



Military Family
Resource Centre
Montreal Region

WELCOME • SUPPORT • UNITE







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WELCOME • SUPPORT • UNITE

CONTACT US

MFRC, Saint-Jean service point:

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MFRC, Saint-Hubert service point:

4815 de la Savane Road, Saint-Hubert

Tel.: 450-462-8777, ext. 6810

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6555 Hochelaga Street Montreal Garrison

Tel.: 514-252-2777, ext. 4894

Youth Community Integration Centre:

40 de la Verendrye Street, Saint-Hubert

Tel.: 450-462-8777, ext. 8010

Information email: info.crfm@forces.gc.ca Website: cfmws.ca/montreal-region Service portal: crfmmfrcmtl.ca

Follow us:









Military Family Resource Centre



OUR MISSION

The goal of the MFRC is to promote the well-being of military family members in their individual, family and community development. We do this through the efforts of a skilled, dynamic team.

OUR VISION

Community development is the founding concept of our organization. As such, we are committed to establishing and maintaining a partnership with the community with the goal of improving the collective well-being of community members through their efforts, involvement and participation in decisions that affect them. The MFRC aims to be an agent of change and a rallying point in the community, encouraging individual initiative and helping people realize their potential.

OUR VALUES

Our team follows a code of ethics based on respect, honesty, integrity, thoroughness, altruism, personal commitment and solidarity with the community. We believe that:

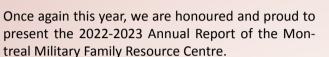
- Every family needs support and resources;
- Such resources and support increase the family's ability to grow and change;
- Such resources and support must be provided on the basis of the needs defined by the families, with due regard and respect for each individual's unique circumstances and character.

Respect is our core **value** and is expressed in various ways, including open-mindedness, consideration, trust and regard for others.





Francine Habel **Executive Director**



Thanks to our team of professionals, who work in complete confidentiality and with respect, we offer constantly evolving services, whether in person or remotely, which enable us to adapt to the new situations encountered by our clientele.

A number of initiatives have recently been launched. We launched a VFP (Veteran Family Program) advertising campaign in both print and digital media, which was a resounding success. And since January, in collaboration with Génilab, we've been offering creative tech activities for teenagers. We have also noted a significant increase in the participation of military families at our various connection opportunities, which helps develop a sense of belonging to the military community.

I would also like to underline the involvement of our volunteers, which creates a significant impact in the accomplishment of our mission. I would also like to thank the entire MFRC team and the members of the Board of Directors, who enable us to achieve our strategic planning objectives.

Finally, I would like to thank our funders and donors for their ongoing support. Their essential commitment enables us to fulfill our role of supporting military families, and to maintain our high-quality service offerings.

Falaba

Thank you for the year 2022-2023!



Nathalie Prud'homme President of the Board of Directors

It is an honour for me to present the 2022-2023 Annual Report of the Military Family Resource Centre - Montreal Region.

The accomplishments and initiatives put forward by MFRC team and volunteers have contributed to providing military families with professional services that are adapted to their needs and of superior quality. I would like to acknowledge their commitment, dedication and dynamism throughout the year.

I would also like to acknowledge the essential contribution of all the directors and their ongoing commitment to the MFRC Montreal Region. It's a pleasure to be part of a competent and dynamic team.

It's also important for me to congratulate and thank our employees, volunteers, Board members, donors and funders, without whom we couldn't accomplish our mission within the military family community.

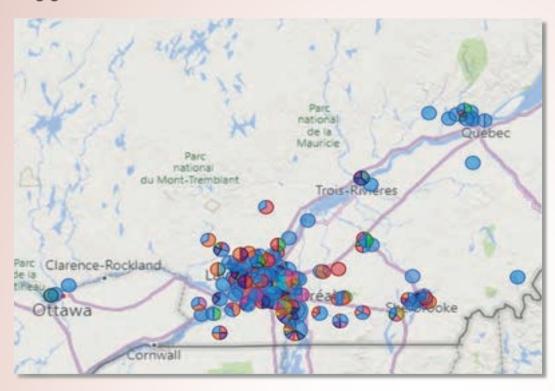
In closing, I would like to thank all family members for their involvement in MFRC activities and services. The participation of spouses and children helps to connect families and create a support network to offset the impacts of the military lifestyle.

