

# MFRC MONTREAL REGION

| Military Family Resource Centre |



THE POWER  
**TO UNITE**

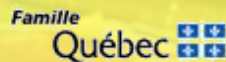


ANNUAL REPORT 2013-2014  
[WWW.FAMILYFORCE.CA](http://WWW.FAMILYFORCE.CA)

# Thanks a million!



Military Family Resource Centre Montreal Region (MFRC) would like to thank the following sponsoring bodies for their ongoing support: Personnel and Family Support Services, the 2nd Canadian Division Support Group, 1 Canadian Air Division, 438 Tactical Helicopter Squadron, the Québec *Ministère de la Famille* and the Caisse Desjardins des militaires.



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This document can be consulted under [About us](#) on our website ([www.familyforce.ca](http://www.familyforce.ca)).

# Review of fiscal 2013-2014...

## Mélanie Tremblay

Chairperson



As chair of the board of directors, I am very pleased to be writing to you. The past year has been action packed. I would like to start by thanking my team of administrators; without their dedication and enthusiasm, it would have been impossible for us to accomplish everything that we did.

The board of directors has worked very hard to create various documents, including governance policies and general rules and regulations. In addition, our participation in the professional development session of the executive directors and board of directors, held in Ottawa from 31 October to 3 November 2013, gave us an opportunity to discuss, explore and share ideas and experiences.

Our administrators do all of this great work on a volunteer basis, and I can never thank them enough. The Director Military Family Services (DMFS) occasionally holds teleconferences to which all board of director chairs from across Canada are invited. That enables us to receive more timely updates concerning the directives of our main sponsor.

The year comes to an end on a note of achievement. The coming year will have its share of challenges, but I am certain that the new executive will be able to handle them and meet your expectations.

A handwritten signature in blue ink, appearing to read 'Mélanie Tremblay', written in a cursive style.

## Luce de Montigny

Executive Director



Significant organizational changes were instituted in 2013–2014 to enable us to better meet our clients needs while taking into account environmental constraints. As such, we abolished the volunteer coordinator position. Now, all of the service heads and volunteers interact directly in an ongoing manner, which promotes a stronger rapport and greater effectiveness. We have also created another communications position to ensure that the tools that were implemented in the past year are maintained.

One of our core priorities was to forge new partnerships that proved to be very mutually beneficial. For example, we offered various training courses on family violence, suicide prevention and resilience; we also attended a number of family celebrations at the units, and we worked with Canadian Forces Morale and Welfare Services on the information campaign for Reservists.

In short, we are ending another year on a high note. And that is all because of the many talents, the professionalism and the dedication of our volunteers, board of director members and personnel. I would like to thank them from the bottom of my heart.

A handwritten signature in black ink, appearing to read 'Luce de Montigny', written in a cursive style.

# Focus on Communications!

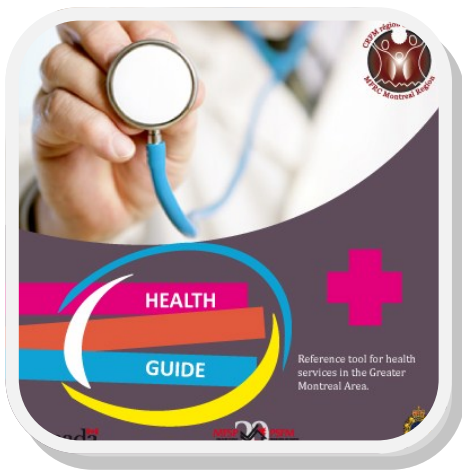
“Nothing is lost, nothing is created, everything is transformed.” This famous quote from Antoine Laurent de Lavoisier accurately reflects the situation in the world of communications. Communicating may appear to be simple; however, if you want a message to have significant weight, you have to know how to shape it!

## The centre of all activities

Communications, therefore, are at the centre of all activities taking place at the MFRC. Our communication experts work tirelessly to provide our clients with accurate, top-quality information.

