



Petawawa Military Family Resource Centre
Annual Report

FISCAL YEAR 2021-2022



As I look back over the 2021-2022 fiscal year, I am struck by everything the PMFRC accomplished, all the while navigating the challenges, we continued to face in light of the COVID-19 global pandemic, the accreditation renewal process, and also while working through the planning process and transition to the new governance framework brought forth by the Military Family Services Program. We continued to rethink, modify, and expand our programming and services based on the needs of our CAF members and their families within the constraints of the evolving health and safety laws and regulations. The organization leveraged its growing expertise and ability to provide services virtually while at the same time working to bring our families and community members back in-person when possible. Our commitment to our CAF members, their families and our surrounding community continued to be our priority throughout.

Over the past year, our Board continued to solidify the implementation of our three-year strategic plan by focusing on ensuring the allocation of resources was directed to meet the needs of our CAF military families and the community we serve. Our main priorities were supporting the operations of the PMFRC while they navigated the ongoing and never-ending challenges brought on by the pandemic and while they worked diligently and tirelessly to rethink, reimagine and redesign our programming and services to meet the goals and objectives of the new Governance Framework.

Board Chair
JULIA GRAYDON



Board Chair's Letter Continued...

This was an unbelievably challenging and time-consuming task that was designed and drafted with a high level of professionalism and forward thinking. Bravo!

Throughout this past fiscal year, our Board of Directors continued to meet virtually on a regular basis to ensure transparency and effective communication with the PMFRC staff and our stakeholders, and to work through several governance tasks that needed to be completed including updating our Bylaws; working on our Human Resource policy; and passing policies directly relating to managing the impact of COVID 19. Members of our Board also enjoyed reaching a broader audience through multiple engagements on a variety of topics using platforms such as Fireside Chats broadcasted on Facebook Live.

Our Board understands the importance of being responsive to the needs of our families and as a result we are constantly striving to ensure we hear their voices and support our Executive Director, the Management Team and all staff in their endeavours to meet the new Governance Framework and improve programming and services to meet the overall needs.

Lastly, as we look to the future, we are excited that the plans to build our new state-of-the-art building for our organization continue to progress. As a Board we will continue to prepare for the completion of the project and ensure every department impacted has what they need to transition successfully to the new location.

On behalf of the Board of Directors, I would like to thank our extraordinary Executive Director, Claudia Beswick, the PMFRC Management Team and all of the Staff and volunteers who continue to inspire us with their unwavering support for our CAF Members, their families and our surrounding community. As a Board we couldn't do what we do without all of your dedication and efforts. Thank you! Additionally, we would like to thank all of the Command Teams and unit staff who provide us with their unwavering support throughout the year. Lastly, we would like to say thank you to our many Community Partners and Stakeholders whose investment and support are vital to our overall success.

I am truly grateful to have had the opportunity to lead the PMFRC Board of Directors through the challenges and successes of the 2021-2022 fiscal year.

