

Activity Report

2025-2026



Bagotville
Military Family
Resource Centre

CRFM
Bagotville



MFRC
Bagotville

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Discover our highlights of the year 2025-2026!



Mission, Vision and Values

Mission

To provide bilingual services to support military and veteran families in Saguenay-Lac-Saint-Jean and on the Côte-Nord.

Vision

To be recognized by military and veteran families as a trusted partner providing authentic, compassionate and caring support that makes a real difference.



Values

Commitment

We are committed to our mission and carry it out with rigour and professionalism to provide high-quality services that meet the needs of families.

Solidarity

We work together fostering collaboration and collective engagement in support of family well-being, in an inclusive environment where everyone feels supported.

Adaptability

We proactively adapt our actions through flexibility and openness to respond to the changing realities of families and our environment.

Integrity

We act with honesty, consistency, and transparency in all our decisions and actions. We honour our commitments, take responsibility, and demonstrate professional rigour while respecting confidentiality and individuals.



Message of the President



Michel Cécyre

President of the Board of Directors

As President of the Board of Directors, I am pleased to share these few words and to present the 2025–2026 Annual Report of the Bagotville Military Family Resource Centre (MFRC).

I would first like to thank the Board of Directors, consisting of nine voting members from the community (1 seat currently vacant), as well as two non-voting members appointed by the Commander of CFB Bagotville. Without their deep commitment, their integrity in overseeing the MFRC, and their dedication to the community, it would not have been possible to accomplish so much.

This year, marked by a period of transition, saw a significant organizational change. Mr. Guillaume Lapointe, a professional from the private sector, succeeded Ms. Isabelle Gauthier as Executive Director. On behalf of all members of the Board of Directors and myself, I would like to extend a warm welcome to Mr. Lapointe in his new role leading an MFRC that is recognized nationally as one of the best among the 32 MFRCs under the Department of National Defence.

I would also like to acknowledge the support of the Commander of CFB Bagotville, Colonel Phillip Rennison, of Chief Warrant Officer Mario Huard, and of the Deputy Commander, Lieutenant-Colonel Peter Williams. Our Board of Directors is deeply grateful for their understanding and support in the face of difficult yet necessary decisions.

Having been involved with the organization since 2015, I now feel it is time to step aside to allow for renewed momentum in its governance. It is therefore with regret that I officially announce that I am stepping down as President of the Board and as a voting member of the Bagotville MFRC, effective today.

Finally, I would like to extend a special thank you to all the MFRC staff. Your diligence, commitment, and expertise are undeniable. Each and every one of you plays a key role in the success of the Bagotville MFRC. We are immensely proud of you, and you deserve all our admiration.

**The Bagotville MFRC —
a truly MEMORABLE team!**

Message of the Executive Director



Guillaume Lapointe
Executive Director

On behalf of the management team and our staff members, I am proud to present the 36th Annual Report of the Bagotville Family Military Resource Centre (MFRC) for the fiscal year ending March 31, 2026.

Funding sources

In order to clarify the origin and use of our various sources of funding, the following is a summary of the funds that enabled the Bagotville MFRC to provide you with high-quality services and activities that reflect the needs identified by our community.

Funding sources	Use of funds	Grants
Military and Veteran Family Services Support Program (MVSFP)	National grant supporting the three main challenges of military life: relocations, absences, and transitions. MVSFP programs include, among others: psychosocial counselling, integration, family support, absence support, second-language courses, community activities, volunteer engagement, support for families of an ill, injured, deceased member or veterans, support for special needs, youth programs.	\$1,342,603
	Additional funding provided for the following initiatives: software upgrades, cost-of-living adjustment, parental respite for operational absences, mental health accessibility project, and National Volunteer Recognition Program (VOREP).	\$61,519

Funding sources	Use of funds	Grants
Military and Veteran Family Services Support Program (MVSFP) <i>Continued</i>	Targeted calls for proposals: Childcare access Improvement Project aimed at improving environments and the delivery of childcare services not regulated by the provincial government.	\$299,350
Ministère de la Famille — OCF	The <i>Programme de soutien financier à l'action communautaire auprès des familles</i> (OCF) provides funding to support initiatives that promote family well-being, meet their needs, encourage the development of solutions, ensure a safety net and a supportive social network, and offer support for children's development.	\$182,700
Financial institution	Annual interest on secured term savings Desjardins	\$11,077
CFB Bagotville commander: grant to provide local services tailored to the community.	Programs funded under an annual supplementary agreement between the commander and the MFRC to provide counselling and family support services to community members.	\$140,000
Parent users	Revenue from parents who use the various childcare services offered by the MFRC (Respite Daycare, Exploratouts and pedagogical days).	\$81,695
Partners and other funding sources: The MFRC continues to actively seek potential funding opportunities that help enhance existing services or develop new initiatives and activities in collaboration with partners.	Fondation québécoise des vétérans	\$600
	Bagotville Non-Public Funds—Welcome Event and Maple Sugar Time and Chocolates	\$4,500
	Youth fundraising activities (canteen and lottery)	\$4,162
	Ville de Saguenay	\$1,500



Message from the Executive Director:

The 2025- 2026 fiscal year marks an important milestone in the history of the Bagotville MFRC, with a transition in the Executive Director role following more than 23 years of dedicated leadership and commitment from Ms. Isabelle Gauthier. Her outstanding contribution has helped shape an organization that is welcoming, people-centred, and deeply rooted in its community. We are fortunate to continue benefiting from Isabelle's expertise and commitment in her new role within the team.

It is with gratitude, respect and enthusiasm that I had the privilege of taking over as Executive Director of the Bagotville MFRC. From my very first day, I had the opportunity to join a highly skilled, multidisciplinary team that is deeply committed to the well-being of military and veteran families. Their expertise, dedication, and close connection with the community are a key strength of our organization.

Building on the exceptional work carried out over the years, I am committed to preserve the human-centred values and quality of services that define the MFRC's reputation, while continuing to develop and improve our service offering. In a context marked by a tense geopolitical climate and a sustained military operational tempo, it is essential for the MFRC to remain agile, proactive, and attentive to emerging realities in order to adapt its actions and services to the evolving needs of families.

This transition year is also an opportunity to collectively reflect on the future of the Bagotville MFRC and to continue our mission with ambition, collaboration, and commitment to our community. Maintaining ongoing awareness and the ability to adapt to current and future challenges will remain a priority to ensure relevant, compassionate, and sustainable support for the families we serve.