Thank you for the year 2022-2023!



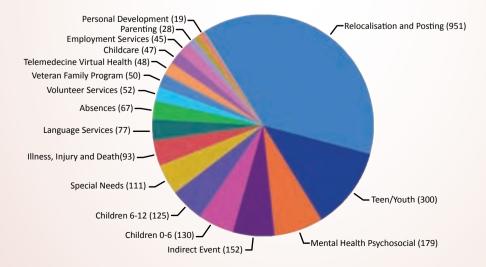
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The MFRC is there for every family in its territory.



Legend:

- Relocalisation and Posting
- Teen/Youth
- Mental Health Psychosocial
- Indirect Event
- Children 0-6
- Children 6-12
- Special Needs
- Illness, Injury and Death
- Language Services
- Absences
- Volunteer Services
- Veteran Family Program
- Telemedecine Virtual Health
- Childcare
- Employment Services
- Parenting
- Personal Development



MFRC's Board of Directors:



President: Nathalie Prud'homme



Treasurer: Amanda Trundle



Secretary: Caroline Vandoremalen

ADMINISTRATORS:



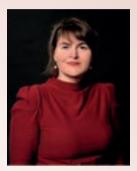
Daniel Tatone



Matthew Trottier



Isabelle Marquis



Catherine Dandonneau

GUESTS:



Representative of the Commander of the 2nd CA Div: LCol Arseneault

34th Brigade Representative: **Jacques Coiteux**



CFLRS Commander's Representative: Sergeant François Pomerleau

STATISTICS.

3 strategic planning meetings totaling approximately



Strategic planning 2023-2029



SERVICES OFFER

- ✓ Implement a culture of service evaluation and satisfaction;
- ✓ Expand service territory;
- ✓ Offer diversified services (absence, transition, relocation);
- ✓ Develop a youth community integration service;
- ✓ Support family relocation.



COMMUNICATION

- ✓ Ensure accessibility to our services for the following clientele: veteran, reservist, regular, recruit, officer cadet;
- ✓ Promote the MFRC's expertise to clients and partners;
- ✓ Support the relocation of families to the Montreal region;
- Encourage the participation of English-speaking clients in our services.



FINANCIAL

- ✓ Maintain sound financial management;
- ✓ Aim for a balanced budget;
- ✓ Anticipate risks;
- ✓ Increase external financing.



HUMAN RESOURCES

- ✓ Ensuring a vibrant organizational culture;
- ✓ Attraction;
- ✓ Retention.





Month of the Military Family Child

April is the Month of the Military Family Child, and we celebrated it in a variety of ways. A children's book (ages 5 to 12) was produced using the stories and drawings of kids who put on paper what it means to them to be a child of a military parent.



77 registrations

for Month of the Military Family Child activities,

189 "I Support Military Children" shirts were handed out.



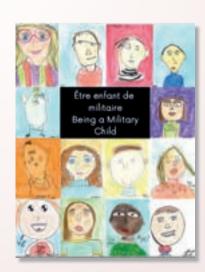
23 kids authored a book

depicting their situation through words and drawings.

Translation of an excerpt from the book: "Sometimes my parent goes away for a long time, and I don't know when he or she will return. But there are many things that help me, like my friends, who I still talk to, and the interesting new people I meet."



visit to a school to raise awareness of the impact of the military lifestyle on children





Visit by the Minister of National Defence

93 participants during the visit of the Minister of National Defense.



The Welcoming Party

We welcomed over 260 people. This was an opportunity for military families who recently arrived in the region to meet other families and learn about our various services.

Second-language reading program

62 subscriptions to the new second-language reading and development program for kids 6 and up.





Launch of the virtual application

The Youth Connect app, launched in conjunction with the Toronto, North Bay, Trenton, Halifax, Greenwood, St. John's, Prince Edward Island, Trenton and Petawawa MFRCs, is now available across Canada.



