

# **ANNUAL GENERAL REPORT OF THE BOARD OF DIRECTORS 2017 – 2018**



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## MISSION, VISION & VALUES

### MISSION

To strengthen the well-being of all those who share the unique experience of military life.

### VISION

Strong, connected, resilient military families.

### VALUES (CARE)

**C**ollaboration – We work in partnership with families, the community, military leadership and the Canadian Armed Forces.

**A**ccountability – We demonstrate integrity, fiscal responsibility and performance measurement.

**R**espect – We respect the uniqueness and diversity of the military community.

**E**xcellence – Our programs and services are flexible, responsive, strength-based, diverse, inclusive and relevant to those we serve.



## STRATEGIC PLAN

The Strategic Goals for the H&R MFRC are determined by the Board of Directors in consultation with the community and staff. As illustrated below, the four strategic goals for 2015-2020 are: **Programming, Communications and Stakeholder Relations, Workplace Environment, and Board Governance.**



# H&R MFRC ANNUAL GENERAL MEETING 2018 AGENDA

## Wednesday, June 20, 2018

1. Call to Order – Board Chair
2. Welcome and Introduction of Board Members – Board Chair
3. Welcome and Introduction of Staff – Executive Director
4. Year in Review – Vice Chair
5. Approval of Minutes: Annual General Meeting June 2017 – Secretary

### Motion to approve the minutes from 2017 – Secretary

6. Financial Report Fiscal Year 2016/17 – Business Manager

### Motion to approve auditors report as presented – Business Manager

7. Presentation of Approved Budget 2018/2019 – Business Manager

### Motion to approve the appointment of auditor for 2018/2019 – Business Manager

8. Report of Recruiting Committee – Recruitment Committee Chair
9. Election of Officers – Board Chair

### Motion to approve the Board of Directors as presented – Board Chair

10. Outgoing Board Members and other presentation of awards – Board Chair and Executive Director
11. Commanding Officer's Remarks – Base Commander and Wing Commander
12. Closing Remarks – Board Chair
13. Call for Adjournment – Board Chair

### Motion for adjournment – Board Chair

# H&R MFRC ANNUAL GENERAL MEETING MINUTES 2017

Sign-in sheets held by H&R MFRC, Shearwater Site

A meeting of the Board of Directors of the Halifax & Region Military Family Resource Centre was held on Wednesday, June 14th, 2017 at 1730hrs at the Shearwater site.

## CALL TO ORDER

The Chair called the meeting to order at 1732hrs

Welcome and introduction of the head table and Board Members by Jacquelyn Stevenson

Welcome and introduction of MFRC Staff by Shelley Hopkins, Executive Director H&R MFRC

## APPROVAL OF MINUTES

The 2017 AGM minutes dated June 17, 2016 were reviewed (in Annual Report).

Motion to approve the minutes:

Motion by: Erica Parrill

Second: Brenda Fancey

Motion carried

## AUDITORS REPORT – FISCAL YEAR 2016/17

Introduction of John Benson, Accountant for MFRC by Carolyn Mercer

Presentation of Fiscal Year 2016/17 – Annual Audited Financial Statement

Motion to accept the financial report as presented:

Motion by: Carolyn Mercer

Second: Amy Braye

Motion carried

## APPOINTMENT OF AUDITOR FOR FISCAL YEAR 2016/17

Motion to appoint Dave Etter as the Auditor for FY 2016/2017

Motion: To accept Dave Etter as the Auditor for Fiscal Year 2016/17, as presented:

Motion by: Carolyn Mercer

Second: CWO Michael Whitman

Motion carried

## **REPORT OF RECRUITING COMMITTEE**

New board member recruitment this year. Six new board members. Kathy Willis, Colleen Mitchell, Jillia Pritchett, Martine Constantine, Tracey McDonald, & Mora Giovanitti.

Motion: To accept the Board of Directors as presented:

Motion by: Brenda Fancey

Second: Amy Braye

Motion carried

Presentation of the elected Executive Board members: Jacquelyn Stevenson – Chair, Amy Braye – Vice-Chair, Carolyn Mercer - Treasurer, Erica Parrill – Secretary

Motion: To accept the Board of Directors as presented:

Motion by: CWO Mike Whitman

Second: Tracey McDonald

Motion carried

## **BYLAW CHANGES**

Motion: To accept the changes to the by-laws as presented

Motion by: Amy Braye

Second: Brenda Fancey

Motion carried

## **ENTREPRENEUR CLUB AWARD**

Presentation of Entrepreneur Award presented to: Shannon Pierangeli of Meraki Event Planning.

