



STRENGTHENING OUR COMMUNITY



**EDMONTON GARRISON MILITARY FAMILY RESOURCE CENTRE
ANNUAL GENERAL REPORT 2013 / 2014**



MESSAGE FROM THE BOARD OF DIRECTORS

Our theme this year was “strengthening our community”. A simple theme chosen very carefully. We realise that to ensure the delivery of relevant and exciting programs and services to our families we must collaborate to build a supportive, progressive and caring foundation for our community.

Having a strong community is fundamental to our future as an organisation, your ongoing support is appreciated. We continue to seek new partnerships and strengthen the old in order to provide you with the best possible programs and services.

We are an innovative, caring organisation building relationships and opportunities for the future. Our Out of School Care team were recently recognised for their efforts, receiving the Child Development Award of Excellence 2014 in the team category. Military Family Services (MFS) adopted our iSTEP program, developed for children dealing with Operational Stress Injuries (OSI) within the family, as a national program. It is a privilege to work with a team of dynamic, multi-talented staff and volunteers who willingly give of their time and skills to ensure the MFRC remains vibrant.

Be assured that your Board of Directors is responsive to your needs while building strength and spirit in our community, locally and nationally. We are committed to providing you with a Centre synonymous with excellence.

- Kaetlyn Corbould, Chairperson

MESSAGE FROM THE EXECUTIVE DIRECTOR

Over the past 25 years military families have changed. Since 1990 there have been more than 20 major operational missions across the globe. As more was asked of our troops, more was also asked of their families. Mobility and separation have become an inherent part of military life, families are faced with the challenges of solo parenting in an unfamiliar community.

As families have changed, so has the MFRC. We are continually adapting our programs and services to meet the challenges of military life. By responding to the communities' needs we ensure families are offered assistance where they need it most.

- Roza Parlin, Executive Director

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ABOUT US

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

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

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

For close to 25 years, the MFRC has been committed to supporting military families as they navigate these unique challenges through programs and services that enhance the strength and resilience of military families.

OUR STRUCTURE

We are governed by a volunteer Board of Directors comprised of military spouses, CAF members, and ex-officio members. Our MFRC depends on the talents and skills of these dedicated volunteers to make guiding decisions.

Qualified staff from a variety of backgrounds direct and coordinate MFRC programs and services.

MISSION

The MFRC provides support and resources, programs and services for military families to meet the unique challenges of military life.

VISION

Resourceful and resilient families.

"I HAVE GREATLY ENJOYED MY PLACEMENT AT THE MFRC. ALL THE STAFF HAVE BEEN EXTREMELY WELCOMING, FRIENDLY, AND WILLING TO DELEGATE MEANINGFUL WORK. THIS HAS GREATLY ENRICHED MY PRACTICUM EXPERIENCE, AS I FEEL THAT I HAVE EXPERIENCED A DIVERSE ARRAY OF WORK RELATED TO DIFFERENT ASPECTS OF THE ORGANIZATION. WHAT HAS BEEN SO INSPIRING TO ME IS THE PASSION WITH WHICH PEOPLE DO THEIR WORK. THIS IS NOT JUST AN OFFICE WITH WORKERS WHO DO THEIR WORK AND GO HOME: THIS IS A PLACE WHERE PEOPLE LIVE, WORK, AND PLAY. IT'S A TEAM ENVIRONMENT, A COMMUNITY WHERE PEOPLE GENUINELY CARE ABOUT EACH OTHER AS WELL AS EACH FAMILY WHO WALKS THROUGH THE DOOR. THAT IS WHY THIS PLACE NOW HOLDS SO MUCH MEANING FOR ME, AND WHY I HOPE TO BE A PART OF THIS ORGANIZATION.

COMING INTO THIS WITH NO CONNECTION TO THE MILITARY, I WONDERED HOW I WOULD FIT IN, AND IF I WOULD STRUGGLE TO FIND A CONNECTION BETWEEN THE WORK AND ITS PURPOSE. THIS HAS PROVEN TO BE FAR FROM THE TRUTH, AS EACH DAY I AM REMINDED IN SOME WAY, SHAPE, OR FORM THE SIGNIFICANCE OF WHAT THIS ORGANIZATION DOES AND THE SERVICES IT PROVIDES FAMILIES. I FIND GREAT MEANING IN EACH TASK I AM GIVEN, AND I ALWAYS HOPE IT MAKES A POSITIVE DIFFERENCE, EVEN IF THAT IT'S JUST FOR ONE FAMILY OR EVEN ONE PERSON, BE IT A YOUTH, CHILD, OR AN ADULT. I FEEL LIKE WHEN I AM HERE, I AM ABLE TO WORK WITH BOTH MY HEAD AND MY HEART, AND UTILIZE DIFFERENT SKILLS (SOME THAT I DIDN'T EVEN KNOW I HAD!) WHEN I AM EXPLAINING MY PLACEMENT TO FRIENDS AND FAMILY, IT IS WITH THE HIGHEST REGARD FOR THE MFRC AND THE COMMUNITY OF WORKERS AND FAMILIES. I AM PROUD TO BE ASSOCIATED WITH THIS ORGANIZATION, AND I HOPE I CAN STAY INVOLVED AND IN CONTACT WITH MY SUPERVISOR, AND THE OTHER STAFF."

- ANGELA ZIMMERMAN, U OF A PRACTICUM STUDENT

BOARD OF DIRECTORS

ChairKaetlyn Corbould
 Vice Chair.....Shannon Kenney
 Secretary/Treasurer Kim Earles
 Director Alan Markewicz
 DirectorAmanda Graham
 Director Jenny Greyling
 Director Malcom Johannesen
 Director Caijsa Jackson

Ex-officio members

CWO Shawn Stevens, 3rd Canadian Division Support
 Base Edmonton Representative
 CWO William Crabb, 1 Canadian Mechanized Brigade
 Group Representative
 CWO Gary Falardeau, 408 Squadron Representative
 Roza Parlin, Executive Director MFRC



Along with the Coordinators listed, there are a number of key staff who work in a variety of areas. The MFRC currently employs a total of 49 people; 17 Coordinators, 3 Administrators and 29 Children’s Programs staff.

