



Edmonton Garrison Military Family Resource Centre

Annual General Report

April 1, 2022 – March 31, 2023



A Message from your Board of Directors



Emerging from uncertain times our centre has continued to build on the insights and opportunities made known to us as we navigated the pandemic. Our focus has been to ensure programs and services continue to be meaningful and appropriate but also robust and restorative, on improved family outcomes, better family experiences, and enhanced efficiency.

This has been achieved in no small part by the dedicated team at the MFRC. Our Executive Director, Roza and her staff serve with purpose always with compassion and have the courage to think differently about the delivery of programs and services. Thank you, thank you, thank you.

There is always work to be done, however, I am confident that our families, stakeholders, donors and sponsors will continue to trust our team to deliver on our four key pillars to success:

Healthy Community – responsive organisation

Organisational Strength

Financial Stability and Sustainability

Strong collaborative partnerships

We have a diverse, skilled and inclusive board of directors to build on past successes and to continue the tradition of strong, thoughtful governance. These board members are drawn from the community they represent – 51% are family members of Canadian Armed Forces members and Veteran family members, who best reflect the needs of families. I thank them for their continued service on the board.

The board, management and staff and our over 70 partners who provide all the pieces on which our changing culture is based, have set the foundation for a highly successful future for our families.

The Centre remains as always, a dynamic and responsive organisation, firm in their commitment to military and veteran families. Our future is strong!

A handwritten signature in black ink that reads "Kaet Corbould". The signature is written in a cursive, flowing style.

Kaet Corbould, Board Chair

A Message from your Executive Director



The 2022-2023 fiscal year began with the lifting of all COVID-19 restrictions across Alberta and with that recharged enthusiasm at the Military Family Resource Centre in Edmonton. We continued to welcome program participants back to the facility in person while also offering the option of participation online throughout the summer. Fall saw a full return to in person programming and the further lifting of mask and physical distancing regulations on base. The challenges of the past two years slowly faded as we came together again in partnership with our current serving, veteran and defence community members and stakeholders.

In 2022 we reopened our Youth Centre, hosted events again and increased the capacities of our programs as we firmly transitioned out of lock down and were able to look upward and onward with renewed spirit and excitement!

The team at the MFRC worked tirelessly to drive programming and events to align with the MFRC Board of Directors Three Year Strategic Plan. Outreach initiatives, programming and special events were designed with the goal of increased family awareness of programs and services, and connection with new families to assist with integration.

I am grateful to my team at the MFRC for their hard work, and for the dedication and commitment of our Board of Directors. As we came together again in 2022, we renewed our shared vision and collective passion for serving our military family members - today, tomorrow and for many years to come.

A handwritten signature in black ink that reads "Roza Parlin".

Roza Parlin, Executive Director



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Board of Directors

Chair.....	Kaetlyn Corbould
Vice-Chair.....	Alan Markewicz
Secretary/Treasurer.....	Samantha Maloney
Director.....	Jacqueline Alderton
Director.....	Kelly Thompson
Director.....	Mireille Chamberland

Ex-officio members

CWO Marc Drolet, Base Command's Rep
CWO Robert King, 1 CMBG Rep
CWO Carlos Oliveira, 408 Sqn Rep
CWO Suzanne McAdam, 1 Health Services Grp Rep

MFRC Patron

J'lyn Nye

Edmonton Garrison MFRC Board Members as of September 6, 2023

Along with the Management Team and MFRC staff members listed below, there are a number of staff who work towards supporting military family members on their journey. The MFRC currently employs 44 staff.

Executive Director.....	Roza Parlin
Deputy Director/Program Manager.....	Yohana Prillwitz
Business Manager.....	Barb Booker
Senior Communications Coordinator.....	Amber Gagnon
Community Services and Evaluation Advisor.....	Brenda Davidson
Mental Health Team Lead.....	Devon Travers
Family Navigator - Relocations.....	Ryan Corbould
Family Navigator - Absences.....	Vacant
Family Navigator - Child & Youth.....	Kathleen Betts
Family Navigator - French Services.....	Alexandra Riduet

Edmonton Garrison MFRC staff list as of September 6, 2023

About the MFRC

ABOUT US

The Edmonton Garrison Military Family Resource Centre (MFRC) is a charitable, non-profit organization registered under the Alberta Society's Act. The agency is also registered with Revenue Canada as a charitable organization.

