

The cover features a bold, geometric design. A large red triangle points downwards from the top left corner. The remaining space is filled with a dark grey background. A smaller red diamond is positioned in the lower right quadrant of the dark grey area. The text is centered in the white space on the right side of the cover.

**Calgary Military Family
Resource Centre
2022-2023**

A REPORT TO OUR COMMUNITY

**CREATING IMPACT AND
MAKING A DIFFERENCE**

MESSAGE FROM THE BOARD CHAIR & EXECUTIVE DIRECTOR

Acknowledging the Importance of Resiliency

Welcome to the Calgary Military Family Resource Centre (MFRC) 2022-2023 Impact report. On behalf of the Calgary MFRC, we want to express our deepest gratitude for your unwavering support and involvement in our mission. Your dedication has been instrumental in driving our success and impact.

Today, I am delighted to share with you some of the exciting developments that have taken place at the Calgary MFRC, highlighting our focus on resiliency and growth.

Resiliency lies at the heart of not only our organization. In our pursuit of our mission and goals, we have faced challenges but also opportunities. We have continuously demonstrated our ability to adapt, evolve, and overcome obstacles. We have risen above adversity, emerging stronger and more determined than ever before.

None of our achievements would have been possible without the collective efforts and dedication of our partners including our staff team. Their commitment and resilience have been instrumental in building an organization that can navigate through turbulent times and provide meaningful supports to military and veteran families. As we look ahead, we envision a future where our organization continues to grow, evolve, and make an even greater impact in the lives of those we serve.

The 2022-2023 year gave us a chance to evaluate our priorities and practices. We looked at where we are able to do the greatest good with our programs and supports while diligently stewarding our donors' generous contributions to ensure these programs have the impact and achieve the objectives intended.

We feel a sense of optimism headed into this next year. We are steadfast in our mission to support and empower military and veteran families, through connection within our community. All in effort to strive for the vision of engaged and resilient Canadian military and veteran families.

We are inspired by what the Calgary MFRC is empowered to do and believe in the importance of our mission. Together with our stakeholders and our generous supporters, we will continue to make a meaningful difference in the lives of military families.

As we reflect on our journey thus far, we remain grateful for your ongoing support and belief in our mission. Your contributions have propelled us forward, and we invite you to continue partnering with us as we strive for greater heights. Together, we can make a profound difference in the lives of those we serve.

Thank you once again for your continued support. With your help, we are confident that our organization will achieve even greater success and bring about positive change in the world. This report will show the successful engagement we had across our community, more so than ever, and demonstrate the impact our donors, partners, volunteers and sponsors continue to have on the Calgary MFRC, and with that the people we serve. We believe that this report provides evidence on our success and the impact these successes have had. On behalf of the Board of Directors, and the Calgary MFRC staff, we would like to thank everyone that has contributed to making this another impactful year on our journey to strengthening the families behind the uniforms.



Fiona McLean
Calgary MFRC Board Chair



Barbara Pohl
Calgary MFRC Executive Director



WHAT DOES IT MEAN TO BE A MILITARY FAMILY?

MFRC Staff Members

- Barbara Pohl**
Executive Director
- Adriel Allen**
Community Engagement & Events Coordinator
- Lorelei Arnett**
Administrative & Executive Coordinator
- Angelina Atsimbom**
Family Liaison Officer
- Candace Driscoll**
Lethbridge Community Outreach Coordinator
- Amy Edgar**
Communications Assistant
- Chantel Gorrell**
Veteran Family Program & Deployment Coordinator
- Tami Hutchinson**
Communications
- Liz Marks**
Community Event Coordinator (On Leave)
- Naomi Murray**
Family Support Services Program Coordinator & Operations Manager
- André Thibodeau**
Accountant
- Megan Reviczky**
Red Deer Community Outreach Coordinator

MFRC Board Members

- Executive**
- Fiona McLean - Chair
Jonathan Perkins - Vice Chair
Alex Kishkovich - Treasurer
TBD - Secretary
- Directors**
- Chinyere Adegboyega
Gary Agnew
Tom O'Sullivan
Kate Thrasher
- LCol Nick Sealy-Thomson
Military representative

Military families, like civilian families are made up of caring, fun-loving, and dedicated partners, children, parents, friends, and pets. But, the lifestyle of a military family is different. Military life, whether you are in the regular forces or are a reservist, can include long separations from loved ones for training and deployments. There are also unique stresses and occupational stress injuries that can occur during military duties. These stresses can be physical, mental and emotional affects that last long after a day at work.

