canadian Division and Joint Task Force (East), and Yves Desjardins-Siciliano, President and CEO, VIA Rail;*

1 silent auction;

1 drawing of a getaway for four to Halifax. Courtesy of VIA Rail.

Social media presence

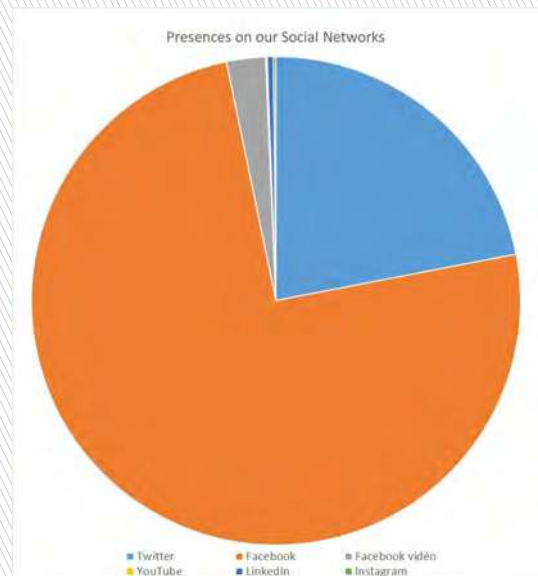
In order to develop our communication strategies and ensure a connected society, in which information is immediate and can be shared in one click, we have increased our visibility on social networks. We are now present on Instagram to share our activities and news with you in pictures.

In addition, we have created a profile on LinkedIn to stay abreast of the latest trends in the work world and maintain our contact with professionals in the field. In particular, we can see job postings and general information about working at the MFRC.

To follow us:

- Instagram: CRFMMFRCMTL1.
- LinkedIn: MFRC Montreal region.

It is also possible to find us on the Web using the Google search engine, by writing MFRC Montreal Region in the search bar.



Military families are strong and resilient. We target their strengths, facilitate their integration into the community and promote their inclusion!



Highlights

Staff increase

Over the past three years, the MFRC has continued to increase its staff to meet the demand for services by and for military families. During the year, the MFRC created new employment opportunities and increased the number of hours in various sectors, in order to better meet the military community's needs.

New positions

Activity Leader for Parent-and-Tot Periods: Since last September, we have been able to count on the presence of an Activity Leader during the mornings of the First Steps reading and writing workshops.

Veteran Family Program Coordinator: This role supports families at all steps of the military release process, either by preparing them for what lies ahead, accompanying them at the time of the release or following up on them.

Drop-in Daycare Educator: A new part-time permanent position, at 20 hours a week, was opened to increase the ratios in the drop-in daycare and thus meet many client requests.

Special Care Counsellor – 0-17 years old: This position consists in advising and supporting Educators and Activity Leaders in their interventions with young people aged 0 to 17 in addition to giving direct assistance to children and adolescents faced with social difficulties and thereby fostering their integration and school success.

Increase in hours of services

Outreach Clerk: In order to carry out the telephone follow-ups necessary for the families of recruits, as part of the promotion of services and the transition to the military lifestyle, three additional hours a week have been added to the program.

It should also be noted that an additional 7.5 hours per week have been allocated to Employment and Education and Community Integration.

Revamping of our visual identity

Adapting to military families and their ever-changing lifestyles also means complying with the key words that guide their daily lives: connectivity, dynamism, and mobility. With this in mind, we unveiled our new logo in front of the approximately 300 guests at the Christmas Brunch: a refreshed and humble visual design that highlights our history, mission and values, and reflects the MFRC's three pillars: **Welcome, Support and Unite**.

The logo is made up of the four following components:

- Two human silhouettes which illustrate the MRFC's various clients;
- A continuous line symbolizing infinity as a tribute to the plurality and unity of families;
- The uppercase letter "M" as a reminder of the words "military" and "Montreal";
- The image of a butterfly in motion to evoke fulfilment, freedom, pleasure and joy.

This new graphic image is now used for all of our manuscript and digital documents, promotional tools, and social platforms.



**Military Family
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WELCOME • SUPPORT • UNITE

“Volunteering is the cornerstone of our organization. Without the contribution of our volunteers, we would not be such a dynamic organization. Thank you for your support and involvement. You are making a difference in our region’s military family community.”

– Francine Habel, Executive Director, MFRC Montreal Region

Welcome and Community Integration Services

THROUGHOUT THE YEAR

Recognition of volunteers

As part of the MFRC Volunteer Recognition Program, we held a dinner in honour of our volunteers. The event, which highlighted more than **1,400** hours of volunteering last year, brought together a group of **30** volunteers, and we were able to thank all of them for their time and outreach work for our organization.



