



Military Family Resource Centre Montreal Region

WELCOME • SUPPORT • UNITE







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WELCOME • SUPPORT • UNITE

## **CONTACT US**

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Telephone: 450-358-7099, ext. 7955

#### MFRC, Saint-Hubert service point:

4815, De la Savane Road Saint-Hubert

Tél.: (450) 462-8777 poste 6810

## MFRC, Sherbrooke service point:

41 King Street West, Suite 2 Sherbrooke

Telephone: 450-358-7099, ext. 7955

## MFRC, Montréal service point:

6555 Hochelaga Street, Montréal Garrison Montreal

Telephone: 514-252-2777, ext. 4894

## The Loft:

40 De la Vérendrye Street Saint-Hubert

Telephone: 450-462-8777, ext. 8010

 $Information\ email:\ info.crfm@forces.gc.ca$ 

Website:

www.cafconnection.ca/Montreal/Home.aspx Service portal: crfmmfrc.ca

service portain crimininois

To follow us on:











Military Family Resource Centre



## **OUR MISSION**

The goal of the MFRC is to promote the well-being of military family members in their development as individuals, families and a community. We carry out our mission by having a competent and 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 strives to act as an agent for change and a meeting point within the community by encouraging individual initiative and helping people realize their potential.

## **OUR VALUES**

Our team adheres to 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 based on 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 it is expressed in various ways, including open-mindedness, consideration, trust and regard for others.

# **ACKNOWLEDGEMENTS**



Francine Habel
Executive Director

It is with great pleasure, but mostly pride, that I present to you the 2021–2022 annual report of the Montréal Military Family Resource Centre.

Despite the challenging year, our team has demonstrated its creativity and efficiency in maintaining and offering all of our services both in person and remotely. This ability to adapt has allowed us to have a greater impact in the region and to reach out to military families throughout our area.

I would also like to take this opportunity to highlight the commitment and initiative of our volunteers who play a key role in our organization. Once again, our volunteers helped us reach our goals. Without their dedication, we would not have the same impact.

In conclusion, I would like to thank all the members of the Board of Directors as well as our donors and funders who allow us to accomplish our mission year after year. I would also like to highlight the never-ending contribution of the team members who make everything possible! Thank you for your commitment and dedication in 2021–2022.





Julie Dupuis
President of
the Board of Directors

The past year has been a challenging one, not only in the face of the many issues associated with managing the pandemic, but also in the context of redesigning our governance framework in collaboration with the DMFS. Thanks to a competent and dynamic team, the MFRC promotes the well-being of military family members in their personal, family and community development.

I would like to acknowledge the tireless dedication of our Executive Director, Francine Habel, and our Human Resources Director, Catherine Bourassa, in navigating the often stormy waters of the past few months. The MFRC team has been there and has been innovative and creative in ensuring accessibility to our services despite the many obstacles and important decisions to be made.

Welcoming new members to the Board of Directors has supported the strategic deployment of the MFRC. The standing committees were able to carry out their mandates, allowing for the implementation of new practices. The tools we have developed also allow us to stay focused on our objectives. With an eye to the future, our Board of Directors is ready to support the MFRC as it continues its transformation.

We thank our funders as well as our partners, volunteers and administrators who help make the service to our military families possible. I tip my hat to the entire MFRC team for the successes of the past year.

A I ACKNOWLEDGEMENTS



## **MFRC's Board of Directors:**



**Président:**Julie Dupuis



Vice President: Nathalie Prud'homme



Treasurer: Léo Gravelle



Secretary: Josée Heynemand

## **ADMINISTRATORS:**



Marie-Michelle Fontaine



Danielle Comeau

Amanda Trundle



Caroline Vandoremalen



**Daniel Tatone** 



Catherine Dandonneau

## **GUESTS:**



Mélissa Dufour



**Executive Director:** Francine Habel



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



**34th Brigade Representative:**Jacques Coiteux



## **Human resources**

- 2 team consolidations
- This year we presented for the 5 years of service, Spirit of Military Families piece to:
  - Marie Belle Meunier
  - Bartholomew Crago
  - Christine Gouault-Charest
  - Maude Laflamme
- 35 trainings

## The youth centre

First full year for the Virtual Loft, a bilingual application allowing interaction in a virtual reality environment for youth aged 9 to 17.

