



COMOX MILITARY FAMILY RESOURCE CENTRE

Comox MFRC
20 ANNUAL
23 GENERAL
MEETING

September 20, 2023
6:00pm
MFRC Conference Room

20 Septembre 2023
18h00
CRFM Salle de conférence

To register email: info@comoxmfr.ca

The graphic for the 2023 Annual General Meeting (AGM) is a collage of four photos: a person in a military uniform, a person in a red shirt, a person in a white shirt, and a group of people. The letters 'AGM' are prominently displayed in the center in a large, white, sans-serif font.

ANNUAL REPORT

for

FISCAL YEAR 2022/2023

01 APRIL 2022 – 31 MARCH 2023

AGENDA

**COMOX MILITARY FAMILY RESOURCE CENTRE – 29th ANNUAL GENERAL MEETING
COMOX MFRC CONFERENCE ROOM
20 Sept 2023 @ 1800 hrs**

- 1. Call to Order**
- 2. Opening Remarks/Welcome and Introductions (Chair)**
- 3. Appointment of the Presiding Officer and Meeting Secretary**
- 4. Confirmation of Quorum & Voting Protocol**
- 5. Motion for Business Required, Adoption of the Agenda**
- 6. Ratification of Previous Meeting Minutes**
 - a 28th Comox MFRC AGM 30 June 2022**
- 7. Reports**
 - a Board Chair**
 - b Executive Director**
 - c Treasurer**
- 8. Financial Statement & Treasurer's Report**
 - a Adoption of Annual Report of Audited Financial Statement**
 - b Appointment of Auditor for 2024/25**
- 9. Presentation/Election of Board of Directors (Current Appointees) and Their Respective Terms of Office**
- 10. New Business**
- 11. Announcements/Items from the Floor**
- 12. Closing Remarks**
- 13. Adjournment**

Meeting Minutes

COMOX MILITARY FAMILY RESOURCE CENTRE
28th ANNUAL GENERAL MEETING
MFRC Comox Board Room
Wednesday 30 June 2022 @ 1800 hrs

Chair: Eve Nguyen
Vice-Chair: Kristen Matthews
Secretary: Keeley Young
Treasurer: Nicole Ji (via Zoom)

Ex-Officio:
Executive Director: Wendy Secord
Wing Representatives: Maj. Sophie Duguay (regrets)
CWO Don Farr

Directors:
Michelle Auger
Melissa Farrell (regrets)
Steven Smith
Matthieu Kuhn (regrets)
Katharina Schulte-Bisping (regrets)

Guests:
K'Sah Woodley
Tara Belanger
Karen Ferland
Rebecca Barton
Rana Short
Anthony Divinagracia
Belinda Irwin
Donna Cloutier (Auditor)
Jillian Sicard

ITEM	ACTION	ACTION
CALL TO ORDER		
	The Chair called the meeting to order at 1805 hrs and welcomed all members.	Chair
WELCOME AND INTRODUCTIONS		
	The Chair welcomed all in attendance to the Annual General Meeting of the Society and introduced the new Executive Director Wendy Secord.	Info
APPOINTMENT OF PRESIDING OFFICER AND MEETING SECRETARY		
	The Chair indicated that (as per Bylaw 2.3.2) the Board Chair would preside as chair of the general meeting and appointed Keeley Young as meeting secretary. No objections were raised.	

CONFIRMATION OF QUORUM & VOTING PROTOCOL		
	<p>Quorum was confirmed as by Bylaw 3.2.1 The Chair explained various rules applicable to the AGM and the voting regulations to be followed throughout the meeting. Motions would be verbally made and voting members would be asked to raise their hands to indicate either a Yah or Nah for each motion.</p>	Confirmed
MOTION FOR BUSINESS REQUIRED		
	<p>The following motions were proposed as an omnibus motion:</p> <p style="padding-left: 40px;">1) That notice of this Annual General Meeting was properly given as per bylaw 3.1d.</p> <p style="padding-left: 40px;">2) To adopt the agenda that was distributed.</p> <p>Motion: Kristen Matthews motioned to accept the Notice and adopt the Agenda for the Annual General Meeting of the Comox MFRC Society, seconded by Michelle Auger. All were in Favour.</p>	Motion Carried
RADIFICATION OF PREVIOUS MINUTES		
30 June 2021 AGM Minutes	<p>The minutes of the Annual General Meeting were presented in the package for approval.</p> <p>Motion: Steven Smith motioned to accept the meeting minutes of the Annual General Meeting of the Comox MFRC Society, seconded by Keeley Young. All were in favour.</p>	Motion Carried
APPROVAL OF THE ANNUAL REPORT		
	<p>Key messages were presented by the Executive Director from 2021/2022 including:</p> <ul style="list-style-type: none"> ● Wage Increases for daycare staff ● MFS funding application and Compliance Report successfully submitted ● The mold in the mulch at the daycare had been resolved ● WiFi was obtained for the building (after more than 2 years) ● MFRC Comox partnered with Esquimalt and Mainland BC MFRCs on a Gender Based Violence Staff Retreat ● Early Childcare Educators received the Provincial Wage Enhancement subsidy in advance (with the Board's approval) ● An organizational review was completed for the daycare and a new daycare Manager was hired 	

