



Edmonton Garrison Military Family Resource Centre

Annual General Report

April 1, 2021 – March 31, 2022



A Message from your Board of Directors



In spite of the challenges of the past two years, which profoundly changed and challenged the way we live and work, your Military Family Resource Centre (MFRC) has worked with speed, compassion and intention to ensure our future, and your future, reflects the insights and opportunities the pandemic has made known.

This past year the Board, management and staff have worked diligently to incorporate the provisions of the 2020+ Strategic Framework for Military and Veteran Family Services (MVFS), our major funder, which launched in December 2020. The framework places greater emphasis on community partnerships, which complements our long history of robust and sustainable relationships with over 70 partner organisations.

Our plan is to continue to add Board members who are drawn from the community they represent - 51% are family members of Canadian Armed Forces members and Veteran family members – to best reflect the needs of families, as we refresh our governance practices.

As we continue this work, our team has demonstrated an ability to execute complex priorities under any conditions, which should provide our families, stakeholders, donors and sponsors with no small measure of comfort that they can continue to trust our team to deliver on our strategic priorities.

Without doubt, our greatest strength has always been the quality of our people. They are dedicated. They are diligent. They are committed to making this fabulous organisation even better. The Board is very grateful for their help during this formative year.

As always, my thanks to my fellow Board members, management and staff of the MFRC and our partners who provide all the pieces on which our changing culture is anchored. Together we have set the foundation for a highly successful future for our families.

Kaet Corbould, Board Chair

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

A Message from your Executive Director



This past year the Edmonton MFRC embraced the new while welcoming back the familiar.

With changes coming to the Military Family Services Program coming into effect April 1, 2022, management and staff went through a comprehensive process that examined how our agency's services aligned with MVFS's 2020+ Strategic Framework.

Families will see some shifts as we adapt and realign our work over the next few years, but we remain committed to our goal: the Edmonton MFRC staff are here to help families navigate the unique challenges of military life through programs and services that enhance their strength and resilience.

This year also saw COVID restrictions lift and we were thrilled to start welcoming back our families to in-person programming. Through the pandemic the MFRC has been able to stay true to our vision, serving families with great care towards their needs and their safety, but it does feel great to be meeting face-to-face again.

Finally, I thank our board and staff who continue to do their all to make a difference in the lives of military families.

Roza Parlin, Executive Director

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

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Board of Directors

Chair.....	Kaetlyn Corbould
Vice-Chair.....	Alan Markewicz
Secretary/Treasurer.....	Samantha Maloney
Director.....	Jacqueline Alderton
Director.....	Matthew Hopkins
Director.....	Kelly Thompson
Director.....	Samantha Waddell

Ex-officio members

CWO Patrice Chartrand, Base Command's Rep
CWO Robert Clarke, 1 MCBF Rep
CWO Carlos Oliveira, 408 Sqn Rep
CWO Suzanne McAdam, 1 Health Services Grp Rep

MFRC Patron

J'lyn Nye

Edmonton Garrison MFRC Board Members as of September 6, 2022

Along with the Management Team and MFRC staff members listed below, there are a number of staff who work towards supporting military family members on their journey. The MFRC currently employs 42 staff.

Executive Director	Roza Parlin
Business Manager.....	Barb Booker
Communications Manager	Jodi Tauber
Community Services and Evaluation Advisor.....	Brenda Davidson
Mental Health Team Lead	Devon Travers
Family Navigator – Relocations	Ryan Corbould
Family Navigator – Absences	Reyan Saab
Family Navigator – Child & Youth	Kathleen Betts
Family Navigator – French Services	Alexandra Riduet
Child Care Coordinator	Sylvianne Bouchard

Edmonton Garrison MFRC staff list as of September 15, 2022

About the MFRC

ABOUT US

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

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

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

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



Recognizing the National Day for Truth and Reconciliation

OUR STRUCTURE

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

MISSION

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

CORE VALUE STATEMENT

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



2021 Adult Paint Night

Funding

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

BASE COMMANDER

For the 2021/22 fiscal year, approximately 8% of the annual operating budget came from the Base Commander. This funding is directed to site-specific and enhanced mandated services.

MILITARY FAMILY SERVICES

For the 2021/22 fiscal year, approximately 46% of the annual operating budget came from Military Family Services to provide the Military Family Services Program to Canadian Armed Forces (CAF) and Veteran families.

