

# Find out more

## ABOUT OUR SERVICES



BAGOTVILLE MILITARY  
FAMILY RESOURCE CENTRE






# TO CONTACT US

## Opening Hours:

- \* Monday to Thursday: 8 a.m. to noon, and 1 p.m. to 4 p.m.
- \* Friday: 8 a.m. to 11:45 a.m., and 1 p.m. to 4 p.m.

## Address:

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 418-677-7468

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 Chat directly on Messenger: [m.me/144084765674150](https://m.me/144084765674150)

## Our Social Medias:

Facebook | Instagram | YouTube :

 CRFM Bagotville MFRC

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# GETTING ACQUAINTED WITH YOUR MFRC

The Bagotville Military Family Resource Centre (MFRC) team of professionals cares about your well-being. As we understand the reality of the military lifestyle, we are pleased to assist you.

We provide bilingual services to Regular and Reserve Force members<sup>1</sup> and their families, as well as to Veterans and their families.

Whether you are single, in a new relationship or married, with or without children, we are here for you.

The main challenges of military life encountered relate to relocation, absence, and transition. Our support comes in many forms and is customized to your family's different needs.

## Our Services

### Reception and Information

Our team will inform you about the various activities, services and programs offered at the MFRC, at the Canadian Forces Base Bagotville and in the community.

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<sup>1</sup> - Depending on the availability of trained personnel at your MFRC, some services may be limited to Regular Force families. (À mettre en petit au bas de la page).

## Volunteering in All its Forms

Social commitment is the core of our offer of services and activities.

We offer a wealth of opportunities for social involvement, whether on committees, as a member of our Board of Directors, during occasional activities or at major events.

You can also get involved to facilitate the integration of newly arrived families by being matched with one of them. If you wish to be the accompanied family, it is also possible.

### Why get involved?

- To meet other people.
- To develop relationships with people experiencing the same reality as you.
- To develop new skills and enjoy unique experiences.
- To discover new perspectives.
- To add this experience to your resume.
- To make a real difference in people's lives.
- To feel involved in the community.
- To contribute to a cause that you care about.
- To accumulate experience hours to fulfil the requirements of a practical training or placement.







## Relocation

As soon as you arrive in the region, the Newcomer's Guide is an essential tool that we have created so that you can, in just a few clicks, obtain answers to your questions.

### **In particular, you will be able to find out about:**

- obtaining a Quebec health insurance card and a family doctor,
- the selection of schools and daycare centres,
- the registration of your vehicle,
- and much more!

If your departure involves a long journey by car or plane with or without children, we have something for you!

Several video clips are available, such as *How to Better Deal With Your Move*, to help you better understand the emotions and possible reactions during this relocation.

In addition to giving tools and resources to make your daily life easier before, during and after the move, our team will support you!

## Learning a Second Language

Our language courses for military family members provide an opportunity to learn or improve your use of a second language (French or English). Whether in the classroom or online, learn about our different options!

## Employability

If a military family member is looking for a job, reorienting their education or career, or simply questioning their career or education path, we will assist them.

### Here are some of the services offered:

- help with writing resumes and cover letters,
- interview preparation and simulation,
- job search assistance,
- skills assessment and self-knowledge,
- performing and interpreting psychometric tests and exercises,
- information service and employability workshops (civil service application, entrepreneurship and self-employment, recognition of prior learning, school programs, etc.).

## Psychosocial Services

Mental health care is a matter of prevention and we offer support in this regard by providing you with the **following services**:

- Support calls: contact made with families experiencing relocation, absence, and/or transition.
- Personalized information meeting, tools and strategies development for parents with questions or needing support in managing their children's behaviours.
- Workshops for adults covering topics such as self-esteem, stress management, romantic relationships and communication.

- Workshops for children and teenagers such as *T'es dans le brouillard solide—ose penser à toi (BSO –In the Haze–Dare to think of Yourself)*, *Youth and Technology*, and *On the Way to High School*.
- Workshops aimed at parents such as *The 5 Discipline Slip-Ups*, and *Youth and Technology Use*.
- Access to discussion groups.

