



2021/2022
Annual Report



34 years proudly supporting military members and their families

Chair's Message

It is with a measure of sadness mixed with pride that I conclude my tenure on the Board of Directors after having served as a member since 2012 and taking on the role of Board Chair in 2014/15. It has been a rewarding experience and I have thoroughly enjoyed working with the amazing team at the MFRC and my wonderful colleagues on the Board both current and past.



As we review this last Fiscal Year, it is important to acknowledge the extraordinary circumstances our military community overcame. Together we have prevailed throughout this pandemic and found new ways of connecting and supporting each other. It has been inspiring to watch the resilience of military families while our Canadian Armed Forces members served locally and abroad. I continue to be so proud of how the organization supported deployments, relocations and transitions during these challenging times. In addition, the organization continues to grow and evolve with the changing demographics, family dynamics and community needs all the while supporting the strategic plan for Military Family Services. We remained strong, secure and engaged!

It has been a great honour to serve this community along with a dedicated Board of military and veteran family members who volunteer their time to provide guidance and governance to the MFRC. As we look back at the accomplishments outlined in this report, I want to express my gratitude to our many partners including donors, volunteers, staff, and especially the Chain of Command at CFB Esquimalt and Maritime Forces Pacific. Your support made all things possible.

Samantha Krzywonos - Board Chair

The Esquimalt MFRC acknowledges with respect the Lekwungen speaking peoples on whose traditional territory our resource center and community are located. This includes the WSÁNEĆ, Songhees and Esquimalt Nations whose time-honoured relationship with the land continues to this day.





Vision

A proud, resilient military family thriving in a dynamic and supportive community.

Mission Statement

To enhance resilience in military families through provision of programs and services that serve, involve and advocate for the military community and their families and address the unique challenges of the military family lifestyle and will result in enhanced quality of life and enable military operations.

Program Highlights

As the pandemic continued our **Information and Referral/Client Services** program slowly shifted towards more community members coming into our locations for service. We received 2,174 interactions for service. The three top reasons for visiting the MFRC were morale mail, counselling services and Military Family Identification cards.

- We provided: programs and activities; counselling; respite childcare; morale mail services; and information to families impacted by the work related absences of their loved ones.
 - ✓ This past year we hosted 4 ships homecomings and 3 ships departures
 - ✓ We engaged with 155 participants at pre-Deployment briefs
 - ✓ Hosted 50 deployment related Family Network events throughout the year
 - ✓ We interacted with a total of 609 military connected families during virtual Commanding Officer information sessions
 - ✓ Our Children's services program offered "Supporting Children through Absence" (formerly Children's Deployment Workshops) and a total of 40 children attended in-person classes and 5 children attended virtual classes
 - ✓ Our amazing Family Network volunteers generously gave 1,248 hours of their time supporting families, organizing events and maintaining connection via social media. We truly could not manage without them!
- **The Family Wellness and Counselling Team (FWCT)** worked tirelessly to provide responsive, client-centered and compassionate care to military connected families. The impact of the pandemic has been felt and counsellors have seen an increase in cases relating to anxiety, relationship stress and discord, parenting challenges and youth mental health issues. We continue to work closely with the Family Violence Advisory Team and other community organizations for the benefit of military families.
 - ✓ This year we had 221 intakes and 207 active cases



Program Highlights continued

- Our **Children's Services Team** offered a variety of programs designed to provide resources and opportunities for connections:
 - ✓ Stay & Play for children 18 months to 5 years providing a strong start in life through interactions with other children and building new skills through age appropriate activities. Offering parents the opportunity to connect with one another
 - ✓ In September 2021, we started a "Baby Bag" program, which provides expectant parents or new parents with a bag full of baby supplies
 - ✓ Imagination Library program, a literacy program that helps military families build connections through reading together. Each month registrants receive a free, high quality age appropriate book in the mail from birth to age five
 - ✓ 123 Music & Me, runs in partnership with the Victoria Conservatory of Music. It is a well loved program and over the past year, we have offered a combination of virtual and in person opportunities
 - ✓ Growing Parents was offered online with members of our mental health team hosting. This was a supportive and educational group for new and expecting parents. It was a great opportunity for connections with other parents, sharing information and learning about community resources in an interactive facilitated group setting
 - ✓ Throughout the year we offered virtual presentations on the topic of parenting. The most popular was about how to support children's mental health when a parent is away
- **Adult Programs & Services** were offered to 120 military connected family members:
 - ✓ Employment
 - ✓ Wellness
 - ✓ Welcome/Relocation
 - ✓ English as a Second Language was provided via online learning as well as personalized, small group support with our SLT teacher
- **Francophone connections** have occurred mostly on a virtual basis and via a Francophone Facebook community. We are looking forward to having more in person gatherings to support our Francophone military families.