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

This funding is provided for mandated services set out in the annual funding application submitted to MFS. This process ensures that all military families may access similar programs of consistent quality at any CAF base. These mandated services for 2021/22 included:

- Supporting families while members are on work-related absences
- Supporting families relocating to the Edmonton area

- Mental health and wellness
- Child and youth development
- Veteran family support

PROGRAM FEES AND OTHER FUNDING

For the 2021/22 fiscal year, approximately 24% of the annual operating budget came from provincial funds as well as fees from user-funded programs and services. This funding is from fees collected directly from families enrolled in user-funded programs and services, plus provincial funding.

FUND DEVELOPMENT

For the 2021/22 fiscal year, approximately 22% of the annual operating budget came from funds raised through a variety of sources including donations, proceeds from the sale of yellow ribbon merchandise, and special events.



2021 Smile Cookie Campaign

Fund Development

Like the year before, COVID curtailed the MFRC from hosting our annual fundraising event, but the generosity of our community shone again.

We received continuing support from the Frontline Celebrity Golf Tournament, and the Tim Horton's Smile Cookie campaign, who both outdid themselves. The Frontline Tournament doubled their contribution this year, and the Tim Horton's Lancaster Park raised \$5,760 and Erin Ridge St. Albert raised \$4,555 for a total of \$10,315.

The Edmonton, Cold Lake and Wainwright MFRCs were the benefactors of the Edmonton Oilers Community Foundation Military Appreciation Night on April 29, 2021.

What stood out this year was the support the Edmonton MFRC received from individuals in the community, who bought Yellow Ribbon merchandise and ornaments to support military families.

As always, donations made by our sponsors and donors are critical to the agency's ability to maintain the existing quality of much-needed programs. For a complete list of our sponsors and donors please see pages 22 and 23.

Special Fundraising Events

Event	Amount
Frontline Celebrity Charity Golf Tournament	\$4,643
Edmonton Oilers Community Foundation 50/50 for Military Appreciation Night	\$54,164
Edmonton Oilers Community Foundation jersey fundraiser for Military Appreciation Night	\$17,493
Yellow Ribbon merchandise sales	\$853
RCA Holiday Concert ornament sales	\$2,467
Afghanistan A Canadian Story book sales	\$476
Edmonton Opera Association	\$9,756
Tim Horton's Smile Cookie Campaign (Edmonton Garrison and St. Albert Erin Ridge)	\$10,315



2021 Edmonton Oilers Community Foundation Military Appreciation Night

Relocation Support

WELCOME AND COMMUNITY INTEGRATION

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

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

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

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

Welcome packages are customized as we offer baby, youth and pet packages.

CAF members can also ask our Relocation team to reach out to their families. These welcome calls and emails help family members learn about their community and ask any specific questions they have.

- **240** families received welcome packages, **209** in English and **31** in French
- **309** single members received welcome packages
- **65** baby welcome packages were distributed
- **62** youth welcome packages were distributed
- **250** pet welcome packages were distributed
- **3** families received pre-posting packages
- **42** families received welcome calls, and **60** families received a welcome email
- **23** families received MFRC support to submit applications for Support Our Troops funding that helps newly relocated families access clubs, activities and sports in their new community

Program Attendance

Posted to Edmonton info sessions	7
Festive Holiday Family Kits	450
Adult Paint Nights	65
Online Bingo	37
Online Name That Tune	19

Relocation Support

EDUCATION AND EMPLOYMENT

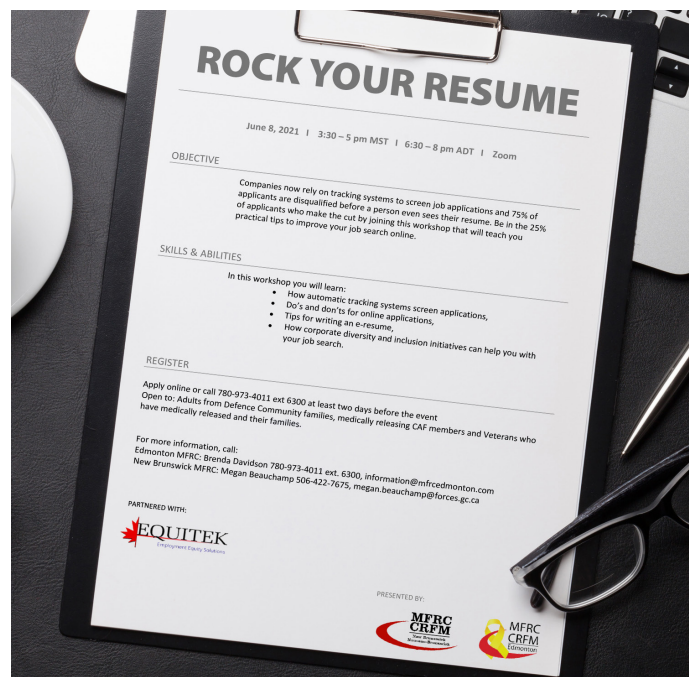
In 2021/22, we had 27.7% more families contact us for employment support as the provincial unemployment rates stayed high.