- MFRC Comox developed new programs in line with the new modernized model.
- Enhanced communications with 19 Wing Leadership.

Motion: Nicole Ji motioned to accept the 2022 Comox MFRC Annual Report, except for the 2021/2022 Financial Statements, as provided to the membership, seconded by Michelle Auger. All were in favour.

Motion Carried

AUDITED FINANCIAL REPORT

Donna Cloutier on behalf of Cloutier Matthews Chartered Accountants provided an overview of the audited financial points.

Highlighted items from the MFRC Statement of Financial position included:

- Cash decreased by \$78, \$37K from operations and \$30K from timing of payments, offset by \$11K of capital asset purchases
- AP decreased by \$16K due to: ED recruitment \$7.5K last year, Pascoe Management last year \$32.5K offset with increases in source deduction payable due to the timing of payroll.
- Wages payable decreased by \$70.9K (59.4%) due to decrease in wages and timing of wages paid (paid out March 31, 2022 vs April 1, 2021 in prior year)
- Deferred revenues increased by \$27K due to increase in MFS funding of \$36K and the KCC Health and Safety Grant of \$23K, net of use of the infrastructure grant of \$21K and True Patriot Love grant of \$15K

Motion Carried

Key messages from the Kinnikinnik Daycare included:

- Revenues decreased by \$245K (14%) over last year totaling just over \$1.46 million!
 - \$532K decrease in the Provincial Government's Temporary Emergency Funding
 - \$287K increase in Childcare centre fees. Back in line with pre-covid levels (2020 & 2019 - \$1.2M)
- Expenditures decreased by \$70K or 4% this year over last year to \$1.62M.
 - Operating and administrative wages minimal change
 - \$71K decrease in Operating expenses due to updating the HR manual in 2021(\$50K) and decrease in supplies.
- Operating deficit for Kinnikinnik Child Care accumulated to \$173,608 compared with a small surplus of \$2,350 in 2021.
- Kinnikinnik has an accumulated surplus of over \$107K to carry forward for future years (surpluses in prior years created a buffer to cover the current year deficiency)

	<p>Overall, the organization is in a very good position financially and management has done an excellent job of managing a budget exceeding \$2.5M.</p> <p>Motion: Michelle Auger motioned to accept the 2021/2022 Audited Financial Statements as presented, seconded by Nicole Ji. All were in favour.</p> <p>Donna was excused from the meeting.</p>	
APPOINTMENT OF THE AUDITOR		
	<p>Motion: Steven Smith motioned to appoint Cloutier Matthews Chartered Accountants as Auditor to the Society for the Fiscal Year 2022-2023, seconded by Kristen Matthews. All were in favour.</p>	Motion Carried
BOARD CONFIRMATIONS AND ELECTIONS		
	<p>The following Board member resigned or completed their term, and we thank them for their contributions:</p> <p>Nicole Ji Krystle Sloan</p> <p>Returning Members for 2022-2023:</p> <p>Eve Nguyen Kristen Matthews Keeley Young Melissa Farrell Steven Smith Mathieu Kuhn Katharina Schulte-Bisping Michelle Auger</p> <p>There remain three vacant Board positions, which may be filled later by Board appointment, to the next AGM.</p>	No Motion Needed
NEW BUSINESS		
	No new items from the floor.	
ADJOURNMENT		
	The meeting was concluded at 1823	

Approved 20 Sept 2023.