Being part of a military family is a balancing act that requires everyone in the family unit to be incredibly resilient, fully committed and always ready to tackle new challenges.

The Calgary MFRC helps lessen the impact military and veteran families face in keeping Canada and our borders safe. We are committed to making a difference for our military and veteran families.

ABOUT THE CALGARY MFRC

The Calgary 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 CAF personnel and veterans face on a daily basis.

1991

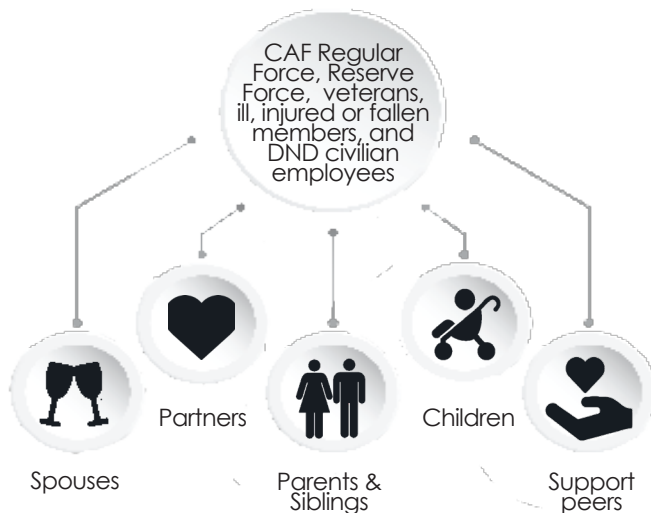
MFRCs were established in 1991 by the Department of National Defence (DND) in conjunction with the Military Family Support Program.

The Calgary MFRC is one of 32 MFRCs located across Canada that serves all branches of the military community.

At the MFRC, we use the phrase "military and veteran family" to represent everyone in our community.

This includes military members themselves (active regular force, reservists, and retired), veterans, and all family members including spouses, partners, parents, children, siblings, aunts, uncles, etc. Family can also include friends. We consider anyone who is the support system for a military member or veteran as a member of their family.

OUR MILITARY & VETERAN FAMILIES



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



Young, single military members many of whom are also post-secondary students



Veterans



Parents and siblings of single serving CAF members.



Reservist (full-time and part time) members



CAF members and veteran families who do not live on military bases.

PROVIDING SERVICE ACROSS CENTRAL & SOUTHERN ALBERTA

Our main office is in Calgary and we have satellite offices located in Red Deer and Lethbridge.

Red Deer satellite office

Calgary MFRC head office

Lethbridge satellite office

In 2020, the Calgary MFRC undertook a demographics research project to discover the make up of the military community in Southern Alberta. This is what we found:



**additional community members include children, and youth (6%), cadet officers (1%), and other immediate family (1%).*

ACTIVE MILITARY MEMBERS

Below represents the number of active military members living in each of our main cities. Each line represents 50 members.



VETERANS

There are 5,320 veterans across central and southern Alberta.

SPOUSES & PARTNERS

There are 320 spouses and common-law partners of active CAF members in our region. Over 250 of these couples are in Calgary. Most of our community is unmarried or single.



7,749

individuals in our region were highlighted as part of military and veteran families.

Most of the active military members in our region are reservists.

All of the numbers represented above are based on self-reported information, data from military units across central and southern Alberta, and Veterans Affairs Canada records.

