



ANNUAL REPORT

Bagotville Military Family
Resource Centre

2022-2023





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ANNUAL GENERAL ASSEMBLY

AGENDA

HELD ON SEPTEMBER 27, 2023, AT 5 P.M.

At the Community Centre

1. Opening of the meeting
2. Reading of the Notice of Meeting
3. Reading and adoption of the Agenda
4. Reading and adoption of the minutes of the last general meeting held on September 28, 2022.
5. Presentation of the President's Message
6. Presentation of the Executive Director's Message
7. Presentation of the 2022-2023 Annual Activity Report
8. Presentation and adoption of the financial statements for the year ending on March 31, 2023.
9. Nomination of an auditor
10. Election of the members of the Board of Directors
 - * Information on the election procedures.
 - * Nomination of a president and of an election clerk
11. Miscellaneous
 - * Statements by guests
 - * Question period.
12. Meeting adjourned

AVIS DE CONVOCATION À L'ASSEMBLÉE GÉNÉRALE ANNUELLE

DU CENTRE DE RESSOURCES POUR LES FAMILLES DE MILITAIRES DE BAGOTVILLE (CRFM)

Chers membres de la communauté militaire,

Vous êtes cordialement invités-es à assister à l'assemblée générale annuelle du Centre de ressources pour les familles de militaires de Bagotville. Celle-ci se tiendra le 27 septembre 2023 à 17 h au Centre communautaire, situé dans le quartier des logements familiaux de la base.

Les mandats de quatre postes arrivent à échéance; soit celui à la présidence, la trésorerie ainsi que deux postes de membres administrateurs-trices

Afin de connaître les procédures à suivre dans le but de soumettre votre candidature, adressez-vous à madame Marika Beaulieu-Morency, agente de promotion et de développement de l'action bénévole. Veuillez le faire avant le 15 septembre 2023 à l'adresse courriel benevolatbagotvolunteering@gmail.com.

Pour assister à l'assemblée générale annuelle, vous devez obligatoirement confirmer votre présence auprès du CRFM au 418 677-7468 ou par courriel à info@crfmbagotville.com, et ce, avant le 22 septembre 2023. Il est possible d'obtenir gratuitement un service de garde lors de l'évènement. Veuillez en faire la demande lors de la confirmation de votre participation.

Michel Cécyre

Président du conseil d'administration

NOTICE OF MEETING FOR THE ANNUAL GENERAL ASSEMBLY

BAGOTVILLE MILITARY FAMILY RESOURCE CENTRE (MFRC)

Dear Members of the military community:

You are cordially invited to attend the Annual General Assembly of the Bagotville Military Family Resource Centre. It will be held on September 27, 2023, at 5 p.m. at the Community Centre, located in the PMQ area of the base.

The terms of four positions are coming to an end: namely that of the president, the treasurer and two positions of administrative members.

To find out how to apply, please contact Ms. Marika Beaulieu-Morency, Promotion and Volunteer Action Development Officer.

Please do so before September 15, 2023, to benevolatbagotvolunteering@gmail.com.

To attend the Annual General Meeting, you must confirm your intention with the MFRC at 418-677-7468 or by email, info@crfmbagotville.com, before September 22, 2023. It is possible to obtain a free childcare service during the event. Please request it when confirming your participation.

Michel Cécyre

Chairman of the Board

5390-1 (CRFM)

22 mai 2023

Liste de distribution Destinataire

ASSEMBLÉE GÉNÉRALE ANNUELLE TENUE À LA SALLE A-136 DU CENTRE COMMUNAUTAIRE - CRFM DE BAGOTVILLE LE 28 SEPTEMBRE 2022 À 17H00

Président d'assemblée : Monsieur Michel Cécyre, président

Participants :

Mme Myriam Marie Gionet, membre

M. Serge Guillaume, membre

Mme Mélanie Lyrette, membre

Mme Isabelle Gauthier, directrice

Lcol Alexandre Dubois, membre-conseil du Cmdt

Adjuc Dany Tremblay, Adjuc. P.i., membre-conseil du Cmdt

Invités :

M. Simon McNicoll, auditeur de Raymond, Chabot, Grant, Thornton S.E.N.C.R.L.

Secrétaire : Mme Annie Deschamps

25 personnes de la communauté étaient présentes.

I OUVERTURE DE L'ASSEMBLÉE

1.1 Monsieur Michel Cécyre, président du conseil d'administration, souhaite la bienvenue à l'auditoire pour la 32^e assemblée générale annuelle. Il souligne la présence de Dany Tremblay, intérimaire de l'Adjuc Marc Beaumier, Adjuc 3^e Ère BFC Bagotville et du CmdtA Lcol Alexandre Dubois nouvellement affecté à la BFC Bagotville. Il questionne à savoir s'il y a des membres de l'auditoire ne comprennent pas le français. Il remercie les participants pour leur soutien et leur présence et fait la présentation des membres du c.a. et du vérificateur-comptable de la firme RCGT, M. Simon McNicoll.