Le secteur en un clin d’œil

112

kits in paper format and **50** electronic kits were handed out during the transfer season, not to mention the fact that there were **300** views of the kit on the Internet.

194

new families moved to the region between May and September. Concerned about being able to integrate them well into the community, our volunteers made **150** courtesy calls and sent **44** welcome messages.



Marked presence of our volunteers

By providing their testimonials, our faithful volunteers contributed to improving the quality of the MFRC’s lectures and workshops. Their assistance and support of our events and activities, such as Halloween Party and Christmas Brunch, are also very valuable.

Moreover, it should be remembered that, as directors on the Board of Directors, our volunteers contribute directly to carrying out the MFRC’s management duties and delivering its services.

This year alone, the Board volunteered for more than **336** hours both by and for families.



Royal Canadian Air Force Sponsorship Program (RCAF)

Efforts to promote the Royal Canadian Air Force Sponsorship Program were made with Air Force families. At the same time, we began the first steps in implementing the RCAF’s mandated program. These two projects were carried out in conjunction with 438 Tactical Helicopter Squadron, located in Saint-Hubert.

The Sponsorship Program is intended to support the integration of new Wing families into their host communities.

“Volunteering has encouraged me to get out of the house, and it’s wonderful because I’ve had the opportunity to meet new people. I really enjoy meeting other women from the military world, who have been in it longer than me... I’m now looking forward to having a transfer elsewhere in the country, unlike when we first arrived!”

– Maryse Valiquette, volunteer



Volunteering

THROUGHOUT THE YEAR

List of Volunteers

Albert, Steeve	Deschamps, Vanessa-May	Horrocks, Sarah	Paquin, Jennifer
Angell, Suzie	Dethier, Michèle	Humble-Gervais, Misty	Richard-Ouellet, Caroline
Berteau, Lise	Dorrans, Darcee	Irwin, Renée	Ritchie, Darlene
Bérubé, Diane	Dorrans, Devin	Jeon, Areum	Rochette-Leroux, Carolann
Blais, Sylvie	Dubé, Alain	Labrie, Yvette	Saccomani, Joanne
Bowling, Tarina	Dubé-West, Marie-Claude	Laferrière, Isabelle	Schultz, Elena
Brosseau, Ellen	Dubniczky, Natalie	Larose, Nathania	Seaboyer, Stephanie
Brown, Jacob	Duffe, Myra	Lauzier, Colleen	Skeggs, Melanie
Brown-Westwood, Kayla	Fortin, Gillian	Legault, Sophie	Snow, Caitlin
Bugslag, Julie	Fortin, Patrick	Mainville, Stéphanie	Sylvain, Marie-Hélène
Candline, Christina	Grant, Tammy	Marcotte, Ann	Turcaniova, Ivana
Carey, Sarah	Gravelle, Léo	Matsumoto, Noriko	Valiquette, Maryse
Christopherson, Cassie	Harbridge, Melanie	Maxwell, Nicky-Ann	Vaudry, Mary
Clarke, Janine	Heyneman, Josée	McFeeters, Kirsten	Wray-Potwarka, Allison

“Recognition is the most beautiful flower that springs from the soul”. Henry Ward Beecher

We gratefully address these few words to you. The work and time you have given has made a world of difference for the MFRC and the families in our community.

Thank you, thank you, and thank you again!

The Board members

The sector at a glance

59

volunteers, including **13** new volunteers, **9** Board members and **6** veterans, with a total of **1,736.25** hours of volunteer work for 2018-2019.

“The drop-in daycare definitely had a direct impact on our decision to attend, because without it, only one of us could have participated. Thus, we both benefited from it, as it gave us an opportunity to engage in introspection, and to initiate discussions and questions that are necessary following these information workshops.”

– Marie-Claude, Parental Support Workshop



Childhood Services

THROUGHOUT THE YEAR

First Steps Reading Workshop for early childhood

Our program reflects our concern and desire to support the discovery of reading in toddlers, and thus contribute to their intellectual development. It consists of the following three components:

- First Steps Reading Parents-and-Tots periods;
- Active reading carried out by officer cadets;
- A First Steps Reading workshop, led by Early Childhood students, in conjunction with the Centre québécois de ressources à la petite enfance (CQRPE).

“This platform brings who a breath of fresh air, new ideas for activities, and the children benefit.”

– A parent

An educational platform for the drop-in daycare

September was marked by the implementation of our educational platform. Its objective is to promote the overall and harmonious development of the children who attend our drop-in daycares, and thus optimize the educational quality offered to them. It is intended to be an essential source of reference for the various actions taken on a daily basis by all of our educational staff members. By setting clear expectations and objectives for interventions, it is possible to implement a shared practice that promotes inclusiveness and development for all.