HOW CAN WE MEET THE NEEDS OF OUR MILITARY AND VETERAN FAMILIES?

In 2021, the Calgary MFRC revised its Vision, Mission and Values, which form the foundation of our strategic plan. These changes will help us meet the needs of military and veteran families throughout Central & Southern Alberta, and help capture our growing definition of family.

VISION

Engaged and resilient Canadian military and veteran families

MISSION

To support and empower military and veteran families, through connection within our community

"The Calgary MFRC has been there for every problem I've had, whether it was emergency childcare or mental health supports. I've always been able to call on them - in good or bad times, through all my ups and downs. They've been a big part of my life."

- Military family member

VALUES

- **Service**
Families of military members, veterans and their families are 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 within our community.
- **Community**
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.
- **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 families we serve.
- **Integrity**
We do the right thing always, act truthfully and honourably. 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 communication.

COMMUNITY SUPPORT

The Calgary MFRC strives to collaborate with our local communities across central and southern Alberta. This allows us to interact with generous supporters and donors, partner with community organizations, and pursue the best programs and services across southern Alberta and beyond.

We are able to meet our organization's mission and vision because of the generous donations of time, knowledge, and funds provided by local individuals, businesses, and community initiatives. Thank you to everyone who goes above and beyond to support the Calgary MFRC and the difference it's making to our families. Our community impact is focused on these four key areas:

"If we want these folk to defend our country, then we have to give them the support they need when they get back home. Today, the Calgary MFRC has one of the best programs for treating PTSD around. I'm proud to help support its work,"
- George Brookman



DONATIONS & GIFTS

We are continually inspired by the dedication and generosity of the people, businesses, service clubs, cadet groups and organizations in our community who support our military families.

Gifts in kind also provided many opportunities for families to attend events like movies, concerts, and sporting events, and to experience cultural attractions throughout our region.



FUNDRAISING

Community and family groups have again stepped up to help raise much needed funds and awareness through third-party events. Every event has immeasurable value in the funds raised and the public awareness garnered.



PARTNERS

We have been able to partner with different businesses, experts, and organizations across southern Alberta. These partnerships have allowed us to provide workshops, educational sessions and resources to our local military community.



VOLUNTEERS

Without our volunteer base we wouldn't be able to serve our families in the capacity we do. Volunteers are integral to our operations and community engagement endeavours.

COMMUNITY IMPACT

\$169,625

of our total funds were raised through cash donations. Thank you for your generous support.

\$89,793

of our total funds were in-kind donations. This includes generous donations of tickets and items that we can pass along to our community



Thank you!

We'd like to extend a big thank you to all of our donors, sponsors, supporters and volunteers. You are the key to our organization's success.

Our largest fundraiser this year was the virtual Brett/Brett Christmas Concert with Brett Wilson and Brett Kissel. This annual event continuously supports the Calgary MFRC and local veteran organizations, including Wounded Warrior, Calgary Veterans Food Bank, and Outward Bound.

The Calgary MFRC was the charity of choice for the 2022 Oxford Stomp Stampede Concert. We are grateful for their ongoing support.

If you would like to learn more about how you can raise funds for the Calgary MFRC, visit the "Donate & Support" section of our website at www.cfmws/Calgary



DONATION & VOLUNTEER HIGHLIGHTS

59%

FUNDING FROM MFS

Approximately 59% of the annual operating budget for the 2022/2023 fiscal year came from Military Family Services (MFS). This funding provides mandated services for the provision of the Military Family Services Program (MFSP). These funds ensure that all military families across Canada can access similar programs of consistent quality from any MFRC.

Mandated services include:

- Personal Development and Community Integration
- Child and Youth Development and Parenting Support
- Mental Health and Wellness Programs
- Family Separation and Reunion

OUR VOLUNTEERS AT-A-GLANCE

Thank you to all our volunteers. Your support is so important and vital to the success of our mission.