Eve Nguyen Chair



Keeley Young Secretary

A MESSAGE FROM YOUR BOARD CHAIRPERSON

Dear Stakeholders,

I am delighted to present the annual report of Comox Military Family Resource Centre (MFRC) for the fiscal year 2022-2023. It is with great pleasure that I share with you our accomplishments, challenges, and plans for the future. Through the unwavering dedication of our team, the support of our volunteers, and the collaboration with our partners, Comox MFRC continues to provide essential services to military families, making a positive impact on their lives.

Organizational Overview: Comox MFRC remains committed to our mission of supporting and enhancing the unique lifestyle, well-being, and resilience of modern military families. We have been a pillar of support, offering a range of programs, services, and resources tailored to meet the unique needs of military families. Our holistic approach has enabled us to provide support in areas such as mental health, childcare, language training, employment, and social integration.

Financial Overview: Thanks to the generosity of our funding partners, Comox MFRC has maintained financial stability during the past year. We have managed our resources diligently, ensuring efficient and transparent utilization. This support has enabled us to expand our reach, develop innovative programs, and make a lasting difference in the lives of military families.

Achievements and Impact: Over the course of 2022-2023, Comox MFRC has achieved significant milestones. We have witnessed countless success stories and heard firsthand the positive impact of our programs and services on military families. From the establishment of our Teens programs to the expansion of mental health services, we have consistently strived to meet the evolving needs of our community.

Community Engagement: Our commitment to community engagement has been a driving force behind our success. We have forged partnerships with local businesses, government agencies, and community organizations to extend our reach and amplify our impact. By collaborating with these stakeholders, we have hosted community events, delivered workshops, and raised awareness about the challenges faced by military families. We are grateful for the invaluable support and collaboration we have received.

Challenges and Opportunities: While we celebrate our accomplishments, we are not oblivious to the challenges we have encountered along the way. The past year has presented its fair share of obstacles, from resource constraints to adapting to changing circumstances. However, we have met these challenges head-on, demonstrating resilience, creativity, and adaptability. As we look to the future, we

recognize the opportunities that lie ahead, including advancements in technology, evolving service delivery models, and increased community collaboration.

Strategic Priorities and Future Plans: In the coming year, Comox MFRC remains committed to our strategic priorities. We will continue to enhance our existing programs, ensuring they remain relevant and effective. Additionally, we will explore new avenues for growth and seek out innovative solutions to better serve our military families. We are dedicated to fostering a culture of continuous improvement and delivering the highest standard of support.

Acknowledgments and Conclusion: I extend my heartfelt gratitude to the staff, volunteers, partners, and stakeholders who have played a vital role in supporting Comox MFRC. Your dedication and unwavering commitment have made our achievements possible. I would also like to express my sincere appreciation to the military families who inspire us every day with their resilience and courage. We are honored to serve you and will continue to advocate for your needs.

In conclusion, the past year has been one of growth, challenges, and triumphs for Comox MFRC. As we embark on the next chapter of our journey, we do so with enthusiasm and determination. Together, we will ensure that military families receive the support they need and deserve.

Thank you for your continued trust and support.

Sincerely,
Eve Nguyen - Chairperson, Comox MFRC

A handwritten signature in black ink, appearing to read 'Eve', is written over a horizontal line.

TREASURER'S REPORT

The Comox MFRC is a provincially incorporated, charitable organization governed by a Board of Directors. As a result of how we are structured, we receive funding from various sources. Most of our core funding comes from Military Family Services which enables the MFRC to run efficiently from year to year. Other funding comes from 19 Wing Comox, Support our Troops, True Patriot Love, user fees, interest, and donations. We also receive funding from Women and Gender Equality for our Gender Based Violence Grant and Veterans Affairs Canada funds provides funding for our Veteran Family Coordinator position.

In December 2022, we received a \$250,000 inclusion grant from the Child Care Primary Office which allowed us to provide professional development training for daycare and MFRC staff. This funding was also used to provide resources and supplies for the daycare and the 19 Wing Family Centre as we aim to be more inclusive.

The Daycare receives provincial funding and relies also on parent fees to offset wages and operating costs. Due to provincial government limitations, we are not able to raise our parent fees to be in line with other daycares in the region. The MFRC daycare is facing financial challenges in 2023 due to a reduction in funding. In the first quarter of 2023, the daycare sustained more than a \$20,000 deficit and without external funding, we anticipate a loss of between \$80,000 and \$120,000.