II LECTURE DE L'AVIS DE CONVOCATION

2.1 La lecture de l'avis de convocation est faite par Madame Isabelle Gauthier, directrice générale du Centre de ressources pour les familles de militaires. Elle précise qu'il y a 3 mandats à échéance ainsi que deux départs en cours de mandat sont à combler pour un total de cinq postes. Nous avons reçu cinq candidatures.

III LECTURE ET ADOPTION DE L'ORDRE DU JOUR

3.1 Après sa lecture par Mme Isabelle Gauthier, il est noté que l'assemblée a dû être relocalisée dans la salle A-136 plutôt que le gymnase du Centre communautaire en raison d'une panne de courant. L'ordre du jour est accepté comme suit :

1. Ouverture de l'assemblée
2. Lecture de l'*Avis de convocation*
3. Lecture et adoption de l'*Ordre du jour*
4. Lecture et adoption du *procès-verbal de la dernière assemblée générale annuelle du 14 septembre 2021*
5. Présentation du message du président
6. Présentation du message de la directrice

7. Présentation du rapport annuel d'activités 2021-2022
8. Présentation et adoption des *États financiers pour l'exercice qui s'est terminé le 31 mars 2022*
9. Nomination d'un vérificateur
10. Élection des membres du conseil d'administration
 - * Information sur les procédures d'élection
 - * Nomination du président ou de la présidente et du ou de la secrétaire d'élection
11. Varia
 - * Allocution des invités
 - * Période de questions
12. Levée de l'assemblée

L'adoption de l'ordre du jour, avec la modification du lieu de la tenue de l'assemblée à la salle A-136 est proposée par Monsieur Serge Guillaume et appuyée par Madame Julie Engram.

ADOPTÉE À L'UNANIMITÉ

IV LECTURE ET ADOPTION DU PROCÈS-VERBAL DU 14 SEPTEMBRE 2021

- 4.1 Monsieur Michel Cécyre, président d'assemblée, propose à l'auditoire une dispense de la lecture du procès-verbal.

La dispense de lecture du procès-verbal est proposée, appuyée et dûment acceptée à l'unanimité. Une copie intégrale se retrouve annexée au rapport annuel remis à chaque participant.

Un résumé des points saillants est présenté par Monsieur Michel Cécyre. Aucune objection n'est soulevée quant au résumé présenté.

L'adoption du procès-verbal du 14 septembre 2021 est proposée par Madame Mélanie Lyrette et appuyée par Madame Myriam Marie Gionet.

ADOPTÉE À L'UNANIMITÉ

V PRÉSENTATION DU MESSAGE DU PRÉSIDENT

- 5.1 Monsieur Michel Cécyre président, fait la lecture des points saillants de l'année 2021-2022. Le conseil d'administration s'est réuni à 5 reprises sous forme virtuelle ou en présentiel. Il partage avec l'auditoire les défis de taille des derniers mois, occasionnés par la pandémie mondiale qui perdure. Faisant suite à un évènement tragique survenu au conjoint de Mme Isabelle Gauthier, directrice, Madame Danielle Valmera Michaud a repris la direction par intérim du CRFM avec l'appui des coordonnatrices et de l'ensemble des membres de l'équipe. Ceux-ci ont su faire face avec brio et par des efforts soutenus à cette période de crise pour donner encore une fois, le meilleur à notre communauté. Finalement, il remercie le Colonel Normand Gagné et l'Adjud Marc Beaumier pour leur support constant, ainsi que l'excellent travail de la CmdteA p.i., la Maj Mélanie Michaud. Ils ont démontré un appui indéniable envers les familles en permettant au CRFM d'offrir une gamme de services élargis d'excellente qualité qui répond aux besoins de la communauté. Il termine en remerciant le travail acharné de cette merveilleuse équipe de bénévoles et d'employés œuvrant au CRFM de Bagotville.

VI PRÉSENTATION DU RAPPORT ANNUEL D'ACTIVITÉS PAR LA DIRECTRICE

- 6.1 La directrice, madame Isabelle Gauthier, invite les participants à prendre connaissance du mot qu'elle a rédigé à l'intérieur du rapport annuel 2021-2022 faisant mention des nombreux défis et des efforts déployés par son équipe de 25 employés dévoués, plus de 50 bénévoles, 9 administrateurs

extrêmement soucieux du bien-être de notre communauté et des collaborateurs de la base, dont 2 membres-conseils du commandant des plus appréciés. Les informations financières qui s’y trouvent seront présentées par notre auditeur, Monsieur Simon McNicoll. Elle remercie sincèrement le dévouement et l’implication de chacun des membres de l’équipe, ainsi que de l’appui indéniable des administrateurs qui lui portent une grande confiance.