The platform in action:

- Application of efficient control measures if children are sick;
- Harmonization of practices related to meals, snacks, and naps;
- Optimal communication between parents and educators to ensure that their interventions are on the same page.

The sector at a glance

Drop-in daycare services

9893 periods were used, including:
243 respite childcare periods;
119 volunteer periods;
33 meeting periods.

21 mobile drop-in daycares were requested, of which **4** were set up and welcomed **15** children from **7** different families.

In addition, **15** families used short-term, full-time daycare for **6** months.

Participation in Preschool Workshops

32 children attended preschool workshops in the spring 2018 session.

36 children registered for workshops in the fall 2018 session.

Parent-and-Tots Periods

13 families registered in spring 2018.

10 families applied for fall 2018.

"I am the mother of three children and my husband is currently on a mission abroad. We live on the North Shore of Montreal and access to MFRC activities is quite limited because of the distance. When it was suggested that I register my eldest daughter for the Green Field Trip weekend, I thought it was a great opportunity for her to meet other young people experiencing the same realities. On Sunday, she told me about all the activities she had done, the friendships she had made and, above all, that she no longer felt alone. She is looking forward to the next Green Field Trip... Thank you from the bottom of my heart to all the Activity Leaders and people who ensured that my daughter had an unforgettable weekend!"

– A mother



Youth Services

THROUGHOUT THE YEAR

Green Field Trip

Thanks to the financial support of The Patriot Love Foundation, **22** young people participated in the Green Field Trip last June. The camp's objective is to foster the development of coping strategies with regard to transfers, while building relationships between young people who share a military lifestyle. The 2018 camp was a huge success, with a **50%** increase in the participation rate compared to 2017.

Personalized training

The MFRC has improved its training list, adapting courses to the participants' ages and interest. In addition to the *Stay Safe!* and *Babysitting* courses, we included training called *Discovering Your Creativity* and a course on special effects makeup for Halloween, both of which are intended for young people aged 9 to 17.

Youth Services revamping

The Youth Services team has worked hard to update its services line. Many initiatives and changes have resulted.

Activities for children aged 5-12

Starting in September, the activities of Saint-Jean-sur-Richelieu, which up until September had targeted children aged 5 to 8, are now also designed for young people aged 9 to 12. Similarly, the Loft in Saint-Hubert now offers two homework assistance periods, not to mention the addition of the weekly schedule at the Loft for children aged 5 to 12.

The Loft: New opening hours

In January, we expanded the opening hours of the Loft in Saint-Hubert for weekend activities. Children aged 5 to 12 can now benefit from recreation periods at 40 La Verendrye St., Saint-Hubert, on Saturdays and Sundays from 9 am to 3 pm. This schedule change is positive because, as soon as it was implemented, the attendance rate tripled. To celebrate this success, the MFRC organized an outing at the Centre d'amusement Funtropolis, also located in Saint-Hubert.

The sector at a glance

118

young people aged 5 to 17 benefited from the Loft program in 2018–2019, for a total of **1,395** attendees.

83

young people attended our activities on pedagogical days.

43

young people attended activities for kids aged 5–12 a total of **121** times at our Saint-Jean-sur-Richelieu service point, which is a **55%** increase in the participation rate compared with 2017–2018.

“Thank you for the family camp experience at the Base de Plein Air Jean-Jeune. My family and I had a good time and quickly developed meaningful relationships with the other families present. We would certainly like to repeat the experience. Our memories of fun, friendships, and quality time are etched in both my mind, and the minds of my family members.”

– A participant



Events

THROUGHOUT THE YEAR

Family Camp—Another success

Through the financial support of the True Patriot Love Foundation, **50** members of military families attended a family camp during the weekend of October 7, 2018. The purpose of the camp was to improve the resilience of military families when facing challenges associated with their lifestyle. Nevertheless, the facts show that it is just as important for families to have a good support network in the military community as it is for them to maintain their family relationships.

Christmas Brunch

Always highly popular, the classic Christmas Brunch was a resounding success this year, with the participation of more than **300** families. Each child received a gift from Santa Claus, as well as taking advantage of face make-up and balloon sculptures in the room.

The sector at a glance

12 events were held this year;

1,443 participants signed up for our events;

Over **166** Dads in the Daddy and Me program participated in **8** activities organized during the year.

