

# MFRC Montreal Region

| Military Family Resource Centre |

**THE POWER  
TO UNITE**



**ANNUAL REPORT 2015-2016**

[WWW.FAMILYFORCE.CA](http://WWW.FAMILYFORCE.CA)

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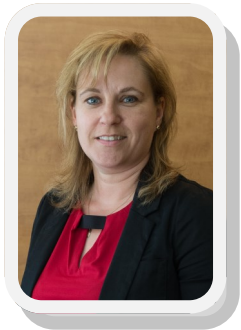
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# Review of fiscal 2015-2016



**Sophie Lavigne**  
*Chair*

We are pleased to present the 2015-16 Annual Report of the Military Family Resource Centre (MFRC) – Montreal Region. This report is a means for us to inform the community of our organization's new activities and highlights of the year. It is also an opportunity for us to showcase the achievements

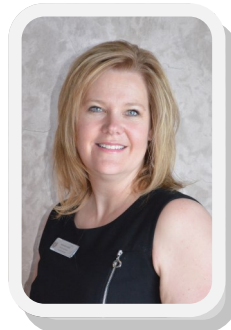
of our employees and volunteers, who contribute day after day, through their outstanding work, to the success and excellence of the services provided. We would like to thank them for their great dedication and their professionalism.

In 2015-16, the MFRC Montreal Region went through major changes and a process of adaption, all the while continuing to promote the well-being of military families. Many initiatives were launched in the last year to increase our visibility and credibility in our community and thus meet the needs of our growing clientele.

Lastly, I would like to thank all the members of the Board of Directors, who were available and involved throughout the year, teaming up effectively to ensure the MFRC's smooth operations and positive atmosphere. It is a pleasure to work with you on moving the MFRC forward and supporting the employees in their activities.

Enjoy the report!

A handwritten signature in black ink, appearing to read 'Sophie Lavigne'.



**Francine Habel**  
*Executive Director*

Always concerned with the quality of our work, we gave ourselves the goal to raise awareness of the MFRC's services... Mission accomplished! Our presence at many gatherings helped us promote our services and thus ensure that military families have a better understanding of the resources made

available to them.

At the same time, we launched many initiatives. First of all, our MFRC was selected to help implement the employment pilot project for spouses (METSpouse), which promotes the employment and employability of military spouses.

Secondly, we developed a program of activities for children on PD days or during a strike. These activities had an impressive participation rate.

Lastly, to address client concerns about health services and to promote the integration of new arrivals, a Community and Social Services officer joined our team.

I would like to emphasize that each of these initiatives became a reality thanks to the team members' involvement, the volunteers' important contributions and the board members' engagement.

On behalf of the Board of Directors and the entire Montreal Region military community, I would like to thank our funders for their invaluable financial support in accomplishing our mission.

A handwritten signature in black ink, appearing to read 'Francine Habel'.



## The Board of Directors

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

### **Their engagement makes all the difference**

Once again this year, the members of the Board of Directors showed dedication, ingenuity and skill in carrying out ambitious and innovative projects, all the while applying the principles and procedures of strategic governance. This initiative helps the MFRC better identify the areas of expertise of its board members and executives, thus facilitating the day-to-day management of the organization.



#### **Chair**

Sophie Lavigne

#### **Vice-Chair**

Sarah Carey

#### **Treasurer**

Linda Lapointe

#### **Secretary**

Léo Gravelle

#### **Members**

Leslie Alain

Josée Heynemand

Manon Rodrigue

Colleen Lauzier

Vicky Archambeault

Sophie Legault

Devon Comeau





## The MFRC's philosophy

### Vision

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

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

### Mission

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

### Values

The Board of Directors has set the following values:

- **Respect**

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

- **Integrity and Transparency**

The Board of Directors will work 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. The Board will also avoid ambiguous situations, adopt clear stances and act according to its values.

- **Fairness**

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

- **Quality and Professionalism**

The MFRC Montreal Region will provide its clients with high-quality professional services tailored to their needs.