2025–2026 Highlights

New Initiatives

The Bagotville MFRC continues to stand out through its forward-looking vision, its connection to the community, and its dedicated and dynamic team. Throughout the year, several initiatives were implemented to enhance accessibility to services and respond in innovative ways to the needs of military and veteran families.

The Teen Town improvement project got underway thanks to financial support from the Caisse des Militaires Desjardins *Fonds d'aide au développement du milieu* (Community Development Fund), as well as the contribution of the Bagotville Real Property Operations Detachment team (DOIB) in carrying out the renovations. This initiative provides youth with an even more welcoming and engaging environment designed to meet their needs.

Key Statistics on Services

In the winter of 2025, we received a particularly insightful statistical report from Military Family Services.

The document presents comparative data on services funded by MFS across all MFRCs serving the Canadian Armed Forces, as well as specific data for the Bagotville MFRC for the 2024-2025 fiscal year.

The results show that the Bagotville MFRC accounts for 35.66% of all services provided to adolescents and youth, 5.9% of mental health and psychosocial intervention services, and 6.11% of absence-related services across all MFRCs in Canada.

These results reflect an outstanding level of performance.

2026–2029 Strategic Planning

The Bagotville Military Family Resource Centre supports military and veteran families in the Saguenay-Lac-Saint-Jean and Côte-Nord regions by offering services tailored to their realities.

To ensure the continuity and evolution of its mission, the MFRC is undertaking a strategic planning process for 2026–2029. This initiative, the result of collective reflection, aims to align the organization's services, resources, and priorities with the evolving needs of the community, while supporting informed decision-making and the development of high-quality, people-centred services.

Upcoming Projects for 2026–2027

Over the coming year, the Bagotville MFRC will pursue several initiatives aimed at improving the accessibility and quality of services offered to military and veteran families.

Among the priorities, work is underway to improve access to childcare services for children aged 0-5 and school-aged youth in our community. The MFRC is actively working on the development of new services, including the recruitment of additional specialized staff for child and youth programming, the optimization of available physical spaces, and the extension of operating hours for childcare and youth intervention services.

To better meet the needs of families, new initiatives are currently being developed to provide evening childcare services to school-aged children in the community.

These initiatives are made possible through opportunities provided by Military Family Services, the *Ministère de la Famille* through the OCF program, support from the chain of command, and other funding partners.

In order to support the integration of adult clients, we will place greater emphasis on community-based activities in our day-to-day operations.

MFRC team members also aim to raise awareness of our services among our partners and the reserve units within our service area.

Finally, the MFRC will gradually begin implementing the various measures and directions outlined in the new 2026–2029 strategic plan. This approach will guide the organization's development and support the evolution of our services in order to effectively meet the current and future needs of the community we serve.

Conclusion

The year 2025–2026 represents a pivotal period for the Bagotville MFRC. Amid transition, strategic reflection, and new project development, the organization continues to evolve while remaining people-centred, accessible, and dedicated to military and veteran families.

The year 2026-2027 will also be marked by a transition in the role of Chair of the MFRC Board of Directors. This transition will be carried out with a focus on continuity, collaboration, and a sustained commitment to the mission of the organization and the families we serve.

I would like to acknowledge the outstanding work of all members of our team, the Board of Directors, volunteers, partners and the chain of command, who contribute every day to making the Bagotville MFRC a trusted, vibrant and welcoming organization for our community. Their commitment, professionalism, and dedication make it possible to deliver high-quality services and to respond compassionately to the realities faced by families.





An Outstanding Team

Dynamic, dedicated, and experienced!

32 caring staff members dedicated to providing high-quality services.



9 volunteer board members and **2 advisory members** appointed by the Commander, well informed of the issues and attentive to your **realities**.



89 volunteers actively involved and contributing their **strengths** to ours.

Board of Directors

President: **Michel Cécyre**

Vice-president: **Julie Engram**

Treasurer: **Kerri Egbert**

Secretary: **Mélanie Lyrette**

Directors:

- * **Charlotte Romignon**
- * **Serge Guillaume**
- * **Estelle Bélanger**
- * **Hugo Bouchard**
- * **Vacant position**

Executive Director (non-voting):
Guillaume Lapointe

Members appointed by the Commander (non-voting):

- * **LCol Peter Williams** (DComd CFB Bagotville)
- * **CWO Mario Huard** (3 Wing and CFB Bagotville)



7 meetings
in 2025-2026

A Team at your Service

Emeneh Asuncion
Educator

François Allard-Audet
Family Counsellor

Isabelle Brochu
Second-Language Learning
Counsellor

Anne Bruneau-Poulin
Communication and
Marketing Officer

Joanie Cantin
Employment Counsellor

Yulieth Cervantes Torres
Educator

Samantha Côté
Support Educator

Marie-Ève Desbiens
Relocation Counsellor

Annie Deschamps
Prevention, Support and
Intervention Coordinator

Jenny Desjardins
Client Service Officer

Isabelle Gauthier
Finance Manager

Diana Girard-Awashish
Educator

Michelle Guérin
Youth Leader

Christine Harvey-Paquet
Child-Family-Youth
Coordinator

Rosalie Jobin
Youth Leader

Marc-Antoine Lachance
Youth Leader

Guillaume Lapointe
Executive Director

Annie Lavoie
Educator

Melissa Magnan
Educator

Michelle Mardelli
Youth Worker

Chantal Martin
Absence Support Officer

Annie Massicotte
Administrative Clerk

Marika Morency
Community Action
Coordinator

Raiza Pacheco
Absence Support
Coordinator

Kathya Poutré
Communication and
Marketing Officer

Chloé Thibaudeau
Educator

Fayrouz Trabelsi
Educator

Emy Tremblay
Family Liaison Coordinator

Ginette Tremblay
Editor and Translator

Cynthia Tremblay
Veteran Family Program
Coordinator

Émilie Vallée
Development and
Communication
Coordinator

Danielle Valmera Michaud
Strategy and IDEA Advisor



Communications and Digital Presence

Over the past year, our organization has continued and strengthened its communications efforts, focusing on the consideration phase— namely how our audiences develop their understanding and interest in our mission, actions, and services.

Key fact

Nearly 25 %
of the community members
require services in English.