VII PRÉSENTATION DU RAPPORT ANNUEL D’ACTIVITÉS PAR LA DIRECTRICE

- 7.1 Madame Isabelle Gauthier, directrice, précise que les informations qui se trouvent au sein du rapport d’activités sont des plus intéressantes, permettant à notre communauté de découvrir toutes les réalisations et les services offerts au CRFM de Bagotville. Elle survole chaque secteur en y mentionnant les principaux éléments. Elle souligne également les défis à venir, mentionnant les façons créatives de jongler avec l’administration des programmes afin d’améliorer et d’adapter sans cesse les services offerts à la communauté. Elle appuie les nouvelles initiatives comme les trousseaux à l’aventure et la place que souhaite occuper le CRFM en adaptant son environnement, son approche et ses valeurs plus axées sur l’inclusion, la diversité, l’équité et l’accessibilité. Elle termine en partageant ses préoccupations quant à la modernisation du programme de soutien aux familles des militaires dont les orientations nationales tendent à une dépersonnalisation des services offerts localement par chaque CRFM afin d’en venir à une uniformité de l’offre de services. Elle affirme à la communauté qu’elle s’assure de définir les particularités locales dans le but de maintenir un niveau de services répondant aux besoins de sa communauté.

VIII PRÉSENTATION DES ÉTATS FINANCIERS POUR L’EXERCICE TERMINÉ LE 31 MARS 2022

- 8.1 Monsieur Simon McNicoll, présente les états financiers pour l’exercice terminé le 31 mars 2022 et du rapport des vérificateurs émis par la firme Raymond, Chabot, Grant, Thornton. Il précise le mandat de vérification confié à la firme RCGT. L’organisme administre une saine gestion de ses fonds et n’a pas de problèmes à couvrir ses dépenses pour la prochaine année. Il souligne l’excellent travail en précisant que malgré les années de pandémie difficiles, l’organisme gère de façon prudente, ce qui lui permet de dégager un léger surplus. L’opinion du vérificateur reflète une image fidèle de l’organisme conforme aux normes comptables établies pour un OSBL.

Après discussion et explication des annotations, l’adoption du rapport financier vérifié est proposée par Madame Anne Bruneau-Poulin et appuyée par Monsieur Serge Guillaume.

ADOPTÉE À L’UNANIMITÉ

IX NOMINATION D’UN VÉRIFICATEUR

- 9.1 Monsieur Michel Cécyre demande à l’assemblée une résolution pour la nomination d’un vérificateur pour la prochaine année. Selon les recommandations du conseil d’administration, il suggère de reconduire la nomination de la firme Raymond, Chabot, Grant, Thornton puisqu’ils ont une bonne connaissance de l’organisation et que les prix respectent le marché actuel. Selon la proposition du Lcol Alexandre Dubois, une suggestion est faite afin d’obtenir une proposition d’une durée de trois ans et d’effectuer les démarches auprès d’une seconde firme afin d’obtenir un comparable.

Monsieur Dany Tremblay, appuyée par Madame Ginette Tremblay, proposent de contacter une seconde firme afin d’obtenir une soumission comparable pour une période de trois ans, et de

demander à la firme Raymond, Chabot, Grant, Thornton de soumettre une nouvelle proposition couvrant également une période de trois ans, à compter de l'année 2022-2023.

ADOPTÉE À L'UNANIMITÉ

X ÉLECTIONS

10.1 Monsieur Michel Cécyre tient à remercier les trois administratrices sortantes : Madame Stéphanie Bédard, Madame Mélanie Lyrette et Madame Brittney Chabot pour leur grande implication. Il souligne également le travail accompli par Madame Emily Bouchard et Madame Audrey Bérubé qui ont dû quitter en cours de mandat pour des motifs personnels.

Monsieur Michel Cécyre précise que puisque cinq postes sont à combler et que cinq candidatures sont reçues, aucune élection n'est requise.

Nombre de postes disponibles : 5

SORTANTS

Audrey Bérubé
Emily Bouchard
Stéphanie Bédard
Mélanie Lyrette
Brittney Chabot

EN PLACE

Michel Cécyre
Serge Guillaume
Julie Ingram
Myriam Marie Gionet

Il invite Madame Mélanie Lyrette, Madame Élise Veilleux et Madame Josée Belley à se présenter à l'auditoire et à faire part de leur motivation à siéger comme administrateur pour le CRFM de Bagotville. En l'absence de Madame Brittney Chabot et de Madame Annika Roussel, Monsieur Michel Cécyre fait la lecture de leur lettre d'intention.

À la suite de la présentation de chacune, Monsieur Michel Cécyre annonce la nomination de Madame Mélanie Lyrette, Madame Brittney Chabot, Madame Élise Veilleux, Madame Josée Belley et Madame Annika Roussel à titre d'administrateur sur le conseil d'administration du CRFM de Bagotville.

