

TABLE OF CONTENTS

Acknowledgments	Page	4
Board of Directors	.Page	5
Highlights	Page	6
Strategic planning 2023-2029	Page	7
Community Integration	.Page	8
Connection Opportunities	.Page	9
Childhood Services	Page	10
Youth Services and Youth Community Integration	Page	11
Special Care Education	Page	12
Veteran Family Program and Illness, Injury and Death	.Page	13
Employment and Education	.Page	14
Psychosocial Support and Prevention Support and Intervention	Page	15
Outreach	Page	16
Human Resources	Page	17
Balance sheet	Page	18
Income statement	Page	19

Funders and Donors Page 20



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4815 De la Savane Road Saint-Hubert

Tel.: 450-462-8777, ext. 6810

MFRC, Sherbrooke service point:

41 King Street West, Suite 2 Sherbrooke

Tel.: 450-358-7099, ext. 7955

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6560 Hochelaga Street, Montreal Garrison Local 114 Montreal

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40 De la Vérendrye Street Saint-Hubert

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WELCOME, SUPPORT, UNITE



ACKNOWLEDGMENTS



Francine Habel Executive Director



Nathalie Prud'homme Board of Directors President

It is with great pleasure that I present to you the 2023–2024 annual report on behalf of the Military Family Resource Centre Montreal Region.

Throughout the year, we continued to improve our services thanks to the dedicated efforts of a skilled team that listens to the needs of our clients. Through our actions, we continue to promote the values that motivate us every day, such as respect, honesty, integrity, solidarity with the community, personal commitment and altruism.

I am proud to share some of the MFRC's achievements that are especially meaningful to us. First of all, the development of our Youth Connect project reached the national level, thanks to 22 other MFRCs across Canada joining. This development improved access to virtual youth services for more than 70% of youth from military families. Next, our involvement in the Monarques project brought together hundreds of people during the three performances of the play, thereby raising the general public's awareness about the impacts of military life. Lastly, the first Military Children Gala was a great success, meaning continued creativity and innovation at our future galas.

I would like to take this opportunity to emphasize the importance of family, the pillar of our community and an unwavering support to our members. All our activities are designed and organized to meet the needs of family members. At the same time, these things have given us the chance to highlight what a source of strength and pride the children and spouses are to our military members and veterans. For us, military families are more than just clients, they are our "raison d'être".

Many thanks to our volunteers, donors, Board members and everyone else who dedicate themselves to ensuring the MFRC's activities run smoothly and continue on. We are working hard to improve and better meet your needs. Thank you for putting your trust in us!

Happy reading and thank you for 2023–2024!

Elabo

As the President of the Board of Directors for a second consecutive year, I am pleased to present to you the 2023–2024 annual report of the Military Family Resource Centre Montreal Region.

First of all, I would like to thank the MFRC team for the host of projects focussing on the military family. During 2023–2024, numerous family members participated in a variety of community integration activities such as the volunteer mornings or creative workshops to build connections. It is known that uprooting people can have negative impacts, and these connection activities have helped break isolation and rebuild social networks. We are therefore pleased to report that the mission and values are alive and well at the MFRC.

Next, I would like to thank our financial partners for their project support and the volunteers for their generous involvement in MFRC activities. I also thank my colleagues on the Board of Directors for their unwavering support. It is an honour to be part of a team that listens and understands the challenges facing our organization.

In looking back at this year, I am proud of the progress that has been made. There have been great achievements that match our ambitions. The Board of Directors acknowledges and appreciates the continuous efforts to improve and respect our clients. On behalf of everyone, I would like to offer our encouragement and support for ongoing projects or innovation to better serve our beautiful community.

Thank you to everyone for 2023-2024!

NE

BOARD OF DIRECTORS

HIGHLIGHTS

- 191 hours of volunteer work by Board members during the year
- 35 participants at Annual General Meeting

COOPTED MEMBERS

- Catherine Dandonneau
- · Safia Benkritly



EXECUTIVE MEMBERS

- President: Nathalie Prud'homme
- Vice-president: Caroline Vandoremalen
- Treasurer: Amanda Trundle
- Secretary: Isabelle Marquis

GUESTS

- Executive Director: Francine Habel
- Cmdt 2 Div Gs's Representative:
 Lcol Olivier Sylvain

 Commanding Officer, Personnel Services, 2nd Canadian Division Support Group
- Comd 34 Brigade's Representative:
 M. Jacques Coiteux
 G1-Chargé de Projet- PAGP | QG 34 GBC Forces armées canadiennes
- Cmdt CFLRC's Representative:
 Sergent François Pomerleau
 Sgt Ops Div B, Canadian Forces Leadership and Recruit School

DIRECTORS

- Daniel Tatone
- Matthew Trottier
- Diane Gaze
- Lauren McTaggart

HIGHLIGHTS

Welcome party



participants

The party is an opportunity for military families who have recently arrived in the region to meet other families and to learn about our different services.