The introduction of the QR code made it easier for people to access our event registration,

 The creation of signs with our MFRC's colours, so that people can recognize each other as members of the military community.



Connection opportunities were particularly popular, with a total of 1,455 participations.

HIGHLIGHTS

The following activities had the highest attendance:

- 300 attendees at the revival of the Welcoming Party, with a 100% satisfaction rate,
- 300 attendees at the Christmas Brunch,
- 273 attendees at the sugar shack outings,
- 115 participants in the tube sliding event,
- 44 participants in the Daddy & Me activity,
- 29 participants at the International Women's Day event.

Communications

We expanded our presence on LinkedIn to reach a different audience.

- 139 new followers on our Facebook page, for a total of 1,732,
- 510 new subscribers to our newsletter, a 15% increase, for a total of 3,299 subscriptions,
- 812 people read our newsletter on average each month,
- 3,474 participants registered on the portal, a web platform that welcomes clients via an interface that lists the MFRC's services, events and activities.

Number of participants at the apple picking event 2021-2022 71 2022-2023 273

Welcome Party

"Great event! We will certainly attend next year." Anonymous

"The different booths on site were very enjoyable to visit, and I was able to learn more about the various services available."

Anonymous







About 10 community integration activities were organized as a result of volunteer initiatives.

HIGHLIGHTS

- Maryse Valiquette was named "Volunteer of the Month" for February 2023 by the Canada-wide volunteer recognition program Canex Gives Back. She also reached the milestone of 500 volunteer hours.
- Board member Léo Gravelle completed more than 500 hours of volunteer work. When he left in June 2022, he was presented with a trophy in recognition of his contribution.

STATISTICS ._____

- 1,122 volunteer hours,
- 44 volunteers, including 13 new people,
- 48 drop-in daycare periods were used by volunteers.
- 70 participations in community integration activities,
 - 47 participants in our 10 creative evenings, which provide opportunities to interact and form new friendships,
 - 23 participations in community integration activities: board games, bingo and cricut workshop.

Volunteer mornings

"I feel so grateful for these periods of volunteering. I actually never see it as work. I call it 'my contribution,' and I always leave with a smile on my face. Volunteering gives me an opportunity to get out of the house and meet new people, talk to people who are in much the same situation as I am as a military wife, joke around together, have a laugh and even make friends while helping out at the MFRC."

Maryse Valiquette



List of Volunteers

Victoria Artiga

Lise Berteau Diane Bérubé Danielle Comeau Stephanie Corriveau Catherine Dandonneau Michèle Dethier Alain Dubé Mélissa Dutour Julie Dupuis Marie-Michelle Fontaine Isabel Gagné Markert Dianne Gaze Léo Gravelle Andréanne Grummett Josée Heynemand Stéphanie L. Sauvé Yvette Labrie Caroline Lao Joëlle Mabanza Ann Marcotte Isabelle Marquis Lauren McTaggart Robert Morrissette Ouellette Alicia Painchaud Juna Isabel Pascual Nathalie Prud'homme Darlene Ritchie Joanne Saccomani Abigael Sherby Clara Constance Slote **Chantal Soly** Jessica Staffort **Daniel Tatone Matthew Trottier** Amanda Trundle Maryse Valiquette Kamille Vallée Caroline Vanderemalen

The MFRC thanks all its volunteers for their commitment and availability.

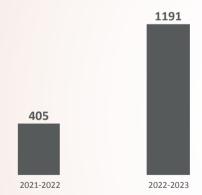


Youth Services

Popular return of activities for 5-12 years old at MFRC Saint-Jean in January.

STATISTICS._____

- 339 young people transferred to the region,
- 34 participated in the youth first aid course,
- 24 attended the green class,
- 31 participated in the activities for 5-12 years old in Saint-Jean,
- 7 involved in the advisory committee.



Attendance at youth activities

"I am very grateful for the services to which my children have access with the YCIC. Thanks to the different activities, they can socialize and fit in with their new community. They talk and share with kids who know their reality, which becomes for them a positive and reassuring space. Congratulations to the animators and organizers, your work is very important and appreciated towards our children. »

Julie mother of Ariel and Leo

Youth Community Integration Centre

We changed the name of the Loft to the Youth Community Integration Centre to reflect the importance of community integration.

