



**Military Family
Resource Centre**
Montreal Region

WELCOME • SUPPORT • UNITE

2019 | 2020 ANNUAL REPORT



Military Family Resource Centre

Montreal Region

WELCOME • SUPPORT • UNITE

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Military Family Resource Centre



TABLE OF CONTENTS



TABLE OF CONTENTS

04	About
06	Welcome
08	Support
12	Unite
14	Our team
15	Personnel Training
16	Financial Statement
17	Income Statement
18	They support us

ABOUT

A word from the Chair of the Board

Vicky Savoie

A year of success and ambitions

It is my honour to present the 2019-2020 Annual Report of the Military Family Resource Centre (MFRC) - Montreal Region.

We have followed up on our action plan and priorities of this past year with rigour and vigilance. As you read through this report, you will be able to see the magnitude of the work accomplished. It is with satisfaction that we look back on the road we have travelled, because once again we have rolled up our sleeves to better meet the needs of the military and their family. The successes are many and the ambitions are great: over the years, the community we support has continued to grow, now including the families of the recruits, reservists and veterans.

I wish to congratulate and thank the team for staying the course so effectively. This year has been marked by many accomplishments, reflecting the skills, expertise, dedication and generosity of our donors, our funders, our volunteers, our employees and our directors.

Enjoy your reading!



A word from Management

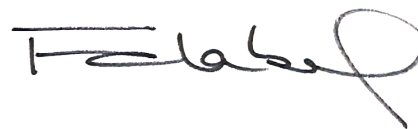
Francine Habel

« Welcome, support, unite » Military Families

Since its inception, the MFRC - Montreal region has been evolving, growing and adapting to a constantly changing reality. Each edition of the Activity Report provides an overview of the Centre's achievements and successes.

This document thus presents the year that has just passed, marked in its final weeks by a new situation to which the MFRC, true to its values and strengths, has been able to adapt in order to continue to fulfill its mission and ensure continuity of services offered to military families.

"Welcome", "support" and "unite" are the three pillars of the MFRC's motto. We wanted to make them the 3 pillars on which the achievements in this Annual Report are based. As you read through the pages, you will have a global vision of all the Centre's actions and the year's successes, which we are proud to be able to ensure contribute to the well-being of military families in our region.



Le Conseil d'administration du CRFM :

President (Chair)	Vicky Savoie
Vice-president	Julie Dupuis
Treasurer	Léo Gravel
Secretary	Sophie Legault
Directors	Genevieve Lebeuf
	Chantal Lussier
	Josiane Pépin Leclerc
	Nathalie Prud'homme
	Karine Rondeau Lavaute
	Éva Rény Coulombe

Executive Director	Francine Habel
Representative of the Commanding Officer of 2 CA Div.	Lcol André Girard
Representative of the 34th Brigade	Jacques Coiteux



ABOUT

Mission

The mission of the MFRC Montreal Region is to promote the well-being of military family members in their personal, family and community development.

Values

For the MFRC Montreal Region, the Board of Directors defines the following values:

- **Respect**
- **Integrity and Transparency**
- **Equity**
- **Quality and Professionalism**

Welcome – Support – Unite

The three pillars of the MFRC's positioning define the Centre's actions on a daily basis for military families:

- **Welcoming** military families from the moment they arrive on the territory, but also more broadly when they enter military life, is at the heart of the MFRC's concerns. Community integration, courtesy calls, information, advice and guidance: MFRC staff strive to offer a warm and quality welcome.
- **Supporting** military families and promoting their well-being is a vital approach to the MFRC's mission. The social workers and counsellors at the Centre are available and attentive. Psychosocial consultations and referrals are confidential and independent of the chain of command. Job search assistance, second language training, specialized education and transition to civilian life services under the Veterans Family Program are also concrete actions to support the military community.
- **Uniting** military families is the essence of our community organization. Through friendly events and regularly renewed initiatives, the MFRC punctuates the year with opportunities to meet and reunite in a festive atmosphere. Volunteer opportunities and access to spousal outings also allow military family members to get together and discuss common realities. Indeed, the MFRC recognizes the importance for spouses to create a support and mutual aid network following the potential loss of the natural support network.

WELCOME

The Loft's business hours almost doubled during the summer period, from **23** hours per week to **42.5** hours. At the same time, the Loft closed its doors for only two weeks instead of the usual four. This increase was made possible by a grant from the Canada Summer Jobs Program.

382 Reservists were met and given a presentation on our services as part of the presence at "Departure Assistance Group" (DAG) at 8 Reserve units, 6 of which were new.