This reflection is part of a comprehensive approach aimed at better structuring our presence and messaging throughout the communications cycle, from visibility through engagement. It also takes into account the reality of our environment which translates into a systematic delivery of our communications in both languages. This continuity is reflected in the development of our digital tools, including our website.

Website

As a complement to the national website, our organization has developed its own website, tailored to the regional context.

Through this project, we were able to:

- * To design a clear, comprehensive, and user-friendly structure,
- * Develop and write all content,
- * Integrate key information related to our services and activities,
- * Ensure a consistent user experience aligned with our image.

The website is now live in a fully functional version. We will continue to optimize it over the coming weeks and months to enhance its performance, enrich certain content, and further refine the user experience.

This launch marks an important milestone in the project and provides easier access to information, while showcasing our initiatives and strengthening our visibility within the community.



Digital Media and Social Media

The **engagement rate** corresponds to the proportion of people interacting with our posts relative to the total number of followers. The benchmark indicated that a rate above 2% is a sign of an active community and that our content appears well suited for our audience.



NEWSLETTER

1,902
subscribers

18
distributions

FACEBOOK

2,062
followers

2.63%
of engagement
+19.5% vs. last year

Posts

293
posts/stories
created,
+5.4% vs.
last year

431
people
reached on
average,
+18.7%
vs. last year

863
views per
post on
average,
+57.2%
vs. last year



FACEBOOK—TEEN TOWN—YOUTH HIDEAWAY

Posts

46
posts/stories
created
a 20.7%
decrease.

130
people
reached on
average,
+46.1%
vs. last year

437
views per
post on
average,
+70%
vs. last year

151
followers

5.04%
of engagement
+8.6% vs. last year

INSTAGRAM

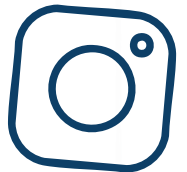
Building on the improvements initiated last year to reposition our Instagram page, including a content overhaul and the introduction of formats such as reels, this year allowed us to strengthen this approach and to assess its impact.

The data collected now provides a representative picture of our evolution:

280
followers

23
posts/stories
created

5.2%
of engagement



Podcast—Bagot Talk

After a pilot phase initiated last year, the podcast **reached full implementation this year**, marking an important milestone in the development of this communication tool.

Hosted by François and Michelle, each episode brings to life the stories and challenges of families through sincere conversations with guests who share their expertise and experiences.

These episodes include:

- * The **Parenting Playbook miniseries** focusing on practical tools to support parents.
- * A variety of content broadcast in **French or English** depending on the guests and topics.
- * Discussions with **specialists** (psychoeducators, speech therapists, social workers, etc.) on issues that directly affect our community.
- * A series of **practical, educational**, episodes based on **testimonials** that reflect the diversity of realities experienced by military families.

The episodes are broadcast on our **YouTube** channel and are available on **Spotify**. They are also shared on our Facebook page as well as in the Facebook group dedicated to the podcast, fostering exchanges and strengthening our connection with the community.

18 episodes

293 members
in the podcast's dedicated
Facebook group.



Welcome and Information

Communication occurs as soon as the posting message is received

The **posting messages** transmitted through military chains of command allow us to communicate relevant information to families at the appropriate time.

As such, upon receiving a message, we send an email to the military member to inform them of our services designed to meet the needs of each member of their family.

It is essential that the military member share this information with their loved ones to enable us to provide them a warm welcome and services tailored to their needs.

381 emails sent to CAF members for welcomes or departures

↑ A **14% increase** compared to last year



673

Due to a deployment, course or exercise

147

Upon a CAF member's arrival in Bagotville

122

Upon a CAF member's departure to another base

27

Due to a medical release

31

Due to a voluntary release

Update appointments

Military life brings a unique dynamic within families, especially during postings, absences, and transitions. These challenges lead to several day-to-day changes.

By updating their loved ones' information, the military member ensures that we can provide their family with support tailored to their situation. The arrival of a child or a deployment are two concrete examples of important updates, among many others.

An increase of 12% compared to last year.



Relocation Support

Initial contact helps establish valuable relationships with families.

Through our personalized integration calls, we provide them with essential information, practical advice, tailored solutions, and support in facing daily challenges.

Our goal is to ensure families feel heard, supported, and guided throughout their relocation process.



All Aboard! travel kit

19 distributed to families leaving the region.

Designed to entertain children and youth during the relocation, these kits bring them joy and help ease what is often an emotionally charged and stressful time.

79 one-on-one communications supporting integration

151 personalized support services

149 referrals to other internal services, each revealing at least one additional need.

Most frequent consultation topics:

- 1. Health:** Régie de l'assurance-maladie du Québec (RAMQ), family doctor and medical appointments
- 2. Childcare services:** obtaining a place, service options
- 3. Schools:** programs, student support, additional services, and transportation.
- 4. Housing:** where to search, rental regulations in the province, and the traditional moving day in Quebec.

Tick the Relocation Box!

May 2025 and March 2026

A relocation raises several questions. The workshop addresses, logistical aspects, budgeting, and the main considerations related to relocation, in collaboration with key partners.

Answer Café

September 2025

The activity offers a valuable opportunity for people new to the area to meet members of our team and obtain answers to their questions. Topics covered include employment, recognition of prior learning, healthcare, and key aspects of relocation. This exchange aims to facilitate integration by providing participants with clear information tailored to their needs.

Employability, Academic and Career Guidance

Achieving personal and professional goals requires reflection, planning, and perseverance. The challenge is even greater for military families, who are frequently required to relocate, often creating the feeling of constantly starting over.

This unique reality, however, helps develop key skills. Frequent relocations foster continuous learning and can create the impression of experiencing life at an accelerated pace. These experiences become a source of personal and professional growth, strengthening versatility, transferable skills, and the ability to reinvent themselves.

Our employment counsellor offers personalized, ongoing support to youth and adults at every stage of their career journey:

- * **Educational continuity:** support during school transitions related to frequent relocations.
- * **Academic and career guidance:** assistance in making informed choices adapted to each individual's reality.
- * **Goal achievement:** individualized support that promotes academic success and career development.
- * **Employability:** support with résumé writing, interview preparation, and career exploration.

Through these initiatives, mobility challenges become **opportunities for growth and success.**



Individual meetings

Adults

66 job search assistance cases

91 career guidance cases

Young people

8 job search assistance cases

11 academic guidance cases

Impactful Initiatives

First Impression

May 2025

The objective of the workshop was to help youth aged 9 to 17 understand the importance of presenting themselves well when meeting new people in person.