Executive Director Roza Parlin
 Deputy Director..... Bob Mann
 Administrative Services Coordinator Barb Booker
 Child Care Coordinator Lucinda Humphries
 Children’s Programs Coordinator Nancy Defer
 Community Development Coordinator Donna Woodford
 Deployment Coordinator..... Denise Kantor
 Family Liaison/Support Coordinator (IPCS)..... Helena Gillespie
 Fund Development Coordinator France Bourgeois
 Language Services & Outreach Coordinator.....Catherine Gagné
 Program Manager..... Brenda Davidson
 Senior Communications CoordinatorAngela Duckworth

The MFRC is funded through four major areas, each separate but equally important. These funding sources include: Base Commander; Military Family Services (MFS); Program Fees; and Fund Development.

BASE COMMANDER

In the 2013/2014 fiscal year, approximately 9% of the annual operating budget came from the Base Commander. This funding is directed to site-specific and enhanced mandated services.

PROGRAM FEES

Approximately 40% of the annual operating budget for the 2013/2014 fiscal year came from fees received directly from participants or organization/agencies utilizing various user funded programs and services.



MILITARY FAMILY SERVICES

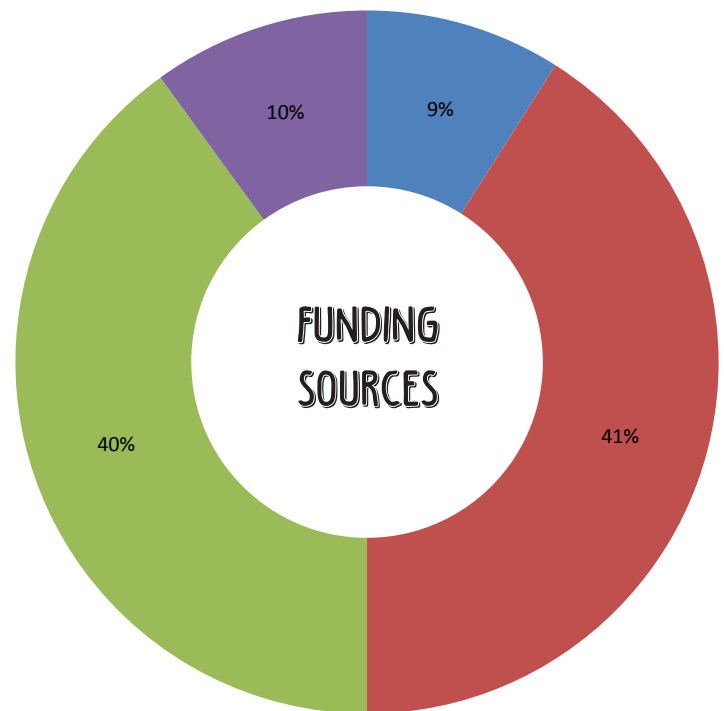
Approximately 41% of the annual operating budget for the 2013/2014 fiscal year came from Military Family Services to provide the Military Family Services Program (MFSP) to Canadian Armed Forces (CAF) families

This funding provides mandated services as set out in the annual funding application submitted to MFS for the MFSP.

These funds ensure that all military families may access similar programs of consistent quality on any CAF base where they may be stationed.

Mandated services include:

- Personal Development and Community Integration
- Child and Youth Development and Parenting Support
- Prevention, Support and Intervention
- Family Separation and Reunion



■ Base Commander

■ Program Fees

■ Military Family Services (MFS)

■ Fund Development

FUND DEVELOPMENT

The MFRC relies on fundraising initiatives and donations to sustain and enhance programs and services.

Approximately 10% of the annual operating budget for the 2013/2014 fiscal year came from fund development activities.

Funds raised in one fiscal year, unless otherwise identified, will be spent in the next fiscal year.

The following are the program and service areas funds from 2013/2014 will be directed to: Crisis Intervention; Prevention and Support; Child /Youth Development and Parenting Support; Community Development and Integration and Deployment Support.

The Edmonton Eskimos and Capital Power hosted a Military Appreciation Night. Enthusiastic volunteers from Capital Power and the MFRC greeted fans before game-time on August 2, 2013 and collected donations, in exchange for limited edition Support Our Troops T-shirts. All total of \$81,919.36 raised from the event went to the MFRC's mental health and post-traumatic stress disorder programs.



SPECIAL FUND RAISING EVENTS

Event	Amount
Scotiabank	\$1,774.00
Yellow Ribbon Gala	\$46,641.96
504 Air Cadet Squadron Walk-A-Thon	\$4,080.85
Gift Wrap at Londonderry Mall	\$6,694.70
Edmonton Eskimo Military Appreciation - Supported by Capital Power	\$81,919.36
Frontline Charity Golf Tournament	\$3,718.30
Sobey's Namao Round-up Fund Raiser	\$4,009.26
Servus Credit Union Charity Golf Tournament	\$17,629.34
Loops for the Troops	\$15,734.76

TOP YELLOW RIBBON MERCHANDISE SALES

Event	Amount Raised
Sobeys	\$438.92
Frontline Charity Golf Tournament	\$285.85
Redwater Ride for Hunger	\$257.50
AECON Pancake Breakfast	\$443.50
Gift Wrap at Londonderry	\$395.50
St. Albert Farmer's Market	\$312.00

Funds are raised from a variety of avenues, which include general donations, and regular sales of yellow ribbon merchandise. In addition, event-specific fundraising initiatives are hosted every year by the MFRC, in cooperation with various partners, sponsors and donors.

For a complete listing of our sponsors and donors please see pages 26 & 27.

A SNAPSHOT OF OUR YEAR!