## A break from the routine with the MFRC

The MFRC organizes events and activities that provide military families with opportunities to have fun while discovering the region and meeting new people.

### Our events and activities: the participation rate just keeps on growing!

The MFRC's various "all-inclusive" events and activities were a real success this past year! Our outdoor movie theatre, held four times last summer, and our PMQ BBQ each attracted 20 or so participants. Approximately 70 people came out to the "Freak Show" party organized by our team for Halloween. Our Apple Picking event also turned out to be a big hit! A total of 43 people came out to enjoy the sunny weather at the Denis Charbonneau orchards. As for our Christmas brunch, its popularity increased significantly this year. A grand total of 207 people came out and got into the holiday spirit with Santa Clause and their family and friends.

### Increase presence of our booths

Booths are an excellent way to raise awareness of the MFRC's services while meeting the community's needs! From August to December 2015, MFRC employees spent over 200 hours organizing and manning our various booths.

Event	No. of Participants
2nd Division Dinner	42
Father's Day volunteer Brunch	40
Volunteer Appreciation Dinner	24
General Meeting	40
International Women's Day	13
Sugar Shack	36
Health Day	159

### A particularly important joint initiative with the CFLRS

Thanks to ties established between the MFRC and the Canadian Forces Leadership and Recruit School (CFLRS), Canadian Armed Forces members can now be informed of the MFRC's mission and role during their basic training. To raise awareness of its services, the MFRC gives informative presentations to the CFLRS instructors and makes courtesy calls to the newly arrived military families.

Recruitment Centre:	545+ participants
CFLRS:	75+ participants
Fusiliers Mont-Royal:	50 participants



## Employment and Education

Helping military family members realize their potential and their career goals – that is the Employment and Education Co-ordinator’s main role.

### **A steep rise in participation in language courses**

During the fall 2015 semester, there were seven language courses, including two that provided help with homework. The attendance of 55 students at the courses confirms the section’s success with military families. For the winter semester, there were three English and French courses, including one that provided help with homework. These courses had 19 students.

### **METSpouse: a great initiative**

The MFRC Montreal Region is proud to have been chosen as one of seven sites for the METSpouse pilot project. The project is run by the MFRC in conjunction with Canada Company and Military Family Services. One of the things it provides is access to a LinkedIn employability group. Up to now, 28 employers have joined this program that promotes the hiring of military spouses and job mobility.

### **Creation of an entrepreneur’comittee: mission accomplished!**

A committee has been set up for and by military spouses who already have or want to start up a business! Since its creation, the members have met and determined their upcoming projects for 2016, including the production of promotional bags.





## Dealing with day-to-day challenges

In 2015–16, over 300 cases were handled by three sections: (1) Separation and Reunion; (2) Prevention, Support and Intervention; and (3) Illness, Injury and Death. Furthermore, the sections created training sessions, developed partnerships and provided information – all with the aim of providing support and meeting needs.

### Separation and Reunion

This section provides support to military families before, during and after a deployment, an absence, a move or an imposed restriction.

### Meeting the demand in spite of major challenges

This past year, the Separation and Reunion service offering were reviewed. As a result, the distinction between Separation and Reunion responsibilities and Prevention, Support and Intervention responsibilities is clearer.

To support spouses dealing with the day-to-day challenges that a military member's absence entails, they are offered half a day of daycare per week free of charge. The offer was taken up this past year for a total of 140 hours of respite daycare.

In addition, 251 families received an information package upon request in relation to the deployment or absence of a military member in 2015–16. The package contains the necessary information on the Separation and Reunion services provided.

