

Chair's Message



In my time as Board Chair, I never cease to be impressed by my Board colleagues who show unwavering dedication to their governance role and to this organization. It is a privilege to serve with them! I also want to acknowledge the dedicated staff that proudly support the high tempo of military operations through our programs and services for military families.

This past year, we bid farewell to long-term Executive Director Gaynor Jackson. Over the last 28 years, Gaynor served with distinction and has been a true champion for military families. She is a firm believer in doing with, not for, families -- always encouraging and celebrating resilience. Gaynor's legacy of a strong foundation will guide the MFRC for years to come. The Board has assembled a transition committee and developed a robust process for hiring a new Executive Director for the MFRC.

This year, the Board has focused on strengthening key relationships and seeking positive opportunities for engagement with our primary funders: Military Family Services and the Chain of Command at CFB Esquimalt. We also reached out to other MFRC Boards across the country to solidify our partnership in governance and address issues of relevance to all of us.

The Board of Directors advanced efforts to strengthen and develop capacity by enhancing Board training and orientation as well as providing Board members with opportunities to participate in relevant governance training and strategic planning.

Under the new BC Societies Act, we were required to undergo an extensive (and exhaustive!) review of our Constitution & Bylaws. A committee of the Board was struck to tackle this task and with intelligence, hard work, plenty of long meetings and debate; they have produced the new compliant Constitution & Bylaws to be ratified at our Annual Meeting this year.

Thank you to all the community members and partners who participate, evaluate, contribute and encourage excellence in all that we do!

Regards,

Samantha Krzywonos
MFRC Board Chair

Feedback from the community

"The MFRC was a staple in our family from the time our two children were in preschool right up until their high school years. The support in linking families together, support programs during deployments and providing volunteer opportunities made for an enriched military life experience."

- Spouse of member in the process of retirement

"You are integral in ensuring the proper information and resources are exposed so that individuals can make informed decisions with concrete information....Caring goes a long way to making better communities and you are a front runner."

- Military Lifestyle 101 participant

"Exactly what I needed when my member was deployed!"

- Casual Child Care parent

"This program has been so important to me and I feel so grateful to have participated in this past session. I love to sing in choirs, and I haven't been able to do any choral singing since having children. This program has brought such joy to me and my children. Thank you for such a wonderful experience."

- 1,2,3 Music & Me participant

"Thank you so much for this valuable service. We are a "first time" Navy family and our daughter...was on the HMCS Ottawa Asian deployment...so you can imagine when we heard news, or saw their pictures on Facebook, it was so exciting!"

- Parent of single military member

"My three children were all so very well taken care of and loved by the MFRC team. I also received so much support. Each of us were blessed to have the team in our lives."

- Daycare parent leaving Victoria

"When I walked in, I didn't expect to hear about the variety of services offered to my family as we expect our first child. Thank you for your time. I am leaving feeling confident about my pregnancy but also about parenting with a partner in the military after talking to you."

- Parent-to-be accessing Prevention, Support & Intervention services

"I'm so thankful that we have access to this type of support. It's only been a short time but I'm noticing a positive difference in her behaviour. She seems happier."

- Parent of child accessing one-on-one behavioural support services

How we are making a difference

We have a saying at the MFRC: **if someone is important to a military member, they are important to us!** It is our intention to support the community that supports members of our Canadian Armed Forces (CAF) and this community includes family, extended family, friends and significant people in a member's life.

We continue to encourage families experiencing the **deployment** of their loved one with services that provide opportunities to gather, network, learn and flourish in a supportive community. We responded to the high operational tempo this past year providing services in support of sea, land and air deployments. We piloted "Deployment 101", an interactive information session for family members experiencing a deployment for the first time. We connected with families by providing:

- 55 children's deployment workshops (230 participants)
- 32 adult workshops (112 participants)
- 99 network activities (1,198 participants)
- 8 pre-deployment briefs (890 participants)
- 1063 Staying In Touch calls & emails

Our **children's and parenting programs** garner high attendance and positive feedback. However, lack of daycare spaces throughout the area is a source of

frustration and concern for many military families seeking quality care. With the support of CFB Esquimalt, we are able to accommodate 24 families in our small daycare.

Our **professional team of social workers** provides preventative workshops, mental health referrals and services, navigator services and counselling. 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.