LES CANDIDATS SONT ÉLUS À L'UNANIMITÉ

XI VARIA

11.1 Allocution des invités

Le Lcol Alexandre Dubois, CmdtA, commence son implication à Bagotville et souligne son désir de soutenir le CRFM en réponse aux besoins. Il précise également que le Centre de services aux familles de militaires de Bagotville ne reçoit que de bons mots pour les réalisations accomplies. Pour sa part, l'Adjud Dany Tremblay, Adjud p.i., tient à féliciter les administrateurs élus. Il parle de l'importance et de la raison d'être du CRFM et qu'en période actuelle notre équipe fait preuve de grande créativité et réalise un travail exceptionnel.

11.2 Période de questions

Aucune question n'est soulevée.

XII LEVÉE DE L'ASSEMBLÉE

12.1 Monsieur Michel Cécyre, annonce la levée de l'assemblée sur proposition de Madame Danielle Valmera Michaud, appuyée par Madame Ginette Tremblay à 18 h 01.

ADOPTÉE À L'UNANIMITÉ

Le président du conseil d'administration



Michel Cécyre

La secrétaire



Annie Deschamps

ACTIVITY

REPORT

2022-2023



MISSION-VISION PHILOSOPHY-VALUES OF THE BAGOTVILLE MFRC

The mission of the Bagotville MFRC is to promote and provide community-based services aimed at reinforcing the strengths of military families in Eastern Quebec to improve the well-being and the resilience of its members.

OUR VISION

Responsible military family members who show adaptability and resilience through their flexibility, which is developed and supported by the MFRC and the community.

OUR PHILOSOPHY

Our philosophy fosters autonomy and empowerment of individuals through a variety of services and resources, supporting and strengthening families and the community. We develop partnerships that are mutually beneficial, with a constant focus on achieving the complementarity and added value of our mission.

OUR VALUES

COMMITMENT is expressed through individual involvement in fulfilling our mission. This entails using everyone's skills to deliver quality services. It implies responsibility for its development and availability.

RESPECT implies consideration for every person with whom we interact. It refers to listening, courtesy, diligence, and discretion. It involves respect for the difference, ideas, and limits of the other.

RESILIENCE is a key to address the challenges of the military lifestyle. It is the supportive environment that plays such a crucial role and can greatly influence self-esteem and the ability to bounce back from changes. It mobilizes strengths to help accept the challenges of the military and family journey. It promotes adaptation and guides towards solutions.

SOLIDARITY is seen in the sensitivity to the needs of people with adjustment difficulties and in the quality of teamwork within the organization. Mutual aid and collaboration are the key elements. It presupposes both concern for the other and for the common project. It is sustainable, diverse, and inclusive (EDI).

INTEGRITY calls for acting without compromise in the interests of our mission. It is demonstrated by honesty, rigour, and transparency. It requires us to honour our commitments and be accountable for our words and actions.



MESSAGE FROM PRESIDENT

MICHEL CÉCYRE
Chairman of the Board

As Chairman of the Board of Directors, it is with great pride that I write these few lines to you, in addition to presenting the Bagotville Military Family Resource Centre (MFRC) 2022-2023 Annual Report.

I would like to thank the Board of Directors, which consists of nine voting members from the community and two non-voting members, appointed by the CFB Bagotville Commander, who have met on several occasions. Without their great dedication, determination to manage the MFRC righteously, and their passion for the community, it would have been impossible to achieve what we did.

This year was marked by the end of health restrictions linked to the global COVID-19 pandemic. What a RELIEF! My sincere thanks go out to the entire MFRC team for providing excellent service to our community despite the relatively limited resources available. It is undeniable that your diligence, commitment, and competence make the Bagotville MFRC stand out nationally.

I would like to acknowledge the support of the CFB Bagotville Commander, Colonel Colin Marks, and of Chief Warrant Officer Marc Beaumier. MFRC also benefits from the extraordinary leadership of Colonel Lieutenant Alexandre Dubois, the current deputy commander. Their understanding and support for the difficult but necessary decisions made by the Board of Directors were greatly appreciated.

To conclude, I would like to say that for me, the Bagotville MFRC is a source of great pride. You are a close-knit team, and you display great resilience daily, tackling challenges brilliantly!

The Bagotville MFRC, a DEDICATED team!



MESSAGE FROM THE EXECUTIVE DIRECTOR




ISABELLE GAUTHIER




Bagotville MFRC Executive Director

On behalf of the managers and members of our team, it is with pride that I present to you the 33rd Annual Report of the Bagotville Military Family Resource Centre (MFRC) for the fiscal year ended March 31, 2023.

FINANCING SOURCES

Details of the financial statements will be presented to you by our guest external auditor. To clarify the origin and use of the different funding sources, you will find a summary of the funds which have enabled the Bagotville MFRC to provide you with quality services and activities meeting the needs of our community.