## Tools that pack a punch!

A number of practical courses of action were targeted this year, including the development of two exclusive publications: the Health Info Guide (a directory of the main health services available in the area), and the Family Care Plan (an ingenious reference guide that provides essential information for the person taking care of the children when the parents are away or in the event of an emergency).



A total of 9,747 people visited our website this year, compared with 7,134 last year, an increase of 37%. The data reflects users growing interest in this platform. Our Facebook page was also very popular. More and more people are “liking” our page and leaving comments. And we must not forget our popular monthly newsletter, which now has almost 900 subscribers. Many tools, but a single goal: effective communications in order to reach all our families!



## The communications of tomorrow...

This year, a large-scale survey was conducted to assess community needs. The findings of this study are important to us and will guide us in our future organizational choices. Clearly, communications are vital and will play an increasingly important role in the years to come. We will continue to adjust our practices and channel our energy, never forgetting to challenge ourselves, as this is the key to progress.



## Our board of directors

This year, as in the past, we would not have been able to serve our clients and carry out our many projects without the excellent work, generosity and talent of our Board of Directors.

The MFRC Montreal Region is a provincially incorporated not-for-profit organization. It is administrated by a Board of Directors voted by the community and made up of at least 51% of civilian spouses of Regular Force or Reserve members or Cadet Instructor cadre officers, on full-time service.



(A meeting of Board of Directors during winter 2014.)



### **Chairperson**

Mélanie Tremblay

### **Vice-chair**

Sophie Lavigne

### **Treasurer**

Linda Lapointe

### **Secretaries**

Léo Gravelle

Élise Coley-Valiquette

### **Directors**

Sarah Carey

Manon Rodrigue

Michelle Ibbotson





## Volunteers through and through!

Happy faces, bursts of laughter and human warmth: this is what our volunteering is all about! Inspired by bilingual discussions, everyone finds their place. The MFRC's good reputation and the harmony within the group must count for something, because the number of volunteers has doubled this year.

### Do-good mornings...

Two mornings a week, volunteers get together to do all kinds of jobs: preparing mailouts, making centrepieces, building and cutting, sponsoring new arrivals, etc. In all, they have put in a total of 1,465 hours.

**A huge thank you goes out to our dedicated volunteers for their invaluable contribution.**

Alain Dubé  
Allyson Quinn  
Amanda Sanders  
Amber Woodford  
Annie Bergeron  
Annie Giard  
Ariane Goualt

Ashley Wilts  
Ayleasha Ferguson  
Benoît Valiquette  
Carl Ducharme  
Christa Marson-Lachance  
Claire St-Laurent  
Cynthia Pomerleau

Dorothée Valiquette  
Elena Vetera  
Élise Coley-Valiquette  
Fanny Cecconi  
Ginny Reid  
Jean-François Cloutier Deraiche  
Jeffroy Bruce  
Josée Heynemand  
Karen Mcdougall-Ferland  
Kim Hébert  
Kirsten Yardy  
Laine Lepage  
Lains Cuervo  
Laura St-Jean  
Léo Gravel  
Linda Lapointe  
Lisa Miller  
Lise Berteau  
Maître de 2<sup>e</sup> classe Jutras  
Manon Deshaies  
Manon Rodrigue  
Melanie Harbridge  
Mélanie Tremblay  
Melissa Bridgewater  
Michelle Doherty  
Michelle Ibbotson  
Michelle Reith  
Nathalie Ouellette  
Patrick Bouvette

Rachel Deveau  
Réjean Denis  
Renée Trempe  
Ruth Nicholson  
Sarah Carey  
Sarah Deanne Tizzard  
Shaelyn Howard  
Shandale McLenaghan  
Sophie Lavigne  
Su Lwin  
Tamy Felix  
Tania Thellend  
Tara Miller  
Tara Simoneau  
Tonia Coombes  
Vanessa Bruce  
Yves Parent

**“I like meeting all kinds of people who are all different but who are all going through the same things as I am.”**

Manon Dehaies | volunteer



## Our philosophy

### Vision

Community development is the Centre's fundamental principle. The MFRC has committed to establishing and maintaining a partnership with the community in order to improve collective well-being through members efforts, their involvement and their participation in the decisions that affect them. It strives to act as an agent for change and a meeting point within the community by encouraging individual initiative and helping people realize their potential.