**PROGRAMS
AND SERVICES**

CHILDREN'S PROGRAMS

YEAR AT A GLANCE

The Children's Programs Coordinator oversees the Playschool and Terrific Twos programs as well as offers child, family and parenting focused programs to the community.

Children's Programs underwent a few changes this past year, the first of which was hiring Nancy Defer as the new Coordinator.

The Terrific Twos program was altered from a nine month program to three 11-week sessions. In addition, the number of children was lowered from 15 to 12, and reduced the number of staff from three to two. The smaller class size allows children to learn more quickly, they are also able to develop stronger social skills.

The fully licensed playschool program operated mornings and afternoons three days a week during the school year. This year proved to be challenging as a significant number of registered children left the program to attend the Sturgeon County Headstart and Junior Headstart programs.

Parenting workshops were offered and covered topics which included, child development, self-care as well as topics selected by the parents.



Drop-in playgroup continues to be a popular program, running Monday mornings and Thursday afternoons.

Several staff members participated in the Meeting the Challenge workshop in June 2013. This three part workshop focused on exploring and understanding children's behaviours. Staff learned strategies to prevent or minimize challenging behaviour, and lastly how to develop, implement and evaluate a plan of action for coping with challenging behaviours.

STRENGTHENING OUR COMMUNITY

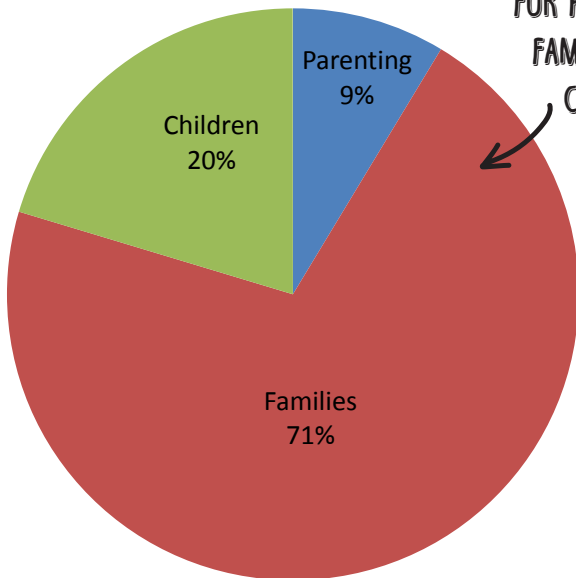
In order to actively support fathers and assist them in their connection with their children, we are excited to launch a four week program next winter for fathers and their babies. The program is called *Daddy and Me* and will be an opportunity for Fathers to meet with other Fathers, read to their babies and strengthen their bond.

PARTNERSHIPS

Children’s Program’s fosters a wide range of partnerships with agencies both on and off the Base, including:

- Centre for Family Literacy
- Alberta Health Services
- Health Canada
- Community Recreation Program
- Sturgeon School Division
- Health Promotions
- Money Mentors
- Sexual Assault Centre of Edmonton
- Chloe Findlay-Harder (Art program)

**A TOTAL OF 383 PARTICIPANTS
ATTENDED OUR PROGRAMS
FOR PARENTS,
FAMILIES OR
CHILDREN**



PROGRAMS AND EVENTS

Parenting Support

Books for Babies ran with 13 children and 9 adults
Building Blocks - offered through SALC
Child Health Clinics - offered through Alberta Health Services
C.O.W. Bus - offered through the Centre for Family Literacy
Consumer Product Safety Program – offered but not delivered due to low registration
Fine Art Fun – offered but not delivered due to low registration
Headstart Screenings - offered through Sturgeon School Div.
Kids Social Club – offered but not delivered due to low registration
Parents and Tots - 11 families
Rhythm and Rhyme - 4 children
S.P.E.A.K Presentation - 12 parents

Child/Youth Initiatives

Drop In Playgroups – a total of 328 adults and children over the course of the year
Playschool - averaged 17 students per class
Terrific Twos - 20 students registered for fall and 13 for winter
Saturday Special Event Playgroups - 10 Saturday playgroups offered, 2 ran with a total of 11 children and 5 parents in attendance

DAYCARE & OUT OF SCHOOL CARE

YEAR AT A GLANCE

The MFRC's accredited Day Care provides an inclusive, encouraging environment for children between the ages of twelve months and six years.

The Day Care's Quality Enhancement Plan is being updated and revised to identify goals for the next three years.

Families enjoyed the Chinese New Year as well as Mother's and Father's Day Celebrations.

Children ages four and up enjoyed several field trips including; the Telus World of Science, 408 Squadron and the Base Firehall.

Several staff members were able to attend the Grant MacEwan Child Care Conference. This professional development opportunity explored topics such as allergies, sign language, music, as well as Behaviour Management.

64 CHILDREN IN DAYCARE
33 CHILDREN IN OUT OF SCHOOL CARE
12 CHILDREN IN KINDERCARE

TOTAL: 109 CHILDREN



PARTNERSHIPS

- Sturgeon Composite High School students enjoyed a placement program after which they received a child developmental assistant certificate.
- University of Alberta's Nursing Practicum students offered healthy tips for children including hand washing techniques and proper oral hygiene.
- Health Promotions offered menu recommendations.

STRENGTHENING OUR COMMUNITY

Children's progress is reviewed semi-annually with parents based on their Nipissing Books and through children's development panel boards. Skills learned in the five areas of Early Childhood Development; Social, Emotional, Physical, Intellectual and Creative are reviewed with parents.

EMERGENCY CHILD CARE & CASUAL CARE

YEAR AT A GLANCE

In March 2013 Lucinda Humphries was welcomed as the new Emergency Childcare Coordinator.

The **Deployment Child Care and Casual Child Care** programs offer occasional child care to the community. These programs promote children's growth and development while giving parents the opportunity to have a break from the job of parenting, attend appointments, complete errands, volunteer, or simply have time to relax.