Greater presence in our area

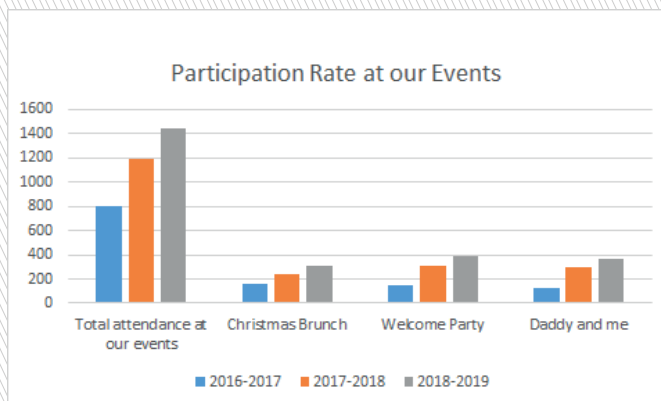
First editions of our events were held in the Montreal and Estrie Regions.

North Shore: Apple picking
Sugar shack

Sherbrooke: Daddy and Me Program: a new activity that brought together around **20** participants.

A colourful evening for International Women’s Day!

As part of International Women’s Day, the MFRC organized an Italian-style dinner, accompanied by drag queen performances. The female soldiers and **38** military wives present were delighted with this colourful evening.



“Thanks for the great Laser game evening. My son’s smile testifies to how successful the activity was!! Bravo to Alex and the team for organizing it.”

– Martin Leblanc, Daddy and Me Program participant

“Thank you so much for your e-mail. I am so happy to hear about all the services that the Armed Forces provide for families of the military personnel. Bailey is my first born and first child to leave the home. It has been hard but makes me feel better knowing that there are people there for me if needed.”

– Anne Lessard, mother of a candidate



Outreach Services

THROUGHOUT THE YEAR

Considering that approximately 5,500 candidates join the Canadian Armed Forces each year, the data collected reflect the MFRC’s impressive amount of interaction with the military, and immediate family members across Canada. To do this, several actions are taken, including courtesy calls, attendance at graduation ceremonies and presentations at officer cadets’ oaths.

Military Life 101

11 Military Life 101 workshops were offered to help the families of new candidates better understand the particular realities of military life.

185 participants attended workshops, mainly on the North Shore of Montreal and in Sherbrooke.

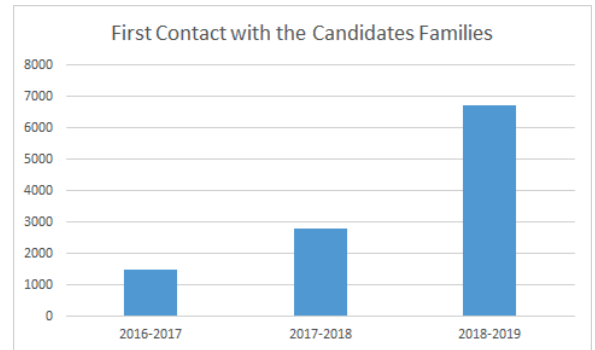
Enrolment Ceremonies

80 enrolment ceremonies (39 for the Regular Force, 1 for the Officer Cadets, and 40 for the Reserve) were held, with a total of **2,618** guests.

Out of the total of **2,168** guests at enrolment ceremonies, the open house at RMC on June 28 alone allowed the MFRC to present its services to the **300** guests who attended.

Networking evening

Our networking evening, launched in January, gave the candidates’ families the opportunity to get together, to listen to each other, and to feel part of the military community.



Sector at a glance

Communications and welcome kits

6,731 calls, emails, and courtesy letters were addressed to the families of Regular Force candidates and Officer Cadets.

3,073 brochures and welcome kits were distributed to military community members.

Presentations to candidates

94 presentations were made to Regular Force candidates.

5,002 Regular Force candidates and **389** Reserve candidates received information about the MFRC during presentations made to candidates.

“From our first meeting, the Employment and Education Coordinator answered my questions, gave me confidence in my skills, and work experience and shared their values with me. This has encouraged me to pursue an informed approach for my future career choices.”

– Aline Bergeron, military spouse



Employment and Education

THROUGHOUT THE YEAR

Information session on Federal Public Service jobs

On November 22, a dozen job seekers attended a networking workshop with a Human Resources Advisor from the Federal Public Service. All the job openings presented were eligible for inter-provincial transfer applications.

A new job directory

Military spouses can now benefit from a new casual employment directory. Given their particular reality, the importance of a career becomes clear. To help them in their professional development, Federal Public Service jobs are now more accessible through a targeted process for all CF members and their families.

Language courses — A new program with virtual classrooms

This year, we launched a pilot project to incorporate the Language Research Development Group’s (LRDG) second language learning program. Offered both online and in the classroom, it allowed **13** students to take a course adapted to their specific needs in 2018–2019. Virtual courses offer an opportunity for our community members in remote regions, because they allow them to enhance their skills, without sacrificing access to a teacher.