The MFRC has developed a closer working relationship with the Transition Centre. The majority of medically releasing CF members going through the transition centre are referred directly to the MFRC, who then make a courtesy call. In addition, several representations made during the year allowed our partners to improve their knowledge of our services and led to the development of opportunities for collaboration.

Job creation: the team is growing

- In order to better welcome and orient clients, a unique telephone number and e-mail address have been created to facilitate access to psychosocial services. To this end, a Psychosocial Counsellor position was created. The Psychosocial Counsellor is the entry point for all requests for intervention, which are then forwarded to the appropriate resource at the MFRC or to external resources.
- In an effort to modernize our service offering and better reach out to remote clients, the MFRC has implemented an online service portal, through which families can consult and register for activities and services offered. The management of this digital platform led to the hiring of a Virtualization Officer. As of March 31, 2020, the portal had **265** users.
- The MFRC has a new support and development position. The Service Development, Maintenance and Quality Officer provides support to MFRC sectors and takes on the management of specific projects.
- As the youth sector's offer has grown, with new initiatives and increased attendance, a position of Coordinator at the Youth Centre has been created to meet the needs of the sector.
- In response to the needs expressed by clients, the MFRC opened a modular French second language course, two mornings a week, in Saint-Hubert, as it was already offered in Saint-Jean-sur-Richelieu. To do so, the organization hired a new Language Teacher.



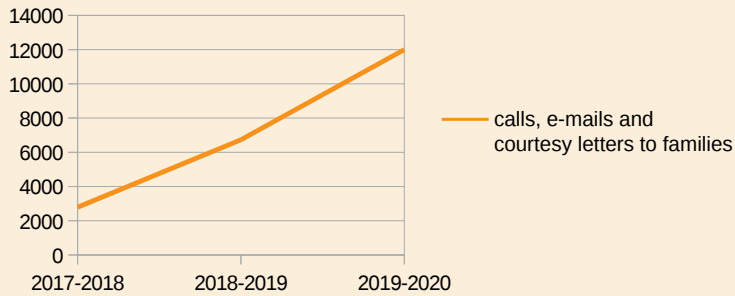
"Welcome" during the period of voluntary confinement

During the period of closure of the MFRC's points of service, related to COVID-19, actions and initiatives were implemented by the entire team. Thus, a meticulous follow-up of the situation, on a day-to-day basis, was carried out. Relevant information, advice and resources were regularly disseminated to the community through our Facebook page and special newsletters set up for the occasion.

IN NUMBERS

Promotion of services to families of candidates

Nearly **12,000** calls, e-mails and courtesy letters were sent to the families of candidates and Regular Force cadets, an increase of almost **50%** over the previous year.



In just two years, the number of referrals available to Regular and Reserve Force candidates has almost tripled, from 35 in 2017-18 to **101** in 2019-2020.

This year, **3,907** Regular and Reserve candidates received information about the MFRC during these referrals.

The **Welcome Party** in August at the Saint-Jean Garrison brought together nearly **500** people, including **390** military families. It was an opportunity for the MFRC to welcome new families and present its fall/winter programming.

230 welcome kits have been distributed, an increase of more than **40%** over the previous year.

In total, more than **650** military personnel were transferred to our region this summer. That's **30** more families than last year. Among them are nearly **450** children and **220** military and civilian families.

Presence in the Daycare Centres 2019-2020

Respite care	71
Volunteering	175
Daycare Periods	8057
Professional Meetings	22
Total	8325

6963 views on social networks, of which 5178 on Facebook.



SUPPORT

Prevention and Awareness

- A prevention project was conducted by MFRC social workers with approximately 50 cadets from 622 Frontenac Squadron (Montreal Cadet Corps). The first workshop was held on November 8. A total of **3** workshops were given between November and February. The general theme of the project was group integration and active listening.
- Awareness-raising activities have been carried out among children aged 5 to 12, including the production of Christmas cards for deployed soldiers. The activity was supervised by the Separation and Reunion Coordinator. It allowed young people to express their emotions about the deployment. A similar project was carried out with the same audience for the creation of Valentine's Day cards for veterans.
- As part of the Retreat Project for releasing members, the MFRC was able to build a challenging and proactive project that caught the attention of the Veterans Family Program (VFP). They came to see the impacts of the program for families in the transition period during the November 2019 retreat.