Casual Care provided 6254 hours of care to 241 children from 160 families.

Emergency and Casualty Support Child Care can provide support to Canadian Armed Forces families who qualify during times of emergency, absence, illness, injury or death.

This year we arranged emergency child care for 98 families (through ECC, CSCC, Deployment Respite and Drop In Care) and assisted over 59 families in finding alternate child care resources and information.

The MFRC is often asked for information on available child care, as such, the MFRC maintains a child care registry/resource binder and we added nine new child care providers to the list as well as one new babysitter to the Teen Babysitter List.

PARTNERSHIPS

- Edmonton Garrison Chaplains
- Glengarry Child Care Society
- Home Care Network
- The Family Centre

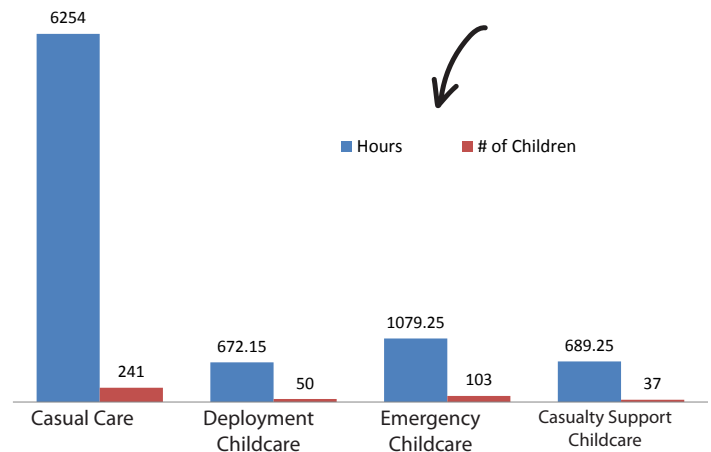
STRENGTHENING OUR COMMUNITY

New toys were purchased to replace old as well as some items for older children.

The Child Care Registry Binder will continue to develop in order to provide families with information and resources to aid in finding childcare and setting up family care plans.

Children's Services will be exploring the possibility of extending the hours in Casual Care and adding an evening Casual Care session.

CHILD CARE HOURS PROVIDED



YOUTH PROGRAMS AND SERVICES

YEAR AT A GLANCE

The MFRC provided structured and non-structured programs, social opportunities and leisure activities for youth between the ages of nine to 17 years of age from military families.

142 teens and 166 pre-teens accessed the youth drop-in centre.

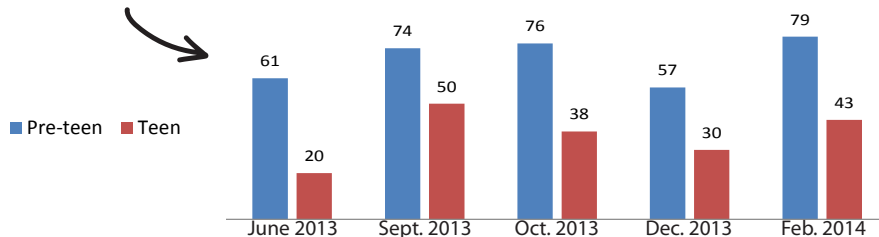
The Youth Centre offered many diverse special events this year. Our most popular events included our Back to School dance, our Halloween themed dance and our "Love is in the Air: An Evening in Paris" themed valentine's dance, with over 100 youth attending these dances. Other popular events included our Grey Cup and Superbowl Night, Popcorn and Movie Nights, competitive pool tournaments and Pink Shirt Day.

The MFRC offered educational programs to youth which included the Home Alone Safety workshops, Babysitting courses, and Standard First Aid courses. These programs provided youth with practical skills and hands-on knowledge.

PARTNERSHIPS

- Shoppers Drug Mart
- Bullying Project Team
- Alberta Health Services
- U of A Human Ecology Program
- Health Promotions

DANCE ATTENDANCE



PROGRAMS AND EVENTS OFFERED	ATTENDANCE
Babysitting Course	12
5 Dances	609*
Drop-ins	308*
2 Home Alone Courses	16*
Grey Cup Night	16
3 Special Movie Nights	116*
Pink Shirt Day	19
Pool Tournament	12
Standard First Aid Course	2
Superbowl Party	16

* The attendance for these programs and events were combined.

STRENGTHENING OUR COMMUNITY

Throughout the next year, the Youth Centre is looking at changing their summer hours in order to maximize attendance and better serve the community.

Youth programming will continue to integrate social awareness and understanding into programs and events, in order to support healthy relationships between peers and create a safe and nurturing environment for youth.

SUPPORT FOR FAMILIES WITH SPECIAL NEEDS

YEAR AT A GLANCE

A Special Needs Information and Referral program is offered to the community, this program is flexible in order to incorporate the ever-changing demographics as families are posted and children grow into young adults.

The program offers information sessions on topics including education and finance, as well as support, resources, networking, peer support and referrals to community agencies.

Information, referrals and support was provided to 61 military families. The majority of direct support focused on linking families to local and provincial services.

PROGRAMS OFFERED

In addition to the Special Needs Information and Referral program an ADHD Information Session was offered in June 2013 with four families in attendance as well as a Session offered in March 2014 on the upcoming provincial budget and how it relates to disability services with six parents in attendance.

**INFORMATION, REFERRALS AND
SUPPORT HAVE BEEN PROVIDED TO :**

61 families

PARTNERSHIPS:

The MFRC works with a variety of local agencies in order to provide the most up to date resources and support to our families. We partnered with the following agencies:

- Learning Disability Association of Edmonton
- Alberta Association for Community Living
- Gateway Association for Community Living
- Edmonton Public School Board
- Edmonton Catholic School Board
- Sturgeon School Board
- Autism Society of Alberta & the Centre for Autism
- Getting Ready for Inclusion Today
- Family Support for Children with Disabilities
- Persons with Developmental Disabilities
- Tourette Syndrome Foundation
- City of Edmonton

STRENGTHENING OUR COMMUNITY

Connecting families with like families gives them an opportunity to share experiences and knowledge, it also creates emotional and social support.