The MFRC is committed to enriching the lives of individuals and families in the Canadian Armed Forces (CAF) through positive action, education, and support.

Absences from family support systems, difficulties during deployments, solo parenting or coping with an injury or loss are realities for military families, realities which can have a significant impact on family well-being.

For over 30 years, the MFRC has been committed to supporting military families as they navigate these unique challenges through programs and services that enhance the strength and resilience of military families.

OUR STRUCTURE

We are governed by a volunteer Board of Directors comprised of military family members, CAF members, and ex-officio members. The MFRC depends on the talents and skills of these dedicated volunteers to make guiding decisions. At least 51% of the Board membership must be family members of full-time serving CAF personnel. Qualified staff from a variety of backgrounds direct and coordinate MFRC programs and services.

MISSION

The Edmonton Garrison Military Family Resource Centre supports military families as they navigate the unique challenges of military life through programs and services that enhance their strength and resilience.

CORE VALUE STATEMENT

Strong military families are the foundation of the Canadian Armed Forces.



Funding

The MFRC is funded through four separate but equally important sources: the Base Commander; Military Family Services (MFS); program fees/other; and fund development.

BASE COMMANDER

For the 2022/23 fiscal year, approximately 10% of the annual operating budget came from the Base Commander. This funding is directed to site-specific and enhanced mandated services.

MILITARY FAMILY SERVICES

For the 2022/23 fiscal year, approximately 48% of the annual operating budget came from Military Family Services to provide the Military Family Services Program to Canadian Armed Forces (CAF) and Veteran families.

Military Family Services provides MFRCs funding to provide the Military Family Services Program (MFSP) to Canadian Armed Forces and Veteran families.

This funding is provided for mandated services set out in the annual funding application submitted to MFS. This process ensures that all military families may access similar programs of consistent quality at any CAF base. These mandated services for 2022/23 included:

- Supporting families while members are on work-related absences
- Supporting families relocating to the Edmonton area
- Mental health and wellness
- Child and youth development
- Veteran family support

PROGRAM FEES AND OTHER FUNDING

For the 2022/23 fiscal year, approximately 27% of the annual operating budget came from provincial funds as well as fees from user-funded programs and services. This funding is from fees collected directly from families enrolled in user-funded programs and services, plus provincial funding.

FUND DEVELOPMENT

For the 2022/23 fiscal year, approximately 15% of the annual operating budget came from funds raised through a variety of sources including donations, proceeds from the sale of yellow ribbon merchandise, and special events.



Fund Development

As we came out of COVID, the MFRC was once again able to start hosting a few of our annual fundraising events. The MFRC garnered significant support from neighbouring communities, including Sturgeon County who organized a successful golf tournament, with funds directed to the MFRC. The MFRC received continuing support from the Frontline Celebrity Golf Tournament and the Tim Horton's Smile Cookie campaign, who both outdid themselves.

The MFRC extends its gratitude to the individuals within our community who consistently purchase Yellow Ribbon merchandise and ornaments, demonstrating unwavering support for military families.

The MFRC demonstrated agility by adapting its fundraising strategy and diversifying funding streams to align with the prevailing economic climate.

Special Fundraising Events

Event	Amount
EPCOR Gift Matching Campaign	\$3,400
Frontline Celebrity Charity Golf Tournament	\$2,512
Oil Kings Alumni Golf Tournament	\$1,250
Sturgeon County Mayor's Golf Tournament	\$16,143
Yellow Ribbon Gala Dinner	\$63,405
Yellow Ribbon merchandise sales	\$659
RCA Holiday Concert ornament sales	\$3,408
Afghanistan A Canadian Story book sales	\$646
Base Commander's Lobsterfest	\$4,708
Tim Horton's Smile Cookie Campaign (Edmonton Garrison and St. Albert locations)	\$11,342



Relocation Support

WELCOME AND COMMUNITY INTEGRATION

The faster a military family gets settled into and connected with their new community, the better they fare. The MFRC helps families before, during and after they relocate.

For families about to move to Edmonton, our Relocation team offers pre-posting packages and customized information on the Edmonton area.