Through practical exercises, our employment counsellor supported them in developing their social and interpersonal skills, which are essential to their personal, academic and professional development.

Participants had the opportunity to practice introducing themselves, identify their strengths, and build confidence.

Holiday Market for Entrepreneurs

December 2025

The purpose of this activity was to offer visibility to community entrepreneurs and support their business growth.

For military spouses, this initiative also served as a professional development opportunity, enabling them to explore entrepreneurship as a career option compatible with a reality marked by mobility and frequent transitions.

Society Needs You!

January 2026

These sessions brought together teenagers and their parents for a dynamic exploration of career choices.

Through a fun and interactive approach, youth reflected on how employment and volunteer work can develop skills and strengthen their resumé.

The session also provided an opportunity to answer questions from participants about the school system, youth employment, and career guidance, as well as present tailored tools and employment opportunities, while taking into account the limitations of the legal requirements for under the age of 14.

Language Learning



Second-language learning is essential for military families. It improves cultural adaptability and communication, and contributes to personal growth.

In practical terms, it fosters integration into new communities, broadens educational and professional opportunities, and improves access to local resources.

The MFRC supports both French and English learners according to their needs. Classes provide an environment that encourages socialization, while self-directed learning offers flexibility. Guidance, learning resources, and opportunities to practice and use the language in real-life contexts are also provided.

French

Main Reasons for Taking French Classes:

- * To integrate into the local community
- * To reduce social isolation
- * To improve communication within the couple
- * To communicate more easily with in-laws

In-person classes and conversation workshops

72 class sessions delivered

243 participations



Testimonials

“The French classes at the MFRC have been a cornerstone of my life in this region. [...] They have also been crucial for my social well-being and provided a wonderful opportunity to meet new people and make friends who are navigating the same transitions”. J. B.

“The classes have really helped me: I am more active, I go out more, and I feel more comfortable speaking French”. N.S.

“French classes have helped me to get closer to my in-laws”. A.M.

Self-Directed Learning

The LRDG (Language Research Development Group) second-language program for French and English is available for self-directed learning.

Military family members can obtain a free licence by contacting the MFRC or by logging into their CF One account to register.

Family members who relocate to a community where the local language is neither English nor French can have free access to the Rosetta Stone language program.

ENGLISH External Partnerships



The MFRC is committed to supporting access to English-language learning for individuals who wish to prepare for an upcoming posting or improve their language skills for work or future employment opportunities.

Volunteering

Adults

Essential to our work, our volunteers enable us to offer diverse and comprehensive services. Through their engagement they embody BY, FOR and WITH the community, as demonstrated by:



763
volunteering
hours

204
volunteer
participations

15
new
volunteers

89
active
volunteers

Youth

Volunteer engagement provides young people with a unique opportunity to develop essential qualities and skills that will serve them throughout their lives, such as self-confidence, teamwork, empathy, and a sense of responsibility.

Youth engagement reached a new milestone in 2026 with the creation of a **youth committee dedicated** to fundraising activities in support of the Teen Town Youth Hideaway.

30 youth are among
our active volunteers.



Involvement

Volunteer participation takes various forms, each having a specific impact and contributing to the community in its own way:

Event-based volunteering:

occasional participation in our events and fundraising activities through working groups.

Administrative volunteering:

planned and regular involvement on our Board of Directors.

Micro-volunteering: occasional and cumulative actions in support of initiatives, allowing individuals to contribute without a long-term commitment.

Recognition

Our volunteers' commitment is recognized each year in a variety of ways. Their sustained involvement has resulted in:

91 participations

In the following events:

- * Youth Volunteer Appreciation Evening—May 2025
- * Volunteers Café—May 2025
- * Recognition Day in partnership with the base Personnel Support Program (PSP)—January 2026



Community Integration

Our flagship activities

Social bonds are crucial to the development of strong, lasting relationships, whether within families, between colleagues or with community members. A community fostering integration is united, supportive and strengthened by its diversity.

The **Welcome Activity** plays an important role in ensuring newly arrived families receive valuable information. During this festive event, we present our services and those of our key partners.

Welcome Activity: A World, a Community—August 2025

280 participants

Halloween activity—October 2025

400 participants

Maple Sugar Time & Chocolates activity—March 2026

270 participants



Our connection activities

Bagotmobile May and October 2025	Activity to reach families.	98 participants
Family Fun Month of activities as part of <i>Semaine québécoise des familles</i> May 2025	<ul style="list-style-type: none">• Picnic• Creative workshop with <i>Les Ruches d'art!</i>• Visit from military Police and firefighters• Family play zone• Activity: Rock Band	72 participants
Holiday Season Activity December 2025	<ul style="list-style-type: none">• Holiday market – community entrepreneurs• Creative activity—Decorate your MFRC• Family photo session—BFC Bagotville Chaplaincy and Imaging Office	350 participants
Adult Integration Evenings September 2025 to March 2026	<ul style="list-style-type: none">• Board game night—October 2025• Creative evening: Personalized candles—November 2025• Board game night (Bell Let's Talk)—January 2026• Meditation workshops (Bell Let's Talk)—January 2026• Creative evening: Paint your Flowerpot! — March 2026	55 participants
Get Together September 2025 to March 2026	<p>A regular gathering where adults come together to connect, build relationships, and engage in open conversation with one another and with the team to foster a sense of community.</p> <p>An animal-assisted therapy session enhanced one of these gatherings.</p>	8 gatherings



Childcare Services

The Bagotville MFRC maintains the established childcare arrangements, ensuring a flexible service offering that meets the diverse needs of military families.

Respite services were also provided to address occasional needs requiring greater flexibility.

SERVICE RECIPIENTS

(Respite Daycare & Parenting Respite)

137
families

195
children

Respite Daycare

The Respite Daycare offers occasional or weekly childcare. The program facilitates parents' participation in a variety of services and activities.

3 343 attendances

A 10% increase
compared to last year.

Hours of operation:

- * Monday to Thursday, 7:45 a.m. to 4 p.m.
- * Friday, 7:45 a.m. to noon

Parenting Respite

Designed for children ages 3 months to 9 years, this service is available in the evenings as well as one to two Saturday mornings per month, to help families maintain a healthy balance.