Short term follow-ups are offered by a registered social worker, member of Ordre des travailleurs sociaux et des thérapeutes conjugaux et familiaux du Québec.

One-on-one, couple or family meetings are offered. Of course, this service is confidential and free of charge, and can be provided in person, by telephone or online.

### **Are you experiencing:**

- the absence of a loved one,
- a transition from Military to Civilian Life,
- an emergency situation,
- a relocation,
- an illness or death,
- a pregnancy during your spouse's absence,
- a difficult relationship,
- a need for guidance in your parenting role,
- Questions concerning your teenage life path,
- or you simply need to talk with someone, our professionals are there for you!

\*We are also there in crisis situations.



## Childcare Services

Several children's services are offered throughout our previous services. We offer a gift package for new parents.

Also, the Respite Daycare is a part-time and occasional childcare service for infants from 3 to 18 months and children from 18 months to 5 years old.

## Socialization

### Group

The Parents & Tots group is an opportunity for parents to spend time with their preschool-aged children while socializing with other families. The meetings are casual and games are made available to you.

The Teen Town Youth Hideaway is a place for teenagers aged 9 to 17 where a team of supervisors is present to listen to them, advise them, entertain them or even discuss with them in groups.

They can also participate in a host of activities there in addition to taking part in field trips.

The Jet is a music room with many instruments to allow young people aged 12 to 17 to come and socialize through musical expression, all supervised by the most dynamic staff.

### Major events

The following activities are held for the whole community:

- Welcome Event: A World, a Community
- Halloween Party
- Spring activity

Finally, a program of various activities is also offered to you throughout the year.

## Absence

A support service adapted to the needs of families and designated family members is offered, regardless of the duration and during all types of work-related absences (classes, exercises, missions, restrictions imposed).

Several video capsules are available such as *The Fuzz Buddies Are Here!* This story explains, in a playful way, the normal emotions felt during the absence of a parent and provides effective strategies for coping with it.

In addition to providing you with tools and resources to make your daily life easier, our team accompanies you before and during the absence of the CAF member as well as when they return!

### You have access to our:

- Overseas Parcel Service for deployed members
- Pre-departure Checklist
- *Preparing for Departure* briefing session
- *Preparing for Return* briefing session
- Respite services
- Family Emergency Planner
- And much more!





## Services Offered to Veterans and their Families

During the release process, all released CAF members and their families have access to resources and personalized support that can help them better cope with the specific challenges that such a lifestyle change can bring.

Our team bridges the gap between the Transition Centre (TC), which provides services to military members with illness, injury or other special needs, and us, which provide services to families.

Tools, resources, workshops, programs, and intervention services of various kinds can facilitate the transition to civilian life. **Here a some of the services offered:**

- Referral service to essential resources during the transition, such as obtaining a Quebec health insurance card and a family doctor.
- Workshops for adults covering topics such as Operational Stress Injury (OSI), grief, anxiety, and communication.
- Workshops for children and teenagers such as *T'es dans le brouillard solide—ose penser à toi (BSO—In the Haze—Dare to think of Yourself)*.
- First Aid in Mental Health training.
- Veterans' Journal.
- Peer support group.
- And much more!

## Awareness-Raising and Involvement

In order to adequately fulfill our mission, the MFRC team surrounds itself with a multitude of varied partners, gets involved in a regional consulting perspective, in addition to joining certain associations.

Raising awareness on military families' reality is an integral part of our action plan as a community organization.

### These are our OP programs:

#### Op-Accès Santé

Aims at educating all family physicians in the region about caring for military families and the needs associated with their reality. Alternative resources are proposed to meet the needs of the family awaiting care.

#### Op-Prof

Aims at making schools in the region and all teachers involved aware of the military reality experienced by the child. It also makes it possible to ensure a link among the various actors involved with a young person experiencing challenges in his family, school or social environment.

#### Op-Recrue

Aims at educating the families of newly recruited members of the changes associated with the new way of life. It presents the resources available to families as well as assistance that can be provided throughout this process.

#### Op-Réseautage

Aims at making businesses and organizations in the region aware of the military reality. It highlights the skills and resilience of families by showing all the richness that the military community can bring to them.