Accompany Military Families

- In order to develop internal skills and ensure first aid and CPR training within the MFRC and for the clientele, an instructor has been trained with the Red Cross. The Centre is now in a position to offer the training to both military families and MFRC employees. The first course was given to **13** participants in October.
- Ten new telemedicine licenses have been purchased. **40** licences are available to military families in the region who do not have access to a family doctor and who meet the eligibility criteria. MFRC telemedicine licenses are currently **95%** utilized and a survey conducted in January 2020 indicates that the vast majority of users are fully satisfied with the MFRC telemedicine licenses.
- As part of Operation MMI in Taji, support was provided to members of 438 Tactical Helicopter Squadron and families departing (summer 2019) and returning (winter 2020).
- MFRC supported Stand Up In Unison with approximately 100 families whose military member was deployed. These families received a comfort package for Christmas.
- The first edition of the employer meetings took place on November 26, 2019: **3** employers and **4** recruiters were present to present the positions to be filled within their organizations and to allow participants to submit their applications.



« Support » during the voluntary confinement period

During the period of closure of MFRC points of service, related to COVID-19, actions and initiatives were put in place by the entire team:

- Quickly, the social workers were able to put the telepractice measures into practice. They thus ensured telephone follow-up of their clients and carried out psychosocial consultations at a distance.
- Online training on anxiety, offered by the special education sector, was relaunched to the community, with a **33%** increase in the number of licenses offered.

Volunteers are essential to the smooth operation of the MFRC and they give freely of their time.

Many thanks to them:

Audet	Benjamin
Bergeron	Sarah
Berteau	Lise
Bérubé	Diane
Boehmer	Sarah
Boissonneault	Caroline
Brosseau	Ellen
Bugslag	Julie
Candline	Christina
Carey	Sarah
Carrier	Catherine
Chantigny	Marie-Ève
Dandonneau	Catherine
Deschamps	Vanessa-May
Dethier	Michèle
Donovan	Amanda
Dorrans	Devin
Dorrans	Darcee
Dubé	Alain
Dupuis	Julie
Gerts	Tomer
Gravel	Karine
Gravelle	Léo
Grummet	Andréanne
Harbridge	Melanie
Heck	Trina
Heeran	Pamela
Jeon	Areum
Klisowsky	Katelyn
Labrie	Yvette
Lavertu	Lisa-Marie
Lebeuf	Genevieve
Leduc	Chantal
Legault	Sophie
Lussier	Chantal
Marcotte	Ann
McFeeters	Kristen
Pépin Leclerc	Josiane
Prud'homme	Nathalie
Quispe	Stephani
Reny Coulombe	Eva
Ritchie	Darlene
Rollo Abanico	Michelle
Rondeau Lavaute	Karine
Saccomani	Joanne
Savoie	Vicky
Snow	Caitlin
Valiquette	Maryse
Viau	Pierre
Vigneau	Julie
Vincart-Garand	David

“ The MFRC is fortunate to be able to count on dedicated, dynamic volunteers who have our mission at heart. Each of them contributes, in their own way, to enrich our service offering. It is a real pleasure to work with all those who give so generously of their time to support our organization and our community. Thank you to all our volunteers for their valuable contribution to the MFRC's mission. ”

Marie Belle Meunier, Volunteer Services Officer



MFRC Shares Expertise on Committees and Roundtables

- A meeting was held with officials from the Vallée-des-Forts CLSC, which is part of the Montérégie-Centre CISSS, to make them aware of the specific needs of military families in terms of access to health care.
- At the initiative of the MFRC, a presentation was given at Saint-Johns School in Saint-Jean-sur-Richelieu in December. The objective of the presentation was to introduce teachers, support and management staff to the reality of military life and its implications on children, as well as to present the services offered by the MFRC to help youth. Approximately 50 people attended.
- The Service Development, Maintenance and Quality Officer participated in the Gender-Based Violence Initiative Committee. The second edition of the project, led by the MFRC, brought together various partners (chaplains, medical clinic, Personnel Support Program, Military Police, Conflict Management Centre) to organize a series of conferences (for a total of **46** attendances) and a family activity at the Granby Zoo in February 2020 that brought together **151** people.

IN NUMBERS

Language Courses

Fall Session 2019: 2 groups at Saint-Jean, **21** students.

Winter Session 2020: 4 groups at Saint-Jean and Saint-Hubert, **24** students.

Rosetta Stone: **30** students online software.

Specialized Education

0-17 year olds:

- Direct and indirect interventions with **40** families, for **165** hours and more than **120** meetings.
- Over **160** hours of direct support to MFRC sectors (youth and children's activities), an **80%** increase over last year.
- Actions in **1** early childhood centre and **6** schools.