20
sessions

127
attendances

This respite time is especially helpful during a parent's extended absence. It also allows parents to participate in the daytime or evening activities and training sessions.

Key fact:

Paired for part of the year with a connection time:

Get Together activity





Respite—Special needs

Other forms of respite are also available to support families with specific needs.

External respite for children with special needs (partnership with local organizations).

4 families **7 children**

4 full weekends of respite per child

During operational absences, partial reimbursement for in-home respite services.

Provided to **1 family**

In-home respite following the birth of a child.

6 families **13 home visits**

4 hours per visit

Pedagogical daycare services

This service is for elementary school children - ages 5-12 years- during pedagogical days.

Throughout the year, several team members addressed various topics with the children through fun and educational mini-workshops, focusing in particular on self-awareness and emotional regulation.

14 sessions offered



2 more than last year

DURING THE SCHOOL YEAR

162 attendances **41 families**

Key fact:

A 95 % increase compared to last year.

Parenting Support

These services provide support to families throughout the different stages and challenges related to parenting. We offer individual support, information sessions and workshops, as well as a parent-child group to reach as many families as possible.

Parents & Tots Group

For children aged 0–5 years and their parents.

Meeting on a weekly basis, this group allows participants to socialize, break isolation, and build connections within the military community.

Every Wednesday, 9 a.m. to 11 a.m.

48
gatherings

Welcome Baby Program

A kit containing information, resources, and small thoughtful items is given to new parents in the community who request it upon the arrival of a baby.

A follow-up call is made to congratulate the parents, check in, and offer support, including a postpartum support (*relevailles*). This is a meaningful way to provide them with tools, referrals, and services if needed.

29
kits
distributed

34
families reached
by phone



Individual Support

Focused on analyzing the challenges and developing an action plan, this support aims to help parents better understand and manage the challenges associated with their role. It is based on a personalized approach tailored to the specific realities of daily life.

This type of support may include:

- * Assistance with finding and integrating childcare services,
- * Guidance for children with special needs,
- * Advice on parenting and child development,
- * Thorough assessment of family issues and relationship dynamics,
- * A concrete action plan to meet the needs of parents and children.
- * An unscheduled one-on-one meeting in the form of listening, advice, or additional services.
- * Tailored strategies to improve communication, emotion regulation, and parental decision-making.

Initiatives



Managing my Child's Behaviour Is Challenging! — Workshop (May 2025)

This workshop aims to provide parents of children aged 2 to 8 with tools to better understand the different behavioural reactions at this age.

It also helps them develop strategies to support children through emotional outbursts and foster healthy development.

3 participants



4 to 7 Event— Among Fathers (June 2025)

This initiative is part of a parenting support approach, offering fathers a space for sharing and socializing, with open discussions.

18 participants

Initiatives (continued)



Confidence Group

(November and December 2025)

The Confidence Group, is a structured parenting support initiative that directly addresses the realities of family separation.

It helps parents become aware of the impact of certain dynamics, reflect on their parenting practices, and adopt a child-centred approach, ensuring the child's needs remain at the heart of parental decisions, despite the challenges.

By facilitating parent-child dialogue in a structured and supportive environment, this intervention supports parents in adapting to their new family reality and encourages more positive and secure interactions between them and their children.

12 participants



Podcast

Specialized Episodes

The MFRC podcast has released specialized episodes such as *Les grands changements* with psychoeducator, Sarah Hamel, *Les enfants et les écrans with speech therapist*, Mylène Arsenault, and *The Emotional Storm in Children* with psychoeducator, Krysta Letto.

These episodes are complemented by the miniseries *Parent Playbook*, which explores topics such as *Side-by-Side Conversations*, and *The Lobster Complex*.

Created in collaboration with specialists, these episodes and many others offer parents practical guidance to better understand and support their children in everyday life.



Child and Youth Development

Through a structured approach, we have supported the development of skills, autonomy, and well-being by offering tailored services to different age groups. Our interventions were organized around **three axes**:

- 1. Learning and development:**
Fostering curiosity, acquiring knowledge, and deepening learning.
- 2. Responsibility and prevention:**
Encouraging autonomy, decision-making, and emotional management.
- 3. Personal growth:**
Strengthening self-confidence, social interactions, and preparation for adulthood.

The training sessions, workshops and activities, groups, as well as program a setting were adapted to meet the specific needs:

Category	Ages 3 - 5	Ages 6 - 12	Ages 13 - 17
Learning and development	Learning through play, sensory development and socialization	Knowledge acquisition, curiosity and skills development	Deepening knowledge, autonomy and critical thinking
Responsibility and prevention	Learning rules for living together, exploring notions of safety and respect	Understanding the consequences of actions, strengthening emotional regulation and conflict management	Making informed decisions, preventing risky behaviour and taking responsibility
Personal Growth	Expressing emotions, developing early social interactions	Identity development, self-confidence and sense of belonging	Project development, broadening of perspectives and preparation for adulthood

Training

To make them available to more people, partial reimbursements are offered for training essential to the autonomy and safety of youth, such as:

5 partial reimbursements issued

Home Alone helps young people develop essential knowledge and skills to ensure their safety when they are alone at home. They learn to deal with a variety of situations with autonomy and confidence.

Babysitting Training (*Gardiens avertis*) is intended for young people aged 11 and over who want to learn the essential skills needed to ensure the safety and well-being of the children they care for.

Workshops

Ésopette puppet show April 2025

As part of the Month of the Military Child, we hosted the puppet show *Ésopette ou les fables rapiécées*.

This activity allowed the children to explore themes related to emotions and relationships in a fun way. It supports the development of imagination, language, and social skills.

80 children





Les Exploratouts

Offered in the form of workshops taking place once to several times a week, these classes provide children with enriching experiences that promote a variety of learning opportunities, notably through nature-based activities. Parents are also provided with tools to help reinforce learning at home.

Each week, children take part in activities to help them better understand the world around them and prepare for kindergarten. They develop autonomy, resourcefulness, and confidence in a safe environment that supports their growth.

Key facts:

On four occasions, our psychoeducator **enhanced** the classes by addressing key topics such as the trusted network, consent, emotional expression, and empathy, thereby making a significant contribution to the children's social-emotional development.

Following each intervention, parents were provided with a handout to support reinforcement of learning at home.

