



COMOX MILITARY FAMILY RESOURCE CENTRE

ANNUAL REPORT

for

FISCAL YEAR 2021-2022

1 April 2021 – 31 March 2022

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AGENDA

COMOX MILITARY FAMILY RESOURCE CENTRE – 28th ANNUAL GENERAL MEETING
COMOX MFRC CONFERENCE ROOM
29 June 2022 @ 1800 hrs

1. Call to Order
2. Opening Remarks/Welcome and Introductions (Chair)
3. Appointment of the Presiding Officer and Meeting Secretary
4. Confirmation of Quorum & Voting Protocol
5. Motion for Business Required; Adoption of the Agenda
6. Ratification of Previous Meeting Minutes
 - a 27th Comox MFRC AGM 30 June 2021
7. Reports
 - a Board Chair
 - b Executive Director
8. Financial Statement & Treasurer's Report
 - a Adoption of Annual Report of Audited Financial Statement
 - b Appointment of Auditor for 2022/23
9. Presentation/Election of Board of Directors (Current Appointees) and Their Respective Terms of Office
10. New Business
11. Announcements/Items from the Floor
12. Closing Remarks
13. Adjournment

Meeting Minutes
 COMOX MILITARY FAMILY RESOURCE CENTRE –
 ANNUAL GENERAL MEETING
 Held in Virtually using Zoom
 Wednesday 30 Jun 2021 @ 1800 hrs

Chair: Eve Nguyen
Vice-Chair: Kristen Matthews
Secretary: Keeley Young
Treasurer: Nicole Ji

Ex-Officio:
 Executive Director: Wendy Secord
 Wing Representative: LCol Andrea Dawe (regrets)

Directors:
 Michelle Auger
 Krystle Sloan
 Steven Smith
 Matthieu Kuhn
 Katharina Schulte-Bisping (regrets)

Guests:

ITEM	ACTION	ACTION
CALL TO ORDER		
	The Chair called the meeting to order at 1810 hrs and welcomed all members.	Chair
WELCOME AND INTRODUCTIONS		
	The Chair welcomed all in attendance to the 27 th Annual General Meeting of the Society and introduced the new Executive Director Wendy Secord.	Info
APPOINTMENT OF PRESIDING OFFICER AND MEETING SECRETARY		
	The Chair indicated that (as per Bylaw 2.3.2) the Board Chair would preside as chair of the general meeting and appointed Keeley Young as meeting secretary. No objections were raised.	
CONFIRMATION OF QUORUM & VOTING PROTOCOL		
	Quorum was confirmed as by Bylaw 3.2.1 The Chair explained various rules applicable to the AGM and the voting regulations to be followed throughout the meeting. Motions would be shown on the screen and voting members would be asked to select either Yah or Nah for each motion.	Confirmed

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MOTION FOR BUSINESS REQUIRED		
	<p>The following motions were proposed as an omnibus motion:</p> <p style="padding-left: 40px;">1) That notice of this Annual General Meeting was properly given as per bylaw 3.1d.</p> <p style="padding-left: 40px;">2) To adopt the agenda that was distributed.</p> <p>Motion: Kristen Matthews motioned to accept the Notice and adopt the Agenda for the 26th Annual General Meeting of the Comox MFRC Society, seconded by Melissa Farrell. All were in Favour.</p>	Motion Carried
RADIFICATION OF PREVIOUS MINUTES		
24 June 2020 AGM Minutes	<p>The minutes of the 26th Annual General Meeting were presented in the package for approval.</p> <p>Motion: Krystle Sloan motioned to accept the meeting minutes of the 26th Annual General Meeting of the Comox MFRC Society, seconded by Melissa Farrell. All were in favour.</p>	Motion Carried
26 May 2021 Special Meeting Minutes	<p>The meeting minutes from the Special Meeting held May 26, 2021 to approve the Comox MFRC’s new Constitution and Bylaws were presented for approval.</p> <p>Motion: Kristen Matthews motioned to accept the meeting minutes of the May 26th Special Member’s Meeting of the Comox MFRC Society, seconded by Krystle Sloan. All were in favour.</p>	Motion Carried
APPROVAL OF THE ANNUAL REPORT		
	<p>Key messages were presented by Chair and Executive Director from 2020/2021 including the completion of the MFRC Policy and Governance manual, Induction of the new MFRC logo and recruitment of the new Executive Director.</p> <p>Committee Chairs also conveyed keyed messages and thanks committee members for their hard work and dedication over the past several months.</p> <p>Motion: Melissa Farrell motioned to accept the 2021 Comox MFRC Annual Report, except for the 2020/2021 Financial Statements, as</p>	Motion Carried