It is quite a flexible concept that allows both classroom and distance learning while having the support of the teacher assigned to the second language learning project. At the MFRC, the pilot project emphasized the English as a second language courses.

Border services are recruiting!

Julie Brunet Chartrand, a Canada Border Services Agency instructor, met with military spouses seeking employment. Eight participants took advantage of the opportunity and learned more about the steps to take to become a border services officer. Many career possibilities!

The sector at a glance

Participation rate in our Employment and Education Services: **480**

152 adults entered into contact with employers.

100 members of military families subscribed to the Employment and Education Sector’s Facebook page.

9 children and **62** adults registered for second language courses.

20 online licences for the Rosetta Stone® foreign language software were approved.

“My personal experience with Special Care Counselling at the MFRC Saint-Hubert is entirely positive. We were very warmly welcomed and were quickly taken care of. Counsellors are professional, available, empathetic, and obviously aware of the challenges faced by military families so communication is greatly facilitated. We feel reassured and in the right place. Thank you.”

– A parent

Special Care Counselling



THROUGHOUT THE YEAR

Setting up a lending library

A materials lending library is now available for parents. It contains many books on parental support and various problems that young people may face. It also includes educational games and many specialized tools. In total, more than **300** items are available for loan.

Our first Family Team Building was a success

On March 29, 30 and 31, a first edition of Family Team Building was held to raise awareness of military family members about violence, with workshops facilitated by teams from the MFRC, the PSP, the Conflict Resolution Centre, the Chaplaincy, and the Medical Clinic.

Activities in numbers

- 46** participants :
- 20 adults;
 - 26 children.
- 2** workshops :
- Nonviolent communication;
 - Conflict resolution.

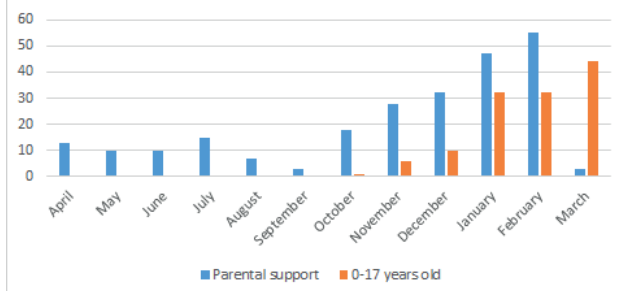
Parental Support Workshops

To better equip parents, the MFRC continues to give Parental Support Workshops in the form of lectures given by professional educators. These workshops provide parents with an opportunity to have their questions answered and to receive expert advice on how to deal with their particular reality. This year, **39** participants attended.

Topics covered:

- Anxiety;
- Children’s attention and concentration;
- Co-parenting;
- Importance of moving;
- Homework period;
- Family yoga;
- Pursuing educational interests during the summer.

Number of interactions with clients in special education



The sector at a glance

Monitoring of **33** new families:

- Parental support: **23**
- 0-17 years old: **10**

82 meetings and over **235** hours of direct intervention.

Over **90** hours of support and intervention during Childhood and Youth Services activities.

“Thank you for everything you’ve done; you are a remarkable person I am glad to have met in my life and you have helped a bunch.”

– Anonymous



Prevention, Support and Intervention

THROUGHOUT THE YEAR

Support for access to health care for military family members

Access to health care and the adaptation of the health system to the military lifestyle are issues for families who must move because of postings and then wait for months after they arrive in Quebec in order to find a family doctor. In help the military community, the MFRC became involved in seeking solutions to facilitate access to health services for military families. The efforts made were well rewarded because a partnership with a telemedicine program came into effect on January 7, 2019.

7 families were referred to a family doctor who accepted the registration of new patients and gave priority to the military families in our region.

15 families have benefited from telemedicine licences provided by the MFRC.

44 families applied for health care accessibility support.

Workshops and training

Every year, MFRC social workers give various free bilingual workshops and training sessions. Whether it is basic Sentinel training, meetings with Youth services users or community service collaborators in our region, our social workers help people to better understand the military reality, and its daily impacts.

The social workers on our team have also developed ongoing Sentinel training, on the following topics: *Making Peace with the Past, Skills, and Attitudes in the Helping Relationship, Harassment and Helping Resources*.

To our great satisfaction, the participation rate in this training was **168** people for a total of **41** hours of training.

Family support strategies

During consultations, community members raised a variety of issues with us: anxiety, marriage and relationship difficulties, parenting skills, and behavioural problems in elementary school age children. Regarding this last issue, we are working with schools located in our region. In particular, we work with teachers, administrators and parents to develop complementary strategies in which everyone has an interest.

