



CRFM
CENTRE DE RESSOURCES POUR
LES FAMILLES DES MILITAIRES

REPORT TO OUR COMMUNITY 2023-2024

Calgary Military Family Resource Centre
Centre De Ressources Pour Les Familles Des Militaires

4225 Crowchild Trail SW Calgary Alberta T3E 1T8
Business No: 129175667RR0001



At Calgary Military Family Resource Centre (MFRC), our mission is to support and empower military and veteran families through connection within our community in Calgary, Lethbridge, Red Deer, and surrounding areas. We are a charitable organization providing services for families of currently serving and veteran Canadian Armed Forces (CAF) members to combat the stressors associated with the military lifestyle including:

- Assessment and Referral
- Child/Youth Development and Parenting Support
- Crisis Intervention and Prevention
- Deployment Support
- Education and Employment
- Veteran Family Program

For over thirty years, the MFRC has aimed to help lessen the impact of the unique challenges that make being in the military an occupation different from any other.

The strongest force is family

Military families experience a unique intersection of challenges: extended separation from loved ones, frequent relocation, and the elevated risk inherent in the military member's work. In everyday life this means birthdays are missed, first steps need to be recorded, and relationships need to be re-tuned with every departure and homecoming. It means that kids' schools are changed, and spouses' jobs are left behind. It means worry until the member is safely home.

Despite all this, military families are tremendously proud to serve and make their family situations work amidst the challenges. The MFRC provides members of Canadian Armed Forces families with the resources and support they need to meet these challenges and thrive.

CONTENTS

01 Message From The Board Chair And Executive Director	10 Program Highlights & Milestones
02 Our Board Of Directors	14 Looking Ahead
03 Meet Our Staff	15 Gratitude
04 Message From Lieutenant- Colonel Sandy Cooper	15 Thank You To Our Supporters
05 Reflecting On Our Journey	15 Volunteers
05 About Calgary Military Family Resource Centre	16 Funding
06 Our Mission, Vision, Values	17 Donors
09 Our Service Area	18 Statement Of Operations
09 Consistent Core Services	19 A Call To Action

Message from the Board Chair and Executive Director

Dear Community Members, Supporters, and Friends,

It is with great pride and gratitude that we present to you the Calgary Military Family Resource Centre's (MFRC) Report to Our Community for this year. Our mission to support and strengthen military families in the communities of Red Deer, Calgary, and Lethbridge remains at the heart of absolutely everything we do.

Reflecting on Our Journey:

This year has been marked by resilience, growth, and unwavering community support. Our programs and services have continued to evolve to meet the unique needs of our military families and veterans. From providing mental health resources and family support services, to organizing community events and educational programs, we have strived to be your steadfast support.

Program Highlights & Milestones:

- **Expansion of Services:** We have expanded our outreach efforts, ensuring that more families in Red Deer, Calgary, and Lethbridge have access to critical resources and support.
- **Community Engagement:** Events like our holiday parties strengthened the bond within our community and we would be remiss not to mention the impactful Wellness Conference held in March 2024 in beautiful and tranquil Kananaskis Country that focussed on the eight dimensions of wellness. The overwhelming participation and support we have received from our communities has been truly inspiring and demonstrate the conference's continuing relevance.
- **Innovative Programs:** Our new initiatives, such as youth volunteerism, virtual workshops and peer support groups, have provided flexible and accessible options for families to connect with one another and find supports they need, be they big or small.

Looking Ahead:

As we look to the future, we remain committed to adapting and growing our services to better serve our military families. Our focus will be on enhancing our programs, expanding summer camp offerings for youth, increasing community engagement, and ensuring that every military family feels supported and valued.

Gratitude:

We extend our heartfelt thanks to our dedicated staff, volunteers, donors, and community partners. Your unwavering support and generosity are instrumental in our success. Together, we are making a meaningful difference in the lives of military families.

A Call to Action:

We invite you to continue this journey with us. Whether through volunteering, participating in our events, or donating, your involvement is crucial. Together, we build stronger, more resilient communities for our military families across Southern Alberta.

Thank you for standing with us!
With heartfelt gratitude,



Fiona G. McLean, CD, KC
Board Chair
Calgary Military Family
Resource Centre



Barbara Pohl, MBA
Executive Director
Calgary Military Family
Resource Centre

BOARD AND STAFF

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 family members of full-time serving CAF personnel. Qualified staff from a variety of backgrounds direct and coordinate MFRC programs and services.