Our dedicated and generous volunteers contributed 1459 hours this year!!



Community Engagement

- Month of the Military Child
- Formation Fun Day
- Military Family Appreciation Day
- Orange Shirt Day
- Halloween Party
- Victoria Royals - Military Appreciation Night
- Santa Parade
- Esquimalt Celebration of Lights Parade
- Pink Shirt Day
- Pride
- Victoria Grizzlies - Military Appreciation Night
- ... Just to name a few!



Contests

Mother's Day / Father's Day / Month of the Military Child

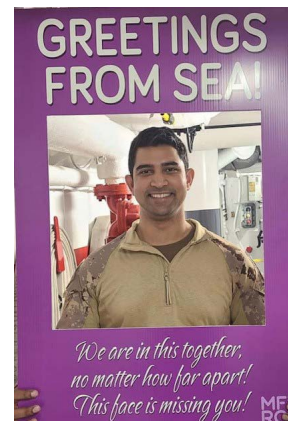
- Fabulous prizes were awarded and we had over 100 entries for each contest

At Sea

- Selfie frames provided by MFRC for ships at sea, deployed members took photos with the frame then posted them on social media
- Local businesses showed an amazing amount of support through donations for all contests. Some fabulous nights in hotels and generous gift cards. The intention of this contest was for families at home to benefit from seeing their loved ones smiling faces with a positive message on the frame!

Horse Drawn Carriage Ride

- Contest for a military family to win a ride in a horse drawn carriage with Santa in the Greater Victoria Festival Society Santa Parade and the Esquimalt Celebration of Lights Parade. We had more than 160 entries for the contest.



Flu Clinic - Forbes Pharmacy

October 29th and December 3rd

In partnership with Forbes Pharmacy (Flu Clinic) 2021 was another important year for our community to be vaccinated free of charge. Vaccines were provided to MFRC staff, PSP staff, military families, veterans and the civilian defence community. We saw hundreds of family members and community partners take advantage of this opportunity.



As the world reopened its doors, the dedicated Community Engagement team of staff & volunteers along with Radar left into the surrounding community and extended the outreach of the Esquimalt MFRC.



FINANCIAL HIGHLIGHTS

FOR THE FISCAL YEAR
APRIL 1, 2021 - MARCH 31, 2022

Revenues	
Military Family Services	\$1,336,057
CFB Esquimalt	\$706,110
Provincial Government	\$231,839
User Fees	\$320,577
VIHA Funding	\$41,341
Veteran Family Program Funding	\$66,003
Donations & Fundraising	\$41,611
Interest & Visa Cashback	\$21,976
Grants and Sponsorship	\$0
Total	\$2,765,514

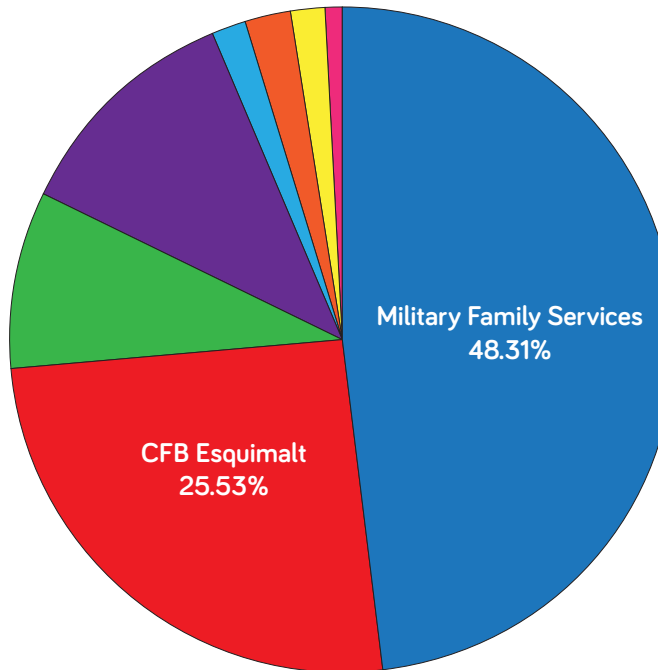
Expenses	
Community Based Program Delivery	\$2,451,080
Management & Administration	\$230,878
Amortization	\$60,127
Bank Charges	\$10,957
Fundraising	\$3,421
Total	\$2,756,463

Excess of Revenues Over Expenses From Operations	\$9,051
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Our statements for the year ending March 31, 2022, have undergone a full audit by Clark Trowsdale LLP Chartered Professional Accountants. They have stated that our financial statements for the past fiscal year are in accordance with generally accepted accounting principles.