Board Governance

GOVERNANCE STRUCTURE

COMPLIANCE

Bylaws, Governance, Finance and HR Policies

Annual General Meeting, Regular Meetings

Insurance

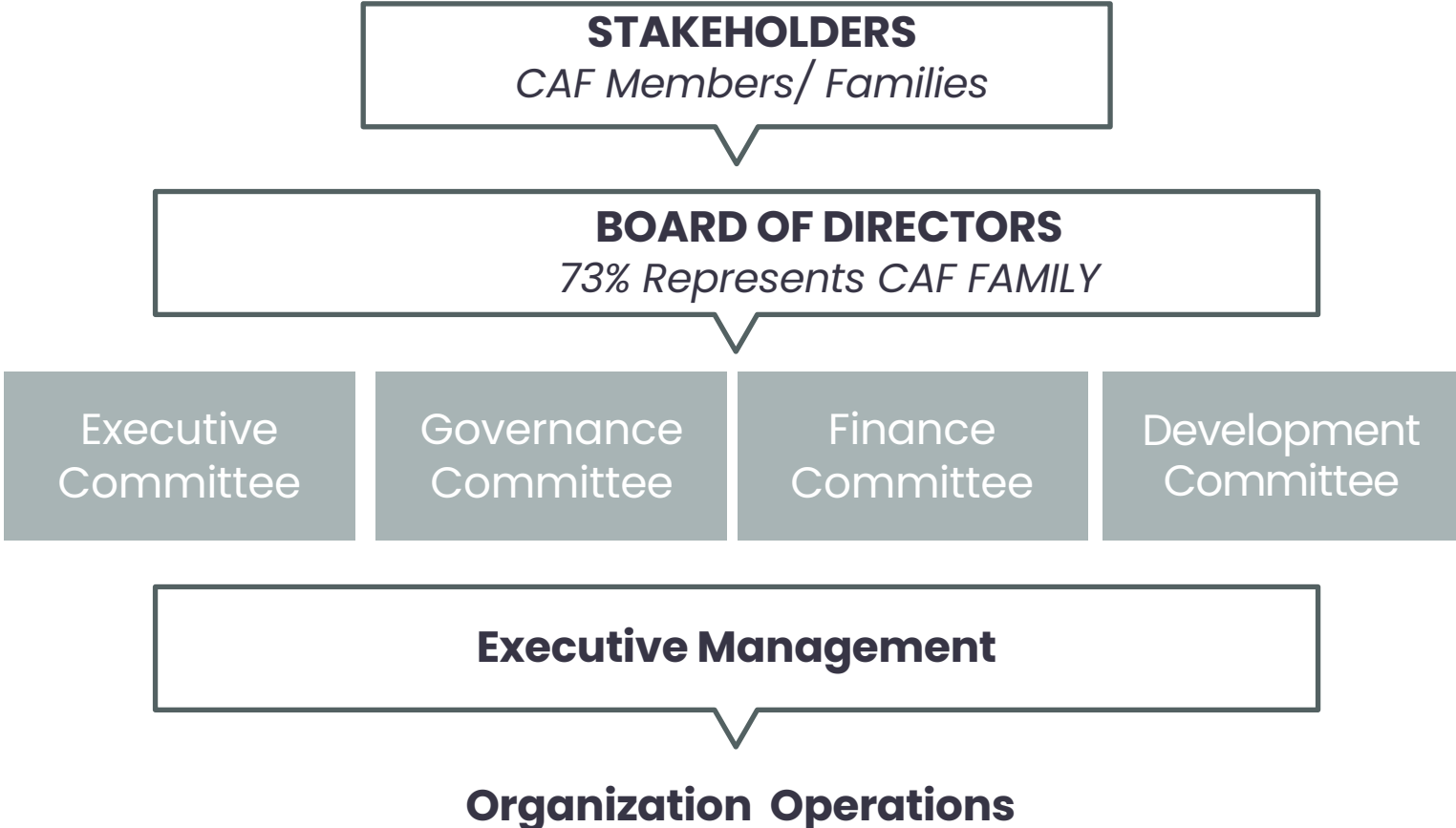
MOUs with main funding stakeholders (MFS and Garrison)

ASSURANCE

Annual Financial Audit.

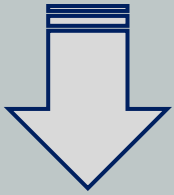
Compliance Audit (Financial and Services)

Accreditation with Commendation (with Accreditation Canada)