Parent Support

- Direct and indirect interventions with **16** families, for more than **230** hours of intervention and more than **50** meetings between .

Prevent, support, intervention

The team of social workers from the Prevention, Support and Intervention sector followed up with **47** people, representing **29** families. This represents **356** hours of direct and indirect intervention.

Prevention Workshops:

- At the Loft: **6** hours of training, **25** participants
- With the Montreal Cadet Corps: **3** hours of training, **50** participants
- Within the Sentinels project: **36** hours of basic training with an average of **25** participants per course, i.e. **150** people; **24** hours of continuing education with an average of **10** participants per course, i.e. **80** people.

Health, a concern for MFRC

- **38** telemedicine licenses out of 40 had been used as of March 31. This is more than double the previous year.
- From November 2019 to March 2020, **18** people received support related to accessibility to care.

IN NUMBERS

Illness, injury and death

- **186** hours of direct intervention were carried out, a figure comparable to the previous year.
- **26** new files were opened in 2019-2020, for a total of **35** families supported by the Family Liaison Officer.

The Family Liaison Officer facilitated and participated in **4** workshops or conferences with a total of nearly **140** participants:

- Conferences on anxiety;
- Conference on depression;
- Psychosocial Strategies for Transition to Civilian Life Workshop;
- Presentation at SCAN.

The Family Liaison Officer met with approximately **50** CF members posted to the Transition Centre and contacted **30** families.

Program for Veterans Families

- **110** hours of direct intervention were provided to **11** clients, including 8 veterans. **20** hours of indirect intervention were provided to 10 veterans.
- The Program Coordinator made **30** calls to members in transition to release to introduce the service.

Workshops, training and conferences: **7** presentations during the year for **69** participants:

- **Retreat November 2019**, for releasing or recently released members and their spouses.
- **Finance Training**, **2** sessions at Saint-Jean-sur-Richelieu and Montreal.
- **A virtual finance training.**
- **Mental health first-aid training.**
- **Conferences:**
 - Anxiety at Saint-Jean.
 - Depression at St-Hubert.

The Veterans Family Program Coordinator had the opportunity to represent the MFRC at **18** events and was able to explain services to approximately **650** people.

Separation and Reunion

- **53** individuals and **39** families received guidance/information/education and one-time intervention services.
- **22** families were followed up this year. This represents **36** individuals, including **18** new cases.
- A total of **66** meetings were held, for more than **160 hours** of intervention.
- The Separation and Reunion Coordinator led **2** youth workshops and made **3** presentations (**2** pre-deployment and one in a school in the region).
- **337** families were contacted (calls, letters, courtesy kits).



81 people contacted an employer through MFRC.

405 hours of direct employment-related client services.

240 hours of direct client services related to education.

UNITE

MFRC celebrates Remembrance Day

- The MFRC participated in Remembrance Day parades in Montreal and Saint-Hubert. Centre representatives were among the dignitaries and took part in the laying of a wreath commemorating the fallen soldiers from past conflicts.
- At the initiative of MFRC volunteers, the neighbourhood of residential housing units was decorated and an evening walk brought together some 30 people to celebrate Remembrance Day.

Innovate...

- Based on the "Daddy and me" model, which is undeniably successful with our members, a first edition of a "Mommy and me" activity was organized following a need expressed by members of the community. On January 19 at the Zükari centre in Sainte-Julie, we brought together **34** children and **17** mothers.
- The MFRC, in collaboration with the Personnel Support Program (PSP), offered a monthly family activity program, "Active families and the PSP". Kinball, snowshoe outings, gym sports and a family bootcamp: the program had **98** participants, with an average of **24** participants per evening.
- In order to meet the needs of its clientele, the community integration sector has initiated a program of discovery evenings to bring spouses together. A discovery workshop on sushi making was held for volunteers. Places were all filled quickly.



- Non-perishable foodstuffs were collected on December 1 in the residential housing units for the benefit of the food drive organised by the chaplaincy services. Youth from the Loft and families from the community collected the equivalent of **25** bags of groceries.