The vision of MFRC Montreal Region is therefore to become the first point of reference for, and the preferred partner of, military families.

### Mission

The mission of MFRC Montreal Region is to foster the well-being of military families by supporting personal, family and community development.

### Values

The Board of Directors defines the following values:

### Respect

For MFRC Montreal Region, respect means listening, showing diplomacy, being discreet, and acknowledging each person's individual efforts and value. The same is expected of organizations and partners who work with the MFRC.

### Integrity and Transparency

The Board of Directors will work to ensure that a morally driven culture is developed throughout the organization in order to promote behaviour that is always ethical. That involves respecting others and being clear with regard to decisions and expectations. In addition, the Board will avoid ambiguity, adopt clear stances and act according to its values.

### Fairness

As part of its mission and vision, MFRC Montreal Region will act fairly and objectively towards its clients and partners.

### Quality and Professionalism

MFRC Montreal Region will provide its clients with professional services that are tailored to its needs and that are of a high quality.





## Did you know ?

The MFRC offers a wide range of practical resources in various fields. Learn more about these specific services designed especially for you.

### [Free first-aid and CPR course](#)

Free for military spouses and children (aged 16 and over), this one-day general first-aid and cardiopulmonary resuscitation course is taught according to St. John Ambulance standards, and is given at various times during the year.

### [Referral service for specialized tutoring](#)

The MFRC can help you find a qualified tutor for your children, your teenagers or yourself, in a range of subjects including French, English, math, etc.

### [List of occasional babysitters](#)

Looking for a babysitter in your area? A list of young babysitters is available. For more information, please contact us.

### [Services bulletin board](#)

The services bulletin board is available to all military families. It allows them to advertise or look for a service. The goal is to provide a site for sharing and exchanging information about services provided by and for members of the military community.

### [Special section in \*Servir\*](#)

The MFRC publishes a special section once a month in the *Servir* newspaper. Four full pages are devoted to topics that affect you directly, including tips and advice, feature articles, feedback about our activities, etc. Interested in reading about a particular topic? Let us know your ideas!

### [Introductory English as a second language course for children](#)

Would you like your children to learn English as a second language? This service is now available for 3- to 5-year-olds.



## The current team

### Executive Director

Luce de Montigny, M.W.

### Human Resources

Catherine Bourassa, CHRP

### Financial Management

Chantal Giard

### Welcome and Information

Francine Asselin  
Ghislaine Bilodeau  
Pierre-Olivier Roy

### Communications

Karine Lemire  
Jean-Nicolas Minville

### Family Liaison

Audrey Gallant, S.W.  
Alain Houle, T.C.F.

### Prevention, Support and Intervention

Alain Houle  
Isabelle Durette  
Katherine Bourdon

### Employment and Education

Estelle Auger

### French Teachers

Beth Duddenhoffer  
Christiane Gaudry  
Jessica Aschroft  
Emmanuelle Gaudry

### Childhood Services

Sonia Harvey

### Childhood Educators

Adrianna Castro  
Christine Cloutier  
France Beauregard  
Josée Savard  
Noémie Maure  
Rachel Deveau  
Genny Reid  
Tara Miller

### Youth and Events

Emie Gendron

### LOFT Activity Leader

Annie English Charron  
Catherine Godbout-Denis  
Christopher Brown-Hernandez  
David Testa  
Stéphanie Hamelin  
Stéphanie Maurice  
Yannick Ip Yam

**«Capable, committed, energetic,  
upstanding, creative women and men!»**

Luce de Montigny | Executive Director



## Have fun and make new friends!

The choices are boundless and families know it! Winter or summer, there are numerous opportunities to get together. Our activities appeal to a growing number of people, including new arrivals wishing to integrate into the life in their new region. “We see that people like to participate and get to know each other”, remarks our Events Coordinator, Emie Gendron. “This year alone, 535 people attended our events. Participation was up significantly from previous years.”