When families arrive in Edmonton, they get a welcome package full of useful information including:

- MFRC services and other base service providers
- Switching to Alberta health care and licenses
- Francophone resources
- Education and employment resources
- Points of interest to help families start exploring their new home

CAF members can also ask our Relocation team to reach out to their families. These welcome calls and emails help family members learn about their community and ask any specific questions they have. Welcome packages are customized as we offer baby, youth and pet packages.

This year we saw the start of a new program called Community Meet Ups. This program was designed to give our families opportunities to explore the community in and around Edmonton and participate in fun activities together. Our goal was to help people make friends, find support, explore different interests and foster a sense of community.

Our major annual community event, Fall Fest, was planned with approximately 900 individuals registered. This event was cancelled out of respect for the mourning period of the death of Her Majesty Queen Elizabeth II.

- **219** families received welcome packages, **199** in English and **20** in French
- **511** single members received welcome packages
- **84** baby welcome packages were distributed
- **72** youth welcome packages were distributed
- **137** pet welcome packages were distributed
- **47** families received pre-posting packages
- **181** families received welcome calls, and **261** families received a welcome email
- **100** families received general navigation assistance and referrals
- **14** building tours were provided
- **50** families received MFRC support to submit applications for Support Our Troops funding that helps newly relocated families access clubs, activities and sports in their new community

Program Attendance

Babysitter's Meet & Greet - 2 sessions	31
Walk, Talk & Connect - 2 sessions	5
Community Meet Up Programs	27
Community Volunteering Program	3
Adult Paint Nights	90
Holly Jolly Holiday Event	117
Holiday Family Portraits	60

Relocation Support

EDUCATION AND EMPLOYMENT

In 2022/23, we had 10% more families contact us for employment support as the provincial unemployment rates increased in a few sectors.

The MFRC helped individuals update their resumes, gave helpful advice for improving their job search, and linked individuals with local employment agencies that matched their skills and expertise. In 2022/23 we continued to provide entrepreneurial resources to military families interested in owning a business.

Families also came to the MFRC for help finding education programs, ranging from where they could receive first aid training to improve their skills, to what French-language post-secondary options were available.

A highlight in our employment support was a partnership with the Trenton MFRC to develop and co-host a short podcast on when to disclose a disability when you are looking for work. The podcasts are on Spotify under “Your Employment Detective”. This partnership will continue moving forward into the new fiscal year.

The MFRC was pleased to once again offer in-person practicum students. Through a partnership with MacEwan University, we had a social work practicum student complete 400 hours.

“ **Thanks to this program I was able to take bookkeeping courses through NAIT and it helped me gain full-time, meaningful employment as an accounts receivable administrator.** ”

Anonymous Client

- **92** adults accessed employment information and referral support
- **24** adults and **2** youth accessed education information and referral support
- **15** families received MFRC support to submit applications for Support Our Troops education funding
- **4** adults attended the Careers Under Construction session
- **18** attended our Standard First Aid courses



Relocation Support

SUPPORT FOR FAMILIES WITH SPECIAL NEEDS

From the point a family is posted to Edmonton to well after they've moved in, the MFRC provides support for families as supports for special needs differs greatly between provinces.

The MFRC helps families navigate what programs, services and financial support are available, and connects families with local support systems for families with similar needs. In 2022/23 we had 43% more individuals contact us for one-on-one support services.

Three families received support from the MFRC in applying for funding from Support Our Troops to assist in covering the cost of assessment fees.

- **55** family members received one-one-one support through our special needs services
- **24** individuals were referred to community organizations
- **8** individuals took part in the Parent Peer Connect Support Group "Friendship Matters in Education" session



Relocation Support

LANGUAGE SERVICES

Registrations for our language courses continued to remain strong in 2022/23:

- Skill assessments are done on an ongoing basis, then we offer a course at the level that works for the greatest number of individuals.
- Courses are offered online so learners outside Edmonton can join.
- By partnering with other MFRCs, we can coordinate what levels we're offering so learners can be referred to another class if one isn't being offered locally.

The Rencontre Café Frenchy program grew and attracted CAF members and people with another first language other than French. Participants are seeing each other outside of our monthly meetings and building their support networks.

Language Services was also very busy supporting MFRC programs and services, to be delivered in a bilingual format.