The sector at a glance

450,55 hours of direct and indirect interventions were used.

77 people received prevention, support and intervention services.

94 hours were spent on planning and facilitating the workshops during the year.

16 workshops were given.

3 dinner-chat were held at the Loft, with the following themes:

- Words that hurt — harassment and conflict;
- Friends for today or forever — your values;
- School bullying.

176 members attended the workshops between.

“I have already recommended the MFRC to others around me and explained how much I have gained from using your services. I believe that, wherever you are posted, the first stop for a military spouse or member should be to see what the MFRC can provide because there is likely something that will come out of it. Also it makes the transitions so much easier.”

– Anonymous



Separation and Reunion

THROUGHOUT THE YEAR

Workshops on postings and moving

In April, a workshop on moving and postings was held with five participants aged 9 to 12. They were able to discuss the challenges they are likely to face when moving and the different strategies they can take to overcome them.

In May and June, two workshops were held for CF members and their families to discuss the issues and challenges of preparing for postings and of managing the related stress.

A thought for our soldiers

In honour of Remembrance Day, a special activity was organized with the help of **35** children from the Saint-Hubert and Saint-Jean-sur-Richelieu regions to create and send encouragement cards to soldiers deployed overseas on various missions.

Communication with Iraq

We are working with the chain of command in Iraq to keep the families of CF members informed of the progress of their activities by sending newsletters to them.

Experiencing the absence of a loved one

660 calls, letters, and courtesy packages or information were made or forwarded.

513 military family members received a call or courtesy letter.

113 gift boxes donated in conjunction with the Stand Up in Unison Foundation were sent to military families dealing with the absence of a loved one during the holiday season.

More than **40** participants attended the presentation of MFRC services at a full day conference on resilience held at the Montreal Garrison last September.

2 meetings were held with the members of Squadron 438 and their families experiencing a deployment related to Operation IMPACT.

The sector at a glance

197 participants in workshops and information sessions;
141,75 hours of intervention;
62 family and individual intervention meetings.

“I really enjoyed my day. Having the opportunity to interact with peers who have experienced a similar situation to mine made me realize that my reactions or behaviours were normal.”

– Mother of a soldier who died in 2017



Illness, Injury and Death

THROUGHOUT THE YEAR

Retreat and Workshops

The Family Liaison Officer (FLO) led the *Transition Strategies for Medically Released Members and Their Families* workshops for a second consecutive year. The workshops were in the form of a three-day retreat and were well received by all members who attended. Moreover, the FLO worked closely with Myriam Dutoir, Veteran Family Program Coordinator.



Grief Workshop

8 bereaved families in the region were able to benefit from the expertise of Johanne De Montigny, psychologist and lecturer, during a workshop organized by HOPE, in partnership with the MFRC. This workshop, which is one of the resources that the Family Liaison Officer (FLO) makes available to community members, is a humble and serene approach to ensuring the well-being of affected families and helping them to thrive, despite the challenges posed by a military lifestyle.

Many training sessions provided

This year, the FLO gave various types of training on, in particular:

- Support and assistance for ill and injured CF members;
- Grief;
- Listening;
- Suicide.

This training is intended for designated assistants and Injured-Member and Return-to-Work Coordinators.

The FLO also works on the development and facilitation of continuous training with the Sentinel Program in both English and French.

The sector at a glance

- 201** intervention meetings were held, including 61 with medically released members and their spouses or veterans and their spouses;
- 182** hours of direct intervention were carried out;
- 55** CF members were met at the Saint-Jean-sur-Richelieu Transition Centre with regard to their deployments or transfers;
- 54** interventions with released members;
- 40** families were contacted as part of a transfer or the return-to-duty program.

“After my release, I couldn’t move ahead. I didn’t go out, and my life didn’t make sense any more. Through the Veteran Family Program, I learned to manage my stress and emotions, to understand where I stand, and to find a purpose in life. Now I’m moving ahead with my life and, above all, I’ve received help to find a place to flourish!”

– Anonymous testimonial

Veteran Family Program



THROUGHOUT THE YEAR

A new program for veterans and their families

The Veteran Family Program (VFP) officially began on April 1, 2018. The objective of this program is to facilitate the transition from military to civilian life for CF members who are being released and veterans. The VFP is one of the many free and bilingual services provided for these clients by the MFRC, which takes each person’s needs into account.

Support for CF members

In order to introduce our partners and CF members to the program, we attended **2** days of discussions at the Second Career Preparation Service seminar and **1** day at the symposium on programs related to injured or sick members. We also participated in **4** meetings of the Respect Forum, a national networking initiative to improve services for veterans and their families.