Organization Operations

For a complete list of the Board Member's Bios, please click the link below

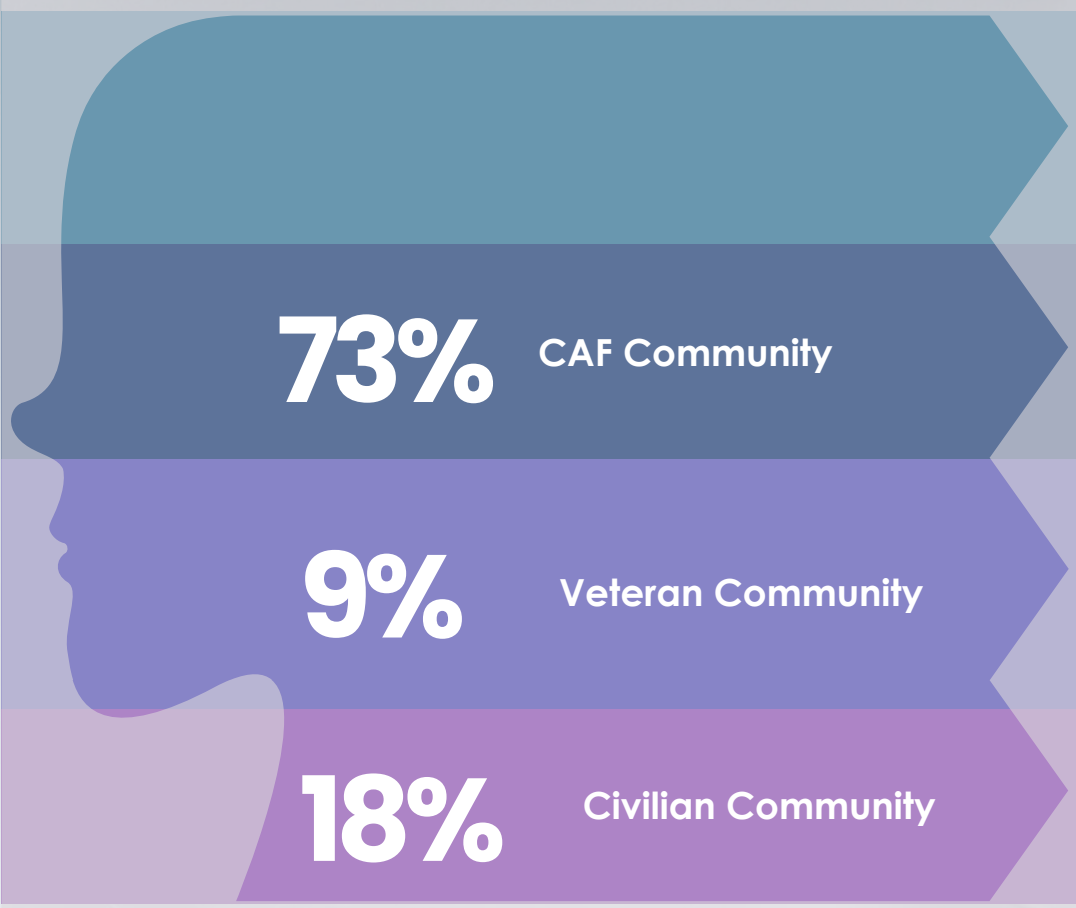


[Board Member Bios](#)



PMFRC Board Of Directors

Board Demographic



11 – Total Board Members

Total Board members for Fiscal Year 2021-2022

8 – Family Member Representation

Board Members representing the CAF Family

1 – Veteran Family Representation

Board member represents the Veteran Family

2 – Civilian Representation

Board Members represent the civilian community / stakeholder

PMFRC Guiding Values

Integrity

We adhere to the principles of professionalism, transparency and ethical conduct.



Inclusion

We welcome, respect and accept all members of our diverse military families and surrounding community



Safety

We promote an environment that supports the safety and well-being of our employees, clients, military families and surrounding community



Outreach

We cultivate effective partnerships responsive to the needs of our military families and surrounding community



PMFRC Strategic Plan

Innovation

Create efficiencies while embracing opportunities and challenges

- Strengthen governance and operations across all levels of the organization
- Attain a new facility to address the emerging needs and trends of our unique military community.
- Enhance online access to programs and services
- Be recognized as a respected and competitive employer
- Implement a new and improved online billing and payments process.
- Prioritize professional development opportunities for staff and board.
- Update internal accounting procedures
- Integrate, update, and align WIFI and IT structures and processes.