Through the Special Needs Information and Referral program, we will be offering new info sessions covering topics such as employment and advocacy.

DEPLOYMENT SUPPORT

YEAR AT A GLANCE

The MFRC Deployment Support program provides resources, programs, events and support to CAF families prior to, during and after an absence.

During the past year, we offered a variety of services to families whose military member was deployed for operational requirements, including exercises, courses, temporary duty, and the mission in Afghanistan.

There was a marked transition for families as the mission in Afghanistan came to a close. Families were particularly interested in the R2MR (Road to Mental Readiness) briefings in preparation for the return of the soldiers from Afghanistan.

The long winter discouraged families from participating in a number of events; however, the Christmas Lights Tour remains a favourite among Garrison families and the 2013 outing was yet another success.

Deployment Support saw decreased numbers in some events such as the monthly coffee afternoons; however, each deployment is different and attendance will fluctuate in relation to families' needs.



Pizza/Movie Night events remained popular throughout the year. Families enjoyed meeting others, watching a family-friendly movie and having supper provided.

PARTNERSHIPS

Several of our programs were sponsored by local businesses including; Lonely Car Storage who sponsored several Pizza/Movie Nights, Panago Pizza offered discounts on pizzas for Pizza/Movie Nights and former Sturgeon County Councillor, Don Rigney donated turkeys for our Thanksgiving Potluck event.

STRENGTHENING OUR COMMUNITY

Several of Deployment’s programs were opened to all CAF families, not just those experiencing a deployment in order to offer opportunities to gain peer support and to give families a greater sense of community.

Two exciting new events are the Deployment Information Nights and the Military 101 Workshop.

The ‘Deployment Information Nights’ will be an opportunity for families to learn about the different aspects of a deployment and the resources available. The monthly sessions will discuss various topics relating to deployment.

‘Military 101’ will be an introduction to the military lifestyle for spouses and family members who are new to the CAF environment.

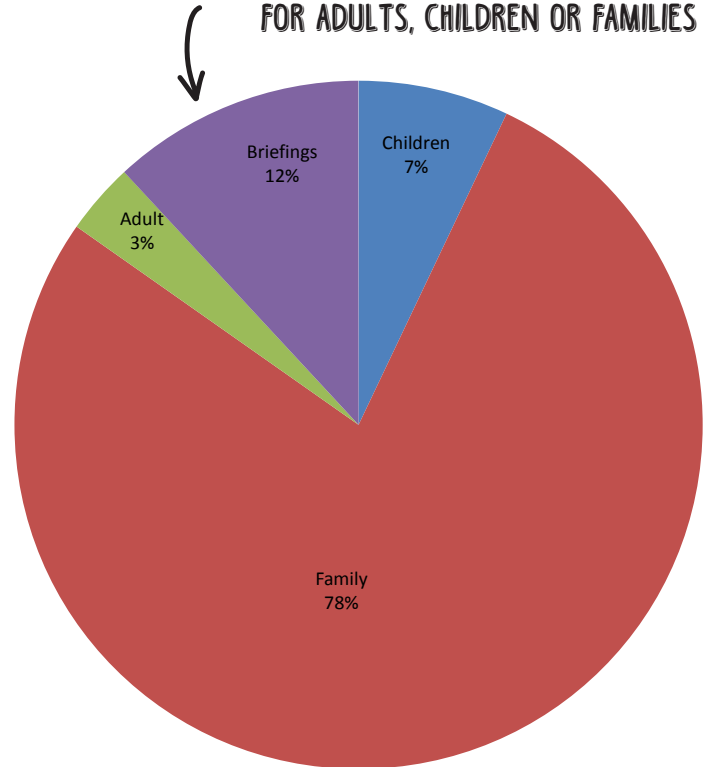
Deployment Support will continue to offer families the opportunity to meet others living the deployment experience. Events for adults, children and families will be held throughout the year as a means to provide support in a social setting.

Social events will be held on and off-base as part of our outreach to families of the greater Edmonton Garrison. This also allows us to raise awareness and build partnerships with businesses and event venues.

PROGRAMS AND EVENTS OFFERED	ATTENDANCE
Christmas Lights Tour	19
Deployment Coffee	8*
Night Out at the Theatre	5
Pizza/Movie Night	196*
Potluck	5
Road to Mental Readiness (R2MR) Briefing	32*
Shopping Trip	4

* The attendance for these programs and events were combined.

269 PARTICIPANTS ENJOYED PROGRAMS FOR ADULTS, CHILDREN OR FAMILIES



LANGUAGE SERVICES

YEAR AT A GLANCE

Each year, some of the families who are posted to the Edmonton Garrison have little or no English language skills. Language Services is here to assist these families through programs, training and resources geared to meet their needs.

The MFRC is able to offer families' free access to Rosetta Stone, an interactive, online program which can be accessed anytime, anywhere, making their transition to Alberta easier. In order to meet the needs of our community the number of licences were increased from 20 to 35. Those licences are currently being used by families, some who are learning English, as well as those who are interested in learning French as a second language.

The French Homework Club has not run due to a lack of volunteers, but with a recruiting push we hope to offer this program next year.

Finding employment can feel like a daunting task to anyone, adding a language barrier can cause stress for families who do not speak English. To assist Francophone families in their search for employment, an employment counsellor from Accès Emploi Employment Services makes a visit to the MFRC each month. They offer; needs assessment, résumé and cover letter writing, job search help as well as document translation and interpretation.



Thanks to the Young Canada Works (Canadian Heritage) and the Canada Summer Jobs (Service Canada) grants, the MFRC was able to hire a French Enhancement Worker over the course of the summer 2013. Valérie Fortier, from Montreal, QC was hired to enhance the Francophone culture within our Children's Programs. Through stories, songs and play, Valérie taught French as a second language to children in the Day Care and Playschool programs.