...and renew oneself

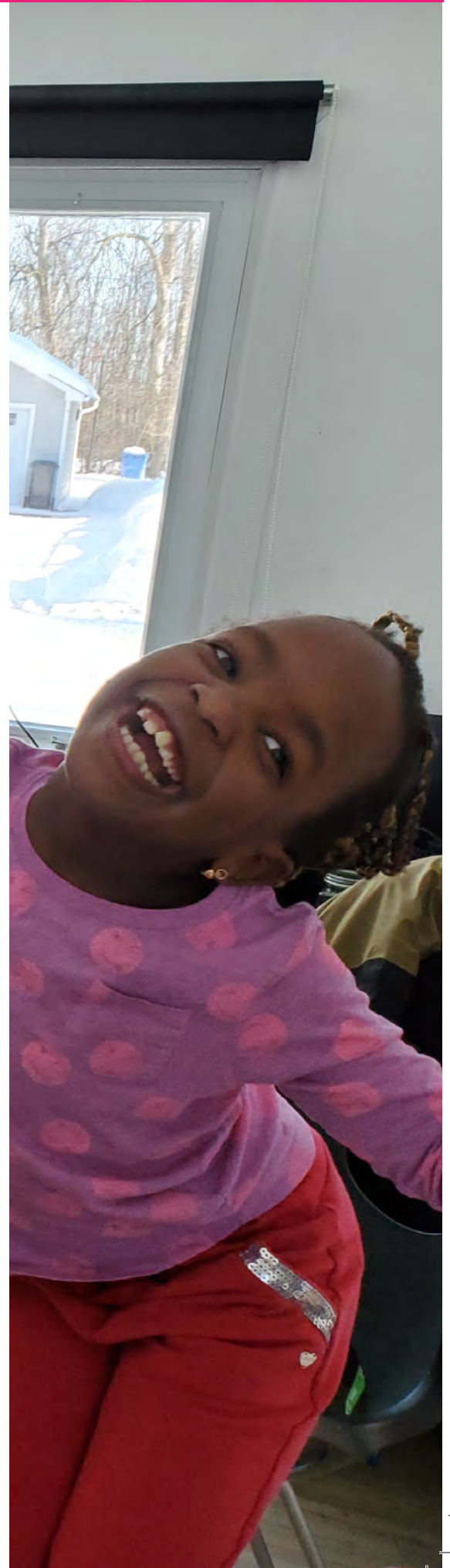
- Parent-child periods have been rethought and now take the form of a bi-monthly outing (cinema, local libraries, pumpkin picking...). These activities bring together about 30 participants, including an average of 20 children, and aim to promote the region and its facilities.
- The second edition of the family camp was held in a new setting and the number of participants was doubled. This event, which aims to strengthen family ties, made it possible to break the isolation and develop a network among the **116** participants.



- Two 5-12 year olds activity periods are now offered every month at the Saint-Jean Garrison service point.
- The activities offered by the youth sector during spring break were diversified and enriched. Visits to live animals, scientific experiments, construction and board games and sports activities were a great success. Indeed, the number of participants tripled this year!
- The third edition of Partners' Day was held on February 19, 2020 in the form of a round-table discussion at the MFRC bringing together community and public resource stakeholders from the Champlain-Charles-LeMoyne region. After two editions centred on the Saint-Jean region, this was the first edition to be held in Saint-Hubert.
- Organized and animated on a bi-monthly basis by volunteers in Saint-Hubert, the creative Tuesdays bring together half a dozen of them to socialize around artistic creation projects. On the program: drawing, knitting, scrapbooking, but also a lot of conviviality.

« Unite » during the voluntary confinement period

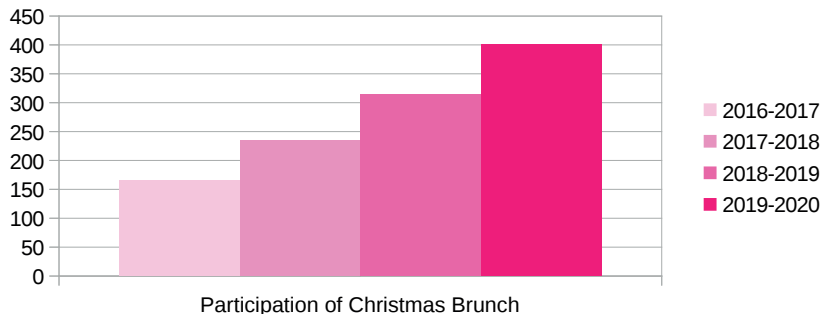
During the period of closure of the MFRC's points of service, related to COVID-19, actions and initiatives were put in place by the entire team. Thus, the youth sector animators offered daily, starting in the last week of March, online activities to keep young people aged 5 to 17 busy. Storytelling, science activities, construction, drawing or cooking: there was something for everyone!