Communication and Engagement

Strengthen relationships across diverse stakeholders

- Seek to be recognized as a respected voice supporting the health and wellbeing of our military families and the broader community.
- Establish consistent, inclusive, and accessible communication.
- Advocate in the best interest of our military community and other PMFRC clients.
- Liaise with other stakeholders to improve the lives of the CAF members, families and veterans.
- Proactively engage with new families in the area.
- Provide specialized forums to address key barriers unique to the military lifestyle.
- Expand volunteer opportunities to improve networking, engagement and recognition of volunteers.

Community Centered Approach

Be responsive to the changing needs of the military community

- Prioritize client and employee safety across all aspects of the organization.
- Ensure inclusiveness in standardized procedures for all programs and services.
- Improve accessibility to programs and services across the organization
- Enhance evaluation and review loops and utilize results-based management to improve efficiencies.

Human Resources

Breakdown

PMFRC employs 77 individuals (workforce composition)

Management
Team

6%

Finance
Admin Team

12%

Leadership
Team

19%

Service
Delivery Team

62%

The average age of the workforce is 37.2 years of age.

The workforce has 74 women and 3 men.

14% of employees are considered bilingual

Staff / Client Safety

PMFRC promotes an environment that supports the safety and well-being of our employees, clients, military families and surrounding community.