Monarques project



We continued our involvement in the play that aims to raise the public's awareness about post-traumatic stress disorder.

515 people in attendance

performance

Longueuil

Terrebonne

Saint-Jean-sur-Richelieu

Youth Connect virtual application



across Canada joined our initiative. Activities started in February 2024.

Month of the Military Child



participants

An opportunity to recognize their remarkable resilience and to honour them.

recognition certificates

were handed out to the children in attendance.

booklet

with statements written by 7 senior members of the chain of command and veterans was created for this occasion.

Communication



1,505 subscribers

representing an increase of 29%





month.

read our newsletter on average every



177

new followers

on our Facebook page, for a total of

1800



STRATEGIC PLANNING 2023-2029



SERVICES OFFER

- ✓ Implement a culture of service evaluation and satisfaction;
- ✓ Expand service territory;
- ✓ Offer diversified services (absence, transition, relocation);
- ✓ Develop a youth community integration service;
- ✓ Support family relocation.



COMMUNICATION

- ✓ Ensure accessibility to our services for the following clientele: veteran, reservist, regular, recruit, officer cadet;
- ✓ Promote the MFRC's expertise to clients and partners;
- ✓ Support the relocation of families to the Montreal region;
- ✓ Encourage the participation of English-speaking clients in our services.



FINANCIAL

- ✓ Maintain sound financial management;
- ✓ Aim for a balanced budget;
- ✓ Anticipate risks;
- ✓ Increase external financing.



HUMAN RESOURCES

- ✓ Ensure a vibrant organizational culture;
- ✓ Attract;
- ✓ Retain.

COMMUNITY INTEGRATION

HIGHLIGHTS

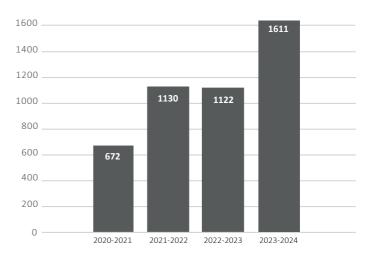
There were 12 volunteers who stood out this year, including Darlene Ritchie who put in more than 300 hours, as well as Caroline Vandormalen, Joanne Saccomani and Ann Marcotte who volunteered more than 200 hours.

STATISTICS ._____

- 1,611 volunteer hours
- 48 volunteers, including 20 new volunteers
- 156 attendees at our 43 evenings for creating connections and sharing
- 40 participants at 5 community integration activities
- 276 volunteer hours during family connection activities

"It was beyond my expectations. The workshop was full and I appreciated the special attention from MFRC personnel." A participant in a community integration workshop

Total volunteer hours





The MFRC thanks all its volunteers for their dedication and time.

LIST OF VOLUNTEERS

Artiga Victoria
Benkritly Safia
Berteau Lise
Bérubé Diane
Blanchard Frédéric
Boily Laurence
Campbell Mélanie
Cinquino Vanessa
Corriveau Stéphanie
Côté Linda
Dandonneau Catherine

Dethier Michèle

Dubé Alain
Dyckow Elisabeth
Fredette Jessie
Gagné Markert Isabel
Gaze Dianne
Hansil Evelyn
Isabel Francine
L. Sauvé Stéphanie
Labrie Yvette
Lafrenière Marie-Danielle
Lao Caroline
Marcotte Ann

Marquis Isabelle
McTaggart Lauren
Mengue Ketsia Franceth
More Jennifer
Okumu Akoth
Painchaud Alicia
Pascual Juna Isabel
Pereira Menezes Pinto Alice
Prud'homme Nathalie
Ritchie Darlene
Rouillard Chantal
Roux Carole-Anne

Saccomani Joanne
Seguin Michèle
Slote Clara Constance
Soly Chantal
St-Laurent Nohémy
Tatone Daniel
Trottier Matthew
Trundle Amanda
Turbide Marion
Valiquette Maryse
Vallée Kamille
Vandoremalen Caroline

CONNECTION OPPORTUNITIES

HIGHLIGHTS

After a four-year hiatus, the family camp was back, with a goal of having more than 96 participants.