Our Board of Directors

Fiona McLean
Board Chair

Jonathan Perkins
Vice-Chair

Alex Kishkovich
Treasurer

Gary Agnew
Director

Kate Thrasher
Director

Chichii Adegboyega
Director

Tom O'Sullivan
Director

John (JJ) Martin
Director

Krissy Doner
Director

Glen Adkins
Director

Nick Sealy-Thompson
Ex-Officio Military Representative



Meet our Staff

Barbara Pohl MBA
Executive Director

Adriel Allen
Community Engagement & Events Coordinator

Lorelei Arnett
Family Support Services Coordinator & Admin Assistant

Angelina Atsimbom (on leave)
Family Liaison Officer

Amy Edgar
Communications Coordinator

Anita Gerwing
Fund Development & Volunteer Coordinator

Chantel Gorrell
Veteran Family Program & Deployment Support Coordinator

Brad Hancock
Bookkeeper

Naomi Murray (mat leave)
Operations Manager & Family Services Coordinator

Megan Reviczky
Red Deer Community Outreach Coordinator

Vacant
Lethbridge Community Outreach Coordinator

Message from Lieutenant-Colonel Sandy Cooper

As a member of the Canadian Armed Forces, I am acutely aware of the challenges that military families face every day. The sacrifices made by our service members extend far beyond the battlefield—they ripple through the lives of spouses, children, and loved ones who stand steadfastly behind them. In this context, the work of the Calgary Military Family Resource Centre (MFRC) is not just important; it is essential.

The MFRC plays a crucial role in ensuring that our families are supported, resilient, and empowered. From providing critical services such as counselling and youth services to offering programs that foster a sense of community, the MFRC is a lifeline for many of our families. These services help to alleviate the unique pressures that come with military life, enabling our members to focus on their duties with the assurance that their families are cared for.

Throughout the year, the MFRC has shown remarkable dedication and adaptability, addressing the evolving needs of our community with compassion and expertise. Whether it is through educational workshops, family events, or one-on-one support, the impact of the MFRC is felt in every aspect of our lives. They are the backbone of our support system, and their work directly contributes to the well-being and morale of our forces.

As we reflect on the past year, it is clear that the MFRC has been instrumental in maintaining the strength and stability of our military community. I extend my deepest gratitude to the staff, volunteers, and supporters of the MFRC. Your tireless efforts have made a profound difference in the lives of our families, and for that, we are eternally grateful.

Thank you for your unwavering commitment to the well-being of those who serve our nation.

Sincerely,



Lieutenant-Colonel Sandy Cooper
Commanding Officer, Personnel Support Services
3rd Canadian Division Support Group
Canadian Armed Forces

Commandant, services de soutien au personnel
Groupe de soutien de la 3^e division du Canada
Forces Armées Canadiennes

Reflecting on Our Journey

About Calgary Military Family Resource Centre

The Calgary Military Family Resource Centre (MFRC) is a charitable organization governed by a volunteer Board of Directors.

Our Board aims to help lessen the impact of the unique challenges that the families of Canadian Armed Forces (CAF) personnel and veterans face on a daily basis.

Military Family Resource Centres (MFRCs) were established in 1991 by the Department of National Defence (DND) in conjunction with the Military Family Support Program.

The Calgary MFRC supports a unique local military community who live in both urban and rural communities. Our members include a large number of:

- Veterans
- Young, single military members (many of whom are also post-secondary students)
- Parents and siblings of serving CAF members
- Reservists (full-time and part-time) members
- CAF members and veteran families who do not live on a military base



OUR MISSION, VISION, VALUES

OUR VISION

Engaged and resilient Canadian military and veteran families.

OUR MISSION

Support and empower military and veteran families, through connection within our community.



OUR VALUES

The Calgary MFRC is committed to the following ethical values to meet the mission:



Service

Our military family community is at the heart of everything we do. We listen, adapt, and deliver. When we work hard, respond with urgency and act in service to others, we create a lasting and positive impact.



Unity

Together, we are stronger. We believe that individual differences strengthen our community, and we embrace the evolving definition of family. We approach our work with a collaborative mindset and nurture relationships based on equality and inclusion.