Meeting Minutes
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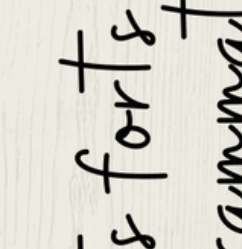
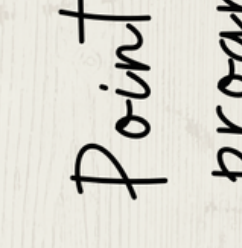
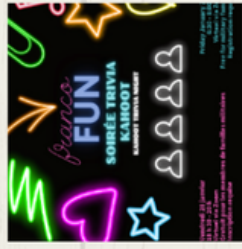
	provided to the membership, seconded by Kristen Matthews. All were in favour.	
AUDITED FINANCIAL REPORT		
	<p>Summer Matthews on behalf of Cloutier Matthews Chartered Accountants provided an overview of the audited financial points. No major observations were found except that the Society derives revenue from donations, which makes it difficult to determine whether any adjustments might be necessary to contributions, excess of revenues over expenses, current assets and net assets. Overall, the organization is doing an excellent job of managing the budget and the Society is well situated.</p> <p>Motion: Nicole Ji motioned to accept the 2020/2021 Audited Financial Statements as presented, seconded by Krystle Sloan. All were in favour.</p> <p>Summer was excused from the meeting.</p>	Motion Carried
APPOINTMENT OF THE AUDITOR		
	Motion: Nicole Ji motioned to appoint Cloutier Matthews Chartered Accountants as Auditor to the Society for the Fiscal Year 2021-2022, seconded by Kristen Matthews. All were in favour.	Motion Carried
BOARD CONFIRMATIONS AND ELECTIONS		
	<p>The following Board members were temporarily appointed to the Board of Directors until this AGM in the last year to fill vacancies:</p> <p style="padding-left: 40px;">Mathieu Kuhn Steven Smith Michelle Auger Katharina Schulte - Bisping</p> <p>Motion: Kristen Matthews motioned to accept the aforementioned members to the Board of Directors of the Comox MFRC Society by acclamation, seconded by Keeley Young. All were in favour.</p> <p>The following Board member resigned or completed their term, and we thank them for their contributions:</p>	Motion Carried

Meeting Minutes
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	Cynthia Irvine Returning Members for 2021-2022: Eve Nguyen Kristen Matthews Nicole Ji Keeley Young Krystle Sloan Melissa Farrell There remains one vacate Board position, which may be filled at a later date by Board appointment, to the next AGM.	
NEW BUSINESS		
Announcements/Training	No new items from the floor.	
ADJOURNMENT		
	The meeting was concluded at 1846	

Chairperson 

Secretary 



Points forts en programmation

2021

2022



PROGRAMMING & INFORMATION AND REFERRAL

Statistics Highlights for 2021-22

Welcome Packages



74



Clear Ins

249

+83 compared to last year

Clear Outs

202

+72 compared to last year

New virtual ways of reaching our military families



2021-22 Program Participation

1791

people registered and attended programming

+603 compared to 2020-21

Total family members served

2247



14 630

total program hours

Client Connections

447 walk ins
332 calls to reception



Client Engagements

- Hidden Gems of the Comox Valley
- Month of the Military Child
- #breaking the bias
- Earth Day
- Blind Date with a Book



MARKETING & COMMUNICATIONS

Department Stats for 2021-22

CAF CONNECTION WEBSITE

112 138

hits on the English site

1 998

hits on the French site



SOCIAL MEDIA

FACEBOOK



1 463

followers

23 911

DAILY TOTAL REACH ON FACEBOOK

Reach gives you a measure of how many people were exposed to our message during an ad campaign. People may not always click on our ads, but they may be more likely to engage with us when they see our message.



Instagram



346

followers

+74

since 2021-22

@COMOXMFR

28.9

hours of content watched



1093

E-Newsletter subscriptions

CHILDCARE & YOUTH

Statistics Highlights 2021-22



Youth Training Development
5 programs

Youth Advisory
Council Meetings

4

Childcare

over **100**
children in
daycare

24 children in
out-of-school



DEPLOYMENT FAMILY SEPARATION & REUNION

Statistics Highlights for 2021-22



DEPLOYMENT DINNERS

406 gift cards handed out

Featuring:

- Domino's Pizza
- Frankie's Chicken
- Comexi-Cantina Food Truck
- Delicado's
- Phat Parrot Food Truck
- Garlic and Pepper Eatery
- Joe Klassen's Fish and Chips
- Mudsharks
- Quality Foods (Holiday Dinner)
- Pita Pit
- Valley Home Meals
- Match Eatery

CARE PACKAGES PROJECT

Deployment Services sent

307

parcels to deployed soldiers
away for more than 3 months.