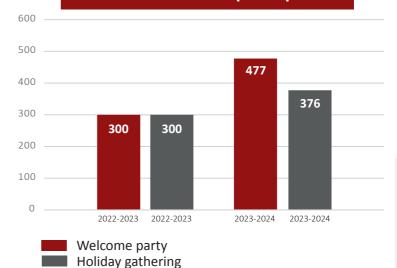
STATISTICS _____

- 216 attendees at apple picking gatherings
- 174 attendees at the Halloween connection activity
- 25 attendees at the two "Daddy and me" activities
- 54 attendees at "Mommy & me"
- 36 attendees at pumpkin picking gatherings in Estrie



171 attendees at the Summer activity aiming to strengthen community connections

A record number of participants





"My family and I would like to thank the entire MFRC team for the wonderful family camp weekend! We had memorable and fun moments and met lovely families with whom we have created connections. You are making an enormous difference to military families who have an unconventional life."

Janis, Vincent, Phoenix and Milan

"The round table on strong women was enlightening and encouraging. As women, we are unique beings. We should be proud of who we are, of our achievements and our goals. The 'sorority' of women that support and encourage one another should be essential in our female relationships, whether with family members, friends or colleagues." Anonymous



CHILDHOOD SERVICES

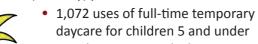
STATISTICS ._____

- 1,076 books aged 5 and under registered in the early reading program
- 763 French books
- 313 English books

STATISTICS ._____

DROP-IN DAYCARE

1,450 (half-day) periods were used:



- 143 discussions with clients on parental support in connection with the drop-in daycare
- 125 periods for volunteers
- 5 periods for client meetings

"My 5yr old daughter loves when I read her the new books at bedtime. I feel she is understanding more and more French words and asks what they mean when she is unsure. The quality and selection of the books are amazing."

Vincenzo's mum

"For us, the Bayard magazine was very useful for practicing and learning English. My children liked it a lot. A big thank you for this much appreciated educational offer."

Kylliam and Josianne's mom





YOUTH SERVICES

HIGHLIGHTS

- 106 welcome kits for youth who had recently arrived in the region in August
- Meeting with school leaders to raise awareness regarding the reality of children from military families, 47 primary school principals and 5 secondary school principals were in attendance



8 young people participated in the first Youth Retreat, an activity for improving mental health funded by Lockheed Martin

STATISTICS ._____

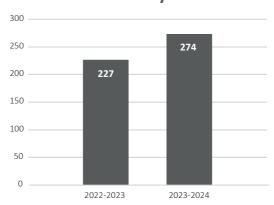
- 115 attendees at St-Jean's activities
- 9 participants in youth courses
- 12 participants in the babysitting course
- 17 attendees at activities for teenagers
- 123 participants in the second language program
 - o 30 French
 - 93 English

YOUTH COMMUNITY INTEGRATION CENTRE

STATISTICS ______

- 791 attendees at 153 open periods
- 23 attendees at 15 homework help sessions
- 18 attendees at the animal-assisted therapy activity
- 115 attendees at the month of April activities under the theme of the month of the military child
- 15 people attended the Youth Services open house

Summer activity attendees





The YCIC's logo was changed with the participation of youth actively involved at the Centre.



"The leaders are really nice. It's a great, comfortable place to spend time with other young people. It's like a place between home and school!" Ariel





SPECIAL CARE EDUCATION

HIGHLIGHTS

28 licences were issued for the following training:

- Self-esteem
- Sexual development
- Sex and consent
- "Apprivoiser la petite enfance les doigts dans le nez"

"The counsellor helped us, my children and I, by giving us the tools to guide us in our development." Anonymous

"Marie-Pier worked explicitly on the areas that we identified as issues. As our French is not great, she also worked very hard to accommodate us in English."