To help our Francophone community feel at home, the MFRC offered our first in-person Saint-Jean-Baptiste celebration since COVID with an attendance of 180 individuals. For March's Month of the Francophonie, we were able to hold a sugar shack for the students of Guthrie School.

- **18** Rosetta Stone licenses were issued
- **43** students attended online second language classes
- **58** individuals accessed language services support
- **257** children attended the Month of the Francophonie sugar shack at Guthrie School
- **17** individuals attended the "Plant A Seed, Read!" partnered program



Absence Support

It was a busy start to the year with families experiencing multiple waves of separation throughout training, courses, and deployments, both foreign and domestic.

With family needs in mind, the absence programming for 2022/23 focused on giving families opportunities to connect and share experiences that encourage family bonding as well as prepare them for challenges that occur before, during and after a work-related absence. Programs like Stronger Relationships with the 5 Love Languages, Op Coffee, and Plant Your Roots were well received and had more registrations than previous years. Private sessions of R2MR continued to be popular as each session was tailored to meet the specific needs and concerns of a family.

This year, we strived to reconnect families who are experiencing a work-related absence to the MFRC and resources via monthly check-in emails. The response to the monthly and re-integration check-ins that were sent was amazing. Families greatly appreciate the time and energy we put into ensuring they are supported during this challenging time.

“**Thank you for the email. Even though it’s my son who is gone and I’m not a spouse, to still get this service I’m so grateful. You are doing amazing, wonderful work.**

Parent of Deployed Member

”

- **1,658** individuals accessed deployment services
- **1,354** individuals submitted pre-deployment Family Information Forms
- **1,846** emails and **18** calls were made to family members whose member was away for work
- The Deployment newsletter was opened **740** times
- **9** briefings were given to 80+ individuals preparing for an upcoming deployment
- **488** Build a Bear gift cards were handed out

Program Attendance

Stronger Relationships	27
Parent Workshop (supporting children through absences with Child & Youth Navigator)	1
Follow Their Footsteps	7
Preparing for Deployment Workshop	7
Pre-Deployment R2MR	17
Road to Mental Readiness R2MR	14
Post Deployment R2MR	3
Plant Your Roots	19
OP Coffee	24

Outreach and Community Integration

Raising awareness of the MFRC and ensuring we are a part of our community is crucial to helping families know how we are there to support them.

To celebrate the Month of the Military Child (MOMC), families were invited to participate in a celebration of Teal Up Day to recognize military children and youth for their contributions as part of the military community. Youth were invited to participate in paint nights and movie nights throughout the month of April to celebrate being a military youth. All programming focused on educating and discussing resiliency sharing, what it means to be a military child and how it's different for everyone.

The MFRC's e-newsletter and social media channels continue to be an effective way to reach families, and as restrictions lifted the MFRC was also invited to do more briefings with military and community groups. Event organizers also began to donate tickets to events again, which helped families explore their community.

- **16** Month of the Military Child take home paint kits were distributed to families
- **7** youth attended the Month of the Military Child Movie Night
- **17** youth attended the Month of the Military Child Paint Night
- **15** briefings were given to **187** individuals
- **11** outreach/awareness activities attended and connected with **550** individual military family members
- The MFRC e-newsletter was opened **57,334** times
- MFRC social media channels reached **80,470** people, with **7,005** engagements
- **4,948** donated tickets were distributed



Mental Health and Wellness

Military and veteran families face unique barriers and due to the nature of the military lifestyle, navigating some of these challenges can be isolating. The MFRC Mental Health and Wellness Team provides an integral part of services to our military and veteran families as they navigate these challenges, whether that be through crisis intervention, counselling, system navigation, or mental health and wellness programming.

The Mental Health and Wellness team are responsive and adaptable to the needs of our military and veteran families. This team is able to pivot their focus quickly to prioritize programs and services based on trends happening in the community.

In the fiscal year 2022/23 the Mental Health team provided a record number of direct client care hours of 5,200, with an average of 15 new intakes a week, along with a caseload of approximately 20 regular clients.

This fiscal year saw an increase of mental health challenges for youth, including suicidal ideation within the community, which prompted the team to shift their priorities to providing services and programs for youth and parents of youth with mental health challenges.