June to August 2025

427 attendances

43 sessions offered

September to December 2025

334 attendances

43 sessions offered

January to June 2026

Ongoing—Results from January to March inclusively

260 attendances

39 sessions offered

Confidence Group - November and December 2025

The Confidence Group provides children with a safe and neutral environment to express emotions related to their parents' separation, while normalizing their experience through contact with other young peoples in a similar situation.

Through adapted activities, children develop their ability to identify, understand, and express their emotions.

The group also helps them better navigate certain challenges and the realities of blended families, while fostering self-esteem and positive coping strategies. This approach contributes to their emotional, social, and relational development with a focus on overall well-being.

12 participants

At Home with...

21 attendances

Winter 2026

A series of three suppertime gatherings with youth to build connections and engage in open discussions about topics relevant to them. The young people also develop their culinary skills by cooking their meal.

MNM

150 attendances

12 sessions

These sessions consist of a variety of workshops and interactive activities on topics that engage youth interest and stimulate reflection.

Ranging from self-discovery to communication skills improvement, these initiatives have been enhanced through collaboration with partners such as the base chaplaincy service and the Centre de prévention du suicide 02.

To better meet the needs of the participants, two distinct MNM formats are offered:

- * **MNM for All**, for youths aged 9–17.
- * **MNM for high-school youth**, specifically designed for teenagers.

A space that fosters dynamic, enriching exchanges focused on well-being and personal development.

Groups

Study Hall

Throughout the school year, this weekly support group aims to develop study strategies, support perseverance, and facilitate adaptation to changes experienced by high school students.

22 sessions

October 2025 to March 2026
continuing until June 3, 2026

Jam Session

October 2025 to May 2026

Held in our music room, this activity provides young people (ages 12–17) with instruments and an ideal space to develop their musical skills, build social connections, and express themselves freely.

It fosters discipline, creativity, and well-being, while strengthening collaboration and self-confidence.

**5
youth**

**10
sessions**

1 performance in May with 
an audience of **65 people.**



Teen Town—Youth Hideaway

The Teen Town Youth Hideaway plays a central role in our commitment to youth development and well-being. It is a safe space that fosters autonomy, socialization, and personal growth of youth aged 9 to 17.

A major renovation project was completed during the year, improving the space and making it even better suited to young people's needs.

WE THANK the

Caisse Desjardins des militaires for its financial support of **\$35,000**, which made it possible to transform this space into a unifying youth hub.



Initiatives and Support

Various initiatives are continuously implemented to enhance this unique environment, providing young people with structured and caring support delivered by a qualified team. This supervision supports their personal development and the creation of positive, lasting relationships.

Highly appreciated for its positive impact, the **personalized integration** enabled **12 young** people to find their place in the group, with the support from our youth worker.



Community Impact

As a hub for self-expression and belonging, the Teen Town fosters youth confidence and engagement in values such as respect, cooperation, and responsibility.



Support and Engagement

The following **fundraising activities** contributed to maintaining and enhancing our initiatives:

- * **The Welcome Activity canteen** (August 2025)
- * **50/50 draw during the Welcome Activity** (August 2025)
- * **Canteens during the themed dance events** (January and March 2026)
- * **50/50 draw during the Spring activity** (March 2026)

Total amount raised:

\$4,162

Attendance

165
sessions

2,050
attendances

12 youth on average
per session offered

March Break Programming

From **March 2 to 5**, the regular schedule was **enhanced**, allowing youth to enjoy a dynamic program:

- * Introduction to Dungeons & Dragons
- * Pyjama Night
- * Nature and Adventure Intervention
- * Collective cooking
- * Creative evening
- * Games night
- * Special *Teen-Game* activity

The Teen Town is much more than a space; it is a true engine for growth and learning, where **lifelong memories are made!**



Prevention

Each year, through education and awareness initiatives, we address a variety of topics based on the most common reasons for consultations, as well as themes highlighted in provincial, national, and international campaigns. **Our goal** is to equip families who are interested with the tools they need to take action, while informing the community at large of current issues and available resources.



Themes

- **Mental Health Week**
(May 5–11, 2025)
- **Quebec Family Week**
(May 12–18, 2025)
- **International Day Against Homophobia and Transphobia** (May 17, 2025)
- **Healthy Relationships Campaign**
(October 20–31, 2025)
- **White Ribbon Campaign—12 Days of Action to End Violence Against Women**
(November 25 to December 6, 2025)
- **Bell Cause** (January 21, 2026)
- **Suicide Prevention Week**
(February 1–7, 2026)



Talks and Workshops

Listening to Oneself to Better Support Others April 2025	Julie Fournier, social worker and psychotherapist	This workshop helped establish points of reference aimed at preventing compassion fatigue as well as exploring practical strategies for self-care.
Healthy Communications October 2025	In collaboration with the Base of Bagotville Health Promotion services	This workshop provided strategies for conflict management and for fostering positive, healthy, and collaborative communication.
Bagot Talk Podcast Live Recording February 2026	Steven Bilodeau, Canadian Armed Forces Veteran	Our podcast recording in front of an audience created a rare and heartfelt moment. The exchange focused on the transition from the military to civilian life.
Talk About It April 2025 and February 2026	In collaboration with the Suicide Prevention Centre	This awareness activity for youth aged 9 to 17 aimed to promote prevention, encourage open dialogue, and help recognize signs of distress, while also highlighting available support resources.

Psychosocial Services

A concrete Impact on Families

Our intervention specialists provide compassionate support, combining empathy and adaptability to meet the needs of each situation. These services are available to anyone experiencing **challenges related to:**

- Absence
- Adolescence
- Anxiety and stress
- Injury or illness
- Communication
- Coparenting
- Bereavement
- Integration
- Parenting
- Interpersonal Relationships
- Separation
- Emergency situation
- Transition to civilian life
- Child behavioural issues

Personalized intervention



170 new case files



904 interventions and follow-ups

8 clients were placed on the waiting list.

The average wait time for intake was **2 to 3 weeks**.

100 % of clients on the waiting list were seen.

Main reasons for consultation:

- Adolescent challenges
- Relationship difficulties within couples
- Parenting support (coparenting, adolescence, child behavioural issues, relationship with a parent experiencing an operational stress injury [OSI])
- Parental burnout
- Adjustment difficulties following return from deployment and/or exercise
- Occupational burnout



Absence Support

A range of services tailored to the needs of families is available before, during, and after an absence, regardless of its length or operational reason.