 Financing sources	 Funding allocations	 Amounts received
The Services to Military and Veterans Family Program (MVSFP): National grant to support the three main challenges of the military lifestyle: relocations, absences, and transitions.	Programs authorized by the PSFMV and activities within the framework of awareness of gender-based violence (GBV): psychosocial counselling services, integration service, family support, absence support, second-language courses, community activities, volunteer involvement, support for families of injured, ill, deceased, or veteran military personnel, support for special needs, youth programs.	\$ 1,319,930
CFB Bagotville Commander: Commander's grant to support locally offered programs and provide specific services to the community.	Counselling and family support services are provided to youth and their parents under a complementary agreement between the Commander and the MFRC	\$ 100,000
Parents users	The income of parents using the various childcare services offered by the MFRC (Respite Daycare and pedagogical days).	\$ 56,153

 Financing sources	 Funding allocations	 Amounts received
Partners and other financing sources: The MFRC remains on the lookout for possible sources of funding that will allow it to improve certain existing services or create specific initiatives and activities.	The precious partners supporting our activities and services: Main Office of Childcare Services (Bureau principal des services de garde - BPSG) Community Development Assistance Fund (Fonds d'aide au développement du milieu – FADM – Caisse Desjardins des Militaires) True Patriot Love Foundation (TPL) Ville de Saguenay Youth fundraising activities	
Bank interest	Interest on secure term savings.	

MAIN POINTS 2022-2023

The year 2022-2023 is the result of many initiatives to improve our support and presence within our community.



EQUITY, DIVERSITY, AND INCLUSION

By adding more inclusive themes and practices within its team and activities, the MFRC strives to truly represent all colours of our community and the various models of families today. Training is also offered to our team with the aim of broadening the understanding of different communities and adapting the practice according to their particularities.



INNOVATIONS

The True Patriot Love (TPL) Foundation offered an emotional day for young people, as well as many other mental health activities. The program allowed for the acquisition of musical instruments, allowing a music group to be formed for adolescents under the supervision of an experienced teacher. The Jam Session workshops, which started in April, are made possible by the generous contribution of Caisse Desjardins des Militaires through the Community Development Assistance Fund (Fonds d'aide au développement du milieu – FADM).



OUR SUPPORT SERVICES

Relocation, absence, and transition are three primary challenges for military families. All sectors offer constant support adapted to the different needs of families, which may take several forms. This is why your MFRC is committed to providing you with personalized service through our many caring, bilingual resources.

Tools and workshops are created and made available to families to facilitate the transition and adaptation to the challenges encountered during change. Your MFRC has a number of initiatives to help you cope with these changes in the military lifestyle: the distribution of new parents kits, "All Aboard" to encourage adaptation during times of moving and Bell "Let's Talk" to contribute to the creation of positive changes in mental health; the Poppy project in tribute to our CAF members and veterans; the Sweet Talk workshops where young people can discuss open topics with the youth worker; letters "To open when..." to provide comfort during the absence of a loved one; without forgetting conferences promoting well-being such as "Sois ta meilleure amie", and themes on employability for the public service and entrepreneurship.



UPCOMING PROJECTS FOR 2023-2024

A wealth of projects are in development, thanks to a team of creative employees and volunteers attentive to your needs: Start of Jam Session musical workshops for 12- to 17-year-olds; At Home with François and Michelle allowing young people to freely discuss current topics that concern them; Financial Literacy workshop for young people and their parents; programming of conferences on mental load, co-parenting, and healthy relationships with "In a Duel or in a Duet"; deployment of our new outreach service with our Bagotmobile team out to meet you; respites and activities for adults organized by our volunteers, and the mental health care accessibility project. As you can see, the Bagotville MFRC has been with you for 34 years and continues to renew itself to remain your resource centre of excellence!

CHALLENGES AHEAD

The new MFRC governance model implemented by the directorate of the Military and Veteran Family Services Program (MPFSV) is still in its running-in period. Adjustments are necessary due to the different sources of funding now integrated into the program and the multiplication of financial monitoring reports attached to it. As we strive to keep management and administration costs at their lowest, the demands associated with the time spent reporting on all these revenue sources intensify the challenges of effectively managing human resources that form the success of our organization. The development of new initiatives addressing some of our community's particularities outside of national issues remains a priority, to deliver services that are targeted and adapted to the region's reality. The search for new financial partners is essential to develop projects focusing on these issues.

The MFRC is not immune to current labour shortage. Sometimes, certain positions remain vacant for months, creating a considerable impact on our staff who try to compensate for this shortage by redistributing the workload left by these vacant positions within the team, the objective being not to leave behind clients because of this situation. Fortunately, given the respectful and stimulating environment offered by the Bagotville MFRC, we manage to welcome professional and dedicated resources to our community. To remain a key player in the employment market, the MFRC must continue to focus its efforts on improving the conditions and benefits offered to its staff, while considering the challenge of finding resources capable of expressing themselves in both languages to adequately address the strong presence of English-speaking families.