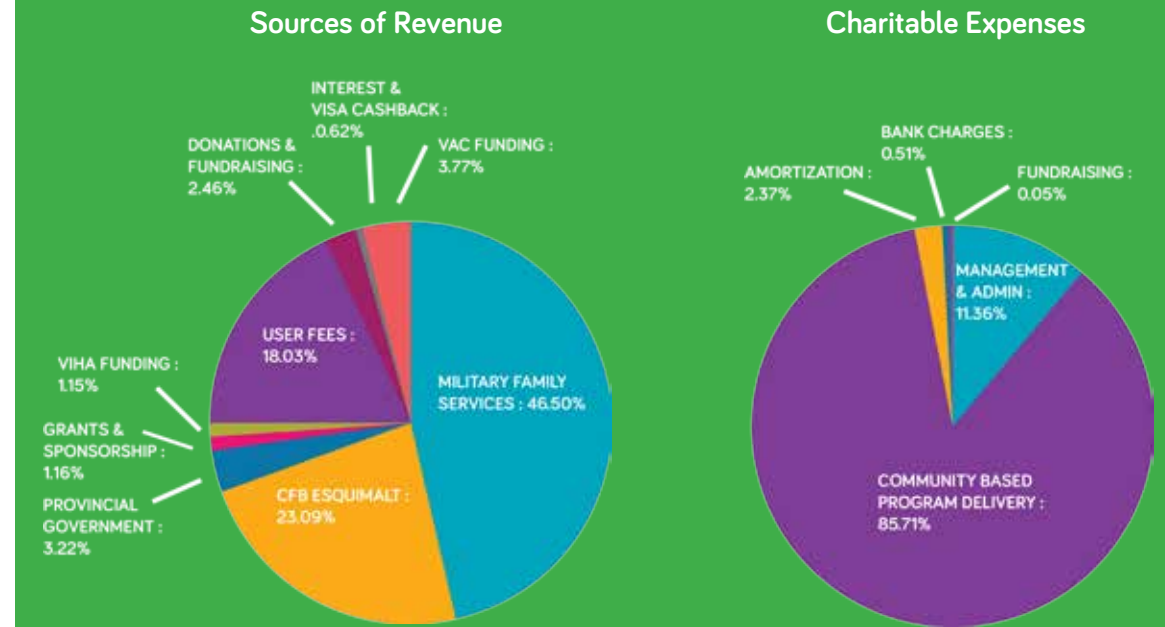
Service to **family members of medically releasing members and medically released Veterans** are an ongoing priority for us. We work alongside of members and families as they navigate new systems (medical, Veterans Affairs, education) and transition out of the military lifestyle. We had very positive responses to services that: assisted with developing a financial plan for transition; mental health first aid and; employment workshops.

Our many **special events** continue to provide opportunities for families and friends to gather and thrive in a dynamic and supportive community.

An independent resource for the military community

Financial Highlights

For the fiscal year April 1, 2016 - March 31, 2017



REVENUE	2017	2016	2015
Military Family Services	1,049,504	1,070,402	1,131,741
CFB Esquimalt	521,200	581,200	461,200
User Fees	406,912	368,452	430,045
Donations and Fundraising	55,616	64,286	69,484
Grants and Sponsorship	26,116	32,800	54,014
Provincial Government	72,651	69,762	80,040
VIHA Funding	25,940	9,851	13,109
Interest and Visa Cashback	14,063	16,839	18,072
VAC Funding	85,167	61,000	
Total	2,257,169	2,274,592	2,257,705
EXPENSES			
Wages and Benefits	1,859,996	1,752,974	1,791,418
Bank Charges	11,386	13,880	17,608
Fundraising	1,065	991	2,409
Program Delivery	308,447	432,392	392,682
Amortization	52,991	43,986	31,212
Total	2,233,885	2,244,223	2,235,329
Excess of Revenue over Expenses from Operations	23,284	30,369	22,376
Gain (loss) on disposal of capital assets	18,578	879	7,291
Inventory write-down	(27,500)		
Excess Revenue Over Expenses	\$14,362	29,490	29,667

Our statements the year ending March 31, 2017 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.

The draft copy of the financial statements is available at the MFRC and a motion to approve will be done at the Annual General Meeting on September 20, 2017.

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
 Phil Cady, Vice Chair
 Kathy Cook, Treasurer
 Leta Young, Secretary
 Nick Withers
 Pierre Berube

Catherine Williamson
 Emily Zhong
 CPO1 Gilles Grégoire (Formation OPI)
 CPO1 Derek Kitching (Fleet OPI)
 CPO1 Gino Spinelli (Base OPI)

MFRC Volunteers

In 2016/2017, **85 volunteers** contributed more than **3,212 hours** to the military family community for a value of **\$61,000**. A huge thank you to all our volunteers for everything they've done for us!

Funders, Donors and Sponsors

Funders

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

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

- » Naval Technical Apprenticeship Association
- » Richard McKenster
- » Manulife
- » Esquimalt Fire Fighters Charitable Foundation

Donations up to \$1,000

- » Sears
- » Provincial Employees Community Services
- » Royal Victoria Yacht Club
- » Joane Simard
- » Jonny Dematos
- » Victoria Foundation
- » Telus
- » Allterra Construction Ltd.

- » The Vancouver Island Ex-Cadet Club
- » Marylyne England
- » Michael Ervin
- » Norman Polton
- » The Board of Education School District No.61
- » Rosalee van Stelten
- » Lawrence Sullivan
- » David Marshall
- » Bryan Carr
- » John McGurran
- » Mary Kitchen
- » Patricia Savage
- » Edward Hastie
- » Richard Boisvert
- » Gilles Prince
- » J. Stupple
- » Primrose and Michael Wood

Grants up to \$20,000

- » Victoria Foundation
- » The United Way
- » Homecoming Statue Committee

Sponsorship

- » Royal Roads University

Gifts In Kind

- » LA Limousine
- » Chief and Petty Officers' Mess
- » Fernando's Music Service
- » Quality Foods
- » CANEX
- » Brown's The Florist
- » Obara & Company
- » Berlin Eaton Associates

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

A big thank you to the 36 people that donated \$15,803 to the MFRC through the Government of Canada Workplace Charitable Campaign (GCWCC).



2016/17 Annual Report

29 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