38 Incident Reports

Number of staff/client accident and/or injury reports recorded by PMFRC



2 Serious Occurrences

Number of serious occurrences recorded by PMFRC Clients and childcare services



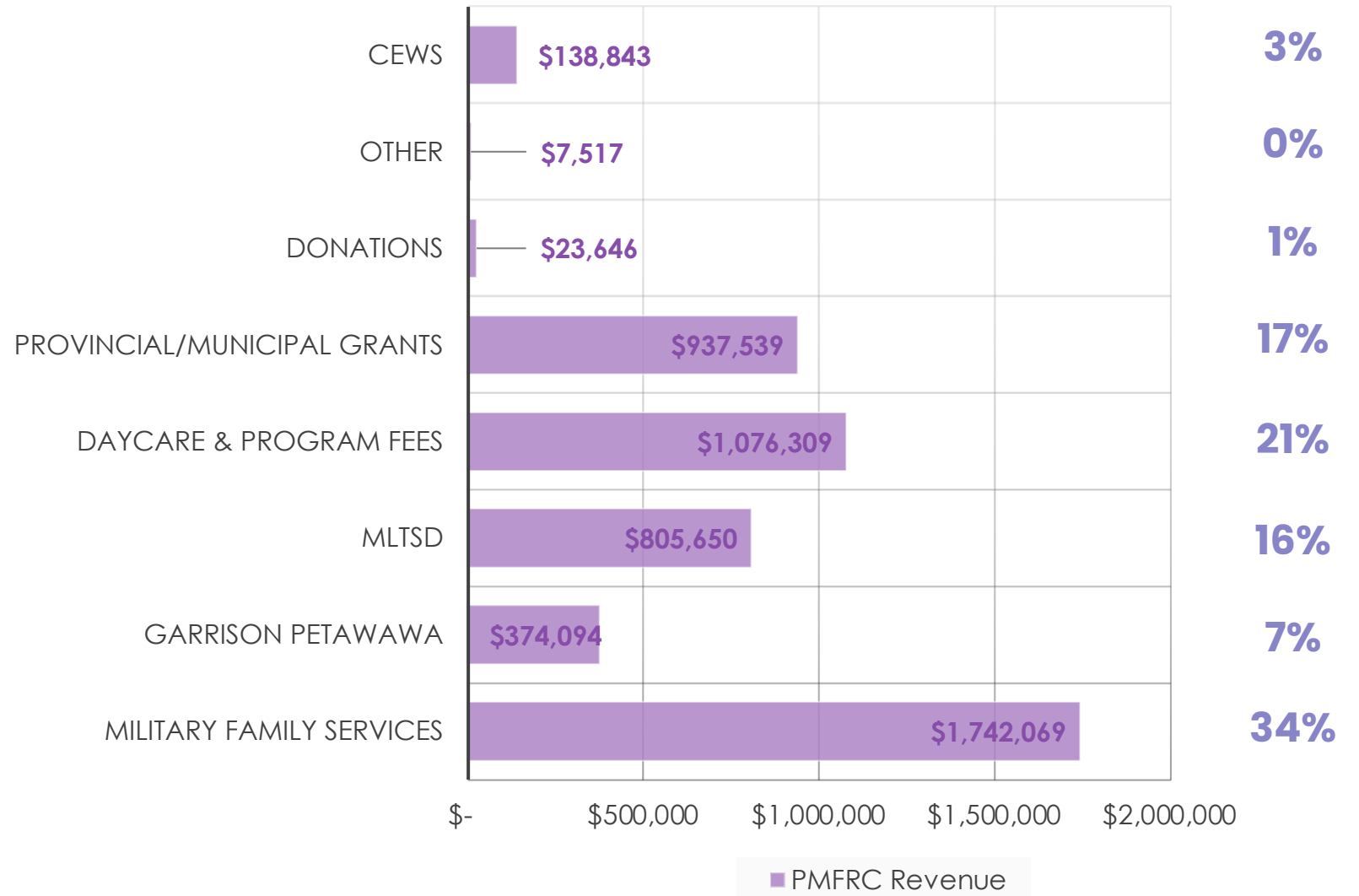
5 Complaints

Number of official complaints received and addressed by PMFRC



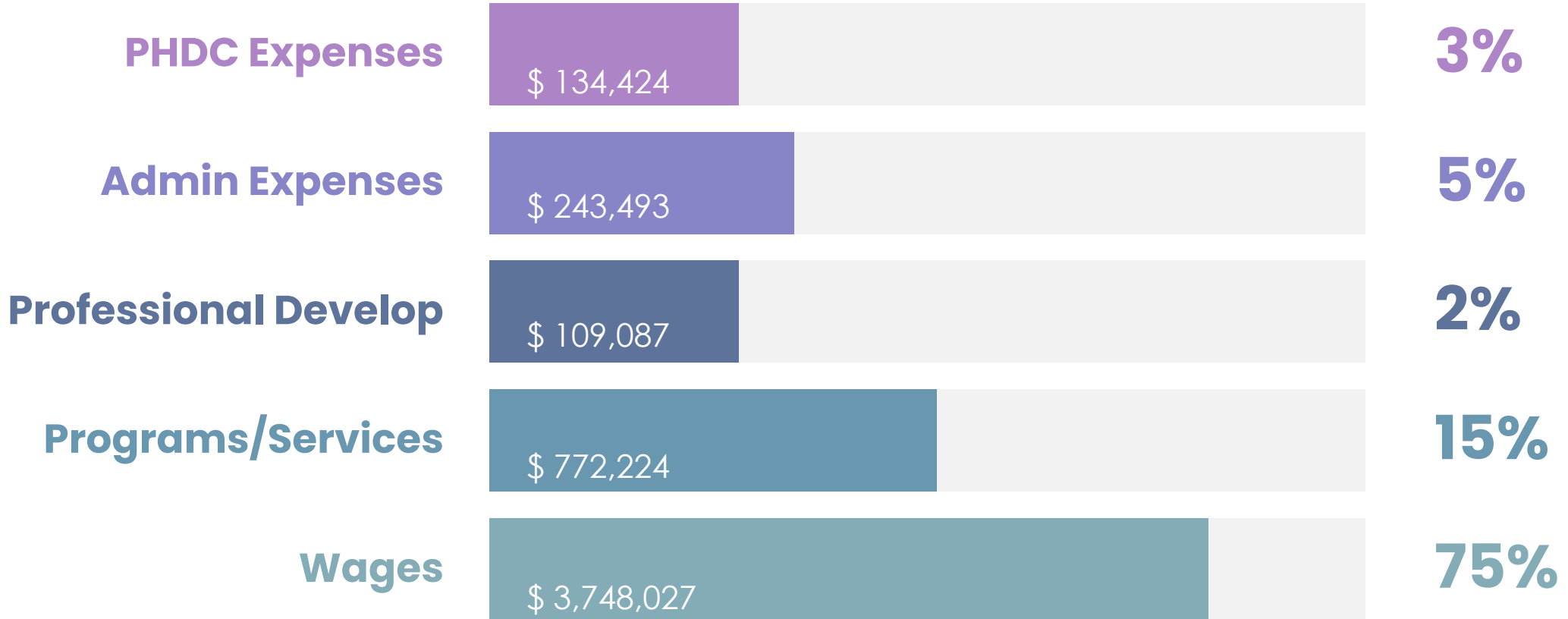
PMFRC Revenue

FY 2021-2022



PMFRC Expenses

FY 2021-2022



[Link to Financial Statements](#)

Stakeholders / Funders

Influence Our Ability to Fulfill Our Mission



Military Family Services

The Military and Veteran Family Services programs recognize the important role families have in enabling the operational readiness of the Canadian Armed Forces. The programs respect that military and Veteran families come in all forms and self-define to include anyone of significance to Canadian Armed Forces personnel or Veteran.



Garrison Petawawa

As a partner of the Petawawa Community, the 4th Canadian Division Support Base Petawawa offers numerous outstanding services and programs to the community.



Ministry of Labour, Training and Skills Development