Anonymous



STATISTICS ._____

- 559 people impacted by special care education services
- 36 participants at the "Devoirs et leçons pas plates" activity and comics workshops on relocation and art therapy

NEW

2 online training programs on psychosexual development

Offered services 500 400 200 120 2022-2023 2023-2024





VETERAN FAMILY PROGRAM

HIGHLIGHTS

- 608,000 copies during the Veteran Family Program publicity campaign
- Presence at some tens of networking events, such as the Veterans' Fair and the Remembrance Day March
- 612 people reached at those events

STATISTICS

- 6 participants at the Escale weekend on transitioning to civilian life
- 17 participants at the Mental Health First Aid workshop
- 29 calls made to military members in the process of being released
- 184 customer contacts
- 218 hours of meetings with clients
- 83 hours of indirect interventions (one-time calls, partner support, etc.)



"Everyone should attend these workshops. It helps us greatly as members in the process of being released, veterans or military spouses."

Anonymous

ILLNESS, INJURY AND DEATH

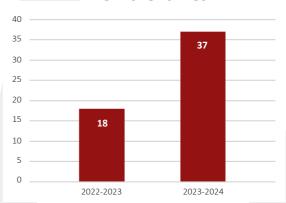
HIGHLIGHTS

Healthy relationships project for youth aged 11 to 16

STATISTICS

- 356 partners informed about the services offered to families
- 222 hours of direct intervention
- 138 customer contacts
- 117 military members and 68 families informed about our services concerning transfers
- 35 participants at the art therapy workshop
- 8 bereaved families receiving our services

New client files



"Thank you for giving her this precious time; she appreciates these visits."

A mother whose daughter is receiving our services

"Thank you for your reception and for listening!" A grieving client

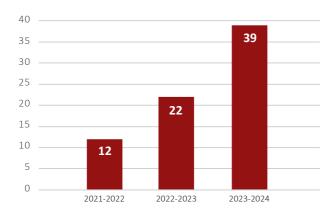


EMPLOYMENT AND EDUCATION

HIGHLIGHTS

95% of students continued their studies in English as a second language

Number of students in the English as a second language program



STATISTICS ______

- 351 people received education services
- 57 people received job search assistance
- 18 people participated in the French as a second language course
- 21 people participated in the first-aid course
- 31 users obtained a Rosetta Stone licence

N STATE OF THE PARTY NAMED IN Education A guide on schooling in Quebec and Canada was designed

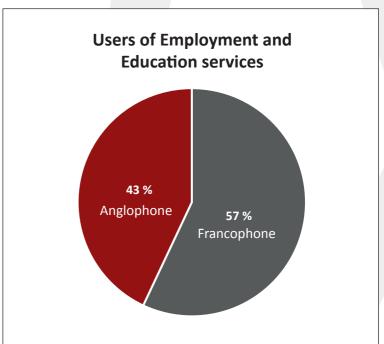
"I have been taking part in French classes since October 2023, and having exposure to the French language has been very beneficial. All of my classmates are enrolled because they have a genuine excitement for learning a second language, so the energy is really positive overall!"

Anonymous

"In periods of transition or uncertainty, having immediate access to education support services at MFRC Montreal ensures that military families can quickly navigate the school system. This access promotes a feeling of security and continuity for our families and underscores the commitment to the educational development of the next generation. Thank you for your support!"

Pierre-Luc and Marlee





PSYCHOSOCIAL SUPPORT

STATISTICS _____

- 140 requests for psychosocial support
- 59 courtesy calls
- 41 telemedicine licences given out
- 76 referrals to psychosocial support
- 14 families contacted to offer our services in connection with the release process

ABSENCE AND DEPLOYMENT

STATISTICS ______

- 104 warm line calls
- 1,522 letters and emails sent
- 10 people at activities and workshops to build and sustain connections
- 185 cards of encouragement sent to deployed members during Operation Santa Claus
- 35 packages sent overseas so loved ones could stay connected with deployed members
- 70 members on mission completed the pre-deployment form

"Thank you for being here; just knowing that there's someone here for us is reassuring."
C.D.

"You are sometimes in the shadows, but know that you are making a real difference. Your services, assistance and support have been helpful when I was going through difficult periods in the past. I am happy to tell the members around me who are going through their own somewhat hard times about your services. Thank you from the bottom of my heart for all your services and your valuable assistance."

J.T.