Impact

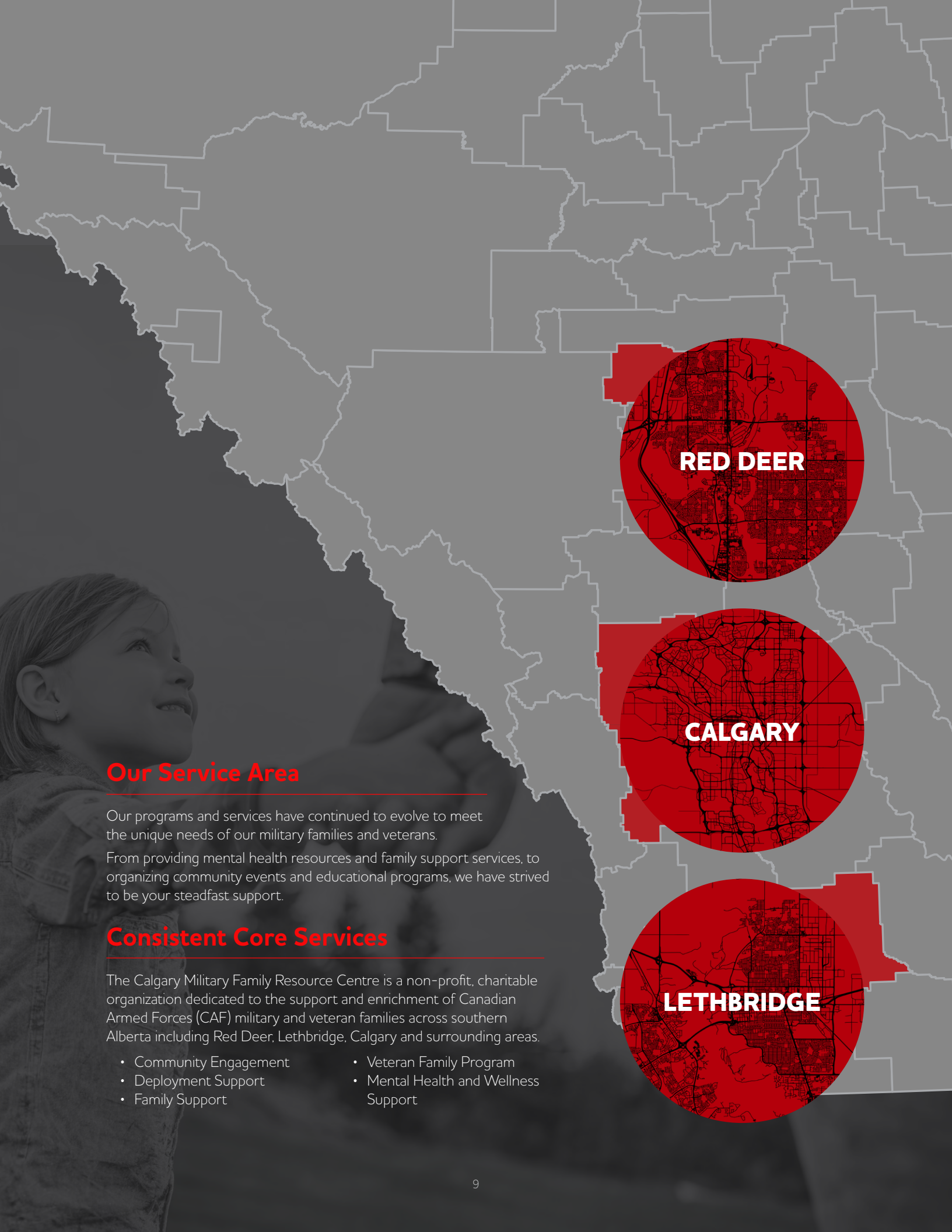
We care deeply about the work we do and the people we serve. We are dedicated to building resilience and constantly seeking new ways to deepen our impact. We're empowered to make decisions that are best for the long-term health of the military family community we serve.



Integrity

We act truthfully, operate honourably, and do the right thing always. We support and share responsibility with the members of our team, showing empathy and respect along the way. We build trust through transparency, confidentiality, and open communication.





RED DEER



CALGARY



LETHBRIDGE

Our Service Area

Our programs and services have continued to evolve to meet the unique needs of our military families and veterans. From providing mental health resources and family support services, to organizing community events and educational programs, we have strived to be your steadfast support.