This includes care packages
sent from the MFRC and
military families.

Of those packages,

88

are from the MFRC



PROGRAM SUPPORT

2021-22 Highlights

- Youth deployment nights
- Freezer meal prep



SECOND LANGUAGE SERVICES

STATISTICS FOR 2021-22

174

REGISTRATIONS FOR SECOND LANGUAGE SESSIONS



franco
FUN **292**
PARTICIPANTS

NEW HOMEWORK HELP PROGRAM INTRODUCED THIS YEAR



PSI & FLO

PREVENTION, SUPPORT & INTERVENTION
FAMILY LIAISON OFFICER

STATISTICS HIGHLIGHTS FOR 2021-22



SHARING OUR STRUGGLES (SOS) GROUP BEGAN

NEW WEEKLY PROGRAM DUCKLINGS & PEEPS



35 SESSIONS THIS YEAR FOR PARENTS

SERVICES OFFERED

OUTREACH AND ENGAGEMENT

15 Clients
22 Hours

PEER SUPPORT

15 Clients
118 Hours

PSYCO-EDUCATIONAL

35 Clients
51 Hours

PSYCO-SOCIAL

29 Clients
83 Hours





PROGRAMMATION ET SERVICES D'INFORMATIONS ET D'ORIENTATION COMMUNAUTAIRE

Aperçu des Statistiques pour 2021-22

Trousses de Bienvenue
distribuées



74



Membres
nouvellement affectés à Comox

249

+83 par rapport à l'année dernière

Membres mutés ou libérés

202

+72 par rapport à l'année dernière

Deux nouvelles façons virtuelles
de rejoindre
nos familles militaires



2021-22
Participation aux programmes

1791

personnes qui ont assisté aux
programmes

+603 par rapport à 2020-21

Nombre total
de membres de famille militaires
servis

2247



14 630

heures de programmation total



MARKETING ET COMMUNICATIONS

Statistiques départementaux pour 2021-22

SITE WEB CAF CONNECTION

112 138

"cliques" sur le site anglais

1 998

"cliques" sur le site français



MÉDIAS SOCIAUX

FACEBOOK



1 463

adhérants

23 911

"REACH" QUOTIDIEN
TOTAL
SUR FACEBOOK

"Reach" vous donne une mesure du nombre de personnes qui ont été exposées à nos messages au cours d'une campagne publicitaire. Les gens ne cliquent pas toujours sur nos annonces, mais ils peuvent être plus portés à s'engager avec nous lorsqu'ils voient notre message.



Instagram



346

adhérants

+74

depuis 2021-22

@COMOXMFCRC

28.9

heures de contenus visionnées



1093

inscriptions à notre infolettre mensuel

Connections Clients

447 visites au Centre
332 appels à la réception



Initiatives d'Engagement

- Hidden Gems of the Comox Valley
- Month of the Military Child
- #breaking the bias
- Earth Day
- Blind Date with a Book

LA GARDE D'ENFANTS & JEUNESSE

Aperçu des statistiques de 2021-22



La formation et le développement
des jeunes

5 programmes

Réunions du Conseil
consultatif de la
jeunesse

4

La garde d'enfants

plus
de

100

enfants inscrits à
la garderie

24

 enfants inscrit au
programme avant
et après l'école

SERVICES DE SOUTIEN LIÉS AUX DÉPLOIEMENTS, À LA SÉPARATION ET LA RÉINTEGRATION

Aperçu des statistiques pour 2021-22



SOUPERS DE DÉPLOIEMENT

406 cartes cadeaux distribués

Provenant de:

- Domino's Pizza
- Frankie's Chicken
- Comexi-Cantina Food Truck
- Delicado's
- Phat Parrot Food Truck
- Garlic and Pepper Eatery
- Joe Klassen's Fish and Chips
- Mudsharks
- Quality Foods (Souper de fêtes)
- Pita Pit
- Valley Home Meals
- Match Eatery

PROJET TROUSSES DE SOINS

Le département des services
de déploiement a envoyé

307

colis aux soldats déployés
pendant plus de 3 mois.