Gathering of Veterans Services

On September 29, 2018, the MFRC team attended the first edition of the Gathering of Veterans Services in Saint-Hubert. The event, which brought together over **200** participants, was an opportunity to inform veterans and their families about the resources, and services provided by the Veteran Family Program.

Many workshops available

Many workshops were prepared for the Veteran Family Program:

- **4** financial workshops hosted in partnership with SISIP Financial and Manulife;
- **3** first-aid training sessions in Mental Health Workshops;
- **1** serie of workshops with the Live Your Life to the Full Program given by the Canadian Mental Health Association of New Brunswick.

The sector at a glance

803 people were informed about the services of the Veteran Family Program;

More than **600** hours were spent on the Veteran Family Program by the MFRC team;

195 people attended workshops and training;

96 people were counselled.



Staff Training

Executive Director

Francine Habel

Human Resources Director

Catherine Bourassa, CHRP

Human Resources Officer

(Julie Létourneau, CHRP)

Welcome and Information Clerks

Francine Asselin
Johanne Gilbert
Marie Belle Meunier

Financial Management Assistant

Sébastien Monette-Vaskelis

Employment and Education Coordinator

Estelle Auger

Second Language Teachers

Michèle Dethier
Linda Labelle
Line Laroche
Lorraine Gouin

Childhood Coordinator

Francine Gadbois
Noémi Trépanier

Childhood Educators

Audrey Ferland
Céleste Billingsley
Christine Cloutier
Christine Gouault-Charest
Geneviève Lafrance
Jacey Thurston
Marie Thouvenin
Noémie Maure
(Renée Irwin)

Preschool Workshop Teachers

(Carolyn Richard-Ouellet)
(Isabelle Charest-Lalonde)
Jacey Thurston

Youth Coordinator

Emie Gendron

Youth Activity Leaders

Alexandre Giguère
Annie English-Charron
Marie Hélène Bou Nader
Noémie Ferrari
Samya Duguay-Lemay
Valérie Longpré
Valérie Ouimet
Yasmina Borduas

Mobile Activity Leaders

Christine Gouault-Charest
François Marier
Marie Hélène Bou Nader
Noémie Ferrari
Samya Duguay-Lemay
Yasmina Borduas

Events Coordinator

Alexandre Gagné

Community and Social Services Officer

Maude Laflamme

Communications Officer

Damien Wipf
Marie Hélène Bou Nader

Web Content Officer

Glenda Guerrero Moreno

Outreach Officer

Ariane Tanguay-Doyon

Outreach Clerks

Céleste Billingsley
Michèle Dethier

Prevention, Support and Intervention Coordinators

Bartholomew Crago, S.W.
(Camille Desjardins-St-Laurent, S.W.)
(Marjolène Gougeon, S.W.)
Alain Houle (Sherbrooke), TCF

Separation and Reunion Coordinator

Rachelle Guitard, S.W.

Family Liaison Officer

Audrey Gallant, S.W.

Veteran Family Program Coordinator

Myriam Dutour, S.W.

Special Care Counsellors – Parental Support

(Carolyn Richard-Ouellet)
(Lysanne Lanthier)

Special Care Counsellor – 0-17 year olds

Camille Provencher



Training for Personnel

Over **600** hours of training were given to MFRC employees so they could acquire new knowledge and skills, as well as develop existing skills. All of the training is intended to help them to adapt better to the military lifestyle and to adequately meet families' needs.

The following are some of the training sessions given to MFRC staff in 2018–2019:

- Facilitation of the Father–Mother Teammates self-help session;
- Youth lecture;
- Provincial Special Care Education Training Day;
- Breaking the intergenerational cycle of abuse;
- Couple assessment and intervention;
- Parent Support Workshop – Maintaining child motivation during the summer holidays;
- CPR;
- Corporate Event Fair;
- Pay equity maintenance assessment;
- Sponsorship research – intensive results-oriented workshop;
- Pay equity rights and remedies;
- Child health, safety and well-being;
- Lecture for the Veteran Family Program (VFP) Coordinator;
- Event content strategy – How to maximize the use and production of your content;
- Complex trauma: towards a trauma-sensitive practice;
- Public speaking;
- Basic First Aid – Canadian Red Cross;
- Enfantin: Management software for daycare and early childhood centre;
- Yes, I can affect my child's attention and concentration;
- Information sharing and confidentiality: challenges;
- Suicide Prevention Conference;
- Sex, gender and orientation: understanding diversity;
- Intervene with suicidal persons using best practices;
- National training conference by the Family Crisis Team;
- Borderline personality disorder;
- Suicide prevention for children and adolescents;
- Training on the use of fire extinguishers;
- Managing our adult emotions – Family Coaching Institute.