### Accomplishments this past year

- The information package on deployment was revised.
- The strategies for contacting the families of deployed members were improved

### Prevention, Support and Intervention

Family is important! The team's personalized approach creates a space for completely confidential discussions on various day-to-day challenges. The section also as a mission is to inform and educate clients about its services and a range of topics. This was done through the following information and training sessions:

### Information sessions

Presentation to the 4th Battalion	25 participants
Operational Stress Injury Social Support	8 participants
Injured Members' Return to Work	15 participants
Laval Reserve Unit	300 participants
Roundtable	10 participants





## Dealing with day-to-day challenges

### In-house training sessions

Presentation on online addictions	118 participants
Training on domestic violence	8 participants
Train the Trainer (Sentry trainers)	10 participants
Transition to Civilian Life	60 participants

### Illness, Injury and Death

The MFRC provides intervention support to families in the event of a military member's illness, injury or death.

### New clients and rate of use

The MFRC created a position in this area in 2009. Last year, there were 35 new cases, as well as meetings with over 60 families. The officer provided intervention services to 45 clients through individual consultations, 8 of whom were mourning the death of a military member. Also of note, the offer of emergency daycare in connection with these services was taken up by five families last year.

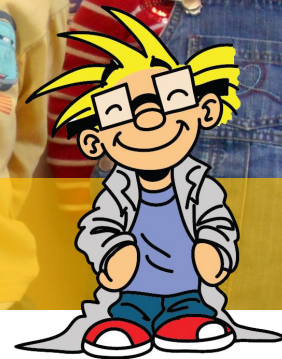
### Psychosocial education

In partnership with Chaplain Services and the 41st Health Services Centre, the MFRC provides ongoing training to sentries, which had 35 participants last year. Meanwhile, the training on mourning and suicide was given to 50 designated personnel.

### Initiatives for military members released for medical reasons

- Workshops were held on Strategies for Transitioning from Military to Civilian Life for military members released for medical reasons and their families (February and March 2016).
- Presentations were given on the services and benefits related to the release and transition.
- Interviews related to the release and transition were available in the evening.
- Support was made available to individuals and couples to prepare them for the psychosocial aspects of the transition.

I don't know how to express my gratitude or thank you enough for all the incredible help you've given me. Having you in my life has been like a silver lining. Thank you from the very bottom of my heart.  
-Anonymous



## Early Childhood (0 to 5 years)

A range of activities for the little ones and support for parents in their parental role are the two main cornerstones of this section.

### Parents-and-Tot periods

The MFRC is very proud of its Parent-and-Tot periods this year. We quickly noticed a significant increase in the participation rate. A total of 50 parents and 66 children took part in the periods, representing a 60% increase in participants at Saint-Hubert and a 100% increase at Saint-Jean-sur-Richelieu.

### Daycare adapted to the needs of families

The MFRC continues to offer daycare service. In the past year, 173 children from 121 families benefitted from this service. In addition, the daycare centre located at Saint-Hubert now opens its doors 15 minutes earlier, in other words, at 7:45 a.m., in order to adapt to the needs of families.

### A new look for the daycare centre!

The daycare centre now has a lively and colourful logo! This **little Einstein with crazy hair wearing a lab coat** appears on our various Early Childhood communications. The new logo distinguishes the Early Childhood section from the MFRC's other sections.

### Our workshops

Each semester, the workshop leader explores one of three interesting themes: animals in the spring semester, outer space in the fall semester and the ice age in the winter semester. The Saint-Jean-sur-Richelieu service point welcomed 28 children in total for the three workshops and the Saint-Hubert service point had 26 children.

### \*In the children's own words\*

I like the workshops because I really like my teacher and I also like painting and drawing! - Zya Lachance, 3 years old

I like the workshops because I like doing stuff in the activity booklet and writing my name and learning new things! - Elizabeth Bugslag, 5 years old



## Childhood and Youth (5 to 17 years old)

To create a sense of belonging among our young people, the Childhood and Youth section organizes sports and art activities, outings and training sessions, as well as group discussions in the evenings with the MFRC social workers.