Consistent Core Services

The Calgary Military Family Resource Centre is a non-profit, charitable organization dedicated to the support and enrichment of Canadian Armed Forces (CAF) military and veteran families across southern Alberta including Red Deer, Lethbridge, Calgary and surrounding areas.

- Community Engagement
- Deployment Support
- Family Support
- Veteran Family Program
- Mental Health and Wellness Support

PROGRAM HIGHLIGHTS AND MILESTONES

Mental Health and Wellness Support

Family members who are dealing with a military member's illness, injury or death can work with a Family Liaison Officer for:

- Support navigating different programs and services
- Referrals to mental health services
- Access to education and prevention programs in the community
- Short term individual or group counselling support of families of ill, injured, or deceased members
- Tailored assistance to families of the fallen

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



A few of the special activities and events that we accomplished in Fiscal Year 2023/24.



Kids Summer Camps

Summer camps specifically for military and veteran youth are important because they provide a supportive and understanding environment that addresses the unique challenges these youth face. These camps help campers build resilience, form meaningful connections and enjoy a well-deserved break from the stresses of military life, all while fostering personal growth and a sense of belonging. Calgary Military Family Resource Centre had 92 youth attend summer camps in 2023! We also facilitated 15 youth to attend Camp Maple Leaf.

Testimonials:

"Well run, interesting and diverse activities, well planned."

"Variety of experiences; great staff; exceptional value for price paid."



Helping Hands

The Calgary Military Family Resource Centre is proud to offer the "Helping Hands" youth volunteer program for ages 12-16 because it empowers young people to give back to their community while developing valuable life skills. Through this program, military and veteran youth can connect with peers, build leadership abilities, and contribute to meaningful projects that make a difference in the lives of others. "Helping Hands" not only fosters a sense of responsibility and compassion but also strengthens the bonds within the military community, ensuring that the next generation is actively involved in supporting their peers and families.

Testimonials:

"Lots of joy in the kid's eyes, new friendships made, excellent activities."



Stampede Breakfast

Over 300 people came out to enjoy a fun and exciting Stampede inspired breakfast event to help enable connection among military members, veterans, and their families. This event helps connect military families with helpful resources, whether that is with community partners or programs and services that we offer, and fosters a sense of community within the Calgary area by celebrating the Calgary Stampede!

Testimonials:

"As a parent, I enjoyed all the activities for the kids."

"Was outstanding for a 12, 15, and 52 year old!"

"Great, inclusive family atmosphere; good breakfast; great coffee!"

"The whole event was so well planned. We liked all of it."

"Warm, friendly people and a great atmosphere. Plenty of food, good entertainment and activities for the children."

"Amazing opportunity to connect and enjoy the day with family. Thank you!"

"All staff and volunteers were very friendly and worked very hard. It was a fantastic very well organized fun event."



Military Family Appreciation Day

The third Friday of September is Military Family Appreciation Day and we welcomed everyone to join us for a celebration! Reasons we celebrate this important day:

- **Acknowledge Sacrifices:** The day serves as an opportunity to publicly recognize the sacrifices made by military families. Their strength and resilience are crucial to the success of CAF operations, and this day is a chance to honour their contributions.
- **Strengthen Community Bonds:** The celebration helps to bring together military families, creating a sense of community and solidarity. It allows families to connect with one another, share experiences, and offer mutual support.
- **Raise Awareness:** Military Family Appreciation Day helps to raise awareness among the broader public about the unique challenges faced by military families. It highlights the importance of community support for these families and encourages greater understanding and appreciation.
- **Show Gratitude:** The day is also a way for the MFRC and the broader community to express their gratitude to military families.

Testimonials:

"Thank you to all the staff and volunteers for making such an enjoyable evening. It was a great family fun event."

"Thank you so much for all the hard work that goes into these events, they are much appreciated!"



Holiday Gatherings: Red Deer, Calgary & Lethbridge

The MFRC's holiday party is not just about celebration—it's about building community, strengthening family connections, and offering support to those who have given so much.

The holiday season can be a particularly challenging time for military families, especially if a loved one is deployed or recently returned from service. A family-focused event allows families to come together, enjoy quality time, and create joyful memories. This shared experience can strengthen family bonds and bring some much-needed joy and relaxation during the holiday season.