Additional programs in this area consisted of Mindfulness Coaching, Coping Skills Bootcamp for youth ages 8-12 and our new Moms Support Group.

In October, the MFRC and other base partners worked to raise awareness for the national Healthy Relationships Campaign through a variety of means including indoor/outdoor banners and social media platforms.

In 2022/23, the Mental Health team had:

- **145** adult clients
- **6** veteran clients
- **92** youth clients
- **150** information and referral contacts (not considered client files)
- Financial support was accessed by **9** families

Program Attendance

Mindfulness Coaching	9
Moms Support Group	20
Mini Coping Skills (virtual)	23
Coping Skills Bootcamp (in-person)	18

Mental Health and Wellness

EMERGENCY SUPPORT

Military families are encouraged to have a Family Care Plan (FCP) to support their child care needs when the member is required to be at work. In saying this families may sometimes face situations where conditions of service in the CAF prove too challenging for the FCP to accommodate. When this happens, additional child care support may be available through the MFRC by way of subsidizing a child care request through direct child care services, expense reimbursement or through the coordination of independent care services on a short-term basis.

Parents/guardians speak with a Mental Health and Wellness Support Worker, in-person or over the phone, who assist by developing a plan that best suits the well-being of the family and children during this stressful time.

Requests for Emergency Family Care Assistance (EFCA) remained strong for 2022/23 with the Mental Health and Wellness Team helping families create a FCP, and/or providing assistance to support other avenues for child care as required.

“ I really like the time frame and loved making connections with other moms! The guests who come in are also super helpful and give a lot of valuable information.

Anonymous Client ”

Emergency Family Care Assistance

- 14 families received **327.25** hours of care through the EFCA program
- 16 children were provided emergency child care
- 3 families got assistance developing their family care plan



Child and Youth

CHILD CARE

The MFRC's Day Care, Playschool and Terrific Twos programs provides an inclusive, encouraging environment for children to learn through play. Due to ongoing staffing challenges the MFRC Day Care program was not able to function at full capacity in the 2022/2023 fiscal year.

CHILD AND YOUTH PROGRAMMING

As in the past years, the MFRC continues to offer a variety of activities and programs to promote healthy child and youth development as well as parenting support programs. The MFRC's child and youth programs for 2022/23 focused on offering in person programming and early childhood development while building supportive connections with others. Families were very happy to come back and have face-to-face interactions with others.

Some of the more popular programs include Stay and Play, registered youth programs, Kids Connection Corner and Go Girl. Participants from Stay and Play appreciate the opportunity to connect with other families and develop friendships from the group. Several families began connecting with one another by:

- Inquiring about one another if not attending Stay and Play
- Dropping off supplies to one another when sick
- Reconnecting with one another outside of the playgroup
- Reaching out to one another for support

In partnership with Sturgeon County and the Garrison Fitness Centre, Go Girl was offered this summer to promote an active and healthy lifestyle for girls 9-17.

Program Attendance

Youth Game Night	7
Babysitter's Training	28
Home Alone (English)	15
Bright Minds	15
Youth Craft Night	20
Kids Connection Corner	29
Youth Centre (Visits)	415
Youth Centre (Registered Programs)	137
Go Girl	61
Stay and Play	216
Supporting Children Through Deployment (Workshop)	1

“**The Stay and Play program has been the greatest support in helping to make new connections and settle in after our move. We look forward to attending each week when possible, and there is never a shortage of friendly staff when entering! I highly recommend these services to everybody!**”

Amanda Sellman

Child and Youth

YOUTH CENTRE

The MFRC was able to reopen the Youth Centre in August of 2022 following the lifting of COVID-19 restrictions. The newly renovated space underwent several upgrades prior to opening which included new paint, furniture, games and supplies for youth to enjoy.

This space offers a safe and supportive environment for youth 9-17 to explore, create, and build positive relationships with their peers through registered and drop-in programs. Youth who hold a membership to the Youth Centre can come to explore video games, computers, art and science materials, board games, air hockey and more. Youth can participate in all the activities offered throughout the space while having fun with their peers, learning social skills and building confidence.

The Youth Centre slowly expanded their hours throughout the year and saw returning youth as well as new youth attend.