 More than 30 youth participated in the activities on the virtual application.

## **Children**

A new vocation was given to one of our premises in Saint-Hubert. This room is now equipped with gymnastic mats and modules to stimulate children's motor skills.

## Communication

In the last few years, our social networks and our newsletter have become favoured means of communication to inform our clients of our services.

- 135 new followers on our Facebook page, representing a total of 1598.
- 328 new subscribers to our newsletter representing an increase of 12% for a total of 2725 subscriptions. On average, more than 667 people read our newsletter each month.
- More than 2,173 participants registered on the portal, a computerized platform that welcomes customers via an interface presenting services, events and activities.

## **APRIL 2021**

- First month of the Virtual Loft.
- 5 stories from military families for the Month of the Military Child.





Record-breaking summer attendance at the Loft.







## **SEPTEMBER 2021**

A survey conducted throughout the Greater Montréal.







## **Prevention, support and** intervention

Tip of the month: designed to respond to a specific situation. Each month, the speakers propose solutions to develop a healthy and barrier-free relationship with children. The tips have been consulted more than a hundred times.

## **Events**

- "Mon parc en mode virtuel," an initiative in partnership with the City of Saint-Jean-sur-Richelieu, to get young people moving in parks and to raise awareness of the presence of the military community in their city.
  - 50 participants
- The Virtual Rally in August, an initiative to introduce our online services and resources to military families new to the region.
  - 44 participants

## **Volunteering**

Volunteer initiatives are a new way to create an opportunity to share and connect with members of the military community. Initiatives such as the Book Club, the Little Free Library and the Wish Tree had 65 attendees.

## **Promotion**

The development of a new temporary space to receive clients and develop our activities in the Sherbrooke area.

## **NOVEMBER 2021**

Maintained our services during the pandemic to support military families during this difficult time.





## **DÉCEMBER 2021**

247 participants in the Christmas event.