IN NUMBERS

An attendance record for Christmas Brunch

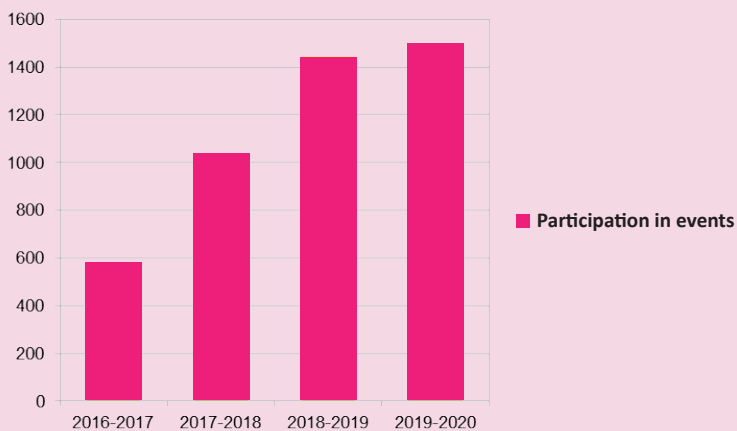
A flagship event in our programming, the Christmas Brunch is attracting a growing number of guests and has reached a record of **400** participants, including **197** children.



Events to unite

The programming of the **8** "Daddy and me" outings counted **406** participants this year, a stable attendance compared to the previous year.

With more than **1,500** participants in 2019-2020, the MFRC continues to bring together an ever-increasing number of military families.



IN NUMBERS



At the Youth sector:

- The 15 **matinees for 5-12 year olds** in Saint John brought together **79** young people, for a total of **143** attendances. The number of participants doubled compared to last year, while attendance increased by 20%.
- The **Loft** was open **209** days during the year with **1445** presences, therefore **50** more than the previous year.
- 107** young people were welcomed to the activities organized during the **pedagogical days**, for a total of **522** participations. The number of young people attending increased by nearly **30%** in one year.
- The 5 days of activities offered during **Spring Break** brought together **40** young people, who attended **107** events. Last year, the sector had **35** participants for **22** young people.



Participation to Youth Courses:

- Advanced Guardians: **9** participants - 17 hours of training offered
- Ready to be on your own: **10** participants - 16 hours of lessons offered

The **Green Class** attracted **30** young people, a **27%** increase.

Number of active volunteers as of March 31:

60, including **6** veterans and **9** young people.

59 people volunteered between April 1, 2019 and March 31, 2020, for a total of **1657.75** hours, including **269** hours for the Board of Directors and **74.5** hours of youth volunteering.



OUR TEAM

Executive Director

Francine Habel

Human Resources Director

Catherine Bourassa, CRHA

Human Resources Officer

Lucie Desrochers

Welcome and Information Clerks

Francine Asselin

Johanne Gilbert

Financial Management Assistant

Sébastien Monette-Vaskelis

Employment and Education Coordinator

Estelle Auger

Second Languages Teachers

Michèle Dethier

Linda Labelle

Line Laroche

Lorraine Gouin

Sylvie Demers

Childhood Coordinators

Francine Gadbois

Noémie Trépanier

Drop-in Daycare Teachers

Audrey Ferland

Céleste Billingsley

Christine Cloutier

Christine Gouault-Charest

Geneviève Lafrance

Jacey Thurston

Marie Thouvenin

Noémie Maure

Marie-Eve Poirier

Melissa Pereira-Amaral

Alyson Fontaine

Brittany Patacairk

Noémie Ferrari

Yasmina Borduas

Preschool Workshop Teachers

Jacey Thurston

Brittany Patacairk

Youth Centre Coordinators

Francine Gadbois

Geneviève Châtigny

Youth Coordinator

Emie Gendron

Activity Leaders

Alexandre Giguère

Annie English-Charron

Marie Hélène Bou Nader

Noémie Ferrari

Samya Duguay-Lemay

Valérie Longpré

Valérie Ouimet

Yasmina Borduas

Gabrielle-Anne Sévigny

Alicia Lamarre

Alicia Beauchemin

Mobile Animators

Christine Gouault-Charest

François Marier

Marie Hélène Bou Nader

Noémie Ferrari

Samya Duguay-Lemay

Yasmina Borduas

Events Coordinator

Alexandre Gagné

Community Integration Officer

Maude Laflamme

Volunteer Services Officer

Marie Belle Meunier

Communication Officers

Damien Wipf

Marie Hélène Bou Nader

Web Content Officers

Glenda Guerrero Moreno

Marie Hélène Bou Nader

Service Virtualization Officer

Olivia Fan

Outreach Officer

Ariane Tanguay-Doyon

Kathy Chagnon

Outreach Clerks

Céleste Billingsley

Michèle Dethier

Ladouce Kabanga

Alexandra Strebel

Lucille Guertin

Development, Maintenance and Quality of Services Officer

Samya Duguay Lemay

Prevention, Support and Intervention Coordinators

Bartholomew Crago, T.S.