Francophone families connected with one another during our French Pizza Movie Nights, Francophone Coffee, Brunch at Cora's, Francophone Supper and Francophone Skating Day.

The Language Services Coordinator attended Volunteer Tutor Training through Sturgeon Adult Literacy in March 2013. She learned about the adult learning process as well as how to tutor and provide meaningful content during tutoring sessions. This will better enable her to tutor students during our French Homework Club.

This year, participation increased in all Language Services Programs but especially in the French Pizza Movie Nights!

The St-Jean Baptiste Day event continues to be a huge success within the Francophone community several families got involved this year.

PARTNERSHIPS

Language Services was excited to partner with École Père Lacombe for the Franco-Albertan Flag-raising in March 2013 as there are many children from military families who attend their school. The event celebrates the Franco-Albertan culture and history in Alberta and is the kick off to Rendez-vous de la Francophonie. Blue, white and pink flags were displayed proudly!

Throughout the year we have also partnered with L’association canadienne française de l’Alberta (ACFA), Breath for Life, Institut Guy Lacombe de la famille, Panago Pizza and La Poutine.

STRENGTHENING OUR COMMUNITY

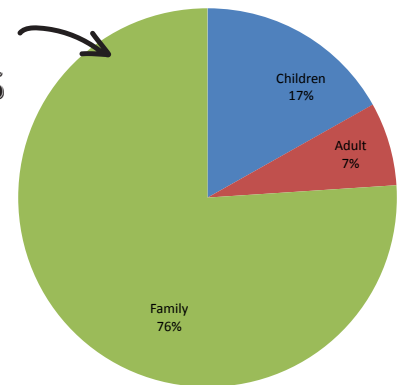
Language Services will continue to strengthen the MFRC’s relationship with the Francophone community through programs, events and services such as the annual Franco-Albertan flag raising ceremony for the kick-off of the “Rendez-vous de la francophonie” an St. Jean-Baptiste Day.

The MFRC will host its first Scholastic Book Fair next year. This book fair will help promote literacy in both French and English as well as raise money for our children’s programs.

PROGRAMS AND EVENTS OFFERED	ATTENDANCE
Accès emploi	7*
Bout’Choux en musique	64*
Brunch at Cora’s	13
Family Movie Night	169*
Francophone Coffee	9*
Francophone Skating Day	Cancelled
Francophone Supper	50*
French First Aid	9
Language Training	2
Rendez-vous de la francophonie	300
Rosetta Stone Subscriptions	47
St. Jean Baptiste	70

* The attendance for these programs and events were combined.

380 PARTICIPANTS ENJOYED PROGRAMS FOR ADULTS, CHILDREN OR FAMILIES



COMMUNITY INTEGRATION

YEAR AT A GLANCE

The MFRC is here to help families integrate into their new community and support their personal, family and community development.

CAF members posted to the Edmonton Garrison clear into the MFRC and receive a welcome package; they are also given the option to receive a *Welcome to Edmonton* call from MFRC staff. In the last fiscal year 147 calls were requested.

Tables were offered in our parking lot during the base wide yard sale to those families who could not host their own, due to road construction. For a small fee, off base families were welcomed as well. This gave families the opportunity to downsize just in time for posting season.

The MFRC supported 40 Business Registry vendors in 2013/2014 by promoting their products and services on our website, on our Business Registry Wall and in our Welcome Packages.

One of the more popular ways the Community Development Program stays connected to our community is with our Community Coffee gatherings, which is held on the last Friday of each month. This coffee is possible thanks to the generous donation of from the Lancaster Park Tim Hortons. These gatherings give the community a chance to come together in a relaxed atmosphere. Community members, local agencies, organizations and other support agencies are always invited to attend. Guest speakers who joined us for coffee were Alberta Health Services; ATCO Blue Flame Kitchen; Denise Kantor, Deployment Coordinator and Samantha Waddell, Car Seat Technician.

PARTNERSHIPS

- Personnel Support Programs
- City of Edmonton
- ATCO Blue Flame Kitchen
- Sunflower Community Resources
- Town of Gibbons
- Town of Morinville
- Welcome Wagon Committee
- Sturgeon Adult Literacy
- Winnifred Stewart Association
- A Chance Support Services Ltd.

STRENGTHENING OUR COMMUNITY

The Community Development Coordinator will continue to focus efforts on further developing our Community Coffee gatherings, expanding our Local Business Registry and finding new ways to bring Military Families together both on and off base. The MFRC's Community Coffees will be expanding to Morinville and Gibbons in the New Year.



**THE COMPUTER LAB WAS USED
970 TIMES**



**20 WELCOME BABY PACKAGES WERE DISTRIBUTED
TO THOSE WHO RECENTLY HAD A BABY**

**9 Community Coffees attended by:
101 adults and 80 children**

NEW TO EDMONTON

When CAF members are posted to Edmonton, they “clear-in” or check into the Edmonton MFRC. Members are requested to fill in a clear-in sheet which assists us in learning about their needs. They are then offered a Welcome Package, a *Welcome to Edmonton* phone call for their partners as well as a Tim Hortons gift card and a few small gifts.