Testimonials:

"We always look forward to the MFRC Christmas party. It's always great. We so appreciate all the effort and time that was put into it."

"I loved the mingle activity. We met some really great families that we wouldn't have reached out and talked to. Great activity!"



Wellness Conference

The MFRC Wellness conference was a vital initiative that addressed the diverse and interconnected needs of military and veteran families, offering them the tools, resources, and community support necessary to achieve holistic well-being. It underscores the MFRC's role as a cornerstone of support, dedicated to enhancing the quality of life for those who serve and their loved ones. Some key deliverables were:

- **Holistic Support for Well-Being**

The 8 Dimensions of Wellness—emotional, physical, social, intellectual, occupational, financial, environmental, and spiritual—encompass all aspects of an individual's life.



- **Tailored Wellness Resources for Military and Veteran Families**

Military and veteran families often face unique stressors, such as deployments, frequent relocations, and the challenges of reintegration into civilian life. These experiences can impact all dimensions of wellness. The conference allows the MFRC to deliver targeted resources and support that are specifically designed to address the distinctive needs of this community.

- **Promoting Mental Health Awareness**

Mental health is a critical aspect of overall wellness, and it can be particularly important in the military and veteran communities, where individuals may be at a higher risk for conditions such as PTSD, depression, and anxiety.

- **Strengthening Community Connections**

The conference serves as a gathering point for military members, veterans, and their families to connect with one another and with wellness experts.

- **Empowering Families with Knowledge and Skills**

By educating attendees about the 8 Dimensions of Wellness, the conference equips military and veteran families with the knowledge and skills needed to take proactive steps toward their own well-being.

- **Demonstrating Commitment to Family Well-Being**

By hosting the wellness conference, the Calgary MFRC demonstrates its commitment to the well-being of military and veteran families. It sends a clear message that their health and happiness are a priority, and that they are not alone in their journey toward wellness.



Testimonials:

"I like connecting with other veterans and military personnel."

"We are so blessed, lucky and happy to have been able to attend. We were treated so well and had an amazing time! I want to give back by volunteering when possible. You all nailed it!"

"Thank you. I wasn't sure my husband would want to go but he loved it and can't wait to go again."

"Was a fantastic weekend for all in the family and we enjoyed being able to share it with the kids."



Community Booths

These booths enabled us to connect with the military community and the greater community alike. We were able to inform booth visitors about our programs and services, sell Yellow Ribbon merchandise (in most cases), and collect donations. We were also able to connect with potential volunteers, donors, partners, and supporters.

Enrolment Ceremonies

We attended 33 Enrolment Ceremonies where we were able to speak to approximately 254 new enrollees and 762 family members.

Parade Nights

Parade nights have proven to be a great opportunity to have face to face conversation with military members. Speaking directly with the members helps us get a better understanding of the programs and services that would make a meaningful impact in their lives. It is also a gentle reminder to members that we are here for them to offer assistance when needed.

LOOKING AHEAD

As we look to the future, we remain committed to adapting and growing our services to better serve our military and veteran families.

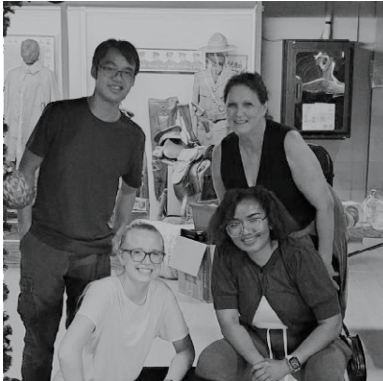
Our focus will be on:

- Enhancing our offerings and ensuring fit for purpose
- Expanding summer camp offerings for youth
- Increasing community engagement with stakeholders
- Adding 'caring cupboards' in our Red Deer & Lethbridge offices to help battle food inflation stress on military families
- Striving towards ensuring that every military and veteran family feels supported and valued



GRATITUDE

Thank you to our supporters



VOLUNTEERS

Our volunteers are the backbone of what we do! In the last fiscal year, they donated over 1200 hours of their time to the Calgary Military Family Resource Centre. If we gave a modest hourly rate to those hours of \$25/hour, that totals a savings of \$30,031.25

Activities	Sum of Hours
2023 AACCA Gun Show	49.5
2023 Stampede Awareness Booth	254
2023 Stampede Breakfast	12
2023 Summer Skirmish	33.5
Calgary Holiday Party 2023	115.75
Calgary MFRC Board	396
Casino Preparation June 2024	3
Family Day at TMM	28
Field of Crosses	24
Honours & Award Committee	24
Militaria Show	26
Office Admin Support	19
Staff / Board Team Building	15
Summer Camps 2023	201.5
Grand Total	1201.25

FUNDING

The MFRC is primarily funded through three separate but equally important sources: the Base Commander, Military Family Services (MFS), and fund development.