Oana Bejenariu, T.S.

Rose-Annie Lauzon, T.S.

Alain Houle (Sherbrooke), TCF

Separation and Reunion Coordinator

Rachelle Guitard, T.S.

Family Liaison Officer

Audrey Gallant, T.S.

Annie Leclerc, stagiaire

Veterans Families Program Coordinator

Myriam Dutour, T.S.

Annie Foisy, stagiaire

Special Care Counsellor - Parental Support

Josianne Lague

Special Care Counsellor - 0-17 year olds

Camille Provencher

Psychosocial Counsellor

Laurianne Curé-Laberge

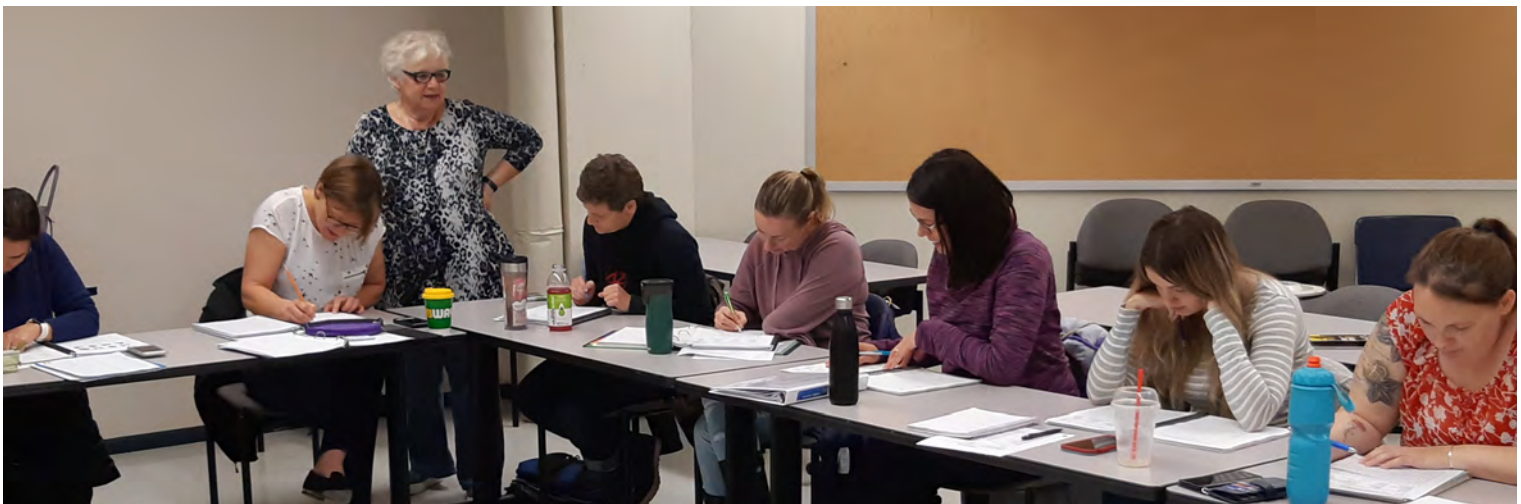


PERSONNEL TRAINING

Over 1430 hours of training were provided to all MFRC staff members to enable them to acquire new knowledge and skills, as well as upgrade existing skills, to help them better adapt to the military lifestyle and respond appropriately to the needs of families.

List of Training courses given to MFRC staff in 2019-2020:

- Adapting our interventions to the realities of people of sexual diversity, their couples and families
- Empowering approach
- Deployment workshops with children
- Collaboration and communication with parents
- Youth Intervention Conference
- Association des haltes-garderies communautaires du Québec (AHGCQ) Conference
- Symposium on Anxiety and Autism
- Understand to act better, to be equipped to assist women victims of sexual assault.
- Conference on Parental Alienation
- Cassiopeia Awakening to reading and writing
- Basic supervisory training
- Project management training
- First-aid training in the workplace
- Borderline personality disorder
- Fire warden
- Emotion management
- Intervening with the suicidal person-good practices
- Montérégie Violence against Women awareness day
- Child and Youth Tools and Interventions provincial training day
- Anxiety in children: getting a clearer picture and equipping oneself with tools
- HR Management in the Pandemic Era – Phase 1
- The brain and the management of emotions
- Multi-ageing in daycare
- Tantrum and anger management
- Laws, regulations and standards: guidelines to support the SW's interventions
- Plan a schedule of activities for ages 0–36 months
- Crying, temper tantrums, opposition and agitation. What if it's anxiety?
- Training Program for Managers of Volunteer Resources
- Writing a report: Standards and practice guide for SWs and TCFs
- Bereavement Awareness in the Context of Traumatic Death
- Teen Summit
- Stress and children in daycare
- Webex funding in daycare centres