14 MFRC volunteer recognition awards.

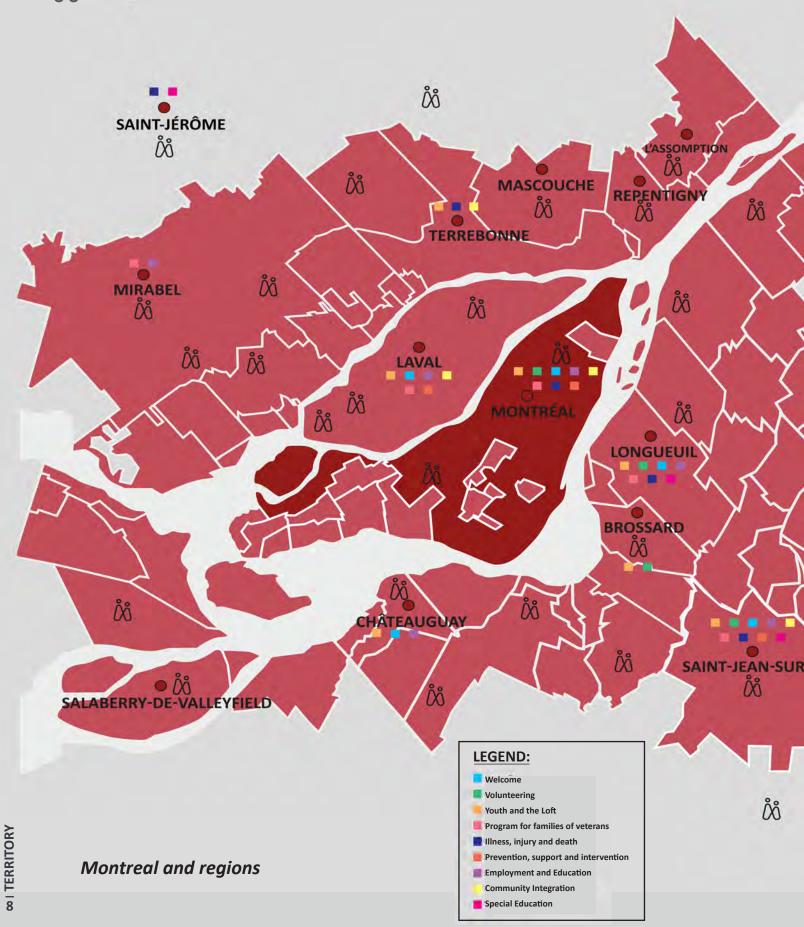


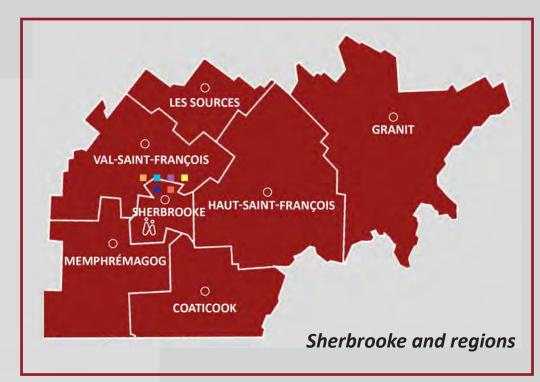
## **MARCH 2022**

Redevelopment of the Saint-Jean facilities, adapted to the needs of the clientele for a better reception.

# **TERRITORY**

The MFRC is there for every family in its territory.













## **Events**

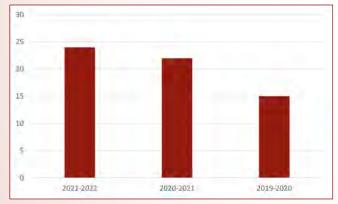
In 2021–2022, we have maximized the moments of connection between families and promoted the diversity of our services.

Face-to-face events were particularly popular this year!

## **STATISTICS:**

- 1,000 people representing more than 250 families came to our events.
- 50 people on average per event.
- 247 participants at the Christmas event (the limit of 250 people to comply with health measures).
- 200 participants at the Cabane à Sucre event on the North and South shores.
- 53 participants at the "Chouette à voir" event.

## Number of face-to-face events



## **HIGHLIGHTS:**

Women's Day was celebrated this year with the creation of several video vignettes to highlight the importance of women in the military community.

The videos reached over 2,450 people in total.

## **Community integration**

During the summer of 2021, more than 302 military families were transferred to the Montréal area, while 275 left our region. Many contacts are made in order to facilitate the integration of families into the community.

#### **STATISTICS:**

- 1,022 requests for information on MFRC services.
- The Newcomer's Guide and Moving Checklist were read more than 68 times in French and 42 times in English on our portal.
- 75 telephone contacts with our English-speaking clients and 200 emails sent.
- 222 contacts made with units in our area to serve more reservist and military families.

## **HIGHLIGHTS:**

Number of minor children identified as a result of the DAG form; personal data update.

2021-2022 : 3202020-2021 : 204



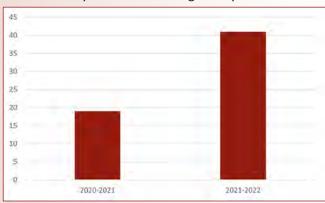
At the MFRC, volunteering is reorienting its mission and goals to make more room for volunteer initiatives. Many emerging community initiatives are being created with the support of our organization.

## **STATISTICS:**

- 1,130 total volunteer hours.
  - 672 hours (2020-2021).
- 38 volunteers, including 15 new people.
- 194 hours of youth volunteer work.

Participants in the volunteer periods received 71 periods at the drop-in centre.

## Number of youth volunteering in a hybrid format



#### **HIGHLIGHTS:**

- 12 volunteers received 14 recognition awards for their commitment and dedication.
- An increase of 450 volunteer hours.
- 9 participants in our 7 creative evenings allowing for connection and sharing.

## **List of volunteers**

Mariane Ayotte Sarah Bergeron Lise Berteau Diane Bérubé Ellen Brosseau Catherine Carrier Danielle Comeau Stephanie Corriveau Catherine Dandonneau Alain Dubé Julie Dupuis Léo Gravelle Andréanne Grummet Josée Hevnemand Stéphanie L. Sauvé Yvette Labrie Genevieve Lebeuf Sophie Legault **Chantal Lussier** 

Frédérik Moreau Robert Morrissette Ouellette Juna Isabel Pascual Nathalie Prud'homme **Chantal Racine** Darlene Ritchie Martin Roy Joanne Saccomani Salvatore Silletta Jessica Stafford **Daniel Tatone** Julie Thériault Amanda Trundle Maryse Valiquette Caroline Vandormalen Karine Rondeau Lavaute Marie-Michelle Fontaine Mélissa Dufour