600

Hours of work completed by our volunteers. This is equal to 16 weeks of full-time volunteer work throughout the year.

12

Volunteer board members, who oversee the governance of the Calgary MFRC.

24

Volunteers who helped with program support and virtual program needs.



MILITARY SUPPORT

The Calgary MFRC is committed to enriching the lives of individuals and families in CAF communities through prevention, support and intervention. These are the foundation blocks the Military Families Services Programs (MFSP) is built upon and reflects the characteristic of all military family circumstances and backgrounds. The MFSP is delivered by appropriately trained staff and volunteers, which can include collaborating with other agencies and organizations.

We provide relevant programs and services that empower and encourage strong, independent individuals and families within the Canadian Armed Forces.

These services and programs reach our local military members, veterans, and their families and make an impact through the following areas:



INFORMATION & EDUCATIONAL AWARENESS

The challenges of military life, questions received, and solutions sought after at the Calgary MFRC are as diverse as those seeking assistance. Our qualified staff work hard to find the best information, connect our community to the best experts, and to educate stakeholders about the realities of military life.



REFERRALS & SERVICES

Military families in new communities or in new situations often do not know where to begin looking for the support and programs they need. That's where we come in. We help connect families to local partners, community resources or our own programs and supports with one simple step.



COUNSELLING & CARE

Bereavement, day-to-day stress, and occupational stress injuries, such as post-traumatic stress disorder, can be hard on a family. We often act as the first point of contact for our military and veteran families or individuals who are seeking support.



QUALITY OF LIFE

The Calgary MFRC works to enhance the quality of life for our military community by promoting and supporting individual, family, and community integration. Families are connected with necessary services, resources, professionals, and other military families.

MILITARY SUPPORT FROM THE CALGARY MFRC



DEPLOYMENT

Throughout this reporting period, the program continued to focus on supporting families that are experiencing family separation and reunion via educational programs, social events, and one-on-one support.

A military lifestyle is often a juggling act and a family can be separated for extended periods of time. The MFRC is here to help and support families navigating life's challenges during their loved ones absence.

Our services include providing information about what to expect during deployment and supports offered such as Keep In Touch (KIT) phone calls, care package creation, social events, and free respite childcare.

16 WELCOME PACKAGES

Each time a new recruit joins the Canadian Armed Forces, or a military family moves to Calgary, we greet them with an informative welcome package. This includes information about the Calgary MFRC programs, services, and living in Calgary.

This year we delivered 16 packages directly to military family members within 90 days of them joining the CAF or arriving in Calgary, Lethbridge or Red Deer.

"A life line is how we would describe them. The MFRC are a real team of dedicated people, making a difference in the lives of the families during a very trying time."

- Military family member

CHILD AND YOUTH

Our child and youth program provides both structured and non-structured programs, social opportunities and leisure activities for children of military members.

We aim to create quality activities that foster resiliency as well as emotional, social, cognitive and physical well-being of children.

We aim to create quality activities that work to foster emotional, social, cognitive and physical well-being of children. These programs allow children and youth to connect with others who are living with the same military lifestyle, challenges, and stressors. These similarities help create a solid peer network that can provide support and give a sense of stability, belonging and understanding. This program provides a number of activities, including: day and overnight camps, social and educational trips, tutor assistance and educational support

We also offer a variety of child care services to military families. The range of child care provided allows parents and guardians to have some time to themselves if necessary, but also provides peace of mind should an emergency take place.

This year, we found that gaps in community services compelled our staff to enhance services for children that support social participation, social thinking, foster mental and emotional well-being, and provide opportunities for social integration.



76

The Calgary MFRC sent 76 Morale Mail care packages to CAF members who were deployed or on operations tasks.

A portion of these care packages were personalized by our Helping Hands youth volunteers.

VETERAN SUPPORT

This is a large area of growth at the Calgary MFRC, and will be an ongoing priority for us. Within this program we work alongside of members and families as they navigate new systems (medical, Veterans Affairs, education) and transition out of the military lifestyle.