THERE WERE **792** INDIVIDUALS WHO CLEARED INTO THE MFRC
BETWEEN APRIL 2013 - MARCH 2014

OF THOSE INDIVIDUALS:

481 INDICATED THEY WERE SINGLE, **290** WERE COUPLES AND **21** LISTED AS OTHER (IMPOSED RESTRICTION)

731 LISTED ENGLISH AS THEIR FIRST LANGUAGE, **27** LISTED FRENCH AND **34** LISTED BILINGUAL

189 INDICATED THEY HAVE CHILDREN

147 REQUESTED A WELCOME TO EDMONTON CALL FOR THEIR PARTNERS

SPECIAL EVENTS

Over the course of the year the MFRC was a part of many Special Events at the Garrison:

APRIL 10 / 13 CANEX CUSTOMER APPRECIATION

AUGUST 23 / 13 AFGHAN FILM FESTIVAL

SEPTEMBER 7 / 13 COMMUNITY RECREATION WELCOME BARBECUE

OCTOBER 26 / 13 PSP COMMUNITY HALLOWEEN PARTY

FEBRUARY 16 / 14 PINK SHIRT DAY

FEBRUARY 17 / 14 PSP FAMILY DAY



MARKETING AND COMMUNICATIONS

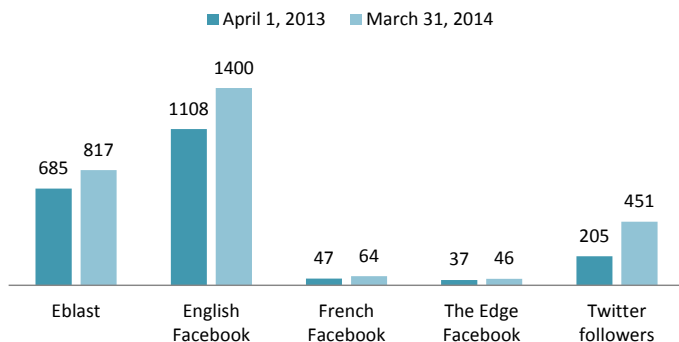
YEAR AT A GLANCE

The Marketing and Communications (M&C) team creates all promotional materials for the MFRC, promotes public awareness of the agency's programs and services, develops, promotes and maintains outreach initiatives as well as maintains the MFRC website, social media and other electronic communications.

The MFRC and Community Recreation collaborate to create the CFB Edmonton Community Guide. It is a useful resource for families, giving them valuable information they need about the base and the programs and services available to them.

Marketing works closely with the Fund Development Coordinator in creating positive relationships between the MFRC and local businesses in order to encourage continued sponsorship and participation in our various fundraising events.

SOCIAL MEDIA STATISTICS ARE GOING UP!



www.familyforce.ca/sites/Edmonton
 averaged over 2500 visits per month with 69%
 of those from new visitors.

STRENGTHENING OUR COMMUNITY

The M&C team focused on connecting with local community organizations and groups. By attending meet the community nights, unit family celebrations and Base events we create awareness about the Centre while meeting with families who may not normally visit the base.

The Facebook and Twitter pages are thriving and continue to grow each day. By sharing relevant information and photos we are further developing our connection with families. Whether living on or off base, families have access to information instantly, thus creating a stronger sense of community.

Based on feedback from families, the MFRC eblasts have been reduced from weekly to bi-weekly, sending emails less often ensures we don't overcrowd in boxes. The over 800 subscribers to our eblast includes; military members, spouses, local community groups and media.

The M&C team maintains a great relationship with the local community newspaper, the Western Sentinel and continue to develop relationships with local media agencies.

VOLUNTEERING

YEAR AT A GLANCE

MFRC Volunteers are truly an important part of our success and we appreciate the hard work and dedication of the over 400 volunteers who offer their many talents selflessly.

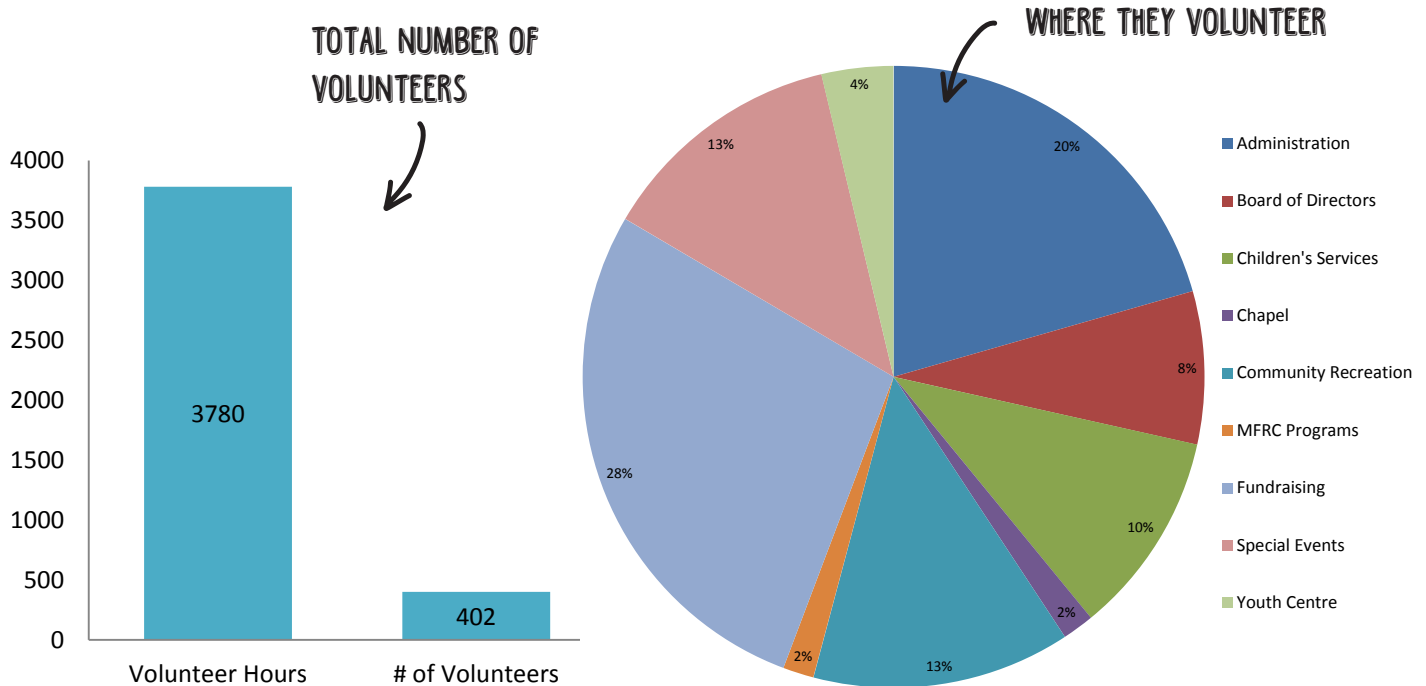
MFRC volunteers assist with special and fundraising events, they offer administrative and program support and help us with our day-to-day activities.