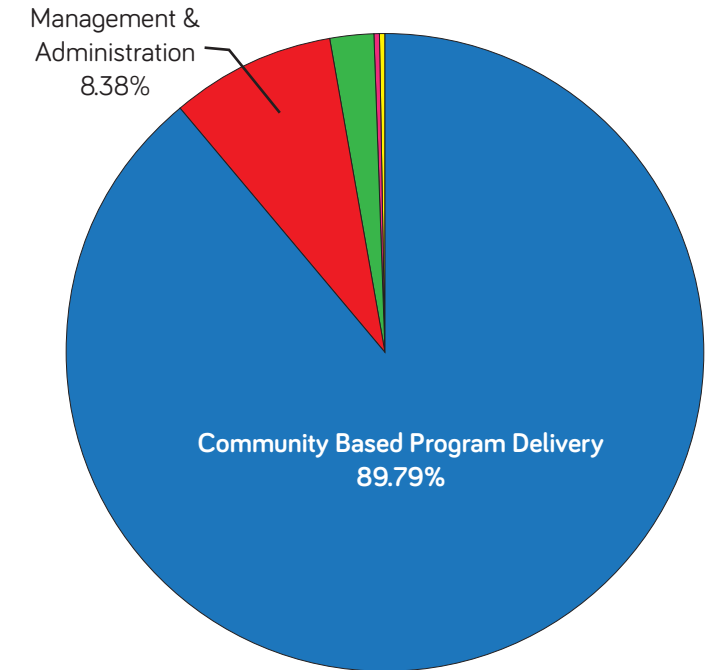
A copy of the financial statements is available at the MFRC and a motion to approve will be realized at the Annual General Meeting on September 28, 2022.

REVENUES



- Military Family Services - 48.31%
- CFB Esquimalt - 25.53%
- Provincial Government - 8.38%
- User Fees - 11.59%
- VIHA Funding - 1.49%
- Veteran Family Program Funding - 2.39%
- Donations and Fundraising - 1.50%
- Interest & Visa Cashback - 0.79%

CHARITABLE EXPENSES



- Community Based Program Delivery - 88.92%
- Management & Administration - 8.38%
- Amortization - 2.18%
- Bank Charges - 0.40%
- Fundraising - 0.12%

Thank you to all our Funders and Donors!

Funders

Military Family Services
CFB Esquimalt
Provincial Government
VIHA

Donations \$1,000-\$15,000

Legion Poppy Fund
Lockheed Martin
Royal Canadian Legion Poppy Trust Account
Nanos Research Corporation
The Royal Canadian Benevolent Fund
United Way

Donations up to \$1,000

Alex Kennedy
Amber Arthur
Bearisto & Assoc Engineering Ltd.
Braden Greaves
Colleen Olague
Dave Gauthier
Donald Phillips
Duncan McDowall
Earl Phillips
Eric Loeper
Frederick Villena
Geneviève Pinard
Iain Parker
Jaclyn Adamthwaite
Jamie DuBois
Janice Penney-Gibbs
Jose Olague
Karen Hough

Kathy Easton
Kris Hjalmarson
Kurt Flaman
Matthew Marshall
Mitch Wierenga
New Calendonia Chapter
NSDAR
Norman Polton
Pam Chambers
Robin Adair
Roger Cyr
Rosemary Cardilicchia
Samantha Krzywonos
Selena Gillespie
Teresa Henry
Yvette Natalizio

Gifts In Kind

Calendar Club
Canadian College of Performing Arts
Clark Trowsdale LLP
Harbour Cats
Market on Millstream
McDonalds - Colwood
Melaleuca
Panago
Prestige Ocean Front Resort
Quality Foods
The Provincial Employees Community Services Fund
Together We Stand
Wilson's Transportation

We've got a lot of work ahead of us, and your donation has made it that much easier to get things done and move forward. We thank you for your support and for your desire to help us succeed in supporting military families.



The MFRC is a charitable organization. Please consider us when making a donation. Charitable tax number 13807 0578 RR0001

Esquimalt Military Family Resource Centre

MFRC 24 Hour Information Line: 250-363-2640 or 1-800-353-3329
PO Box 17000 Station Forces Victoria BC V9A 7N2 • www.esquimaltmfrc.com

We value your feedback