

Chair's Message



It has been an honour to serve as the Chair of the Esquimalt MFRC Board of Directors over this past year. We have devoted Directors who take their governance role very seriously and provide sage guidance to this great organization. What a pleasure to work with such a

professional Board that draws its membership from the military family community as well as currently serving and retired military members. How fortunate we are to have the Fleet, Formation and Base Chief's sitting as ex officio members on the Board and offering insight from their unique operational perspectives. I want to recognize and thank Helen Bates as she completes her third board term and 27 years of volunteer service, her tireless support and unwavering voice of our military families will have a lasting impact.

Esquimalt MFRC proudly honours diversity and recently launched a "This Is My Family" campaign depicting the many types of "family" that are part of a military members life. In our deployment program we have reached out across the country to connect via webinars, emails and phone calls with extended family members experiencing the deployment of their loved one.

With the ongoing high operational tempo of the RCN, deployment support continues to thrive. The MFRC team works hard to ensure that families feel prepared in advance of prolonged work related separations; are informed and connected during a deployment and; have a positive homecoming. Resources for single members, families of those serving on submarines and those on land based deployments are being widely used.

I was recently invited to participate in a national forum in Ottawa for the development of a Military Family Services (MFS) Advisory Committee that will provide advice and guidance on MFS operational priorities. Our relationship with MFS (the primary funder of our MFRC) continues to be an important focus for the Board.

Thank you for your ongoing support of the MFRC. We rely on your honest and open feedback so that the programs and services of this organization reflect true community needs. Thank you for your involvement as volunteers, program participants and donors. Kudos to the MFRC staff for their hard work and dedication, my fellow Directors for their service and to our CAF partners for their generosity.

Regards,

Samantha Krzywonos
MFRC Board Chair

28 years of supporting military families!

Feedback from the community

"I did not know that the MFRC had so many resources for me and my partner to access as we do not have any children. Thank you for explaining all the services that you thought could help me transition out of the Forces with ease."

"Wow, thank you very much for the information provided, I very much appreciate it. It made my move so much easier."

"I got the right resources at the right moment and that helped relieved a lot of stress."

"The preschool teacher is incredible. So lucky to have had her as a teacher."

"This has been a crazy long and challenging deployment, but it has been manageable (and sometimes even enjoyable) because of the activities and connections/friendships I've made through the MFRC events like the Sunday sessions. Thank you for all you do."

"Your support during my husband's deployment was invaluable. Thank you! This was a very difficult time for me and I don't know how I would have done this without your support."

"I am so happy when I get home and I see that I have a voicemail from the MFRC. You are like my anchor point during this deployment."

"I felt so much better after talking with you; my anxiety levels went down significantly."

"You run an extraordinary program that makes a significant impact on so many lives."

"Everything is well advertised and they have a wonderful relationship with the community around them. For anyone who has not been to the MFRC website, go. It's impressive!"

"The childcare services provided by the MFRC helped support our family during a crisis. I don't know what we would have done without this valuable service."

"I didn't know that the MFRC provided so much education about the military lifestyle to the schools. The advocacy support provided at my son's school during the deployment helped them better understand where he was coming from rather than labeling him with a behavior issue."

How we are making a difference

Leadership

- Connecting MFRCs - Continued to be the initiators of a national community of practice with the MFRCs across the country.
- Program Development - As part of a seven site pilot project funded by VAC, implemented programs and services to provide MFRC services to medically-releasing families for two years post release.
- Community Engagement - Continued to engage with local and provincial service providers to help them understand the challenges of military lifestyle and the impact of interprovincial differences when relocating.
- Ensuring efficient governance practices - Reviewed and revised policies in two mandated areas.
- Demonstrated effectiveness through an independent audit.
- Continued to enhance outcomes based evaluation processes.

Funding/Fundraising

- Meeting Targets - Exceeded 15/16 fundraising goals
- Effective Use of Donor Dollars - donations from donors resulted in enhanced program development
- Accountability - Ensured organizational administrative costs continue to be lower than average (15%)

Programs and Services

- Enhancing Resiliency and Accessibility - Continued to create resources that build family resiliency.
- Shifting Gears - Military Families in Transition Program and Resource book for members and families retiring from the CAF.