We had very positive responses to services that assisted with developing a financial plan for transition, provided mental health first aid training and helped with employment insight for veterans across southern Alberta. Our many special events also continue to provide opportunities for families and friends to gather and thrive in a dynamic and supportive community.



Health and Mental Wellness programming is a high priority for the Calgary MFRC.

We have a growing information and referral service, and we also provide support to help individuals and families navigate various health and mental wellness road blocks.

"If it wasn't for the service and directions provided by the MFRC, I would have been one of the unfortunate statistics. Either homeless or deceased. MFRC staff are directly responsible for saving my life because of their direction and support."

- Military family member

12

Mental health workshops and webinars held, including a two day "360 Wellness" Conference

125

Attended workshops on the following topics: healthy relationships, mental health first aid for veterans, healthy communication, and conflict resolution.

ACTIVITIES AND EVENTS

The Calgary MFRC works to enhance the quality of life for our military and veteran community. As part of this focus, we offer recreational events and social gatherings throughout the year such as cooking classes, haunted house adventures, and trips to the nearby mountains. These events help bring our military community together and allow them to form bonds with other people in similar life situations.

895

We had 895 participants in our 36 family and adult-only social gatherings.

36

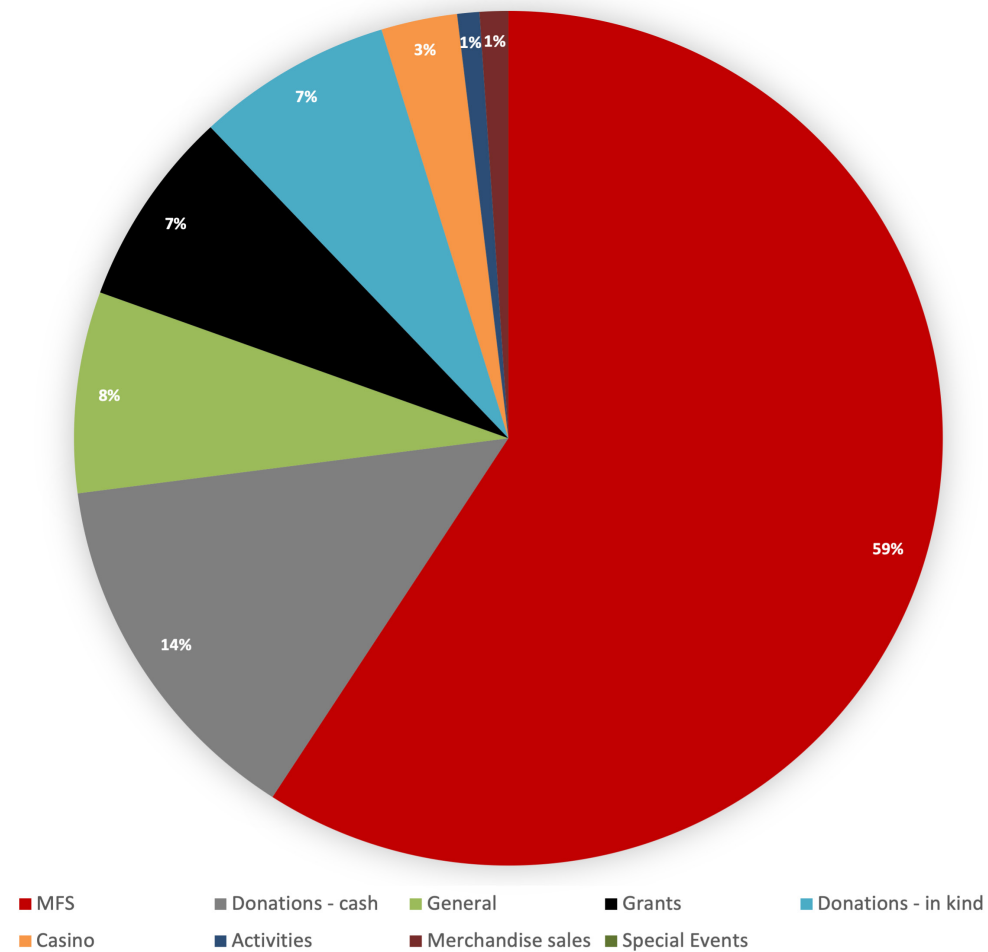
We held over 30 different adult or family focused virtual events.