Helping protect workers and settle workplace disputes, supporting skilled trades, apprenticeships and employment services, attracting highly-skilled newcomers and helping people get settled in Ontario.

County of Renfrew

The County of Renfrew Child Care and Early Years Division offers childcare supports and services to parents and young children throughout the county.



Other Grants / Donors

- Commissionaires of Ottawa
- United Way
- True Patriot Love
- Tim Hortons / McClusky Group



THANK YOU

OUR PARTNERS

In Addition to Our Main Funders

PSP
Community
Recreation

Veteran
Affairs
Canada

Transition
Centre

Operational
Stress Injury
Social
Support

SISIP –
Garrison
Petawawa

Town of
Petawawa

Petawawa
Library

Social Media Statistics

Making an impact with communication and engagement with families

5,640 Facebook Followers

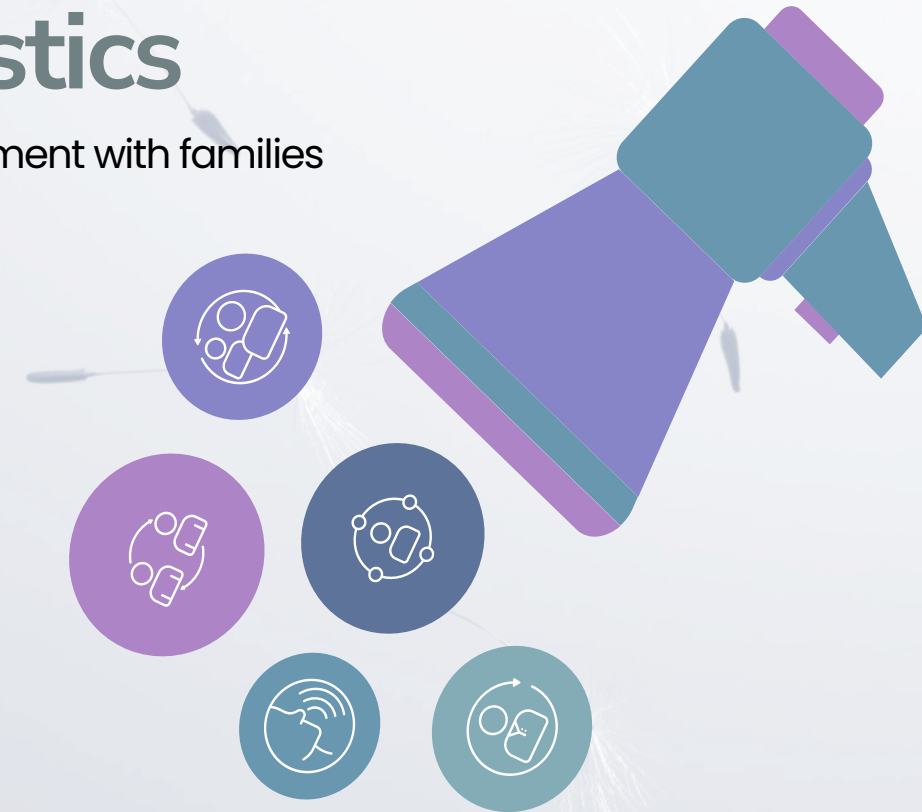
PMFRC (Main page, Employment Services and Volunteer Pages) maintain Facebook Pages to share our contact information, post updates, share content, promote events, and most importantly, connect with our military family and client Facebook audiences.