Ann Marcotte

## **Youth volunteers**

Sofia Rose B. Dalhia M. Isaac B. Cassandra A. Anabelle M. Jude A Florence M. Roxane D. Aurey-Lee L. William G. Clara Constance S. Sophianne G. Arabella S. Shawn G. Sadie S. Charlie H. Alexy C-M Bella-Rose H. Sophia Hailey A. Josianne H-A William D. Killyam H-A Charlie T. Émily P-T Arianna P-T Maïna S. Maëva T. Louka

Tyler C. Ève G. Noah L. Thomas L. Billy O. Aiden P. Lucas P. Callum R. Grayson R. Cooper R. Isaac T.

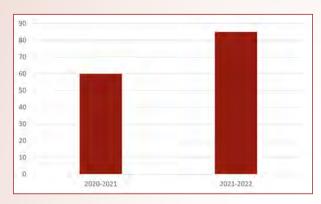
Mathilde V.

Éric R.

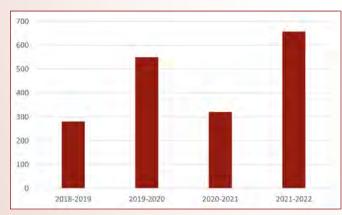


The youth sector and the youth centre were innovative in offering virtual, face-to-face and hybrid activities. The offering of the youth sector is based on making contacts, creating links and sharing common experiences.

The number of families we interacted with in order to adapt our service offering.



The opening of the Loft for the summer period. A record year!



## **STATISTICS:**

- 100 participants at the Youth Sector Open House, including 19 new families.
  - We had 50 new registrations on the portal that same day.
- 313 participants during the 48 PD days.
- 47 youth participated in youth courses.
- 405 attendees at youth activities.
- 250 attendees at the Loft from September to December 2021.
- 154 attendees at the 28 virtual activities organized in spring during the restrictions.
- 18 youth involved in the advisory committee.
- 119 new youth transferring to the region received a welcome package including a welcome letter and promotional items. This first contact allowed us to inform them of our programming.



The children's sector continued its mission to offer a respite service even during periods of isolation, while respecting the government health measures that were in effect.



"Since our daughter has been attending the Saint-Hubert drop-in centre, we have noticed a very positive change in her social skills and personal development. We are always very impressed with her learning. Our previous experience with a daycare centre was difficult, so this transition is a smooth one that suits our daughter very well. Thank you!"
Family at the Saint-Hubert drop-in

## **HIGHLIGHTS:**

- 918 books offered to children age 5 and under enrolled in the Early Reading Program:
  - 321 books in English.

daycare centre.

• 597 books in French.

distributed each month in a total of 36 different municipalities.

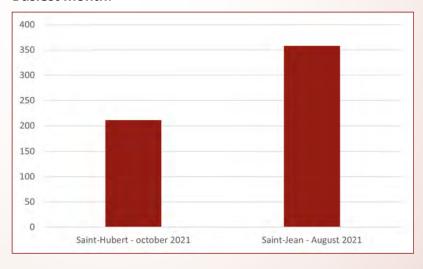
- 168 books more than last year.
- Most remote municipalities that received a book: Mirabel, Sherbrooke and Saint-Guillaume.

## **STATISTICS:**

## Daycare 2021-2022

- 4402 periods (half-days) were used, of which:
  - 74 periods were for volunteers.
  - 22 periods were for client meetings.
- 1,069 attendances for children aged 0 to 5.
- 27 children had access to transitional
- 61 new children attended one of our drop-in centres.
- 658 exchanges with clients in connection with the drop-in centre.

#### **Busiest month:**





## **Psychosocial support**

In 2021–2022, there was a significant increase in interactions with families.

Several tools and services have been made available to them to support them during a deployment or to refer them to a professional.

Recurring topics for which clients request services: Behavioural disorders and managing emotions with children.

Absence, mission and deployment:

- 89 overseas parcel shipments allowed loved ones to communicate with deployed service members.
- 45 Christmas kits distributed to support families experiencing deployment during the holiday season.
- 20 participants attended the 4 lectures for the health and wellness symposium for deployments and return from mission.
- 466 interactions in preparation for deployment, for a total of over 40 hours.
- 222 letters, emails and information packets sent for missions.
- 182 deployed service members who completed the departure form.