Mathieu Kuhn
Treasurer
Comox MFRC

A WORD FROM THE EXECUTIVE DIRECTOR

Gratitude

When I reflect on the past year and the tough times our military and veteran community have faced, I feel a sense of gratitude. Gratitude for how the families we serve have adapted their lives, been patient, and kind to one other during such a stressful time. Gratitude for our amazing funders who allow us the latitude to be family centred. Gratitude for the staff and board of directors who work tirelessly in our shared goal of supporting our families which oftentimes includes them! Gratitude for the military members who continue to battle world events, relocations, absences while maintaining a strong family connection. Most importantly, gratitude for all the children/youth who must adapt to this military lifestyle and adjust to all the pressure and challenges placed on them!

Challenges

As a leader, 2022-23 was the most challenging year as we had to navigate tough and ever-changing times. We thought that 2022-23 would be easy as we said goodbye to the pandemic and moved back to a more 'normal' life. Instead, the long reaching effects of the pandemic continued to challenge our friends, families, and co-workers. We spent the past year re-grouping and re-engaging while trying to understand the changing needs of our veteran and military families. In the workplace, we had to normalize the concept that people were not okay, and that the post-pandemic world looked a lot different than pre-pandemic.

The MFRC staff needed to learn and adapt quickly to a new database system and the implementation of the new website. We needed to learn what families needed and to ensure that we were also adhering to the MFRC 2020+Strategic Framework.

“The mission of the military and veteran family services programs are to contribute to the operational readiness of the Canadian Armed Forces by providing services that enhance family resilience and stabilization in the face of military challenges.”

RSV, Covid-19, and hand, foot and mouth disease struck the daycare one after another. The staff were sick and tired, parents just wanted to go to work, and frustration levels were high. We got through the worst of it, but we still face the daily struggle with the constant shortage of Early Childhood Educators.

Highlights

- We were able to respond and support our families in crisis due to the kind donations received from our donors.

- We received a \$250,000 grant from the Child Care Primary Office. This allowed us to update the childcare centre and the family centre to be more inclusive and provide multiple professional development opportunities for the staff.
- Our programming staff creating programs and supports focused on relocations, work related absences, and transitions.
- We focused on hosting events/programs at night and on weekends so that all our families could attend.
- We created a work positive work environment that encouraged previous staff to return and ensured that job seekers view us as an 'employer of choice.'
- Our Family Violence Advisory Team provided Trauma Informed Training to more than 40+ people.
- We partnered on REXPO, Terry Fox Run, Suicide Awareness Week, Pride and many other activities throughout the year.
- We worked collaboratively with PSP to provide wrap around services for families.
- We continue to be compliant with our funders and in our audits.

I would like to thank everyone who helping make this difficult and rewarding journey possible. We wish to thank and acknowledge the MFRC staff, MFRC Board of Directors, 19 Wing and our community partners for their patience, kindness, and support. I especially would like to thank all our military and veteran families who demonstrate every day that they are resilient and strong.



Wendy Secord
Executive Director
Comox MFRC

BOARD OF DIRECTORS

ChairEve Nguyen
Vice Chair..... Kristen Matthews
Interim Secretary..... Keeley Young
Treasurer..... Mathieu Kuhn
DirectorJillian Sicard
DirectorLindsey Beeksma
DirectorSarah Toone
19 Wing Rep LCOL Krystle Connerty

Comox MFRC Board of Directors List as of 30 August 2023



The Programming Team Report

Throughout the 2022/2023 fiscal year, the Programming Department has accomplished significant milestones in support of military families. Notably, we provided unwavering support to families navigating work-related absences and deployments, offering them invaluable resources and guidance during these challenging times. The collaborative efforts of our dedicated team enabled us to deliver a wide array of high-quality programs. These initiatives catered to various age groups, including infants and toddlers (0-5), children (6-12), teenagers (13-18), and adults (19+), ensuring that the entire family unit received relevant support.