STATISTICS....

- 423 attendees in the 36 opening periods in July 2022.
- 227 attendees in the 27 opening periods in August,
- 105 attendees at the Youth Services open house.

"I'm getting ready to take advantage of the Centre's activities for the first time during winter break. My son is delighted to find friends who, like him, are bilingual and have visited various provinces. My thanks to the entire team at the family centre."

Constance





57 attendance at new science and technology activities.





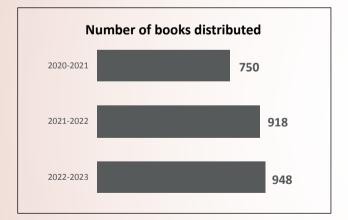


We introduced new preschool workshop periods at the drop-in daycare to support overall child development.

HIGHLIGHTS

- 124 children 5 and under enrolled in the Early Reading Program:
 - o 193 English books,
 - o 755 French books.
- 76 attended spring break activities.





STATISTICS _

Drop-in daycare 2022-2023

- 1,669 periods (half-days) were used:
 - o 40 for client meetings,
 - o 17 for respite care,
 - o 48 periods for volunteers.
- 1074 uses of full-time temporary daycare for children 5 and under,
- 556 discussions with clients about the drop-in daycare.

"I love the early reading initiative. It's something we and our daughter really enjoy. Military life isn't always easy for our loved ones. Having services helps take some of the burden off those around us. Thank you for all you do – for us and for them! Many thanks." Marilyn Tremblay

"It's great to have organized activities for families. It provides an opportunity to meet people who are in the same situation as we are. I love the children's reading program and the second-language program. Thank you."

Martine LeBlanc









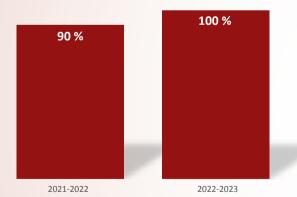


Psychosocial Support

Many resources and services are now available to support families during deployments.

STATISTICS ._____

- 501 courtesy calls,
- 281 requests received by Psychosocial Support,
- 83 referrals to Psychosocial Support.



Telemedicine licences handed out

"Thank you so very much for your call

I have kept notes of our discussion, we will give you a call to see if you have a spot in your workshop." Éléanor

Absence, Mission and Deployment

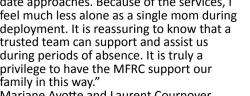
STATISTICS _____

- Development of deployment support groups,
 - 8 participants in support group activities,
 - 882 courtesy services provided to families during absence.
- 95 Christmas cards made by 20 military family children for deployed members during the holiday season,
- 34 parcels sent overseas so loved ones could stay in touch with deployed members,
- 97 members on missions completed the pre-deployment form,
- 207 emails and 174 courtesy letters during absence.



"The Centre is providing a variety of resources to support us as my husband's departure date approaches. Because of the services, I feel much less alone as a single mom during deployment. It is reassuring to know that a trusted team can support and assist us during periods of absence. It is truly a privilege to have the MFRC support our family in this way."

Mariane Ayotte and Laurent Cournover









Veteran Family Program (VFP)

STATISTICS _ _

- 31 participants in the 3 Mental Health First Aid workshops,
- 200,000 people reached by the print and digital newspaper advertising campaign with our counterparts in Valcartier and Bagotville,
- 193 hours of research,
- 278 psychosocial counselling sessions,
- 147 hours of indirect interventions,
- 282 hours of direct interventions,
 - o 165 hours in 2021-2022,
- 65 calls to members in the process of being released.

HIGHLIGHTS

We expanded our presence on the island of Montreal to facilitate access to our intervention services.

- 19 participants in the *Escale* retreat in January 2023. This activity is one of our biggest successes every year,
- 23 participants in 5 art therapy sessions for members and veterans, a new approach to adjusting to civilian life.