## **STATISTICS:**

- 331 interactions with families served by the military family program.
  - 114 in 2020-2021.
- 219 incoming calls.
- 230 services rendered.

## **Prevention, support and intervention**

Intervention, the mainstay of this sector, is accessible in person, virtually and in a hybrid format. The online platform allows us to offer quick and efficient support to our clients. It is an alternative way to meet people and allow remote clients to have access to this service. We see great success in its usage.

## **STATISTICS:**

#### **Health component**

- 100 % of telemedicine licences granted, for a total of 60 licences.
- 108 clients assisted, to support them in finding a family doctor or paediatrician.
- Total medical zoom minutes: 16,000 minutes.
  - 2020-2021: 12,000 minutes.
- 802 direct client care hours (2021-2022).
  - 559 hours (2020–2021).

Recurring topics: Family relationships, stress and anxiety, parenting skills and depression.

Development of a youth mental health workshop in collaboration with the youth sector: Creative evenings.





The special education sector has collaborated with more than 27 professionals directly involved with children facing specific challenges.



"I had one of the best moments of my life tonight. Charles said "mom" it was a more-than-clear "mom." It's been a few weeks now that I've been applying your advice in the evening when I'm doing his routine. Tonight, when he looked at me, he said "mom," and I started to cry. I was so happy, we applauded and congratulated him. He was very happy. I wanted to share with you. Anonymous

## **STATISTICS:**

This year, 485 hours of direct and indirect intervention were provided to 29 military families. Of these families, we count:

- 25 in the Regular Force
- 3 military veterans
- 1 full-time military reservist

3 workshops offered online:

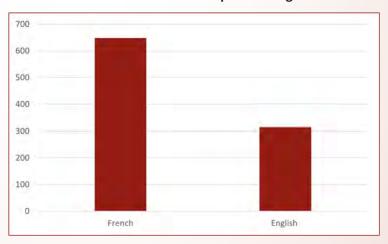
Webinar Motivation and academic success, Homework and lesson tips and Master early childhood with ease.

## **HIGHLIGHTS:**

The special education sector offers 22 practical vignettes to support parents with the needs and challenges they may face. The goal is to provide them with information and tools.

- 648 views in French.
- 315 views in English.

## Numbers of views of the practical vignettes







## **Veteran Family Program**

This year, we have seen an increase in the number of hours and the number of participants in the presentations of our services.

## **STATISTICS:**

- 160 attendees at the 5 MFRC service presentations.
  - 120 participants in 2020-2021.
- 50 calls to discharged soldiers.
  - 33 calls in 2020-2021.
- 26 psychosocial follow-ups.
- 165 hours of direct intervention with clients.
  - 104 hours in 2020-2021.
- 124 hours of indirect intervention.
  - 55 hours in 2020-2021.

15 participants in the Education and Awareness workshop for the partners of the various professions and helping relationships.

## **HIGHLIGHTS:**

- An interview for the Monarques project documentary and continued participation in the steering committee. The Monarques project aims to give a voice to veterans, military families and their loved ones following operational stress injuries.
- An information campaign was carried out with the Valcartier and Bagotville counterparts in order to make our services known. These ads reached 79,465 page views on the article.

## Illness, injury and death

The Liaison Officer facilitates the transition for discharged service members and veterans through one-on-one meetings, presentations, workshops and retreats.



"It's hard to ask for help, but your big heart, availability and good humour really made things easier for my eldest daughter." Anonymous, from a client for services rendered to her daughter

## **STATISTICS:**

- 50 participants in presentations on injuries, illnesses and deaths and services for veterans' families.
- 48 military members met as part of a transfer to the Transition Centre.
- 28 psychosocial follow-ups, including 3 for bereavement.
- 285 hours of intervention, including 100 hours of virtual intervention.

## **HIGHLIGHTS:**

One of our successes for the year was the L'Escale retreat, which was conducted in partnership with the Veteran Family Program, with a participation rate of 32. In addition, the retreat attracted media attention and we were granted several interviews, including Radio-Canada Estrie and CBC Montréal.