### A new initiative!

The MFRC Montreal Region has developed and launched a pilot project, whereby activities for kids ranging from 5 to 12 years old are offered free of charge at Saint-Hubert and Saint-Jean-sur-Richelieu from 8:00 a.m. to 5:00 p.m. on PD days and during a strike. In place since the fall of 2015, this initiative for kids has a high participation rate: 352 kids over 14 PD days. A few requests had to be denied because of the high level of demand during the four strike days, which saw 170 participants. The pilot's participation rate shows that this initiative is meeting a real need among families.

### The Loft

Once again this past year, the Loft successfully met a high level of demand! It opened its doors to 710 kids ranging from 5 to 8 years old, 479 kids ranging from 9 to 11 years old and, representing a sharper increase, 1,449 kids ranging from 12 to 17 years old. That makes for a grand total of 2,638 kids at the Loft in 2015-16.

### Activities organized by the section

The Childhood and Youth section really found its stride this past year. Several activities were organized in July and August to take advantage of the summer months. They included a bowling-and-movie outing, a Laser Tag activity and trips to the Montreal Science Centre, SOS Labyrinth and the Olympic Park.

### A great initiative for young volunteers!

The Youth Advisory Committee, a team of military children who help organize activities, got involved in running a chore day. This community activity, the goal of which was to clean the permanent married quarters for a day, had 15 participants.





## Community and Social Services

The Community section provides volunteer opportunities and helps newly arrived military families in the Montreal Region.

### **A new position at the MFRC!**

The Community and Social Services Officer ensures that newly arrived families receive a personalized welcome to the community. To do so, the person in the position is responsible for four areas of activity: health, partnership development, volunteer work and the community.

### **Health: getting to know the health system in Quebec!**

The officer publishes various articles in the newspaper *Servir* and on the MFRC's Facebook page and organizes information sessions on getting to know the health system in Quebec. This area of activity is aimed at making it easier for newly arrived families in the region to obtain medical services. There were more than 20 individual health-related meetings in 2015-16.

In addition, the Community and Social Services Officer works on developing partnerships to address more specific needs. Since September 2015, over 10 families have taken advantage of the priority references we provide for a diagnosis for their child at the 1001 Astuces learning centre, a pressing need that came to our attention in previous years.

### **Partnership development at Community Development Corporation (CDC) activities in the region and the Sacré-Cœur Neighbourhood Living roundtable in Saint-Hubert**

At activities organized by the Longueuil and Haut-Richelieu CDCs, the MFRC shared the reality of our military families and raised regional organizations' awareness of our services.

### **Community: restructuring to increase integration!**

The MFRC provides community members with new opportunities to integrate into the community through volunteering, such as the popular volunteer morning blitzes. There are now more than 10 areas in which volunteers can get involved, which means more projects can be carried out! Last year, during the morning blitzes, our volunteers did a total of 1,021 hours of work and 90 hours off the MFRC's premises.

### **\*Testimonials\***

Being a volunteer helps us to keep in touch, and it gives us something to look forward to each week since most of us are unemployed here in Quebec. It's almost a "safe heaven" for those of us who don't speak French well to be with other English speaking women. -Melanie Harbridge, Saint-Jean



## Our volunteers: invaluable helpers

In the past year, the MFRC set itself apart, especially thanks to its volunteers' hard work on many projects! Several recognition awards were handed out to thank the families involved and highlight the value of their work. **A big thank you** to all of you!

Alain Dubé  
 Alex Mezenes  
 Amber Woodford  
 Shandale McLenaghan  
 Susan Pelletier  
 Lise Berteau  
 Marie Sarr  
 Megan Sigouin  
 Lydia Zamble  
 Misty Gervais  
 Joanie Turgeon  
 Devon Comeau  
 Abigaël Sherby  
 Réjean Denis  
 Astrid Escoto  
 Vanessa Mesrobian  
 Cassie Christopherson