When the chain of command informs us of a CAF member's upcoming absence, we use the information provided by the member to contact their loved ones. It is therefore essential that the members update their information with us before departure.

The initial contact with each CAF member's loved ones consists of sharing information in various formats (email, letter, and information package).

1079 information communications
in different formats



94% increase
compared to last year.



A second contact—whether in person, virtual or by phone—is conducted one-on-one and is tailored to each person's needs.

This communication allows the individuals to express their emotions, to better understand their reactions to absences, and to find comfort in sharing their thoughts through this communication.

This type of support plays a key role in maintaining family balance by providing support at the first signs of need.

Families express deep gratitude for this support, which often makes all the difference.

624 individual support communications



73 % increase compared to last year.



Holiday Brunch

November 22, 2025

20 participants

Gathering for families experiencing the absence of a loved one during the holiday season. In collaboration with the base chaplaincy services.



Main challenges encountered during absence:

- Managing daily stress and unexpected situations without the direct support of a partner.
- Reorganizing family life while balancing responsibilities and personal well-being.
- Coping with limited access to the usual strategies for relieving pressure and stress.
- Managing children's reactions to the absence of the military parent (provocation, opposition, regression, attachment).
- Maintaining emotional connection and effective communication with the absent partner.
- Carrying a significant mental and emotional burden that is often unrecognized.
- Dealing with limited communication or availability from the absent military member.

The challenges can be mitigated through appropriate strategies and a strong support network.



A service that goes beyond the parcel itself!

We provide a dedicated space for parcel sending that promotes attentive listening and ensures ongoing service to the community.

For the sender, this service:

- * Offers a concrete way to express their support and affection.
- * Creates a sense of connection and contribution, especially during prolonged absences.
- * Allows meaningful items to be sent as expressions of care and thoughtfulness.

For the recipient, this service:

- * Strengthens emotional connections and provides comfort despite the distance.
- * Delivers useful items or small thoughtful gestures that help improve morale and well-being.
- * Helps individuals feel the presence and support of loved ones despite the distance.



Transition

A range of customized services are offered before, during and after release.

The following two key individuals play a role in distinct situations to facilitate the transition.

Family Liaison Officer

As the point of contact between the Bagotville MFRC and the Canadian Armed Forces Transition Centre in Bagotville, the Family Liaison Officer (FLO) provides **psychosocial services in cases of physical or psychological injury, or the death of a military family member.**

Veteran Family Program Coordinator

The Veterans Family Program (VFP) coordinator **assists members and their families with emotional, logistical, and social issues during or following a medically confirmed release.**

She informs members about the services available to them, such as training, career transition, and healthcare. She also ensures that families are made aware of the services they are entitled to and provides guidance and personalized support as needed.



Support

Contact is established when we are informed that a member has been injured, is in the process of medical release, or has been released for medical reasons.

This communication allows people to express their emotions and better understand their reactions throughout the transition process. Relevant services are offered based on each person's stage within this process.

This type of support plays an essential role in maintaining family balance by providing support at the first signs of need.

FLO

94 targeted service presentations were conducted as part of the Return to Service Program (RSP) to support the members consistently.

21 referrals from external partners to obtain personalized support.

36 referrals made to other services, each revealing at least one additional need.

VFP

42 referrals made to other services, each revealing at least one additional need.

144 one-on-one support communications including:

100 with veterans



44 with their families

* Calls are made 3 and 6 months after release.

Main challenges encountered during these interactions:

- * Coping with physical and emotional fatigue.
- * Experiencing grief through its various phases.
- * Reorganizing family life in search of balance and personal well-being.
- * Living with anxiety, post-traumatic stress disorder (PTSD), or stress.
- * Accessing and continuing healthcare (physical and mental).
- * Dealing with feelings of abandonment and loneliness following release.
- * Maintaining emotional connection and satisfactory communication between the injured or released member and their family and friends.
- * Managing a mental and emotional burden that is often unrecognized.

Workshops and activities

The transition represents a major challenge involving professional, social, and personal adjustments. Workshops and activities were implemented to address these needs.

Mental Health First Aid (MHFA) Offered online

September 2025 (cancelled)
February 2026 (delivered)

Recognizing the signs and symptoms of a mental health disorder and being better equipped to provide initial support leading to professional help.

This training is offered in partnership with the Valcartier and Montreal MFRCs.

Special Remembrance Day activity

November 2025

In keeping with national Remembrance Day commemorations, the Tree of Remembrance provided an opportunity for community members to hang a maple leaf in tribute to military personnel as a symbolic gesture that recognizes their service and honours their memory.

Veterans' Coffee and Brunch

June 2025 | November 2025
January 2026 | March 2026



Veterans and their loved ones can break isolation and chat during this friendly networking activity. This service helps reach new clients and welcome partners like the OSISS, the chaplaincy service, and the ACC team.

We gratefully acknowledge the Quebec Veterans Foundation for its essential support in making these events possible, which brought together **over a hundred participants!**

Transition to Civilian Life workshop

February 2026

The objective is to facilitate the transition of the member undergoing voluntary or medical release.

Exploring the stages of grief, the impact of changes, and the emotional reactions of the member and their loved ones complements the practical tools provided and the periods of reflection included in this workshop.

3
participants

Outreach and Engagement

A key component of our action plan as a community organization is to raise awareness of the reality faced by military families. To this end, our team works in collaboration with a wide range of partners and is actively involved in regional cooperation while also being affiliated with several associations.

Op – Awareness Program

Through this program, we promote our services and expertise to key individuals who are well positioned to observe the impact of the military lifestyle on families and to take meaningful action or intervene to support them.

Ultimately, this program aims to:

- Provide information to all the stakeholders.
- Foster a deeper understanding of the reality experienced by the community and a more accurate and inclusive perception.
- Strengthen coordination among the various stakeholders to ensure coherent and effective support.





OP-HEALTH ACCESS

Intended for health care workers and all the families in the community.

57 families received personalized support to help them navigate the health care system.

Workshop and meetings

As an organization, we play a key role in supporting families as they navigate the health care system, while also helping stakeholders better understand their lived realities and the needs they express.

Primary Care

October 2025

This workshop provided a safe space where participants were able to share their challenges, concerns, and barriers related to accessing primary care services.

25 Health Services Centre

May 2025

A meaningful discussion on access-to-care challenges and their impacts, highlighting the lived realities from both the families' perspective and that of the military member regarding their family's experience.