The MFRC helped individuals update their resumes, gave helpful advice for improving their job search, and linked individuals with local employment agencies that matched their skills and expertise. In 2021/22 we also provided more entrepreneurial resources to military families interested in owning a business.

A highlight in our employment support was a partnership with the New Brunswick MFRC to offer *Rock Your Resume*, an online workshop focused on how to write your resume for online applications. Promoted nationally, the workshop had registrations from across Canada.

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

- **83** adults accessed employment information and referral support
- **21** adults and **4** youth accessed education information and referral support
- **2** families received MFRC support to submit applications for Support Our Troops education funding
- **29** individuals attended the Rock Your Resume workshop



2021 Rock Your Resume

Relocation Support

SUPPORT FOR FAMILIES WITH SPECIAL NEEDS

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

The MFRC helps families navigate what programs, services and financial support are available, and connects families with local support systems for families with similar needs.

Four families received support from the MFRC in applying for funding, including two applications to Support Our Troops funding for assessments and reassessment and extraordinary costs such as assistive devices, respite care, therapy and medical travel.

- **35** family members received one-one-one support through our special needs services
- **18** individuals were referred to community organizations
- **4** families received funding with MFRC support

“

Thanks to [Brenda] and the MFRC programs we were able to obtain the services we needed. We felt listened to, not judged, and important. Brenda listened to us with compassion and a genuine desire to help us out.

Karina

”



Relocation Support

LANGUAGE SERVICES

Registrations for our language courses increased 300% with a number of innovative approaches introduced in 2021/22:

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

Demand for one-on-one support was high, with 152 individuals seeking information and resources from our Language Services support. Through that support, we connect 78 individuals with Francophone resources or other community organizations.

Language Services was also very busy supporting MFRC programs and services, so that select programs could be delivered bilingual or in French.

To help our Francophone community feel at home, the MFRC offered families virtual activities like a scavenger hunt to celebrate Saint-Jean Baptiste Day in June. For March's Month of Francophonie, we were able to hold one of our first in-person events of the year – a sugar shack for the students of Guthrie School.

- **12** Rosetta Stone licenses were issued
- **40** students attended online second language classes
- **152** individuals accessed language services support
- **78** individuals were connected to Francophone resources or other community organizations
- **7** families signed up for Saint-Jean Baptiste Day activities
- **275** children attended the Month of the Francophonie sugar shack



Sugar Shack celebrating Month of the Francophonie

Absence Support

It was a busy start to the year with members away for training and schools shifting to online learning in May. This put pressure on families who were solo parenting and now had to accommodate children learning at home, which increased calls to the MFRC looking for support.

Much of the absence programming for 2020/21 focused on giving families opportunities to connect and share experiences. New programs like Plant Your Roots were well received, while Stronger Relationships with the 5 Love Languages had more registrations than prior years.

At the end of March, the MFRC launched the Deployment Readiness Guide – a handy resource full of checklists and worksheets that help families be confident and prepared should something unexpected arise while a loved one is away.

This year the MFRC introduced an absence e-newsletter, replacing mass emails. This allowed us to better see how many people were opening what we send.

- **185** individuals accessed deployment services
- **295** individuals submitted pre-deployment Family Information Forms
- **235** emails and **18** calls were made to family members whose member was away for work
- The Deployment newsletter was opened **1,911** times
- **57** Build a Bear gift cards were handed out

Program Attendance

Thriving & Surviving	4
Stronger Relationships (<i>aka Love You Talk Soon</i>)	25
Mothers' Day packages	77
Father's Day packages	9
Post R2MR	2
Plant Your Roots	17
OP Coffee	2

This is a great program. We might not need the resources now, but we'll at least know who to connect with when we do.