We were present at:

- 160 people attended the first Veterans' Fair held at Legion Branch 79 in Saint-Jean-sur-Richelieu,
- 800 people attended the official launch of the play Projet Monarques in Sherbrooke,
- 2,000 people attended performances of the play *Projet* Monarques and learned about our services. We supported the
 CAF by attending as speakers,
- 3,285 people reached at the Veteran Family Program information sessions with various organizations.

Illness, Injury and Death

STATISTICS.____

- 141 clients received intervention services from the Family Liaison Officer,
- 232 hours of direct intervention services, including 81 hours of virtual intervention services,
- 18 new client files,
- 50 members and 27 families received information about our services in their transfer to the Transition Centre,
- 5 bereaved families received services.



"I really enjoyed my experience in the art therapy workshops. During the workshops, my anxiety level decreased and I felt calm. At the end, I felt like I had more energy and a sense of accomplishment. The atmosphere at the meetings was respectful, caring and gentle. I highly recommend them!"

Anonymous

"You kept in touch with my partner and me as a couple when I left the CF. You were really excellent. I can tell you that we are still together. We can't thank you enough!" Anonymous







STATISTICS

- 50 new clients received our services,
- 431 hours of direct services provided to clients,
- 86 hours of virtual meetings.

HIGHLIGHTS

- Co-led the Family Violence Advisory Team, which developed tools for the Healthy Relationships Campaign.
 - o 201 people attended Bruno Landry's talk during the campaign,
 - o Creation of a booklet of bilingual activities to help couples, families and friends maintain harmonious relationships.
- Sentinels co-instructor:
 - o 1 five-hour training session for 35 new Sentinels,
 - o 2 90-minute lunch-and-learn sessions with 60 previously trained Sentinels,
 - o 2 three-hour training sessions on skills and attitudes for 30 Sentinels.
- 12 tips of the month designed by our social workers to help strengthen family ties.

individual psychosocial counselling sessions

couple psychosocial counselling sessions

family psychosocial counselling sessions



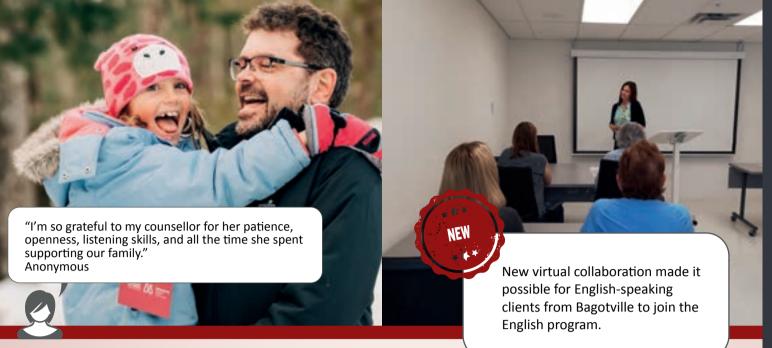
"A presentation that held my attention from start to finish... Impactful, funny and educational." Anonymous

> "We listened as a group in the conference room during lunch. It generated some discussion." Anonymous

"The speaker had done great research on the military environment." **Anonymous**







Special Care Counselling

The most common reasons for getting counselling are anxiety, emotions management and parenting skills.

HIGHLIGHTS

- 408 individuals/youth served by Special Care Counselling Services,
- 22 people took one of the online courses:
 - o "Apprivoiser la petite enfance les doigts dans le nez",
 - o "Estime de soi",
 - "Truc-Atout sur les devoirs et leçons, formation sur l'anxiété."
- 8 participants in the 2 art therapy workshops,
- 11 participants in the "Devoirs pas plates" workshops,
- Improvement of the educational tools available to parents.

120 Indirect interventions 316 direct interventions

Nomber of hours of client services

Total of 436 hours

Employment and Education

The Employment and Education sector had a significant increase in service requests.

HIGHLIGHTS

- 30 people signed up for the first aid course, compared with only 2 last year,
- We gave a presentation on English school eligibility in partnership with St. John's School,
- 29 Rosetta Stone users, with 161 hours of use by military families.