With an impressive track record of over 24 thoughtfully designed programs, workshops, and events, we tackled crucial topics such as parenting, mental health for both youth and adults, education, relocation support, and personal development. In alignment with funding guidelines and utilizing the logic model provided by MFS, we adeptly adapted our programming outcomes, ensuring the optimal utilization of available resources. Additionally, we established an inclusive and culturally diverse environment that prioritizes accessibility for individuals of all abilities, creating a safe space where every member of our community feels welcome.

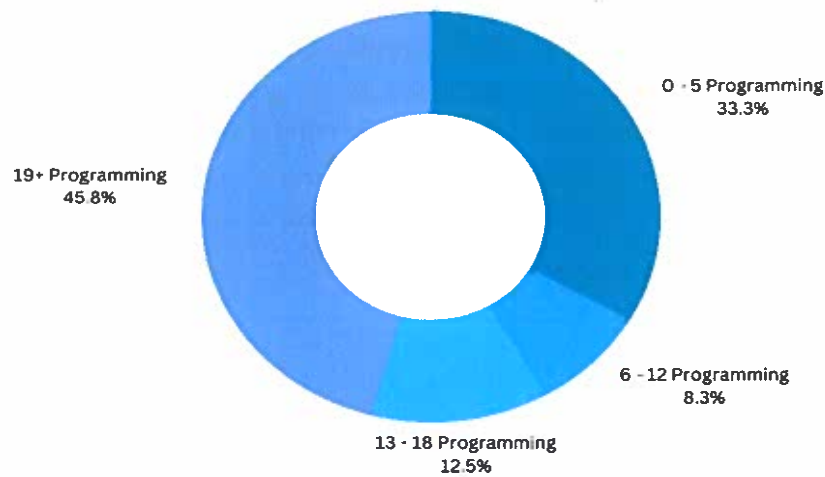
The journey was not without its share of challenges. The lingering apprehension stemming from the post-Covid era within the military family community required innovative and sensitive approaches to engagement including offering virtual programs and limiting registration numbers. We constantly strived to identify and address the evolving needs of our community, requiring flexibility and adaptability to meet these changing demands effectively. Maintaining consistent participation across all age groups while adhering to stringent funding requirements presented an ongoing challenge, pushing us to find creative solutions to ensure equitable access to our programs.

Frequent deployments of military personnel further highlighted the crucial importance of our outreach efforts, particularly to families struggling with the absence of a loved one. As we move forward, it is clear that these challenges remain dynamic, and we are committed to seeking new ways to proactively overcome them. Our dedication to refining our strategies, expanding our reach, and continuously enhancing the support we provide to military families remains unwavering. By building upon our successes and learning from our challenges, we are resolute in our mission to create an even more resilient and empowered military family community in the years ahead.

Statistics

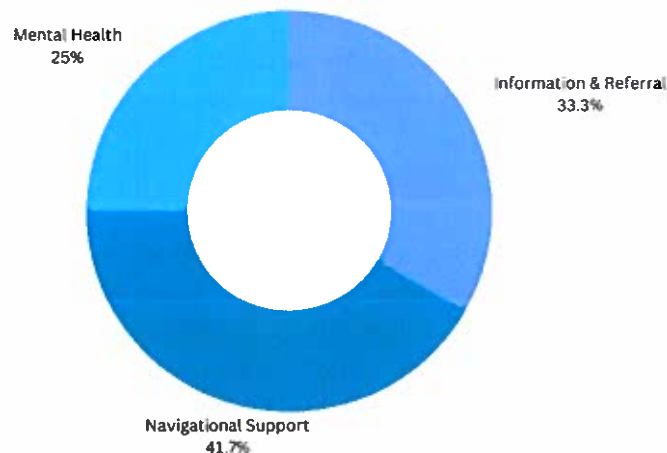
Aligned with MFS' overarching logic model, our program operations are diligently structured along three tiers: Level 1: Information and Awareness, Level 2: Targeted Navigational Support, and Level 3: Individualized Intervention, with a primary emphasis on mental health. In the fiscal year 2021/2022, our comprehensive portfolio included 24 thoroughly coordinated programs. Specifically, our program distribution shown as follows: 8 programs tailored for families with infants and toddlers (ages 0-5), 2

programs catering to children aged 6-12, 3 initiatives tailored for the dynamic youth demographic of ages 13-18, and 11 programs designed for adults aged 19 and above.