### Our family activities

- Apple picking;
- Halloween party;
- Christmas brunch;
- Women’s Day;
- Sugar shack outing;
- Volunteer supper;
- Welcome Party;
- Health Day.

### When young people no longer want to tag along...

Family activities are not always as popular among teens, which is completely normal at that age. To keep teens occupied, we offer some exclusive courses and workshops. “You can sense

their desire to learn and be part of a group,” explains Emie Gendron, who is in charge of Youth Services. “For example, there is a babysitting course for teenagers who want to learn how to take care of infants and young children. There is also a general first-aid course available to anyone who is interested. Job hunting assistance workshops are given in the spring to help teens find summer work.” These types of initiatives work well with this client group, for whom the presence of their peers is very important.

### Voice of fans

The MFRC has been a blessing to have around! The events are always fun and different every year, but some of the ones that our kids look forward to are the Halloween and Christmas parties! Family events like apple picking and going to the sugar shack are big family favourites for us! Family fun and the chance to make new connections in the military community! It’s been a pleasure to be a part of this military family and we’ll take lots of memories with us as we continue our journey to wherever life shall take us!

**Renée Trempe | military spouse**



## Tooled to better address daily challenges

There are many challenges out there and the associated needs are varied: support in the case of a change of situation; practical tools to manage problematic situations; guidance during a decision-making process; etc. Our free and completely confidential services have provided 180 individuals and 200 families with an opportunity to share their concerns and receive guidance aimed at helping them improve their lives. Our assistance is tailored to each situation and is independent of the military structure.

### Key players

Our counsellors, who are active in the field and have diversified professional backgrounds, have designed and given various types of training for our clients. The following are some examples:

- Compassion fatigue;
- Information session (for families of deployed troops returning home after a mission);
- Workshop on impaired driving prevention (for teens at the Loft);
- Mental health and well-being;
- Domestic violence;
- Preventing eating disorders (for teens at the LOFT).

### Partner's Testimonials

"I would like to thank Isabelle and Katherine for their willingness to make themselves available to meet with me and help me develop, plan and carry out several military policing outreach activities. Our close co-operation was invaluable to the operational and outreach activities of the Montreal Region's community policing."

**Caporal David Lavoie | Military Police Officer**

"MFRC counsellors helped the psychosocial and mental health team at the Saint-Jean-sur-Richelieu and Longue-Pointe military clinic improve the services it provides for CAF members. The MFRC provides a wide range of services, including in-home assessments. This specific feature is a remarkable and valuable asset."

**Captain Martin LaFerrière-Simard, M.Sc., M.S.W., 41 Canadian Forces Health Services Centre**



## A safe, fun environment for your little ones!

Our colourful drop-in daycares provide a safe and supportive environment for your children. Bilingual educators look after their needs and ensure their welfare at all times. Whether it is because they want a break, have to go to a meeting or need to take care of other matters, many parents have chosen to leave their little darlings with us. This year, there were over 4,000 attendances entered in our log book. Because of the growing popularity of our daycare services, we want to be able to offer more, while at the same time ensuring that as many families as possible benefit from our services.

### Preparing for the back-to-school period

Preschool workshops are a relevant service that is much appreciated by parents. Intuitive and well-thought-out activities are designed to help develop specific skills, thus ensuring a smoother transition to a school environment. The following are some comments from the children themselves. Thanks to Malik, Robin, Sébastien, Carter, Micah and Jackson for their input (group of 4-5 year olds).

### Kids' answers

What do you like doing most in the workshops?

“Jigsaw puzzles”;  
“Playing with my friends”;  
“Singing and dancing”;  
“Learning the alphabet”;  
“Doing artwork”.

### Testimonial of a parent

“When I go to pick up my son from his workshops, I see a proud child, I speak with an exceptional educator and I observe the pleasure my son gets out of learning, being with others and having a great time. All these services provided us with many wonderful experiences.