OP Coffee Feedback

Outreach and Community Integration

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

During Month of the Military Child the MFRC highlights the unique challenges military children face and celebrates their resilience. This year the Edmonton High Level Bridge was lit for Purple Up Day, and had great success offering families a kit to paint dandelions, the official flower of the military child.

For Military Family Appreciation Day the MFRC won the Together We Stand challenge, where we were awarded \$300 for our emergency fund for building the most creative fort and got great response to posts online.

In December, the MFRC offered families a Festive Holiday kit complete with gingerbread cookies to decorate and information on upcoming programs so we could raise awareness of what we have to offer.

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

- **171** *Month of the Military Child* kits were distributed to families
- **450** *Festive Holiday* kits were distributed to families
- **21** briefings were given to **868** individuals
- The MFRC newsletter was opened **33,729** times
- **881** donated tickets were distributed



<
*MFRC elf Mistletoe
sampling the Festive Kit*

Edmonton MFRC's
award-winning fort
v



Mental Health and Wellness

The MFRC's Mental Health and Wellness Team enhances the social and emotional well-being of military families.

When an individual needs help, they are often unaware of what is all available to support them. This team supports families by offering:

- Help finding resources, that support healthy parenting, relationships, communication and personal wellness.
- Confidential short-term counselling.
- Crisis support.

Much of the team's focus for 2021/22 was one-on-one support for children and adults in need of resources, counselling or crisis support, as families continued to endure the effects of COVID and the challenges of military life.

In October, the MFRC and other base partners worked to raise awareness of the national Healthy Relationships campaign. Throughout Edmonton Garrison outdoor and indoor banners helped raise awareness, and we developed a pocket guide to local supports for children and adults having difficulties at home.

To mark February Mental Health Awareness Month, the team put together a Wellness Challenge and then shared their favorite ways to unwind on our social channels. Other programs, like the popular Coping Skills Bootcamp and Mental Health First Aid, rounded out the programs for the year.

- **59** adult clients
- **51** veteran clients
- **5** youth clients
- **147** individuals got support finding resources



Coping Skills Bootcamp

Mental Health and Wellness

EMERGENCY SUPPORT

Requests for Emergency Family Care Assistance (EFCA) remained strong for 2021/22, as did calls for Emergency Respite Care, as families continued to cope with COVID-related challenges that proved too challenging for their Family Care Plan to support.

The MFRC helped families navigate the process, and referred them to other avenues when required.

Emergency Family Care Assistance

- **16** families received **664.5** hours of care through the EFCA program.
- **The cost of 3 flights** were covered through the EFCA program.
- **15** families got assistance developing their family care plan.

Program Attendance

Health for Two	21
Bounce Back and Thrive	5
Mental Health First Aid	20
Coping Skills Bootcamp	17



The goal for day 18 of our Wellness Challenge was to stretch for 10 minutes

Child and Youth

CHILD CARE

The MFRC offered Daycare, Playschool and Terrific Twos programs, but due to nationwide shortage in early childhood educators, casual care was not re-opened in 2021/22.

These ongoing staffing challenges also led to the difficult decision to close the Out of School Care (OOSC) program, effective January 3, 2022, as it was unsustainable to keep offering the program at a level of quality the MFRC is committed to providing to our families.

CHILD AND YOUTH PROGRAMMING

In 2021/22 the MFRC introduced a new position focused on child and youth programming, who quickly introduced new programs for a wide range of ages.

The Help Me Grow kits gave families with children 0 to 5 years old activities to do with their child to promote early development, including sorting, stacking and fun games.

The return to in-person programming also boosted our Babysitting and Home Alone classes, which saw us return to pre-COVID attendance numbers for both programs.

Other programs promoted online safety, and helped children meet their peers in a fun setting.

This year, renovations on the MFRC's Youth Centre began as we prepared to bring a fresh new space for youth to enjoy!