Table MSSS-MEQ

January 2026

This meeting helped raise awareness of the MFRC, highlight our specialized expertise, and support the development of a continuum of services for a target clientele, in collaboration with key partners in attendance.

Clinique médicale des 21

March 2026

An on-the-ground presence that fostered a deeper understanding of military families' realities, which helped dispel misconceptions and strengthened cross-sector relationships.



SPECIAL PROJECT — ACCESS

Community Family Funds – Military Family Services (MFS)

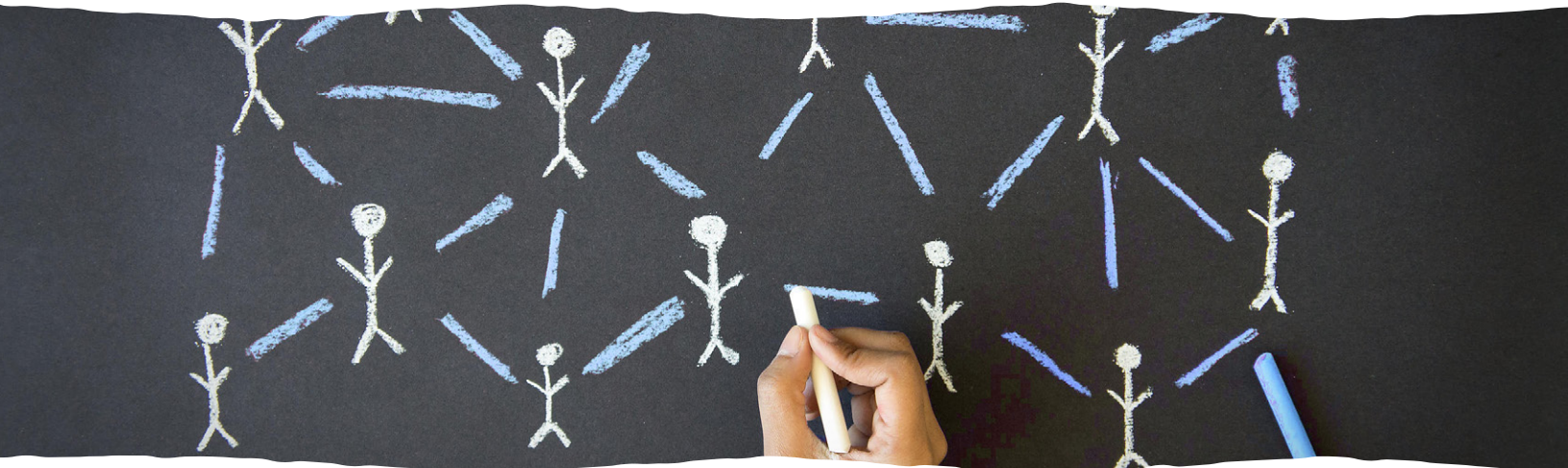
24 clients gained faster access to services tailored to their needs thanks to our **partnership with private clinics.**

Main objective: **Reduce barriers to accessing** mental health services.

Specific objectives:

- * **Streamline intake timelines** to ensure faster access to services.
- * **Ensure continuity of care** by facilitating access to mental health services and supporting ongoing follow-up.
- * **Develop and strengthen formal collaborations** with community partners, fostering a coordinated and efficient approach.

With this support, we were able to improve access to mental health care. Their generosity makes a real difference and is essential to fulfilling this mission.



OP-EDUCATION

Intended for school teachers and support staff.

September 2025

2 schools
(La petite école Vision Saguenay et l'École trilingue Vision Saguenay)

30 staff members

By working collaboratively with teaching and support staff, MFRC professionals contribute to a coordinated, consistent, and compassionate approach.

These efforts support continuity of learning and help schools better understand the realities experienced by families, enabling them to respond in a more informed and appropriate manner.



OP-RECRUIT

Intended for newly recruited military members and their families

12 swearing-in ceremonies

181 individuals

Swearing-in ceremonies provide an opportunity to help recruits and their families better understand the role of the MFRC at a pivotal stage in their journey.

By sharing information and practical guidance, and offering a listening presence, the organization supports families for the outset and strengthens their sense of confidence. It also helps them identify their own needs and future challenges, while raising awareness within the military community of the MFRC's essential role in supporting families throughout their journey.



OP-NETWORKING

Intended for businesses, organizations, and all the families in the community.

Through extensive networking and outreach efforts, the MFRC collaborates with more than 200 partners, including businesses, local organizations and the military community.

These initiatives help foster lasting relationships, increase awareness of the realities faced by military families, and improve access to resources. They also contribute to building a strong, engaged network focused on the well-being of military families.

Key Events

Activity with la Chambre de commerce et d'industrie Saguenay-Le-Fjord

May 2025

Our participation helped enhance our visibility within a key network of stakeholders and partners, while also consolidating strategic collaborations in support of community employability.

Welcome Activity-Partnerships

August 2025

By bringing together **27 organizations**, our event serves as a strategic awareness-raising platform, fostering a deeper understanding through direct engagement with the community.

On-base events

More than **10 presentations**, reaching over **515 individuals**.



Active Participation in Community Working Groups

- CFB Bagotville Family Violence Advisory Team
- *Table de concertation en violence conjugale et agression sexuelle du Fjord*
- *Table jeunesse du Fjord*
- *Table de concertation Immigration Saguenay*
- *ROC — Regroupement des organismes communautaires de La Baie et du Bas-Saguenay*
- *Comité d'accessibilité des services de santé et services sociaux en langue anglaise du CIUSSS Saguenay-Lac-Saint-Jean*
- *Table 0-5 ans Enfants Fjord* including our participation in various working committees
- *Table d'information et de référence enfance-famille (TIREF)*
- CFB Bagotville Racialized Persons Advisory Group
- *Table MSSS-MEQ (Ministère de la santé et des services sociaux – Ministère de l'éducation du Québec), Chicoutimi / La Baie*

Association Memberships

- *Centre d'action bénévole Saguenay (CAB);*
- *Chambre de commerce et d'industrie Saguenay — Le Fjord (incluant l'aile jeunesse);*
- *ROC — Regroupement des organismes communautaires de La Baie et du Bas-Saguenay;*
- *Troc — 02 (Table régionale des organismes communautaires de la région 02);*
- *Association des haltes-garderies communautaires du Québec (AHGCQ);*
- *Conseil régional des familles.*



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