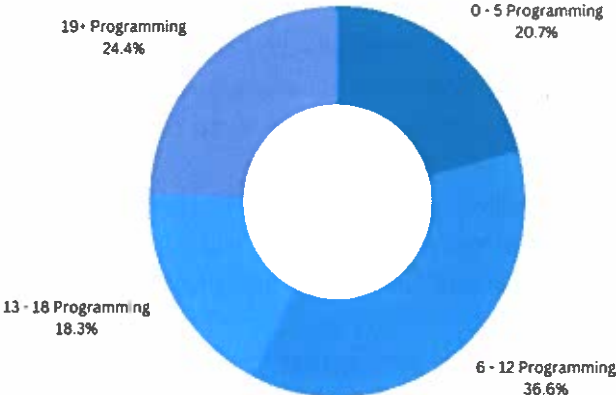


Within Level 1, our programmatic focused on distributing essential information and fostering heightened awareness. Our purview encompassed a multifaceted approach, ranging from community referrals to hosting informative sessions featuring local agencies, alongside adeptly cross-promoting online services to our esteemed families. This accounted for 33.3% of our 2021/2022 fiscal year programming, exemplifying our commitment to foundational awareness. Subsequently, the majority of our programming endeavors (~ 41.7%), found their zenith within the Level 2 paradigm. These initiatives revolved around the tripartite challenges confronting military families, adeptly amalgamating partnerships with local agencies and weaving intricate networks of community services to bolster familial well-being.

Level 3 initiatives constituted a robust quarter (25%) of our departmental undertakings. These focused on the mental health fabric of our families, ingeniously enhancing their mental well-being toolkits. Collectively, this symphony of programmatic endeavors has not only embodied MFS' overarching logic model but also demonstrated our program department's unwavering commitment to holistically nurturing the well-being and resilience of military families.



In the past year, our programming efforts drew in a vibrant community of 82 families, all eager to engage and grow with us. Among them, we saw 17 families actively participating in our specialized 0-5 age group programs, designed to nurture the youngest members of our military family community. The 6-12 age bracket saw enthusiastic involvement from 30 families, showcasing the impact of our engaging initiatives tailored to this dynamic age range. Stepping into the realm of youth, 15 families seized the opportunity to partake in programming that catered to the distinctive needs of teenagers aged 13-18. Our offerings extended to adults as well, with a heartening 20 families embracing the support and growth opportunities we provided for those aged 19 and beyond. This collective engagement underscores our dedication to serving every facet of the military family tapestry, promoting resilience and well-being across generations.



Testimonials

"My daughter loves going to Teen Rocks. She made great friends and always had a lot of fun. She looked forward to it every week"

"My son attended this program [Mindful Mondays]. He really enjoyed it and I loved the detailed emails the coordinators sent after each session so I could ask him about it."

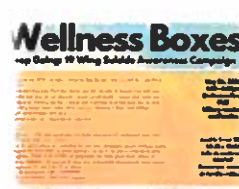
"This program [Mindful Mondays] needs to be offer again! So much information for the parents and hands on activities for the little ones. This was so well organized, and the album was really appreciated as a souvenir but also as a great reminder of all the topics discussed during the program."

"The person who ran the program [Teens Creative Arts] was excellent and it helped connect the teenagers of military parents because there aren't many programs that are aimed at teenagers that we actually want to go to."

"[Little Cooks Academy] Well organized Short enough cooking sessions to keep little ones attention and participation Possibility for a younger sibling to play with all the toys while others are cooking Free time at the end to explore and play with others"

"My one-year-old and I would go to the Wednesday play group and the Thursday motor and movement throughout my maternity leave. It's been amazing for my daughter to learn and discover and for me to be social with other parents"

The Year in Pictures



Acknowledgment of Funders

Without the kind generosity of our donors and funders, we would not be able to support our families. Here is a list of some of our funders although it does not include every kind donation that we have received. We don't aim to forget or exclude anyone and our apologies if we forgot about you!

- Military Family Services
 - 19 Wing
- Child Care Primary Office
 - Support our Troops
 - True Patriot Love
- Veterans Affairs Canada
- Wage and Gender Equity
 - Various Legions in BC
 - CANEX

PREPARED BY: WENDY SECORD, EXECUTIVE DIRECTOR

“We respectfully acknowledge that the land we gather on is on the Unceded Traditional Territory of the K’Omoks First Nation, the traditional keepers of this land.”