We want to thank our volunteers from the bottom of our hearts! Your efforts are valued.

"THE EVENTS PUT ON BY THE MFRC, ESPECIALLY THOSE FOR THE CHILDREN AND THEIR FAMILIES ARE WELL ORGANIZED AND VERY ENTERTAINING. I CONSIDER VOLUNTEERING WITH THE MFRC A PRIVILEGE AND HONOUR TO BE ABLE TO GIVE BACK A LITTLE TO THOSE WHO SERVE OUR COUNTRY."
 - SUSAN BENNETT, MFRC VOLUNTEER

VOLUNTEER APPRECIATION

The MFRC partnered with the Edmonton Garrison, PSP & SISIP to celebrate all those who volunteer on base, and/or within their local communities, with a Volunteer Appreciation Luau in April 2013. Dressed in their best Hawaiian shirts and shorts volunteers and their families enjoyed fantastic food and entertainment not to mention great décor at the Edmonton Garrison Memorial Golf and Curling Club. Total attendance: 152.



MENTAL HEALTH AND WELLNESS

YEAR AT A GLANCE

The Prevention, Support and Intervention (PSI) team offers confidential, short-term intervention and crisis support, as well as assessment and referral services as well as access to educational and preventative programming regarding many topics.

At the end of August 2013, Jodi Rice was welcomed as the new Family Liaison Officer (FLO).

Our team continues to support The Edge Youth Centre with children at risk, and has taken a more active role at The Edge youth dances.

Base Addiction Counsellors discovered a gap in services for spouses of CAF Members struggling with addiction. By partnering with Alberta Health Services the MFRC is now able to offer 'Dealing With a Loved One's Substance Abuse' Sessions.

PARTNERSHIPS

- St. Albert Family Resource Centre
- Family Violence Intervention Team (FVIT)
- Guthrie School
- Community Recreation
- Legion

STRENGTHENING OUR COMMUNITY

OSISS Family Support indicated that our Operational Stress Injury (OSI) & Mental Health Caregiver Sessions helped them fill a gap that had been created by a change of staff within the OSISS Family Support Program.



Moving forward PSI will start to offer financial workshops over the lunch hour (presented by the Credit Counselling Society).

PSI will continue work with the Family Violence Intervention Team (FVIT) to ensure possible gaps in services are noted and addressed. This team includes Military Police, Chaplains, Base Psycho Social, Health Promotions & the Base Commander.

- ☑ 540 new files were opened this fiscal year
- ☑ 345 families were referred to outside agencies
- ☑ 8 families were assisted with access to the Military Family Fund
- ☑ 3 families were assisted to access the Poppy Fund
- ☑ 11 families accessed the Edmonton MFRC's contingency fund

PROGRAMS OFFERED

Anxiety in Children - This parenting program focussed on the stress and anxiety that children face and gave tools and strategies for parents. The program was facilitated by SAFFRON to two parents.

Debt & Debt Solution - A financial literacy session was offered, but cancelled due to a lack of registration.

DOVE - The DOVE Self-Esteem Project which helps youth build self-esteem was offered to 51 students from Guthrie School.

Girl Spoken - This art-based program was offered to six pre-teens over March Break 2014. It focused on identity, communication, body image and healthy relationships.

iSTEP - The Individual Success Through Empowering Peers (iSTEP) program offered module 1 for ages 6-8 to 8 children and module 2 for ages 9 - 12 to 6 children and have been developing module 3 (ages 13-17), as requested following iSTEP’s nationalization.

OSI & Mental Health Caregiver Sessions - Two families attended this new session which helps support family members of soldiers struggling with mental health.

Team Parenting - Four families attended this workshop which teaches parents the importance of communication. It was facilitated by the St. Albert Family Resource Centre.

CHALLENGES OBSERVED

Issue / Concern	Families Served
Anxiety	5
Anger Management	15
Child-Parent Relationship Issues	21
Child/Youth Behavioural Issues	47
Deployment Related Issues	4
Depressions/Other Mental Health Issues (of family member)	50
Difficulties with Employment	2
Family Violence	23
Financial difficulties	19
Grief/Loss/Bereavement	8
OSI	25
Other	123
Physical Injuries / Health Issues	12
Posting Related Issues	13
PTSD (not as part of an OSI)	14
Relationship / Marriage Difficulties	80
Substance Abuse	5
Suicidal Ideation	6
Transition / Adaptation Difficulties	14
Vicarious Trauma	4

I HAD SO MUCH FUN DURING THE MFRC'S GIRL SPOKEN PROGRAM AND I WOULD LOVE TO GO BACK THERE NEXT YEAR AND DO THIS AGAIN. I THINK THIS PROGRAM IS A GOOD ONE BECAUSE YOU GET TO LEARN ABOUT SELF-ESTEEM. - DARBY RIGUIDEL, GIRL SPOKEN PARTICIPANT



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Corporal Zachery McCormack

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Canadian Heritage – St Jean Baptiste

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CORPORATE SPONSORS FOR THEIR
GENEROUS SUPPORT OF THE
MILITARY FAMILY RESOURCE CENTRE
DURING THE 2013 – 2014
FISCAL YEAR!**

*Every effort has been made to ensure recognition on this list for all sponsors and donors who contributed this fiscal year.
If any errors or omissions have occurred; please call France Bourgeois at (780) 973-4011 ext. 6328.*

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Military Families: Strength Behind the Uniform

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