Melanie Labonté-Côté  
 Nicky-Ann Maxwell  
 Chantal Lefaive-Petersen  
 Grace Taylor  
 Stephanie Robinson  
 Nicolas Arseneault  
 Jean-François Cloutier Deraiche  
 Sylvie Blais  
 Sarah Horrocks  
 Laura St-Jean  
 Shaelyn Howard  
 Mélina Roy  
 Marsha Croucher-Strickler  
 Joseph Rose  
 Lori-Lee Regimbald  
 Manon Deshaies  
 Mélanie Harbridge

Melissa Bridgewater  
 Josée Heynemand  
 Michele Dethier  
 Kim Deschênes  
 Amy Southwick  
 Carolyn Dubé  
 Janine Clarke  
 Collen Simars  
 Isabelle Lalonde  
 Darlene Ritchie  
 Vicky Robillard  
 Michelle Reith

Marie-Claude Laporte-Benny  
 Sophie Lavigne  
 Sarah Carey  
 Linda Lapointe  
 Léo Gravelle  
 Leslie Alain  
 Josée Heynemand  
 Manon Rodrigue  
 Colleen Lauzier  
 Vicky Archambeault  
 Sophie Legault  
 Devon Comeau





## The on-site team

### Executive Director

Francine Habel

### Human Resources Director

Catherine Bourassa, CRHA

### Financial Management Assistant

Sébastien Monette-Vaskelis

### Welcome and Information Clerks

Francine Asselin  
Nancy O'Grady

### Communications Officer

Catherine Lanciault

### Communications Technicians

Jean-Nicolas Minville  
Alexandre Gagné

### Family Liaison Officer

Audrey Gallant, T.S.

### Prevention, Support and Intervention Coordinators

Katherine Bourdon, T.S.  
Stéphanie Maurice, T.S.  
Alain Houle, T.C.F.

### Separation and Reunion Coordinators

Isabelle Durette  
Stéphanie Maurice, T.S.

### Community and Social Services Officer

Tania Silletta

### Employment and Education Coordinator

Estelle Auger

### Second Languages Teachers

Maude Counoyez-Gonzalez  
Rachel Deveau  
Hélène Lévesques  
Stéphanie Merlet-Jacques  
Annie Morris

### Childhood Coordinator

Noémi Trépanier

### Early Childhood Educators

Christine Cloutier  
Noémie Maure  
Adriana Castro Figueroa  
Rachel Deveau  
Stéphanie Maurice  
Caroline Prud'homme  
Kim Hébert

### Youth and Events Coordinators

Emie Gendron  
Noémi Trépanier  
Alexandre Gagné

### Teen Loft Animators

Stéphanie Maurice  
Stéphanie Hamelin  
David Testa  
Annie English Charron  
Alexandre Gagné  
Alexandre Giguère  
Catherine Godbout-Denis  
Yasmina Borduas  
Cynthia Vieira  
Valérie Longpré  
Valérie Ouimet



## Staff Training and Development

In 2015–16, the MFRC’s services were improved by providing staff with a total of 29 training sessions on various topics, including the following:

- The Impact technique for consultations with individuals
- The Impact technique for consultations with couples and families
- Youth stakeholders’ symposium: challenges and issues
- Cardio-pulmonary resuscitation (CPR)
- Symposium on engaging teams
- Security awareness
- Veterans’ working group
- Communicating and working with parents
- Prevention, health and safety for the daycare
- How to deal with change
- Volunteer recruitment
- Conflict resolution
- Suicide prevention
- WHMIS 2015 for workers

A team-building exercise in June 2015

- Cooking class with taste tests

Two three-hour workshops for the team in January and March 2016

- Conflict Resolution
- My Team, My Tribe

Several training and refresher programs with Military Family Services

- Engaging Military Families on Social Media
- METSpouse employment training
- Development of the new website

### Best practice

The MFRC intends to train most of its employees on CPR. This year, 10 or so employees are taking or renewing their CPR training. Each of them will thus be able to intervene if a situation requiring CPR arises on the MFRC’s premises.