- Enhanced deployment support to families located out of area by connecting via webinar.
- Launched a new MFRC website with a responsive design and content management system.
- Meeting Community Needs - Demonstrated the capacity to support CAF operational challenges (extended HMCS Winnipeg deployment), developed programs to meet the needs of those newcomers, expanded social work services capacity to meet increased requests for service
- Connecting the community - Hosted four successful events; Pacific Women's Day, Navy Ball, Volunteer Recognition and Father Daughter Sweetheart Dance.
- FamilyNavigator.ca celebrated 10 year of service with 104,961 unique visitors to the website.

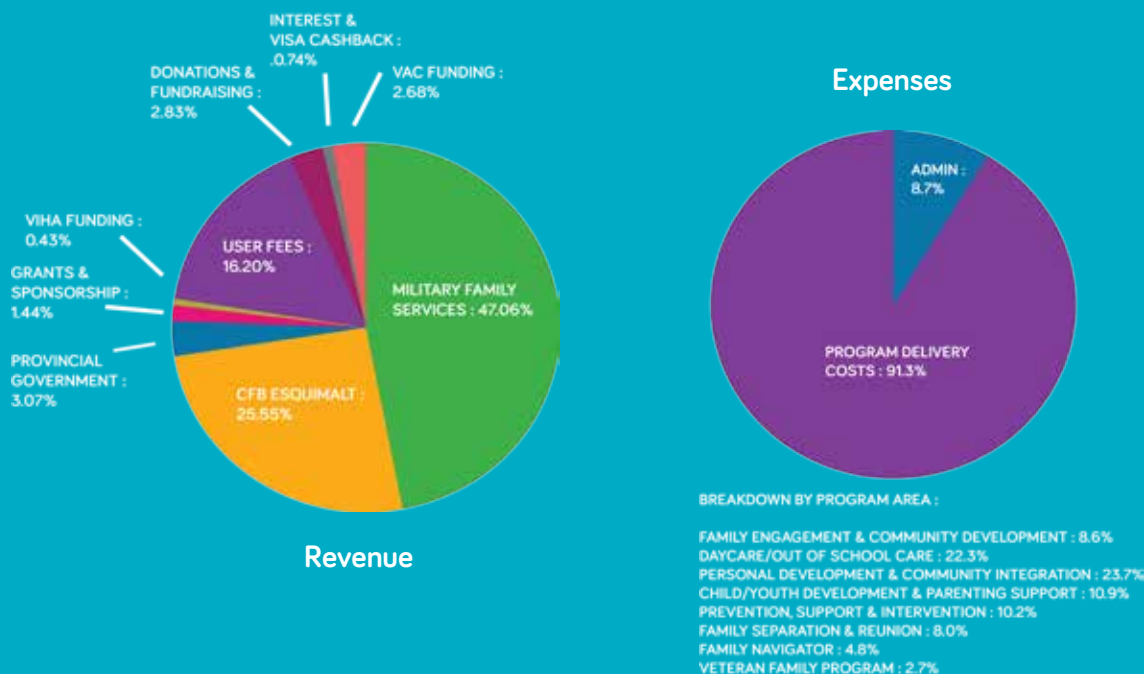
Clients

- 147 family members participated in adult deployment workshops
- 208 children participated in deployment workshops, staying better connected to the deployed parent with other children going through a similar experience.
- 23,145 requests for information from clients looking for information by phone, email or in-person.
- 2,146 staying in touch phone calls, providing families with information and support during deployments.
- 580 families received counselling services to help with issues such as mental health, the military lifestyle, parenting, grief and loss, and relationships.
- 358 children participated in the Imagination Library, helping to bring families together to read together.

An independent resource for the military community

Financial Highlights

For the fiscal year April 1, 2015 - March 31, 2016



REVENUE	2016	2015
Military Family Services	1,070,402	1,131,741
CFB Esquimalt	581,200	461,200
User Fees	368,452	430,045
Donations and Fundraising	64,286	69,484
Grants and Sponsorship	32,800	54,014
Provincial Gov't	69,762	80,040
VIHA Funding	9,851	13,109
Interest and Visa Cashback	16,839	18,072
VAC Funding	61,000	
Total	2,274,592	2,257,705
EXPENSES		
Wages and Benefits	1,752,974	1,791,418
Bank Charges	13,880	17,608
Fundraising	991	2,409
Program Delivery	432,392	392,682
Amortization	43,986	31,212
Total	2,244,223	2,235,329
Excess of Revenue over Expenses from Operations	30,369	22,376
Gain (loss) on disposal of capital assets	879	7,291
Excess Revenue Over Expenses	29,490	29,667

Our statements the year ending March 31, 2016 have undergone a full audit by Obara & Company Chartered Accountants. They have stated that our financial statements for the past fiscal year are in accordance with generally accepted accounting principles. Complete copies of financial statements are available at the MFRC.