Since the withdrawal of funding from the PSFMV for childcare services associated with the provision of services funded by this program, we are looking for other opportunities for our Respite Daycare Centre. This is our second

application for accreditation as a Family Community Organization and we are still awaiting the decision of the Ministère de la Famille in this regard. Following this recognition, permanent funding could be allocated. At the national level, a main office for childcare services (Bureau principal des services de gardes –BPSG) was set up to respond to a possibility of funding for childcare services granted by the Treasury Board. However, needs assessment is tedious and the path to achieving possible funding is unclear. Many pilot projects are emerging, but none are determined on a permanent basis.

Finally, the accessibility of our staff to essential data to reach our families is at the heart of our concerns. Since September 22, 2023, Bill 25, which positions Quebec at the forefront in terms of the protection of personal information, requires all companies and organizations, whether public or private, to obtain authorization from each person from whom we receive contact information, to keep their personal information in our records.

With no access to a national data tool on military personnel and their families, the work involved in obtaining the approval from each relative for whom the military member wishes us to provide support after sharing their personal contact information for the purpose of contacting them is colossal. Support from the chain of command remains essential for the MFRC to be authorized to use a national database to address this complexity due to the new regulations in force.

CONCLUSION

In this 34th year of existence of the Bagotville MFRC, many challenges have shaped what we have become. None of this would be possible without the presence of extraordinary people who support me and give their all. The MFRC is:

- * a sensational team that brings it all together. You are the spirit that carries it ever further and the lighthouse that guides our families.
- * Administrators who are the voice of the community, who guide our actions and who take pride in our accomplishments with all the passion and generosity that drive you.
- * Volunteers who shape what we are and who are at the heart of what we are becoming BY, FOR AND WITH YOU.
- * A caring and supportive command team who supports our purpose, accompanies us in the search for solutions, and who is deeply moved by the needs of our community.

THE BAGOTVILLE MFRC IT'S YOU, IT'S US!



BIOGRAPHY OF AN AMAZING TEAM

A warm and very competent multigenerational team of 23 employees, each with varying experience from less than one year to more than 23 years of dedication to the MFRC, on hand to assist with your daily needs.

Sensitive and attentive to your realities, a board of directors made up of nine volunteer administrators and two advisory members appointed by the Commander.

President: Michel Cécyre

Vice-President: Julie Engram

Treasurer: Myriam Marie Gionet

Secretary: Mélanie Lyrette

Executive members:

- * Josée Belley
- * Brittney Chabot
- * Serge Guillaume
- * Annika Roussel
- * Élise Veilleux

Executive Director (non-voting):

Isabelle Gauthier

Members appointed by the Commander (non-voting):

- * LCol Alexandre Dubois (Cmdt/A CFB Bagotville)
- * CWO Marc Beaumier (3 Wing and CFB Bagotville)



With their indispensable presence, our volunteers enable us to provide a wide range of services and represent our community BY, FOR and WITH itself. It is:



72 active volunteers who have contributed over 625 hours

of volunteering in the last year.

THE MFRC

IN NUMBERS

2022-2023

KEY FACTS



for information or to
raise awareness



of services to
provide support



through mental health
support services



RETURN TO NORMAL OF ACTIVITES (participants and presences):

Respite Daycare –3 months to 5 years old



Teen Town–Hideaway – (9-17 years old)



Halloween activity–October 31, 2022



Parents & Tots Group



Spring activity–March 25, 2023



Welcome event, A World, a
Community–August 18, 2022



Sois ta meilleure amie,
conference – March 10, 2023





over **250**

KITS

Provided to families as part of various projects and challenges:

Poppy Project—November 2022

Mental health prevention and awareness—Bell Let's Talk—January 2023

All Aboard—moving away
New Parents

Letters to open when ...—absence



5

SWEET TALK WORKSHOPS

New package
9 to 16 years old

(November 2022 to
March 2023)



2

THEMATIC WEEKS

in employability:

Week of October 10,
2022: The public service

Week of January 30,
2023: Entrepreneurship



116

PARCELS

sent overseas

due to the absence
of military members—
deployment

TRUE PATRIOT LOVE

TRUE PATRIOT LOVE MILITARY CREATIVE ARTS INITIATIVE

The MFRC has been awarded \$21,623.29 in funding to establish creative arts programs aimed at strengthening ties between community members and reducing the emotional impact related to the three main challenges of military life.

Family activities and others intended for young people and families of veterans have emerged and have improved our service offer. These funds have allowed us to find innovative ways to deliver services to military families.