13

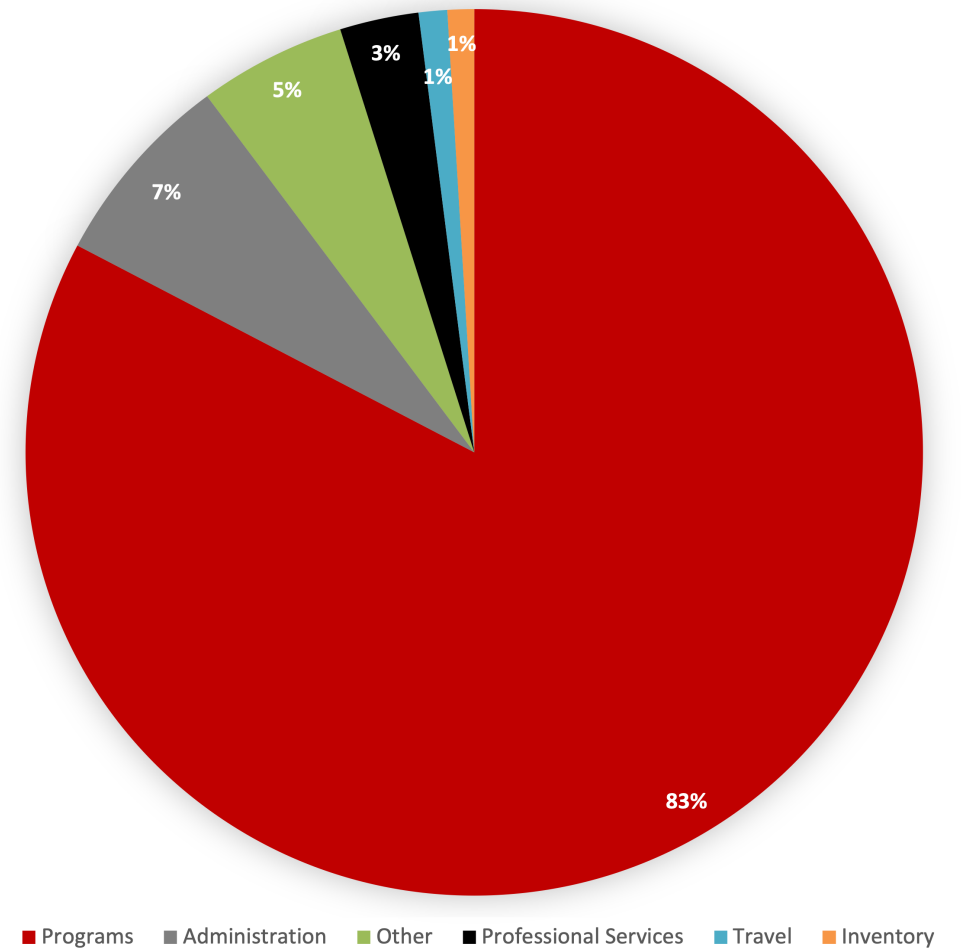
We held 13 personal development workshops.



OUR REVENUE



OUR EXPENSES



NOTES:

The Calgary MFRC received revenue of \$726,802 from Military Family Services which represents 59% of its total revenues.

Donations also include personal contributions from all members of our volunteer Board of Directors.

NOTES:

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

Other includes expenses for volunteer management, insurance, bank charges, workshops, fundraising, child care, and the benevolence fund. Each of these items represented less than one percent of the overall expenses for the Calgary MFRC.

**WANT TO
KNOW MORE,
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