Number of students in the English program

12

students for the 2021-2022 winter term 22

students for the 2022-2023 winter term Increase of 10 students

Number of hours of educational support (educational equivalency, prior learning assessment, information about schools or programs)

information about schools or programs)

370

hours for the 2021-2022 winter term 978

hours for the 2022-2023 winter term Increase of 164 %

"I use the second-language classes service. It's easy and fun to make connections and improve my conversational English. Ms. Laroche puts a lot of time and effort into her classes, and thanks to her, I'm able to speak English at work with a lot of assurance and confidence."

Isabelle Marquis





The Outreach sector carried out a number of activities to promote our services.

Estrie

STATISTICS._____

- 33 connection opportunities attended by more than 1,085 people,
- 18 participants in the *Marais de la Rivière-aux-Cerises* connection activity,
- 20 participants in the apple-picking outing in the Eastern Townships,
- 46 participants at the sugar shack outing in the Eastern Townships,
- 23 participants in the Military Life 101 workshops,
- 90 veteran members reached in the presentation at the Legion dinner.

HIGHLIGHTS

- 15 presentations at Regular and Reserve Forces swearing-in ceremonies,
- 6 presentations to Reserve units,
- 2 military family presentations to more than 380 members,
- 15 swearing-in presentations, 122 people reached.
 - o For a total of 802 candidates.

"I was pleasantly surprised by the number and variety of services and resources you have for military families. My thanks to you and your team, and have a great day!"

Anonymous

Montreal Region

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HIGHLIGHTS

- 83 presentations to Regular Forces candidates,
- 31 presentations at Regular and Reserve Forces swearing-in ceremonies,
 - o For a total of 4,315 candidates

STATISTICS.____

• This year, 2,152 calls, 3,871 emails, 2,640 courtesy letters to the families of recruits.

"It's really nice to hear people share their experiences." Anonymous

"My family and I took part in various activities. These are unique opportunities to bring together families who, like us, are experiencing relocation, deployment or non-standard work. This summer, we had the chance to meet other families at an activity at the Marais de la Rivière-aux-Cerises. My son is delighted to find friends who, like him, are bilingual and have already visited various provinces. My thanks to the entire MFRC team."





Executive Director

Francine Habel

Human Resources Director

Catherine Bourassa, CRHA

Human Resources Officer

Emma Ritchot

Financial Management Assistant

Sébastien Monette-Vaskelis

Customer Service and Operations

Sarah Gariépy

Carole-Anne Roux

Employment and Education

Coordinator

Estelle Auger

Youth/Childhood Coordinator

Noémi Trépanier

Childhood Coordinator

Christine Gouault-Charest

Youth Coordinator

Valérie Morier

Community Integration Officer -

Family Connection

Caroline Bourgeois

Events Coordinator

Alexandre Gagné

Youth Community Integration Centre

Coordinator

Geneviève Châtigny

Community Integration Officers

Maude Laflamme

Marie Belle Meunier

Communication Officers

Christine Carier

Catherine Brault-Crousset

Web Content Officer

Maude Brassard

Outreach Officers

Ladouce Kabanga

Catherine Sévigny

Outreach Clerks

Roxanne Beaulieu-Charrier

Yuri Thériault

Psychosocial Counsellors

Marie-Danielle Lafrenière

Karvne Falardeau

Prevention, Support and **Intervention Coordinators**

Annie Leclerc, S.W.

Bartholomew Crago, S.W.

Alain Houle, T.c.f. (Sherbrooke)

Family Liaison Officer

Audrey Gallant

Special Care Counsellors

Andréanne Vigneault-Lamothe

Josiane Laguë

Marie-Pier Otis-St-Gelais

Veteran Family Program Coordinator

Myriam Dutour

Social Work Intern

Alvssa Rabv

Language Teacher

Lynn Laroche

Drop-in Daycare Educators

Melissa Pereira-Amaral

Yamila Hernandez Liendo

Noémie Maure

Alyson Fontaine

Sabrina Brodeur-Bordo

Laurie Gagnon

Youth Animators

Laurie Gagnon

Annie English Charron

Nicolas Levasseur

Thomas Trépanier-Rousseau

Alyson Fontaine

- 2 teams building,
- 600 hours of training for the team,
- Employee Recognition:
 - o 20 years of service: Estelle Auger as Employment and Education Coordinator,
 - o 10 years of service: Annie English-Charron as a Youth Animators,
 - o 5 years of service: Myriam Dutour as VFP Coordinator.