“ I like that my daughter could interact with other kids her age. Kathleen made a safe space for the kids to explore. ”
Parent of Youth Game Night Participant

Transitions

The transition from military to civilian life can be complex, and the MFRC helps veterans and family members through this time.

ASSISTANCE COPING WITH AN ILLNESS, INJURY OR DEATH

Family members who are dealing with a military member's illness, injury or death can work with a Family Liaison Officer for free short-term assistance including:

- Individual counselling
- Support navigating different programs and services

VETERAN FAMILY PROGRAM

The MFRC supports medically releasing CAF members, medically releasing Veterans, and their families by helping them navigate:

- The complex process of releasing
- The challenges that may arise
- The impacts that can happen to social, emotional and financial well-being
- Access to community-based education and prevention programs, supports and services



Community Partners

1 CMBG Units, Family Support Representatives
3CDSG
Ability4Good
Accès Emploi
Association canadienne française de l'Alberta
Alberta Health Services
Alberta Health Services Health for Two Program
Alberta Health Services – Mental Health Intake
Base Chaplains
Base Mental Health
BGS Career Ventures
Calian
Carepros
Centre for Family Literacy
Centre for Family Literacy – Learning Disabilities
Child and Family Services
Conseil Scolaire Centre Nord
Edmonton Chamber of Voluntary Organizations
Edmonton Garrison Community Library
Employabilities
Equitek
Fable Child Care Center
Families First (Fort Saskatchewan)
FPFA - Federation of the francophone parents of Alberta
First Choice First Aid
Forces@Work
Gateway Association
Glengarry Child Care Society
Global Aware Care
Getting Ready for Inclusion Today (GRIT)
Guthrie School
Health Promotion
HomeFront Secure
Inclusion Alberta
Inclusion Edmonton

Inclusive Education Canada
Institut Guy-Lacombe de la Famille
Language School on base
Laura's Dayhome
MCG Careers (Fort Saskatchewan)
The Montessori Daycare
Morinville Family and Community Support Services
Nutritional Students Teaching Exercising with Parents (NSTEP)
Next Chapter Society
Nurse Next Door
On Site Placement Services
Operational Stress Injury Social Support
Prince's Trust Entrepreneurial Program
Projet Espoir
PSP Recreation Edmonton
The Royal Canadian Legion
Saint-Thomas Community Health Centre
Scholastic
SISIP Financial
Strongest Families
Sturgeon Family Support
Sturgeon School Division
Support our Troops
Today Centre
Transition Centre Edmonton
University of Alberta – Community Service Learning
University of Alberta – Heroes in Mind, Advocacy and Research Consortium (HiMARC)
Valour Park Association (VPA)
Veteran Affairs Canada
Veterans Association Food Bank – Edmonton
Veterans Service Centre
Volunteer Alberta
We Can Food Basket

Sponsors and Donors

The support of our sponsors and donors is critical to the MFRC's ability to maintain the existing quality of much-needed programs. We thank everyone who supported the MFRC. Thank you to the individuals and corporate sponsors for their generous support of the Military Family Resource Centre during the 2022-2023 fiscal year!

Every effort has been made to ensure recognition for all sponsors and donors who contributed this fiscal year. If any errors or omissions have occurred; please contact MFRC Fund Development at 780-973-4011 ext. 2285.

\$25,000 +

EPCOR Utilities Inc

\$15,000 to \$24,000

Edmonton Salutes Committee
Sturgeon County

\$5,000 to \$14,999

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Cox Charitable Foundation
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\$1,000 to \$4,999

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Canadian Corps of Commissionaires Northern Alberta
Division
Cape DM Inc. (Frontline Charity Golf Tournament)
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Malcolm and Shawna Bruce
Spruce Grove Saints Founders Group. O/A Spruce Grove
Saints Jr A Hockey Club

Sponsors and Donors

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Edward and Brenda Straw
Arbor Memorial- Evergreen Memorial
Gardens

SPECIAL THANKS TO:

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The Benevity Community Impact Fund

Military Families. *Strength Behind the Uniform.*



PO Box 10500 Station Forces, Edmonton, AB T5J 4J5

Phone 780-973-4011 ext. 6300

Fax 780-973-1401

Email information@mfrcedmonton.com

CFMWS.ca/Edmonton/MFRC