210 participants



7 initiatives

- Emotion filled day for young people 7 to 17 years old
- Family Unit Enhancement kit: Deployment Preparation
- Family Unit Enhancement kit: Moving kit
- Creation Workshop: Christmas wreath
- Family Unit Enhancement kit: Bell Let's Talk kindness boxes
- Veteran family Retreat
- Music workshop for teenagers 12 to 17 years old.

This funding has made a positive impact on our community, and we are grateful to True Patriot Love for its generosity!



COMMUNICATIONS

The MFRC makes it a priority to offer all its services in both official languages. **Bilingualism** is a daily component of our interactions with community members, both in our services and in the information we publicize.

THE NUMBERS

Website

50 130 views (April 1 to October 2022)

Newsletter

1411 subscribers,
38 mailings during the year

Promotional tools

499 promotional tools created as images and documents

FACEBOOK

1685 subscribers
21% increase since 2020

209 publications and stories created

73,257 views



INSTAGRAM

236 subscribers
24% increase since 2020

104 publications

3831 views



YOUTUBE

37 videos available

11 new videos

203 viewing



OUR REGISTRATION PLATFORMS

GoRendezvous

1790 meetings confirmed

EventBrite

1062 registrations

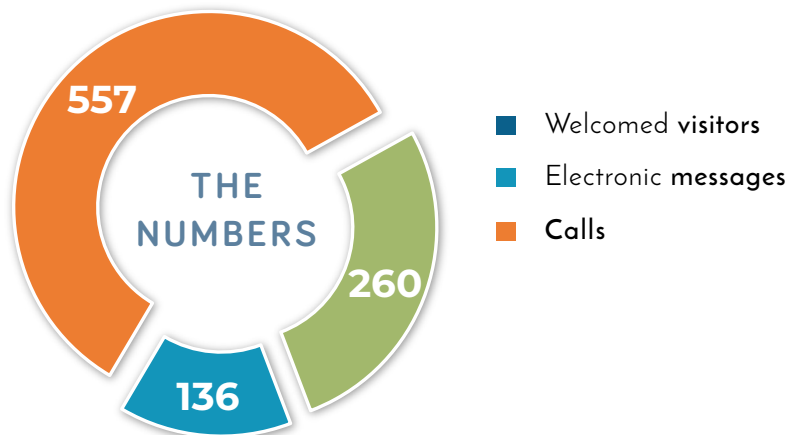
INTEGRATION SERVICES

RECEPTION AND INFORMATION

This service guarantees a warm welcome and refers each family to the appropriate resources.

THE MOST FREQUENT TOPICS:

1. Referral for MFRC services and programs
2. Referral request for household services (housekeeping, lawn mowing, etc.)
3. Referral request for professional and community services outside of the MFRC (real estate agent, dental clinics, etc.)



LIAISON AND SUPPORT DURING A POSTING

The purpose of this service is to support military families through the changes resulting from a posting regarding the various Quebec and regional systems and services.



Most frequent reasons for consulting:

- * Joining the Quebec health care system, finding a family doctor, and getting immediate access to care.
- * Receiving services relating to daycare centres in Quebec.
- * Receiving interpreting and assistance services when making various appointments.
- * Assessing the family situation with a view to obtaining psychosocial services.



722 individuals
received assistance



More than 25% of these
people needed assistance in
the health system.



EMPLOYABILITY

This service is to help military family members reach their employability and educational or career orientation goals, and to make regional employers aware of the advantages of hiring them.

434 contacts made with clients

65 people took advantage of personalized services in the form of appointments

Two thematic weeks including workshops and tools were held:

- * Week of October 10, 2022: The public service
- * Week of January 30, 2023: Entrepreneurship

LEARNING A SECOND LANGUAGE

This service features several free second-language learning options in French or English, enabling military family members to integrate into the community, add a language skill to their resume or prepare for a future posting.

THE NUMBERS

96 course periods offered for a total of over 349 presences. Compared with last year, there is an increase of: 26% of the course offering and 75% of the total number of attendees

83 learners used the LRDG platform.

17 licences for the Rosetta Stone platform and application have been granted.

The services offered:

- * Learning with a teacher in person or virtually with courses and discussion group format.
- * Online self-learning through platforms and applications with the possibility of tutoring.



The personalized services most frequently offered:

- Resumes and cover letters
- Interview preparation sessions
- Public service support
- Education
- Orientation/reorientation/skills assessment/professional reflection
- Entrepreneurship
- Preparing for relocation.

PREVENTION AND SUPPORT SERVICES



PSYCHOSOCIAL SERVICES

Free and confidential individual, couple, or family services.

THE NUMBERS:



790 meetings to diligently support people in the community

Nearly 45% of meetings held by telephone or videoconference

15% more compared to the last year.

61% increase in the number of meetings compared to the previous year

Intervention specialists offering outstanding listening and support:



To military families who need **support for the development** of children, teenagers, and parenting.