Base Commander

For the 2023/24 fiscal year, approximately 6% 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 2023/24 fiscal year, approximately 59% of the annual operating budget came from Military Family Services (MFS) to provide the Military Family Services Program (MFSP) to Canadian Armed Forces (CAF) 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 MFRC.



Fund Development

For the 2023/24 fiscal year, approximately 19% 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 grants.



DONORS

Together, we are making a meaningful difference in the lives of military families.

Our critical work in the Calgary, Red Deer & Lethbridge communities would simply not be possible without our community partners, sponsors, donors, and volunteers. Thank you so much for your support.

DONORS

ORGANIZATIONS

- Airdrie Legion No: 288
- Annapolis Capital Limited
- ATCO
- Blue Knights Alberta V
- Canadian Association of Veterans In United Nations Peacekeeping, the Colonel Donald S. Ethell Chapter
- Canadian Walk for Veterans
- Royal Canadian Legion Strathmore branch #10
- Ypres Unit 3 Canadian Army Veterans Motorcycle

INDIVIDUALS

- Alberta Arms & Cartridge Collectors Association (AACCA)
- Alex Kishkovich
- Barbara McNeil
- Barbara and Wes Pohl
- Bonnie Laycock
- Chinyere Adegboyega
- Darlene Ulmer
- David and Joyce Clemens
- David H. Dial
- David Richardson
- Denise and Rick Coutts
- Fiona McLean
- Gary Agnew
- Gordon Kerr
- JoAnne Handcock
- Joel Dobberpuhl
- John Drysdale
- Kabir Lalani
- Kate Thrasher
- Kerry Kilburn
- Lisa Rego
- Perry Englot
- Renette Bertholet
- Roland Beisswenger
- Shona Gillis
- Tom Brunt
- Ursula Jonasson
- Anonymous

SPONSORS

- CannaConnect
- The Calgary Foundation

GIFTS-IN-KIND

ORGANIZATIONS

- Alchemy Yoga
- Calgary Co-op Richmond Road
- Calgary Sports and Entertainment Corporation
- Chatters Hair Salon, Signal Hill Centre
- Cody Snyder Bullbustin
- Crock-A-Doodle
- Duty Calls Coffee Company
- Elite Brewing and Cidery
- Event Group
- Foothills Creamery
- Foothills Wellness Collective Inc
- Good Times Comedy Club
- Grey Eagle Resort & Casino
- Hambley Organizational Consulting Inc
- Institutionalized Hippie
- JH. Services
- Laser City South Calgary
- MacKay's Cochrane Ice Cream
- MidStream Energy
- Objeto Inc
- Playful Adventures
- Running Room Ltd.
- Safeway Garrison Woods
- Saje Natural Wellness
- She Is Fierce
- Shopper's Drug Mart, Marda Loop
- Spolumbos's Fine Foods and Deli
- Sport Chek, CF Chinook Centre
- Sweet Fusion
- Toyo Engineering Canada Limited
- VRCORE

INDIVIDUALS

- Barry Piercey
- Grace Berscheid
- Lorelei Arnett
- Meagan Parisian
- Thomas O'Sullivan
- Whitney Bullock