**Karine Gravel | mother of Robin and Nathan**

### The Family Care Plan: a must-have tool!

Are you familiar with the Family Care Plan? This ingenious bilingual tool was designed to help families transmit important information to the person taking care of the children and the household when the parents are away or in the event of an emergency. Practical and invaluable, the document includes ample space to provide useful information about yourself. It is available free of charge at our three service points, or can be downloaded at [www.familyforce.ca](http://www.familyforce.ca).



## Professional Development

Achieving professional fulfilment and receiving guidance along the way is a winning combination. It is a choice many of you made this year by contacting our Employment and Education Services. In fact, 300 people came knocking at our door to take advantage of our free, customized advice. Whether you were going back to school, looking for work or seeking education information, you all received targeted guidance and support.

### Fluency in French: a key asset

A number of military spouses from English-speaking provinces wish they could speak better French, and the MFRC is aware of this need. Indeed, it is important to be able to express yourself in French if you want to work in Quebec. Free classroom and online courses are available to meet various needs. In all, 182 Anglophones have taken in-class training, whereas 30 have opted for virtual education.

### Interpreters are available if you need them

Interpretation is an integral part of Employment and Education Services, since clients sometimes have to follow up with third-party organizations that are unilingual (such as Emploi-Québec). In order to ensure that everyone has a fair chance, the MFRC believes that assistance should be provided for people who are not fluent in French.

### Testimonial

“MFRC, Estelle Auger, offers translation services for military spouses if they are required to visit the Emploi-Québec office in Saint-Jean-sur-Richelieu. Estelle attended an appointment with me and acted as the translator and I learned that it was possible to have a short-term training opportunities and will provide a small financial compensation. Without the help of Estelle and the MFRC, wouldn't have sought out these opportunities on my own.”

Edna Estey | military spouse



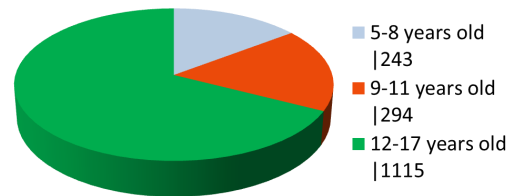
## A fun place for young people!

Young people are always welcome to join us. Miguel, like some 40 other teenagers, decided to visit the LOFT this year to have fun and take part in all kinds of activities. Although shy at first, he quickly made new friends. The LOFT brings young people together and succeeds in charming them, regardless of their age and interests. The centre is open five days a week (from Wednesday to Sunday) and everyone finds time to drop by at some point.

### Everyone's opinion counts!

The LOFT is a place where everyone's ideas and interests are important. Forget about your traditional suggestion boxes: here, everyone gets together, first to talk and then to act. Over the course of the past few months, the advisory committee, made up of eight young people elected by their peers, has been working hard to come up with fun-filled activities. Examples of some of the activities that took place this year include a Mexican fiesta, Moustache Day, International Girls Day, Guys Night, the ever-popular All-nighter, and many more.

Attendance at LOFT 2013-2014



### Comments from young people

"I like to come to the LOFT because here I can be myself. We always end up having fun and laughing together."

#### Virginie | 15 years old

"I come to the LOFT because the people who lead the activities are really nice and they listen to us when we have something to say, and don't judge us. The activities are really cool, and the atmosphere is very welcoming."

#### Gabrielle, 14 years old

"I like to come because there's always all kinds of things to do. I've made a whole pile of friends. We make things, and the organizers are super cool and fun."

#### Alexann, 12 years old

# Balance Sheet

CURRENT ASSETS	2014	2013
	\$	\$ (restated)
Cash	130 791	59 999
Short-term investment	356 763	345 370
Receivable and public funds receivable	6 653	32 565
GST and QST receivable	6 361	5 072
Advance of Funds	709	421
Daycares receivable	<u>26 966</u>	<u>1 066</u>
	<b><u>528 243</u></b>	<b><u>444 493</u></b>
CURRENT LIABILITIES		
Accounts payables	5 210	17 787
Wages and vacation	7 169	26 707
Fringe benefits	16 052	29 759
Professional services payables	6 100	6 784
Surplus FY 2013-2014 to reimburse	88 786	5 337
Support our Troops	24 219	23 933
Amount reserved - LOFT	<u>1 001</u>	<u>1 066</u>
	<b><u>148 537</u></b>	<b><u>111 373</u></b>
NET ASSETS		
Restricted for LOFT	63 000	63 000
Restricted for Daycares	150 000	150 000
Unrestricted	166 706	120 120
	<u>379 706</u>	<u>333 120</u>
	<b><u>523 243</u></b>	<b><u>444 493</u></b>

A copy of the financial statement verified by the firm Massie, Turcotte et Associés, CA Inc. is available upon request.