Fresh paint and new furniture being delivered for the Youth Centre



Connecting through creativity at Youth Paint Night

Child and Youth

Program Attendance

Youth Babysitters Course	40
Home Alone Safety – English and French	67
Help Me Grow Activity Kits	97
Youth Paint Night	23
Digital Citizenship	6
Safe Online Gaming	4
Cyberbullying	5
Child Care Safety	6



Daycare parade for Month of the Francophonie



Lord Strathcona's Horse (Royal Canadians) Regimental Society visiting our child care programs

Transitions

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

ASSISTANCE COPING WITH AN ILLNESS, INJURY OR DEATH

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

- Individual counselling
- Support navigating different programs and services

VETERAN FAMILY PROGRAM

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

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



Community Partners

1 CMBG Units, Family Support Representatives

3CDSG

Ability4Good

Accès Emploi

Association canadienne française de l'Alberta

Alberta Health Services

Alberta Health Services Health for Two Program

Alberta Health Services – Mental Health Intake

Autism Edmonton

Base Chaplains

Base Mental Health

BGS Career Ventures

Calian

Carepros

Centre for Family Literacy

Centre for Family Literacy – Learning Disabilities

Child and Family Services

Conseil Scolaire Centre Nord

Edmonton Chamber of Voluntary Organizations

Edmonton Garrison Community Library

Employabilities

Equitek

Fable Child Care Center

Families First (Fort Saskatchewan)

FPFA – Federation of the franco parents of Alberta

First Choice First Aid

Forces@Work

Gateway Association

Glengarry Child Care Society

Global Aware Care

Getting Ready for Inclusion Today (GRIT)

Guthrie School

Health Promotion

HomeFront Secure

Inclusion Alberta

Inclusion Edmonton

Inclusive Education Canada

Institut Guy-Lacombe de la Famille

Laura's Dayhome

MCG Careers (Fort Saskatchewan)

The Montessori Daycare

Morinville Family and Community Support Services

Next Chapter Society

Nurse Next Door

On Site Placement Services

Operational Stress Injury Social Support

Prince's Trust Entrepreneurial Program

PSP Recreation Edmonton

The Royal Canadian Legion

Saint-Thomas Community Health Centre

Scholastic

SISIP Financial

Strongest Families

Sturgeon Family Support

Sturgeon School Division

Support our Troops

Today Centre

Transition Centre Edmonton

University of Alberta – Community Service Learning

University of Alberta – Heroes in Mind, Advocacy and Research

Consortium (HiMARC)

Veteran Affairs Canada

Veterans Association Food Bank – Edmonton

Veterans Service Centre

Volunteer Alberta

We Can Food Basket

YMCA Digital Literacy Program

Sponsors and Donors

COVID continued to make the Edmonton MFRC's operations unpredictable, as unexpected waves and restrictions affected us and our families. These challenging times continued to impact our fundraising efforts in 2021/22.

This makes the support of our sponsors and donors even more critical to the MFRC's ability to maintain the existing quality of much-needed programs. We thank everyone who supported the MFRC.

\$5,000 to \$14,999

Royal Canadian Legion Devon Branch #247 Poppy Fund
Sturgeon County

\$1,000 to \$4,999

Blush Lane Organic Produce Ltd.
Allen Carter
Dexterra Group Inc.
Edmonton Latvian Society "IMANTA"
Alan and Valerie Markewicz
2037549 ALBERTA INC.

\$100 or more

Thomas & Pamela Acheson
Cecilia Clarke
Andrews Lions Club
Scott and Allison Croft
Kenneth & Helen Colville
Edmonton Oil Kings Alumni, Courtesy of Mr. Gord WhiteHead
Laurie Hawn
Mr. & Mrs. John Hokanson
Inmotion Network Program
Brittany Mansour
Robin & Armande McCormack
Royal Canadian Legion #37
Steele Heights Baptist Church
Robert and Carol Synder
Helene Wevers
Diane Zinyk



Tim Horton's Smile Cookie cheque presentation



Ornament fundraiser at the RCA Band Holiday Concert

Sponsors and Donors

SPECIAL THANKS TO:

CanadaHelps

Canadian Corps of Commissionaires Northern Alberta Division

Charities Aid Foundation

Namao Pet Planet

Running Room

United Way Centraide

United Way Alberta Capital Region

United Way Halifax Region

Thank you to the individuals and corporate sponsors for their generous support of the Military Family Resource Centre during the 2021–2022 fiscal year!

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



2021 Frontline Celebrity Charity Golf Tournament

Military Families. *Strength Behind the Uniform.*



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