Team Building

2 meetings are organized every year so that all the members of the MFRC team get to know each other better, develop harmonious relations, and underline the quality of the work accomplished. These are good opportunities to recognize each person's efforts and congratulate them, as well as to continue to promote exchange and sharing initiatives.

This year, these meetings were held on June 22 and December 13, and had the themes Korean BBQ Cooking Class and "Share Our Sacred Fire!" respectively.



Financial Statement

	2019	2018
	\$	\$
CURRENT ASSETS		
Cash	608 489	433 294
Short-term investment	420 740	403 023
Receivable	16 215	178 600
GST and QST receivable	25 784	11 730
Prepaid expenses	12 058	10 164
MFS funding receivable	17 192	18 669
Non-public funds receivable	0	7 704
2nd Canadian Division funding receivable	93 379	54 587
Reserved amount - Loft	0	80
Total	<u>1 193 857</u>	<u>1 117 851</u>

	\$	\$
CURRENT LIABILITIES		
Accounts payables	15 187	9 023
Grants to be repaid	11 797	0
Wages and vacation	65 416	50 474
Fringe benefits	37 012	36 030
Professional services payables	6 100	6 100
Funding received in advance	581 502	544 914
Reserved amount - Loft	257	0
Support our troops	24 288	24 288
Total	<u>741 559</u>	<u>670 829</u>

	\$	\$
NET ASSETS		
Restricted for The Loft	63 000	63 000
Restricted for Daycares	150 000	150 000
Unrestricted	239 298	234 022
Total	<u>452 298</u>	<u>447 022</u>
	<u>1 193 857</u>	<u>1 117 851</u>



Income statement

		Budget	Real
INCOME	MFS Funding	1 198 859	1 366 787
	Cmdt 2nd Cnd Div	20 500	24 111
	Daycare and preschool program	40 000	50 821
	Ministère de la famille	111 280	111 280
	1 Wing HQ Funds	50 000	50 000
	Fundraising and donations	52 000	42 355
	Others	12 000	16 618
	Cmdt 2nd Cnd Div local services	153 367	205 773
	True Patriot Love	22 254	18 156
	Unrestricted reserve fund	14 483	0
	Total	<u>1 674 743</u>	<u>1 885 901</u>
EXPENDITURES	Cmdt 2nd Cnd Div		
	Management & Administration	6 000	7 994
	Emergency house	11 000	11 603
	Housekeeping - Youth Center	3 500	4 514
	1 Wing HQ Funds	50 000	50 000
	Ministère de la famille	111 280	111 280
	Fundraising and donations	52 000	37 080
	Others	12 000	16 618
	True Patriot Love	22 254	18 155
	Unrestricted reserve fund	14 483	0
	Total	<u>282 517</u>	<u>257 244</u>
EXPENDITURES MFS	Management & Administration	218 370	222 599
	Community development	339 238	360 556
	Program delivery	558 243	532 696
	Veteran Family Program	83 008	89 154
	Supplementary funding	0	161 782
	Total	<u>1 198 859</u>	<u>1 366 787</u>
EXPENDITURES LOCAL SERVICES	Cmdt 2nd Cnd Div		
	Salaries	153 367	151 373
	Salaries – Supplementary funding	0	54 400
	User fees activities	40 000	50 821
	Total	<u>193 367</u>	<u>256 594</u>
TOTAL	Total expenditures	<u>1 674 743</u>	<u>1 880 625</u>
	Excess (deficit) of income over expenditures		<u>5 276</u>

Offering your financial assistance to the MFRC means supporting the support force that military families represent for our country. It also recognizes their unparalleled contribution to maintaining the operational capability of the Canadian Armed Forces and, above all, it provides direct assistance that will enable these families to overcome the unique challenges of the military lifestyle.

– Francine Habel, Executive Director - MFRC



They Support Us

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

Our funders



Military Family Services Program (MFSP)



Base Commander (2nd Canadian Division)



Ministère de la Famille



438 Tactical Helicopter Squadron



True Patriot Love Foundation

Our donors



SISSIP/ Canex



Caisse Desjardins des militaires



Government of Canada Workplace Charitable Campaign (GCWCC)



Royal Canadian Legion, Branch No. 57 Pointe-Claire Branch No. 94 Grenfield Park

Enchanted Forest Ball



Thanks to VIA Rail for the courtesy of 4 train tickets to Halifax. The MFRC would also like to thank all the sponsors who made the silent auction possible.