Y compris

219

trousses de soins envoyées par
les familles militaires

et

88

parvenant du CRFM



PROGRAMMES DE SOUTIEN

en 2021-22

- Soirées de déploiement pour les jeunes
- Préparation des repas congélateur



SERVICES LANGUE SECONDE

APERÇU DES STATISTIQUES POUR 2021-22

174

INSCRIPTIONS AUX
PROGRAMMES / SERVICES
DE FORMATION EN
LANGUE SECONDE



franco
FUN

292

PARTICIPANTS

NOUVEAU PROGRAMME
D'AIDE AUX DEVOIRS
INTRODUIT CETTE ANNÉE



PSI ET ALF



SERVICES DE PRÉVENTION, DE SOUTIEN ET D'INTERVENTION
AGENT DE LIAISON FAMILIALE

APERÇU DES STATISTIQUES POUR 2021-22



DÉBUT DU GROUPE (SOS)
SHARING OUR STRUGGLES / PARTAGEONS NOS LUTTES

NOUVEAU PROGRAMME HEBDOMADAIRE
DUCKLINGS & PEEPS - PARENTS BAMBINS



35 SESSIONS
POUR LES PARENTS
CETTE ANNÉE



SERVICES OFFERTS

SENSIBILISATION ET ENGAGEMENT

15 Clients
22 Heures

SOUTIEN PAR LES PAIRS

15 Clients
118 Heures

PSYCO-ÉDUCATIF

35 Clients
51 Heures

PSYCO-SOCIAL

29 Clients
83 Heures



CHAIRPERSON'S REPORT

2021-2022

I am thankful for the opportunity to serve as the Chair of Comox MFRC for the past 2 years. Last year, I reflected on quite a few changes to the organization and now I am delighted to celebrate our successes over the last year with you and report some challenges we are still working on.

This year was another challenging year of rapid and constant adaptation and rebuilding so I would like to start with some gratitude.

I would like to express my heartfelt thanks to all of the members of the Board of Directors, our Executive Director Wendy Secord and to all the employees and volunteers of our Comox MFRC for their ongoing support to the military and veteran families. We are a stable and efficiently managed organization and meet all of our mandated responsibilities.

The organization has displayed its resilience towards some significant changes. I have led an incredible board that has been focused on ensuring Comox MFRC continues to meet the needs of our community and that we remain a welcoming and safe place for everyone despite the pandemic.

2021-22 marked the first year of implementation of the revised Bylaws and Governance policies as well as the Human Resource Manual that was completed in order to improve both governance and operational excellence and effectiveness. It is also the first full year since Wendy was selected to be the head of the Comox MFRC. She moved to the position in the midst of the organizational realignment full of uncertainty and challenge. Through that, I have seen how she has enthusiastically embraced those challenges and brought in new ideas and perspective to guide the organization through the turbulence to reach its goals. On behalf of the Board, I'd like to show my gratitude for her hard work and dedication.

As part of her report, our Executive Director will cover details on the operation of our MFRC for the past reporting year. Our greatest challenge has been the formalization of the new MFRC Governance model and the implementation of a new funding process which the board developed in collaboration with the Executive Director. The board was supportive as the new Executive Director navigated the challenging processes which resulted in a successful funding application. We have seen the start of the implementation of changes in governance and common direction for all MFRCs, and we shall see more direction and decision as we move forward. There will be change and adjustment as the final model is solidified, but I am confident that we are up to the task.

This year we were able to test our new governance policies and focused on ensuring that performance reviews were completed for the Executive Director. As one of the Board's most important responsibilities, the Human Resources Committee oversees the assessment of the Executive Director's (ED) performance review. More specifically, this committee is responsible for leading the development of the ED's annual goals and objectives, ensuring an appropriate ED performance review process is in place, as well as leading the ED's annual performance and compensation review

At this time, the committee has completed an informal “360-performance review” in the fall of 2021. The annual review is currently underway and is tentatively scheduled to be completed by July 2022. Following the completion of the annual review, the board along with the ED will develop goals and objectives that are to be assessed for the following year.

The Governance and Nomination Committee oversees the creation and implementation of the policies that govern us, as well as recruiting new members to fill vacant director seats when necessary. After spending much of last year revising and updating the governance policies, we were able to focus on implementation this year and observe our updated policies in action. We believe that these policies are currently serving our needs well. At next year's board meetings we will begin the process of reviewing one or two of the governance policies each month. This will serve to introduce or remind current and new members of the board to the policies that guide us, and to make time and space for any discussions, updates or revisions that might be needed. With some of our current members being posted out, we now have some vacant director seats. The committee has interviewed two potential replacement candidates who are serving military members, with a spouse and another member who have expressed interest upon their relocation and return to the Comox Valley.