In Sherbrooke, 56 families registered for the first edition of the fall photo shoot.

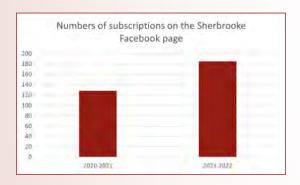
Survey results after the activity: 100% very pleasant and 100% want to do it again!



"It's good to see someone involved in that (military family services), we know more about what's going on so we can participate." Sgt Charrette, SDR 52 Amb

## **STATISTICS:**

 600 promotional items distributed to promote our services in the Sherbrooke area.



## **HIGHLIGHTS:**

- Barista workshop focus group to better orient our actions for the reservists in the region.
- 50 participants at the laser tag activity in Sherbrooke.
- One of the ways in which the promotion sector has become known is through presentations in the units.

Each year, the promotional sector implements several activities to promote our services. The data collected demonstrates the significant need for support for the recruits' loved ones.



"Thank you for your good service! For me, a military wife and now a military mother, I find it reassuring to know that I can always contact you if I have a question or need." Anonymous

"This program is super helpful. Please continue to extend support as it is not easy especially for people without any military background. Thank you for everything you do for us."

Anonymous

## **STATISTICS:**

- This year, 1,317 calls, 1,869 emails, 438 courtesy letters addressed to the families of recruits.
- During the Basic Military Qualification, 56 presentations reached 2,270 candidates.



This year, the employment and education sector focused on virtual availability. This helped to encourage the participation of remote clients, including Shilo, Oromocto and Quebec City.

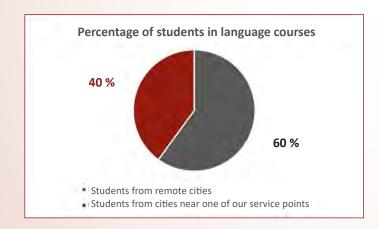


"I moved to CFB Shilo, Manitoba, and I am grateful to MFRC St Jean and St Hubert French virtual class for allowing me to join. I am able to continue learning and understanding the language from afar. It is important for me so I could help my son who will be in French school (kindergarten) next school year. "
Michelle Abanico

#### **HIGHLIGHTS:**

Several partnerships with local organizations:

- Public Service human resources service
- School service centres
- The Carrefour Jeunesse Emploi



## **STATISTICS:**

- 100 participants in the sector's virtual activities.
- 50 participants in the French and ESL classes in partnership with LRDG and Rosetta Stone.
- 15 employers who contacted the employment sector.
- 58 clients who used the employment service.

## Following the survey:

- 100% of respondents mention that virtual or telephone services are helpful for military family members seeking employment.
- 92% of second-language students say they would recommend our course without hesitation and re-enrol from one session to the next.



#### **Executive Director**

Francine Habel

## **Human Resources Director**

Catherine Bourassa, CRHA

#### **Human Resources Officer**

Emma Ritchot Lucie Desrochers

#### **Financial Management Assistant**

Sébastien Monette-Vaskelis

## **Welcome and Information Clerk**

Sarah Gariépy Johanne Gilbert

# **Employment and Education Coordinator**

Estelle Auger

## **Youth Coordinator**

Valérie Morier

#### **Childhood Coordinator**

Emie Gendron Christine Gouault-Charest

## **Youth Centre Coordinator**

Geneviève Chatigny

#### **Events Coordinator**

Alexandre Gagné

## **Community Integration Officer**

Maude Laflamme

#### **Volunteer Services Officer**

Marie Belle Meunier

#### **Communication Officer**

Anne Letarte

#### **Web Content Officer**

Glenda Guerrero-Moreno Maude Brassard

#### **Virtualisation Officer**

Olivia Fan

## **Outreach Clerk**

Ladouce Kabanga Audrey Nadeau Emmanuelle Plante Catherine Sevigny

## **Psychosocial Counsellor**

Eva Reny-Coulombe Marie-Danielle Lafrenière

# Prevention, Support and Intervention Coordinator

Bartholomew Crago, T.S. Alain Houle, T.c.f. Milena Johnson, T.S. Oana Bejenariu, T.S. Annie Leclerc, T.S.

#### **Family Liaison Officer**

Audrey Gallant, T.S.