# Income statements

INCOME	BUDGET	REAL
MFS Funding	824 350	874 350
Collected and to repay funding	—	(88 786)
Cmdt 2nd Cdn Div	15 000	10 465
Daycare & Preschool program	63 000	35 383
Ministère de la famille	45 629	45 629
Cmdt 1 Wing HQ	50 000	70 000
Fundraising and Donation	3 000	7 880
Investment Income and others	8 000	10 450
Local Services   Cmdt 2nd Cdn Div	<u>119 050</u>	<u>118 085</u>
<b>TOTAL INCOME</b>	<b><u>1 128 029</u></b>	<b><u>1 083 457</u></b>

EXPENDITURES DMFS	BUDGET	REAL
Liaison Officer	68 000	50 486
Casualty Support Child Care	7 000	3 804
MFS Additional Funding	—	14 165
Management & Administration	234 935	261 519
Volunteer Management & Leadership	50 950	46 111
Personal Development	168 635	168 950
Children & Youth	157 095	119 260
Separation and Reunion	48 585	40 933
Prevention, Support, and Intervention	<u>89 150</u>	<u>80 337</u>
	<b><u>824 350</u></b>	<b><u>785 565</u></b>

EXPENDITURES	BUDGET	REAL
Cmdt 2nd Cdn Div		
- Management & Administration	15 500	11 365
1 Wing HQ Funds	50 000	56 608
Ministère de la famille	45 629	45 510
Fundraising and donations	3 000	1 550
Others	<u>8 000</u>	<u>10 733</u>
	<b><u>121 629</u></b>	<b><u>125 766</u></b>

EXPENDITURES Local Services	BUDGET	REAL
Cmdt 2nd Cdn Div		
- Children & Youth	117 000	117 934
- Special Days	2 050	—
User Fees   activities	<u>63 000</u>	<u>7 606</u>
	<b><u>182 050</u></b>	<b><u>125 540</u></b>

<b>TOTAL EXPENDITURES</b>	1 128 029	1 036 871
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<b>EXCESS OF INCOME OVER EXPENDITURES</b>	—	<b><u>46 586</u></b>
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## Training and Staff Development

### Our trainings

Youth conference;  
Training day on violent behaviour;  
Fire warden training;  
Mobilizing a team;  
Best practices for intervening with a suicidal person;  
Fire prevention;  
SAB II training;  
Aggression, anger and violence: How to intervene appropriately and tactfully in conflicts;  
AHGCQ (Association des haltes garderies communautaires du Québec) conference;  
First aid and CPR training;  
Project management and funding;  
Team building: Teamwork and communication;  
Access to information;  
WHMIS training;  
The communication plan: an essential;  
The 1% rule;  
Excel training;  
Compassion fatigue;  
Reinforcing resilience.

“Training and professional development are an integral part of our policies and our management philosophy. To keep pace with changes in technology, knowledge, and professional practice, it’s crucial for our employees to maintain their skills and develop new ones. That enables them not only to stay current but also to increase their versatility, their expertise, and their creativity so that they can meet their own needs and those of our clients. It’s also an excellent opportunity to acknowledge their work, their commitment and their efforts.

In addition to individual training, our regular team-building activities are a great way to bring employees together and strengthen internal relationships. This year, the theme was teamwork and communication, and the personnel definitely approached the sessions in that spirit. Their involvement and participation creates a positive team dynamic and is always greatly appreciated.

It’s all about being able to master skills and grow professionally!”

Catherine Bourassa | Human Resources Director