# Balance Sheet

CURRENT ASSETS	2016	2015
	\$	\$ (restated)
Cash	85 932	101 742
Short-term investment	378 752	368 486
Receivable and public funds receivable	20 747	3 779
GST and QST receivable	6 591	7 763
Advance of Funds	0	1 020
Daycares receivable	13 202	30 522
Office supplies	8 008	16 015
	<b><u>513 233</u></b>	<b><u>529 327</u></b>
CURRENT LIABILITIES		
Accounts payables	4 147	3 500
Wages and vacation	25 024	16 194
Fringe benefits	37 102	38 940
Professional services payables	6 100	6 100
Surplus FY 2013-2014 to reimburse	0	19 658
Support our Troops	24 288	24 223
Amount reserved - LOFT	184	1 423
	<b><u>96 845</u></b>	<b><u>110 038</u></b>
NET ASSETS		
Restricted for LOFT	63 000	63 000
Restricted for Daycares	150 000	150 000
Unrestricted	203 388	206 289
	416 388	419 289
	<b><u>513 233</u></b>	<b><u>529 327</u></b>

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



# Income statements

<b>INCOME</b>	<b>BUDGET</b>	<b>REAL</b>
MFS Funding	876 157	898 766
Cmdt 2nd Cnd Div	15 000	11 689
Daycare and preschool program	36 755	35 219
Ministère de la famille	45 629	45 629
1 Wing HQ Funds	50 000	50 000
Fundraising and donations	5 220	9 644
Others	11 000	11 444
Cmdt 2nd Cnd Div, services locaux	117 000	119 665
Restricted Fund for Teens Loft	<u>13 968</u>	<u>0</u>
<b>TOTAL INCOME</b>	<b><u>1 170 729</u></b>	<b><u>1 182 056</u></b>

<b>EXPENDITURES</b>	<b>BUDGET</b>	<b>REAL</b>
<b>DMFS</b>		
Management and administration	174 300	215 887
Community development	171 388	163 796
Program delivery	530 469	512 292
Retirement project (SSBSO)	0	11 980
Project release (veterans)	0	3 776
	<u>876 157</u>	<u>907 731</u>

<b>EXPENDITURES</b>	<b>BUDGET</b>	<b>REAL</b>
Cmdt 2nd Cnd Div		
- Management & Administration	15 000	11 690
1 Wing HQ Funds	50 000	39 351
Ministère de la famille	45 629	64 183
Fundraising and donations	5 220	1 586
Others	<u>11 000</u>	<u>6 842</u>
Restricted Fund for Teens Loft	13 968	<u>0</u>
	<b><u>140 817</u></b>	<b><u>123 652</u></b>

<b>EXPENDITURES</b>	<b>BUDGET</b>	<b>REAL</b>
<b>Local Services</b>		
Cmdt 2nd Cdn Div		
- Children & Youth	117 000	143 477
User Fees   activities	<u>36 755</u>	<u>10 097</u>
	<b><u>153 755</u></b>	<b><u>153 574</u></b>

<b>TOTAL EXPENDITURES</b>	1 170 729	1 184 957
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<b>EXCESS OF INCOME OVER EXPENDITURES</b>	—	<b><u>(2 901)</u></b>
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# A word of thanks to our donors and funders



The Military Family Resource Centre – Montreal Region would like to thank the following funding agencies and donors for their constant support.

## Funding Agencies:

- Military Family Services Program (primary funder)
- Base Commander (2nd Canadian Division)
- Ministry of the Family and Seniors (Government of Quebec)
- 438th Tactical Helicopter Squadron (located at St-Hubert)
- 1st Canadian Air Division



We would also like to thank our donors for their generous contributions to the MFRC in fiscal year 2015–2016.

## Donors :

- Canex
- Caisse Desjardins des militaires
- Government of Canada Workplace Charitable Campaign
- Sears Canada Inc. (Operation Wish)
- Royal Canadian Legion Branch No. 57, Pointe-Claire
- Royal Canadian Legion Branch No. 127, Pointe-St-Charles