PREVENTION, SUPPORT AND INTERVENTION

STATISTICS _ _ _ _ _ _ _

- 272 customer contacts
- 39 new files
- 426 direct services:
 - 166 customer meeting
 - 87 virtual mode
- 84 couple psychosocial counselling sessions
- 51 child psychosocial counselling sessions

HIGHLIGHTS

- · Sentinels co-instructor
 - 60 participants at the training for new Sentinels
 - 20 participants at the lunch and learn for previously trained Sentinels
- Co-leader of the Montreal Region Family Violence Advisory Team
 - 8 team meetings
 - 36 participants at the "Ton couple est dans quel bateau" dinner conference as part of Healthy Relationship Awareness Week
 - 42 participants at training offered by the Regroupement des maisons pour femmes victimes de violence conjugale for Family Violence Advisory Team members
- Attendance:
 - The Haut-Richelieu-Rouville violence round table
 - The Cellule Éclair Montérégie-Est et Centre organization
 - The "Rebâtir la confiance : enjeux et défis en matière de violence conjugale" conference

"I liked the humorous speakers and the examples in which you could recognize yourself." Anonymous



OUTREACH



"Thank you for sharing the MFRC information with us. I am so glad that now I am able to access it. As a family member of CAF, it matters so much to us. I really appreciate this email from you."

Anonymous

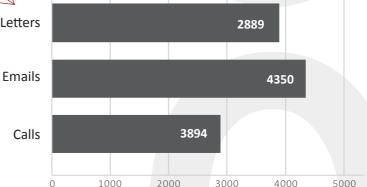


STATISTICS _ _ _

- 21,405 interactions with families
- 81 participants in the 8 Military Life 101 evenings for new families
- 85 presentations to CFLRS recruits
- Attended 37 graduations and 39 swearing-in ceremonies

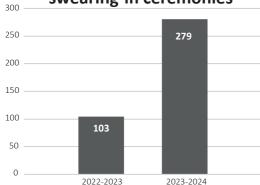


Calls





People reached at swearing-in ceremonies



45 participants at tulip picking connection activity

HIGHLIGHTS

- 26 swearing-in presentations reaching 279 people
- 90 people reached at the Legion dinner

STATISTICS

- 480 military members and family members reached through presentations
- 28 people at the 3 Military Life 101 workshops
- 69 client calls
- 44 connection opportunities with military
- 8 connection opportunities with the families of veterans



"We loved the flower picking idea! I enjoyed everything about the event." "I took part in the Military

Life 101 workshop, and I found it very useful." "Sharing experiences is really great to hear."

HUMAN RESOURCES

HIGHLIGHTS

3 employees recognized by the Commander:

- Estelle Auger
- Catherine Bourassa
- Myriam Dutour

STATISTICS ______

- 3 social work interns
- 1 special education trainee
- 40 hours of training for the Childhood Services team
- 500 hours of training for the whole team
- 2 team building activities

LIST OF EMPLOYEES

Auger, Estelle:

Employment and Education Coordinator

Bourassa, Catherine:

Human Resources Manager (CHRP)

Bourgeois, Caroline:

Community Integration
Officer, Family Connection

Brault-Crousset, Catherine :

Communications Officer

Brassard, Maude:

Web Content Officer

Brodeur-Bordo, Sabrina:

Drop-in Educator

Chabot, Carolanne:

Reception and Information Clerk & Outreach Agent

Crago, Batholomew, T.S. :

Prevention, Support and

Intervention Coordinator

Dumas, Kaylee:

SW Intern

Dutour, Myriam:

Veterans Families Program

Coordiantor

English Charron, Annie:

Youth Coordinator

Falardeau, Karyne:

Intake Psychosocial Agent-

Fontaine, Alyson:

Drop-in Educator

Fortier, Maxime:

YCIC Coordinator

Gagnon, Laurie:

Responsible for Special

Activities at YCIC

Gallant, Audrey:

Family Liaison Officer

Gariépy, Sarah:

Customer Service

and Operations Officer

Gaucher Morel, Caroline:

Child and Youth Coordinator

Habel, Francine:

Executive Director

Hernandez Liendo, Yamila:

Drop-in Educator

Houle, Alain:

Prevention, Support and Intervention Coordinator

Sherbrooke

Hatungimana, Patrick:

Youth Coordinator

Kabanga, Ladouce:

Outreach Agent

Labrie, Yvette:

Specialized Education Intern-

Laflamme, Maude:

Community Integration

Officer

Lague, Josiane:

Specialized Educator

Lao Me Sai, Caroline:

Language Teacher

Laroche, Lynn:

Language Teacher

Leclerc, Annie, T.S.:

Prevention, Support and

Intervention Coordinator

Lefrenière, Marie-Danielle :

Outreach Agent

Levasseur, Nicolas:

Youth Coordinator

Maure, Noémie:

Drop-in Educator

Drop-III Educator

Meunier, Marie-Belle:

Community Integration

Officer

Michaud, Karyne, T.S.:

Prevention, Support and Intervention Coordinator

Monette-Vaskelis. Sebastien:

Financial Management

Assistant

Neagu, Ana Maria : Communications Officer

Neoclous Paola:

Neocious Paoia

SW Intern

Otis St-Gelais, Marie-Pier:

Specialized Educator

Pereira-Amaral, Melissa:

Drop-in Educator

Richot, Emma:

Human Resources Agent

Rivard, Gabrielle:

Prevention, Support and

Intervention Coordinator

Roux, Carol-Ann:

Customer Service and

Operations Officer

Sevigny, Catherine:

Outreach Agent

St-Elien, Lincey:

Human Resources Agent

Thériault, Yuri:

Outreach Clerk

Trépanier, Noémie :

Child and Youth Coordinator

Trépanier, Thomas:

Youth Coordinator

BALANCE SHEET



Current assets	2024	2023
	Ç	\$
Cash	1 122	672 942
Temporary investment	807 066	749 986
Accounts receivables	129 413	169 252
Prepaid expenses	43 377	39 893
Total	<u>980 978</u>	1 632 073

Current liabilities

	\$	\$
Accounts payable and accrued liabilities	195 216	162 004
Amount reserved - CICJ	607	39
Deferred contributions	10 000	564 957
Total	205 823	<u>727 000</u>
	\$	\$
Long term debt		60 000
Total	205 823	787 000

Net assets

	\$	<u> </u>
Changes in net assets	775 155	845 073
Total	<u>775 155</u>	<u>845 073</u>
	<u>980 978</u>	<u>1 632 073</u>



INCOME STATEMENT

INCOME	Budget (\$)	Actuals (\$)
MFS Funding	1 814 782	1 839 098
2 nd Canadian Division	235 850	256 127
Daycare preschool program	25 000	37 179
Ministère de la Famille	223 913	221 532
438 Tactical Helicopter Squadron	50 000	50 000
Fundraising, donations and others	34 991	47 978
Investment	30 000	57 080
True Patriot Love	30 000	31 577
Fort St-Jean Corporation	15 000	15 000
Royal Bank of Canada	10 000	6 235
Canada Summer Jobs	15 854	4 496
Quebec Veterans Foundation	19 100	14 141
Total	<u>2 504 490</u>	<u>2 580 443</u>
EXPENSES	Budget (\$)	Actuals (\$)
2nd Canadian Division		
Management & Administration	7 000	6 058
Salaries	196 532	227 117
Emergency House	11 850	13 442
Cleaning services - CICJ	5 000	4 042
Material	0	5 468
Telemedecine	15 468	0
Ministère de la Famille	223 913	221 532
438 Tactical Helicopter Squadron	50 000	50 000
paid by MFRC funds	95 555	212 155
True Patriot Love	30 000	31 577
Fort St-Jean Corporation	15 000	15 000
Royal Bank of Canada	10 000	6 235
Canada Summer Jobs	15 854	4 496
Quebec Veterans Foundation	19 100	14 141
Total	<u>695 272</u>	<u>811 263</u>
MFS EXPENSES	Budget (\$)	Actuals (\$)
Management & Administration	341 912	345 268
Program delivery	1 281 075	1 308 542
Veteran Family Program	115 015	116 703
Gender-based violence Funding	18 000	18 000
Lockheed Martin	0	10 045
Supplementary Funding	58 780	40 540
Total	1 814 782	1 839 098
Total expenses	2 510 054	2 650 361
Excess (deficiency) of revenues over expenses	(5 564)	(69 918)

FUNDERS AND DONORS

The Montreal Military Family Resource Centre gratefully acknowledges the support and donors. These great achievements are the result of your support.





Military Family Services Program (MFSP)



438 Tactical Helicopter Squadron



Base CMDT (2nd Canadian Division)



Employment and Social Development Canada Canada Summer Jobs





Quebec Veterans Foundation



Ministère de la Famille



RBC Royal Bank

DONORS



Caisse Desjardins des militaires







Government of Canada Workplace Charitable Campaign (GCWCC)



Fort St-Jean Corporation



Royal Canadian Legion Greenfield Park #94 Royal Canadian Legion Pointe-Claire #57 Royal Canadian Legion St-Jean-sur-Richelieu #79



Lockheed Martin