GRANTS & FOUNDATIONS

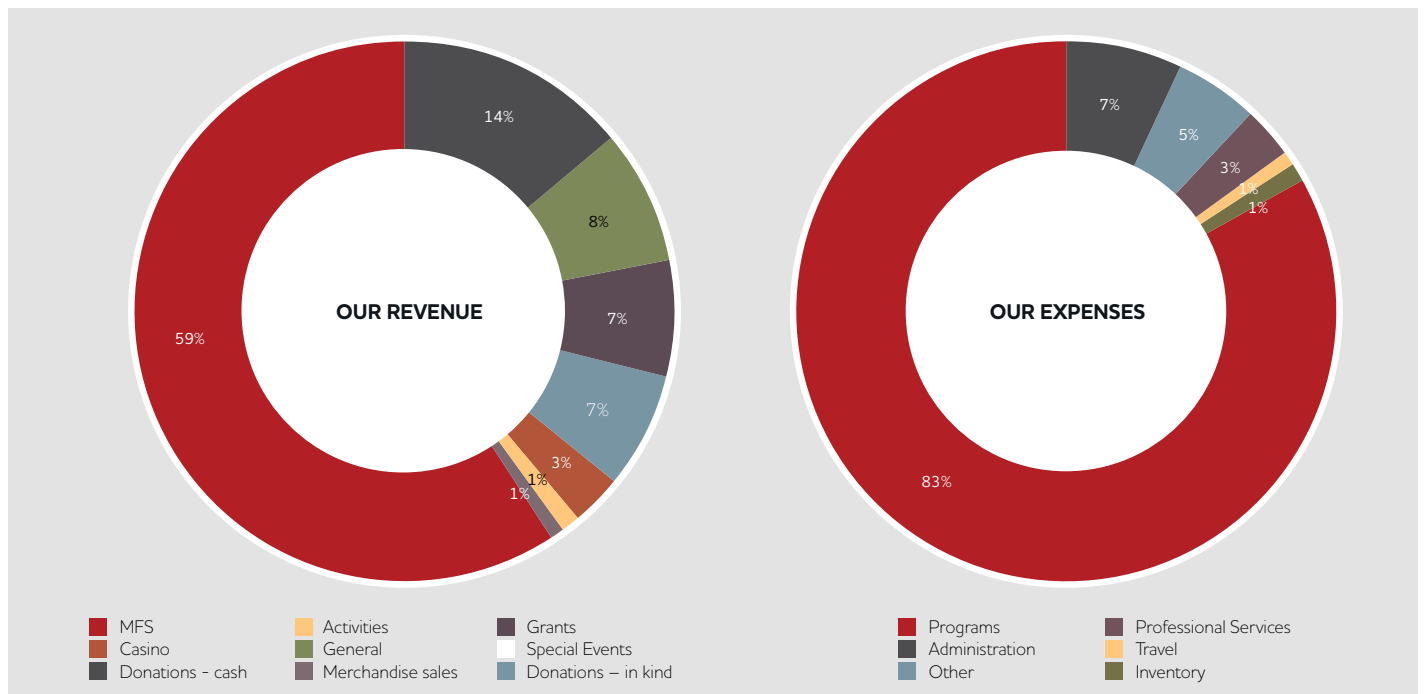
- Calgary Flames Foundation
- CANEX Volunteer Recognition Program Canada
- Grayson and Dorothy Morrison Flow Through Fund at Calgary Foundation
- James and Patricia Burns Flow Through Fund at Calgary Foundation
- Stampeders Foundation
- The Prosser Charitable Foundation

Every effort has been made to ensure this list accuracy. If there are any errors or omissions, we are deeply sorry.

STATEMENT OF OPERATIONS

Total Revenue: 1,097,713

The Calgary Military Family Resource Centre's full Audited Financial Statements can be found online at www.cfmws.ca/calgary



NOTES

The Calgary MFRC received revenue of \$652,311 from Military Family Services which represents 59% of its total revenues.

NOTES

Program delivery includes all employee salaries as well as costs incurred to set up and run our activities and engagements, such as rentals, food, speakers, etc.

Other includes expenses for volunteer management, insurance, bank charges, workshops, fundraising, childcare, and the benevolence fund.

A CALL TO ACTION

How you can help

The Calgary Military Family Resource Centre relies on the support of generous donors to continue to provide services in our communities. Below are a few examples of how you can get involved:

- Volunteer
- Donate Gifts in Kind
- Become a Sponsor
- Planned Giving
- Make a one-time donation
- Be a monthly donor
- Stay informed with our newsletter

”

**“We make a living
by what we get
but we make a life
by what we give.”**

Sir Winston Churchill





Contact Us

Want to learn more about the Calgary Military Family Resource Centre, our programs and services, and how you can get involved? Check out our website or follow us on social media @calgarymfr

Pour recevoir une copie du texte en français, veuillez nous contacter.



info@CalgaryMFRC.ca



(403) 618-0420



Follow us on Social Media



cfmws.ca/calgary