90 YouTube Followers

YouTube is a great tool that allows the PMFRC to continue to engage with our family members and clients. Our extensive archive of on-line program allow clients to find the information they need, when they need it.

1,200 Instagram Followers

Instagram Stories allow the PMFRC to share our photos and videos to continue to engage with our PMFRC family members and clients, sharing the stories and services of our organization.



1,207 PMFRC Newsletter
Subscribers

243,700 Visitors to the Petawawa
CAFConnection site

Dedicated Staff Programming

All data collected from the MFSP Service Delivery Statistics and PMFRC's Operational Scorecard



SNAPSHOT OF PMFRC SERVICES

Consistent, Straightforward, Focused and Family-Centered



Navigational Support

- Deployment Services and Activities
- Special Needs Services and Activities
- Second Language Training
- Volunteer Opportunities (Adults and Youth)
- Transitioning into the Community (Relocating)
- Support to Veterans – Transition to Post Service Life



Employment Services

- Local training and Employment Opportunities
- Support for Adults, Youth, and Teenagers
- Access to Labour Market Information
- Education and Training Information
- Job Search Support / Computer Lab



EarlyON / Parenting Support

- Parent / Child Drop-In Program (Playtroop)
- Pre / Post Natal Program
- Tween / Teen Child Parenting Support
- Children's Deployment Support Program



Online / Social Media Access

- www.cafconnection.ca/Petawawa
- PMFRC Podcast (Military Family Life)
- Facebook Live – Fireside Chats
- Facebook, Instagram, You Tube, Twitter



Mental Health & Wellness

- Bi-weekly Mental Health Walk-in Clinic
- Counselling Support for Adults, Youth, Children
- Dedicated Youth Counsellor
- Counselling for Families of the Ill, Injured and Fallen
- Health & Wellness Services, Referrals and Activities



Daycare Services

- Full-time Daycare Services (2 locations)
- Before and After School (3 locations)
- Preschool Program
- Private Home Daycare
- Specialized Care – Short Term Childcare



Virtual Services

- Serenity Nook (Support for Special Needs)
- Various Activities (Adults and Children)
- Videos on Moving, Veteran and Mental Health Supports and Services
- Resource Home Learning Program



Crisis Support

- Daily (8-4) On Call Social Worker
- Daily (8-4) On Call Family Navigator
- Emergency Family Care Assistance
- Homecare Support (Pilot Project)

Reach out to CAFConnection.ca (website) for a full list of services and activities

DIRECT SERVICE DELIVERY

Direct Client Service Delivery

202

Registered Volunteers

348

Children accessing licensed childcare programs through PMFRC

8,446

Number of CAF families accessing MFSP Services

8,710

Number of CAF family member contacts for Information / Educational Awareness, Referral and Support Services, and Intervention

Mental Health and Wellness

All data collected from the MFSP Service Delivery Statistics and PMFRC's Operational Scorecard

Outreach and Engagement

- **184** Referrals
- **92** Hours of Engagement
- **239** Clients Served.