I am very proud of our Board of Directors as they have shown their commitment to the success of the Comox MFRC especially with the pandemic effecting every part of our lives. Every board member was engaged and dedicated to the work that we do. This summer we will say goodbye to Nicole and Sloan and their contributions will be greatly missed. We are currently recruiting new board members to fill their vacancies.

On behalf of the Board, I would like to express my sincere appreciation to the MFRC staff, 19 Wing and our local community as we navigated another year of challenges, exploring new opportunities and achieving new goals.

Eve Nguyen
Chair
Comox MFRC

EXECUTIVE DIRECTOR'S REPORT

2021-2022

I want to thank and acknowledge the MFRC staff, MFRC Board of Directors, 19 Wing and our community partners for their patience, kindness, creativity and support during my first year as the Executive Director of the Comox MFRC. The past year has been an incredibly difficult time for everyone but the unwavering dedication of everyone has created a workplace focused on hope and gratitude.

2021-2022 was a year like no other for the Comox MFRC. The global COVID pandemic presented unrelenting daily challenges, large and small, for every member of the Comox MFRC team and for CAF families. Keeping everyone well and safe was the major preoccupation for the families we support, staff and board of directors. While the pandemic has not yet abated, we can all see a light at the end of the tunnel. The Comox MFRC staff must be commended for their response to changing public health orders which continuously tested our ability to provide services, programs and supports to CAF families while also dealing with the pandemic on a personal level.

This has been a transitional year for the Comox MFRC as we adjust to the Modernization of the MFSP based on supporting CAF families and Veterans in building resilience. The model is based on addressing three unique military challenges: relocations, deployments and absences. We have built up our community referral program to ensure that families find what they need in a timely fashion. Many aspects of military life such as deployments and relocations became even more challenging in the past year because of the pandemic, ever evolving political situations and challenges related to relocations. This placed undue stress on our CAF families which led to an uptick in the need for mental health resources.

We are using a family-centred approach which is responsive to the needs identified by the very people we serve. In addition to the in-person service delivery model, the MFRC team learned new ways to ensure continuation and consistency of programming and services. We are proud of the videos and podcasts which are based on the unique military family challenges with a Comox Valley lens.

The shortage of qualified Early Childhood Educators in the Comox Valley has negatively impacted our organization. We lost many qualified staff and then were unable to recruit new staff due to the shortage. In response to this situation, a wage increase was approved for the staff in September 2021 and we focused on retaining existing staff and being the best daycare employer. Both Kinnikinnik and 19 Wing Family Centre are funded solely through parent fees and provincial operating funds.

Some key highlights of 2021/22:

- Daycare staff received increased wages based on a competitive wage scale
- Successful MFS funding application and Compliance Report

- The mold in the mulch at the daycare has been addressed
- We have WiFi in the building
- Partnered with Esquimalt and Mainland BC MFRCs on a Gender Based Violence Staff Retreat
- Early Childcare Educators received Wage Enhancement in advance
- Daycare organizational review was completed and a new Daycare Manager was hired
- Developed new programs in line with the new modernized model
- Worked closely and collaboratively with 19 Wing Leadership

Plans for fiscal year 2022/23

- MFRC Board and staff will develop a new strategic plan
- Terms of References and the organizational chart will be aligned with MFS funding
- Programs and events will be developed in response to the needs of families
- There will be more of a focus on deployments and relocations which are the major stressors for families
- Focus on the work/life balance for staff which will aid in retention

I am thankful for everyone's hard work and I look forward to an amazing second year. Thank you.

Wendy Secord
Executive Director
Comox MFRC

TREASURER'S REPORT

2021-2022

The Comox MFRC is a provincially incorporated, charitable organization governed by a Board of Directors. As a result of how we are structured, we are able to receive various funding from different sources. Our main funders and sources of revenue to operate from this past fiscal year include:

- Military Family Services
- Ministry of Children and Family Development (Provincial Funding)
- User fees from programs, services and workshops
- 19 Wing Comox
- Interest from bank deposits/GIC's
- Donations

In addition to our main funding sources, we were successful at securing grants from:

- Gender Based Violence Funding
- Canada Summer Jobs

The overall daycare salary expenses have increased this fiscal year due to the new competitive wage scale that was approved by the Board of Directors.

Nicole Ji

Treasurer

Comox MFRC