Vision

A proud, resilient military family thriving in a dynamic and supportive community.

Mission Statement

To enhance resilience in military families through provision of programs and services that serve, involve and advocate for the military community and their families and address the unique challenges of the military family lifestyle and will result in enhanced quality of life and enable military operations.

Strategic Priorities

Leadership

- We will continue to be a leadership driven organization.

Growth/Learning

- We will grow as a learning organization by identifying principles and opportunities that promote continual growth, which includes a structural framework for accountability and support.

Funding/Fundraising

- We will protect and develop diversified funding sources.

Communications

- Increase awareness of MFRC's mission, programs and services.

Programs and Services

- Create an outcomes based evaluation process.

Ongoing Operations

- We will establish processes necessary to support the current and future needs of the MFRC.

Clients

- We will be accessible to our clients.



MFRC Board of Directors

Samantha Krzywonos, Chair
 Helen Bates, Past Chair
 Phil Cady, Vice Chair
 Kathy Cook, Treasurer
 Carl McLean, Secretary
 Nick Withers
 Pierre Berube

Catherine Williamson
 Emily Zhong
 CPO1 Mike Feltham (Formation OPI)
 CPO1 Mike Vigneault (Fleet OPI)
 CPO1 Gino Spinelli (Base OPI)

MFRC Volunteers

In 2015/2016, **76 volunteers** contributed more than **5,000 hours** to the military family community for a value of **\$105,350**. A huge thank you to all our volunteers for everything they've done for us!

Thanks to our funders, donors and sponsors

Funders

- » Military Family Services
- » CFB Esquimalt
- » VIHA

Donations over \$5,000

- » West Coast Hockey

Donations \$1,000 - \$5,000

- » Kamloops (Pacific No 52) Branch Royal Canadian Legion
- » Shopper's Drug Mart - Life Foundation
- » Fisgard Asset Management
- » Provincial Employees

Donations up to \$1,000

- » Helen Bates
- » Royal Canadian Legion Branch 237 Poppy Fund
- » Victoria Film Festival
- » Royal Victoria Yacht Club
- » Telus Corporation
- » Provincial Employees Community Services
- » Vancouver Island Ex-Cadet Club
- » Ken Norwick

- » Laurence Mackett
- » David Clarabut
- » David Marshall
- » Vancouver Island Junior Football Society
- » Anne Mackett
- » Samantha Krzywonos
- » Fran Hobbs
- » Zad Bouchédid
- » Alexandre Gignac
- » Paul McCormick
- » Greg Hebig
- » Chelsey Llewellyn
- » Line Laurendeau

Grants up to \$20,000

- » True Patriot Love Foundation
- » Homecoming Statue Committee

Sponsorship more than \$10,000

- » Royal Roads University

Gifts In Kind

- » LA Limousine
- » Courtney Clarke Photography
- » Chief and Petty Officers' Mess

- » Fernando's Music Service
- » Quality Foods
- » CANEX
- » Brown's The Florist
- » Royal Conservatory of Music
- » Obara & Company
- » Berlin Eaton Associates
- » Pat Thomas

Thank you to everyone that bought a Commemorative Brick at "The Homecoming" statue!

And a big thank you to the 53 people that donated \$23,300 to the MFRC through the Government of Canada Workplace Charitable Campaign (GCWCC).



2015/16 Annual Report

28 years proudly supporting military members and their families

The MFRC is a charitable organization. Please consider us when making a donation.
 Charitable tax number 13807 0578 RR0001

Esquimalt Military Family Resource Centre

MFRC 24 Hour Information Line: 250-363-2640 or 1-800-353-3329
 PO Box 17000 Station Forces Victoria BC V9A 7N2 • www.esquimaltmfrc.com