To families experiencing **a case of physical or psychological injury or the death** of a military relative.



To families experiencing **the absence** of a military loved one for operational reasons.



To military families for **general reasons**.



To **veterans** and to their families.

The main reasons for consulting

- * Grief in all forms
- * Relational difficulty within the couple related to the injury
- * Parent/child relationships
- * Parental support during absence
- * Exhaustion
- * Parental support concerning discipline
- * Separation anxiety/anxiety
- * Help in managing children's behaviour
- * Depressive symptoms
- * Situation of precariousness
- * Support in the parental role during separation/divorce
- * Adaptation challenges



RESPIRE DAYCARE SERVICES

These services provide flexible childcare assistance by promoting work-family balance and allowing for well-deserved respite moments.

THE NUMBERS



1460 presences at the Respite Daycare—3 months to 5 years old

145% increase over the last year.

10 parental respite periods offered to everyone on Saturdays, compared with one period per semester the previous year, which was intended only for people experiencing absence.

This is why a request for recognition as organisme communautaire Famille-OCF (community family organization) is currently under review for approval by the ministère de la Famille. The objective is to obtain financial support to meet this community need, which is currently a paying service, therefore allowing tariffs to be reduced.



GROUPS AND WORKSHOPS

We focus on offering a wide selection to meet the diverse needs of our community members.

THE NUMBERS

1052 presences at the Teen Town—Youth Hideaway (9–17 years old) | 51% increase over the last year.

313 presences in the Parents & Tots Group
146% increase over the last year.

2800 participations in all our groups, activities and workshops. | 28% increase over the last year.



PARENTS & TOTS GROUP 0-5 YEARS OLD

The Parents & Tots group is an opportunity for parents to spend time with their kids while socializing with other families.



TEEN TOWN—YOUTH HIDEAWAY 9-17 YEARS OLD

Several times weekly, a trained team is on hand to listen, advise, entertain, and chat with the youths of our community.



VARIOUS WORKSHOPS

- * Home Alone
- * Gardiens Avertis Training
- * On the Way to High School
- * Let's Chat
- * T'es dans le brouillard solide?
- * Technology Use Among Youth
- * Posting preparation: Coping Better with Your Move
- * Integration Evening
- * On the Way to Mental Preparation: Preparing for Departure
- * On the Way to Mental Preparation: Preparing for Return
- * Transition to Civilian Life Workshop
- * And much more...

UPCOMING PROJECTS



WORKSHOPS

Jam Session (12-17 years old)—music

At Home With (9-17 years old)—discussion

Financial literacy (youths and parents)—finances



CONFERENCES

Mental load

Co-parenting

Healthy Relationships



SERVICES

Accessibility to mental health care

Respite for adults

Outreach—Bagotmobile

PARTNERS AND INVOLVEMENT



The MFRC team surrounds itself with a multitude of partners and gets involved in a regional consultation perspective, in addition to joining selected associations.



140 PARTNERS

regional, provincial, and national
from the public and private sectors.

THE MFRC SITS ON THE FOLLOWING CONSULTATIVE COMMITTEES:

- * CFB Bagotville Family Violence committee
- * Table de concertation en violence conjugale et agression sexuelle du Fjord (Fjord Domestic Violence and Sexual Assault Table of Concertation)
- * Children 0–5-year-old Fjord Table also includes our participation in the working committee on the promotion of the parental role
- * The grouping of La Baie and Bas-Saguenay community organizations
- * Table jeunesse du Fjord
- * Advisory Committee for Access Programs for Health and Social Services in the English language of Saguenay Lac-Saint-Jean O2

THE MFRC IS A MEMBER OF THE FOLLOWING ASSOCIATIONS:

- * Centre d'action bénévole Saguenay (CAB)
- * Chambre de commerce et d'industrie Saguenay - Le Fjord
- * ROC La Baie – Bas-Saguenay
- * Troc – O2 (Table régionale des organismes communautaires région O2)
- * Association des haltes-garderies communautaires du Québec (AHGCO)

THE MFRC HAS DEVELOPED THESE OP PROGRAMS

The Op programs aim to sensitize the regional community to the reality of military families.



OP – ACCÈS SANTÉ

Educating family physicians to take care of military families.



OP – PROF

Educating family physicians to take care of military families.



OP-RECRUE

Supporting new families on enrolment in the Canadian forces.



OP – RÉSEAUTAGE

Educating businesses and organizations.



THE MFRC RELIES ON THE GENEROSITY OF DONORS to make several projects a reality:

- * Canex
- * FADM (Fonds d'aide au développement du milieu par la caisse Desjardins des militaires - Community Development Fund)
- * Fondation des amis de l'aviation
- * Non-public funds from the Bagotville military base
- * True Patriot Love Foundation
- * Ville de Saguenay