BALANCE SHEET

Balance sheet

Current Assets	2023	2022

	\$	\$
Cash	672 940	837 800
Temporary investment	749 986	462 884
Receivable	10 051	10 767
GST and QST receivable	28 790	26 780
Prepaid expenses	39 893	8 196
MFS funding receivable	31 392	6 685
2nd Canadian Division funding receivable	99 019	102 213
Total	<u>1 632 071</u>	<u>1 455 325</u>

Current Liabilities

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Accounts payables	21 802	28 988
Grants to be repaid	4 211	474
Wages and vacation	121 034	107 299
Fringe benefits	4 456	1 746
Professional services payables	10 500	10 500
Deferred contributions	564 957	417 980
Reserved amount - LOFT	39	250
Total	<u>726 999</u>	<u>567 237</u>

Long term debt	60 000	60 000
Total	<u>786 999</u>	<u>627 237</u>

Net Assets

\$	\$

	Y	Y
Unrestricted	845 072	828 088
Total	<u>845 072</u>	<u>828 088</u>
	<u>1 632 071</u>	<u>1 455 325</u>



Income statement

MFS Funding 2 nd Canadian Division	1 556 337 225 000	1 597 684
2 nd Canadian Division	225 000	
		237 171
Daycare preschool program	60 000	27 913
Ministère de la Famille	130 000	223 913
438 Tactical Helicopter Squadron	50 000	50 000
Fundraising and donations	30 982	16 268
Investment and others	15 000	37 818
True Patriot Love	4 000	33 721
Support Our Troops	10 000	10 000
Canada Summer Jobs	13 000	13 289
Quebec Veterans Foundation	18 000	13 789
Total	<u>2 112 319</u>	2 261 567
EVENIDITURES	Develope	0 - 4 1 -
EXPENDITURES	Budget	Actuals
2 nd Canadian Division	22.500	4.700
Management & Administration	33 500	4 788
Wages	176 000	201 241
Emergency house	11 500	13 232
Housekeeping - Youth Center	4 000	4 214
Telemedecine	0	13 696
Ministère de la Famille	130 000	223 913
438 Tactical Helicopter Squadron	50 000	50 000
Spent by MFRC Funds	140 968	65 016
True Patriot Love	4 000	33 721
Canada Summer Jobs	13 000	13 289
Support Our Troops	10 000	10 000
Quebec Veterans Foundation	18 000	13 789
Total	<u>590 968</u>	<u>646 899</u>
EXEPENDITURES MFS	Budget	Actuals
Management & Administration	227 674	227 674
Program delivery	1 196 134	1 196 134
Veteran Family Program	94 020	125 411
Community Family Funding	24 225	24 225
Gender-based violence Funding	14 284	14 284
Lockheed Martin	0	9 955
Total	<u>1 556 337</u>	<u>1 597 684</u>
Total expenditures	2 147 305	2 244 583
Excess (deficit) of income over expenditures	(34 986)	<u>16 984</u>



Funders and donors

The Montreal Military Family Resource Centre would like to thank our granting agencies and donors. These great achievements are the result of your support.

FUNDERS



Military Family Services Program (MFSP)



438 Tactical Helicopter Squadron



Base commander (2nd Canadian Division)



Canada
Summer Jobs
Employment and Social
Development Canada



True Patriot Love Foundation



Quebec Veterans Foundation



Ministère de la Famille



Support Our Troops

DONORS



Government of Canada Workplace Charitable Campaign (GCWCC)



Lockheed Martin



Royal Canadian Legion Greenfield Park Branch 94 Royal Canadian Legion Pointe-Claire Branch 57 Royal Canadian Legion St-Jean-sur-Richelieu Branch 79