#### **Special Care Counsellor**

Josianne Lague Andréanne Vigneault-Lamothe Jinny Duguay-Fortin

## **Veteran Family Program Coordinator**

Myriam Dutour, T.S.

#### **Social Work Intern**

Alyssa Raby

#### **Youth Animator**

Annie English Charron Audrey Bouchard Alicia Beauchamp Jérémie Lauzon Edouard Portelance Thomas Trépanier R.

## **Mobile Animator**

Laurie Gagnon Mathilde Pronovost Marie Hélène Bou Nader

## **Daycare Educator**

Alyson Fontaine Melissa Pereira Noémie Maure Yamila Hernandez

#### **Second Language Teacher**

Line Laroche Sylvie Demers



# **FINANCIAL STATEMENT**

Current Assets	2022	2021
	\$	\$
Cash	837 800	887 352
Short-term investment	462 884	450 438
Receivable	10 767	4 716
GST and QST receivable	26 780	17 821
Prepaid expenses	8 196	24 176
MFS funding receivable	6 685	19 604
2nd Canadian Division funding receivable	102 213	39 089
Total	1 455 325	<u>1 443 196</u>

## **Current Liabilities**

	\$	\$
Accounts payables	32 488	26 278
Grants to be repaid	474	22 758
Wages and vacation	107 299	84 499
Fringe benefits	1 746	43 198
Professional services payables	7 000	7 000
Funding received in advance	417 980	612 156
Reserved amount - Loft	250	301
Total	<u>567 237</u>	<u>796 190</u>

Total	627 237	836 190
Long term debt	60 000	40 000

## **Net Assets**

	\$	\$
Restricted for The Loft	0	63 000
Restricted for Daycares	0	150 000
Unrestricted	828 088	394 006
Total	<u>828 088</u>	<u>607 006</u>
	<u>1 455 325</u>	<u>1 443 196</u>

# **PI OPERATING STATEMENT**

# **OPERATING STATEMENT**

INCOME	Budget	Actuals
MFS Funding	1 574 668	1 587 180
Cmdt 2nd Cnd Div	217 350	234 214
Daycare   preschool program	20 000	32 052
Ministère de la Famille	130 000	152 229
1 Wing HQ Funds	50 000	50 000
Fundraising and donations	6 500	11 382
Investment and others	13 000	13 205
True Patriot Love	3 550	0
Non-Public Funds – Montreal Region	0	6 434
Canada Summer Jobs	0	12 852
Grant – CEBA Loan (Covid-19)	20 000	0
Montreal 375th - Fundraising	0	182 609
Units ball – Funding	9 000	30 000
Total	2 044 068	2 312 157
EXPENDITURES	Budget	Actuals
Cmdt 2nd Cnd Div		
Management & Administration	10 500	2 066
Wages	191 000	205 992
Emergency house	11 850	11 631
Housekeeping - Youth Center	4 000	2 924
Additional funding	0	11 601
Ministère de la Famille	130 000	150 000
1 Wing HQ Funds	50 000	50 000
Spent by MFRC Funds	124 940	63 952
True Patriot Love	3 550	0
Canada Summer Jobs	0	12 852
Non-Public Funds – Montreal Region	0	6 434
Units ball – Funding (Veterans retreat)	9 000	0
Total	534 840	<u>517 452</u>
EXEPENDITURES MFS  Management & Administration	Budget	Actuals
Management & Administration	305 049	322 077
Community development	460 865	457 864
Program delivery	697 754	683 727
Veteran Family Program	72 000	71 272
Supplementary funding	27 000	38 683
Total	<u>1 562 668</u>	<u>1 573 623</u>
Total expenditures	<u>2 097 508</u>	2 091 075
Excess (deficit) of income over expenditures	<u>(53 440)</u>	<u>221 082</u>



# **DONORS AND FUNDERS**

## THANK YOU FOR YOUR SUPPORT

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





Military Family Services program (MFSP)



Base commander (2nd Canadian Division)



Ministère de la Famille



438 Tactical Helicopter Squadron



Canada Summer Jobs Grant Government of Canada Workplace

## **FUNDERS**



Government of Canada Workplace Charitable Campaign (GCWCC)



Lockheed Martin



Royal Canadian Legion Greenfield Park Branch 94 Royal Canadian Legion Pointe-Claire Branch 57