FINANCIAL STATEMENT

Current Assets

	2020	2019
	\$	\$
Cash	812 063	608 489
Short-term investment	438 453	420 740
Receivable	5 878	16 215
GST and QST receivable	20 739	25 784
Prepaid expenses	11 477	12 058
MFSP funding receivable	23 558	17 192
2nd Canadian Division funding receivable	49 972	93 379
Total	<u>1 362 140</u>	<u>1 193 857</u>

Current Liabilities

	\$	\$
Accounts payables	26 598	15 186
Grants to be repaid	30 019	11 797
Wages and vacation	78 319	52 339
Fringe benefits	57 785	50 090
Professional services payables	7 000	6 100
Deferred contributions	602 628	581 502
Reserved amount – Teens Loft	220	257
Total	<u>802 569</u>	<u>717 271</u>

Net Assets

	\$	\$
Restricted for Teens Loft	63 000	63 000
Restricted for Daycares	150 000	150 000
Unrestricted	346 571	263 586
Total	<u>559 571</u>	<u>476 586</u>
	<u>1 362 140</u>	<u>1 193 857</u>



INCOME STATEMENT

Income	Budget	Real
MFSP Funding	1 630 342	1 626 583
2nd Canadian Division funding	183 001	217 222
Daycare Preschool program	50 000	53 790
Ministère de la Famille	56 000	90 807
1 Wing HQ Funding	50 000	50 000
Fundraising and donations	6 500	19 314
Investment and others	21 600	19 767
True Patriot Love	0	3 550
Support our Troups	0	8 733
Personnel Support Programs (PSP)	0	2 491
Canada Summer Jobs	0	10 543
Sponsors - Partners	0	6 000
Unrestricted reserve fund	48 854	0
Total	<u>2 046 297</u>	<u>2 108 800</u>

Expenditures	Budget	Real
2nd Canadian Division		
Management & Administration	7 000	14 747
Wages	161 001	161 001
Emergency house	11 000	11 330
Housekeeping - Youth Center	4 000	4 042
Additional funding	0	26 102
User fees Activities	50 000	17 855
Ministère de la Famille	56 000	90 807
1 Wing HQ	50 000	50 000
Fundraising and donations	6 500	14 985
Investment and others	21 600	8 930
VFP – Administration costs	6 941	0
True Patriot Love	0	3 550
Support our Troups	0	5 747
Personnel Support Programs (PSP)	0	2 491
Canada Summer Jobs	0	10 543
Sponsors - Partners	0	6 000
Unrestricted reserve fund	48 854	0
Total	<u>422 896</u>	<u>428 130</u>

Expenditures MFS	Budget	Real
Management & Administration	274 089	273 904
Community development	453 971	428 254
Program delivery	810 122	809 464
Veteran Family Program	72 160	65 198
Supplementary funding	0	20 865
Total	<u>1 610 342</u>	<u>1 597 685</u>

Total expenditures	<u>2 033 238</u>	<u>2 025 815</u>
Excess (deficit) of income over expenditures	<u>13 059</u>	<u>82 985</u>

THEY SUPPORT US

The Military Family Resource Centre - Montreal Region would like to thank the funding agencies and donors for their support in the accomplishment of our mission in the community.

Grants



Military Family Services Program (MFSP)



Ministère de la Famille



438 Tactical Helicopter Squadron



True Patriot Love Foundation



Base Commander (2nd Canadian Division)



Support Our Troops

We would like to thank the Base's Non-Public Funds Committee for financial support for the "Move in the Family" activity in collaboration with the Personal Support Program (PSP) and the Employment and Social Development Canada for the Canada Summer Jobs grant, which allowed us to have three employees in animation and administration during the summer of 2019.

Donors



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Government of Canada Workplace Charitable Campaign (GCWCC)



Royal Canadian Legion,
Pointe-Claire No. 57 Branch