Psychoeducational

- **73** Hours of Client Care
- **29** Clients Served



7-10
Days

Average Wait Times

322

Single Session Walk-ins



Psychosocial

- **528** Clients Served
- **320** New Client Cases
- **1,746** Hours of Client Care



Mental Health Treatment

- **53** Clients Served
- **175** Hours of Client Care
- **26** New Client Cases



Employment and Educational Services

All data collected from the MFSP Service Delivery Statistics and PMFRC's Operational Scorecard

Employment Services [Website](#)

137

CAF Family Clients
accessing employment
supports



34

Veteran Clients
accessing employment
supports



227

Total number of
clients connected to
various employers



2,514

Total hours of direct
client care in
employment support

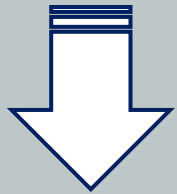


321

Clients were
successful in receiving
an interview



For a complete list of staff and their contact information, please click the link below



[PMFRC Staff Contact List](#)



PMFRC Senior Leadership Team

When reflecting on this past year, I am struck by all that has been accomplished. PMFRC has piloted through the modernization of the Military Family Services Program as well continuing to navigate support to families through the pandemic. Some of our highlights this year include a continued focus of maintaining access to virtual services as well as working towards the reopening and bringing families back for in-person services.

Our commitment to military families is strong. Communication remained a fundamental element to stay engaged with families. Our priority was to continue to meet the goals and objectives set forth by the PMFRC's Strategic Priorities, the National Military Family Services Program; all while responding to the various pressing needs identified by the families and clients we serve.

Our remarkable story this year has been one of resilience and adaptability, we continue to navigate the modernization brought on by Military Family Services and the Governance Formalization.

Garrison Petawawa and the Director of Military Family Services have been supportive and flexible as we continue our family – centered approach for consistent service; focused on specific challenges military families are facing. Understanding that we are just a single entity, as I often say, “no door is the wrong door” and there are many additional partners that we continue to work with to meet the needs of families.

Executive Director

CLAUDIA BESWICK



Executive Director's Letter Continued...

This year we have:

- Successfully been awarded our Accreditation with Commendation.
- Established solid governance practices with the Board with review of our Governance, Bylaws and Human Resources Policies.
- Officially launched our online Serenity Nook for adults and children dealing with special needs.
- Officially launched our PMFRC Podcast “Military Family Life”.
- Focused on our targeted navigational support to families, providing one on one services that address their specific challenges.
- Expanded our online visibility to include many videos and virtual activities that supported families through the lockdowns and restrictions brought on by the pandemic. Our Facebook and Instagram pages have seen a huge increase in followers.

- Transitioned our financial program that now allows daycare users to make their payments online.
- Conducted virtual tours of our facilities and provided access to the videos for new families relocating to Petawawa.
- Liaised with several other MFRCs to provide a collaborative approach in service delivery, bringing various virtual programs to families; no matter where they lived.

This is just a short list of the accomplishments for this year. The enthusiasm, talent, and innovation demonstrated from the staff has been unprecedented. Despite the various challenges that the organization faced this past year; staffing shortages, COVID impact, and changes in the way we can provide services, the core values fostered by both staff and board allowed us to connect with more families than ever.

To our Board of Directors – the unwavering support, feedback and recommendations have been instrumental in our ability to ensure that staff and client safety was prioritized.

To the PMFRC team, it continues to be a privilege to work so closely with a group of people who are loyal to the mission and who time and again, put family and clients in the forefront of their day-to-day work.

To our clients and military community, thank you for your continued feedback, and for constantly encouraging us to be the best we can be. You are the reason we do what we do every day. You are our inspiration and our champions! Thank you!

THANK YOU!

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