## **PRESENTATION TO DEPARTING BOARD MEMBERS**

Jacquelyn Stevenson, Board Chair, presented outgoing board members – Darlene Pomroy, Brenda Fancey, Rendell Wentzell, Michael Whitman, with a thank you for their commitment to the Board.

## **PRESENTATION OF STAFF AWARDS**

The 2016/17 ESPRIT Award was presented to: Andrew Ronaldson (MFRC Staff – Halifax Site) and ECE Amanda Wainwright (Shearwater Children's Centre).

## **COMMANDING OFFICERS' REMARKS**

Wing Commander Colonel Allen thanked the Board of Directors for their service to the MFRC and the MFRC staff for the support of military members and their families.

New Defense Strategy announced. A lot of support announced for military families. I'm encouraged and optimistic that your voices were heard. That is great news. Well done for getting out and bringing the message loud and clear to government.

Support to Veterans pilot project will be a part of that expanded role. Good step to keep us connected with those transitions. The MFRC is a great fit to do that.

It is a great moment to review the governance of the MFRCs. There have been many changes over the past few decades there have been dramatic changes. It's an opportune moment to look at these changes and align key accountabilities. We have a great thing established. This will be assistance to make sure we are all aligned.

Your service we cannot put a value on – thank you for your service.

## **CALL FOR OTHER BUSINESS**

No business from the floor.



## CLOSING REMARKS

Jacquelyn Stevenson thanked everyone for Board support and commitment. Welcomed new board members to the team.

## CALL FOR ADJOURNMENT

Motion: To accept

Motion by: Jacquelyn Stevenson

Second: Rendell Witzell-Ratelle

Motion carried

Adjourned at 1839hrs

## BOARD GOVERNANCE

Strategic Goal: Excellence in governance achieved through a well-educated, engaged, diverse Board

## MESSAGE FROM THE CHAIR

### Jacquelyn Stevenson – Board Chair

The June 2018 Annual General Meeting will mark the conclusion of my two-year volunteer tenure as Board Chair and I will be moving into the role of Past Chair. It has been my sheer pleasure to serve the Halifax & region military community, I have thoroughly enjoyed the triumphs and challenges I encountered. I have had the distinct pleasure of working with Shelley Hopkins during her first two years as Executive Director. Watching her embrace the ED role and run with it has been nothing short of remarkable. Shelley and her team have made excellent strides forward in the areas of finance and technology including virtual programming and online registration, which will help to better serve our military family community for the future. Thank you Shelley and your entire team for all you do for our families!



This year, as a Board, we bid farewell to Barbara Corbett. Barb has played a vital role in the success of the H&R MFRC's Board of Directors. She has served our community for 20 years in various capacities and has been a true champion for military families. Whether it was sitting on various advisory boards and committees or travelling each month to our Board meetings from her home in Cape Breton, Barb has gone out of her way as a volunteer to ensure families are represented and heard. Thank you Barb, it has been a true pleasure to work and learn from you!

In September 2017, Barb, the Executive Director and I attended a national Board of Directors and Executive Director Conference to discuss and provide input on the MFRC Governance Model. Five options were presented, discussed and analyzed, resulting in three options being put forward to the Chief of Defence Staff. There was resounding collective agreement across all 32 MFRCs that the "for families, by families" model was essential to the governance of MFRCs. The process is still progress and we are currently awaiting next steps.

As well, the Board and the H&R MFRC will bid adieu to John Benson. John has also had a significant role serving military families over the last 20 years. John, a military veteran (once 12 Wing Comptroller) and a previous Executive Director of the Shearwater MFRC, John not only brought knowledge of the military and finance but also an appreciation and understanding of the unique aspects of military family life and Military Family Services funding accountability. His knowledge and expertise will be missed but his investment in the transition has help set the organization up for success.

The military community is a transient community. This year our Board welcomed five new CAF family members and three new CAF members. We continue to place Board training at the forefront, which

allows us to enhance our efforts to strengthen and develop our Board by providing crucial orientation and governance training. Board members are encouraged to participate on committees, giving them the opportunity to share the expertise they garner from their everyday career experience. We are fortunate to have an engaged and professional Board with strong backgrounds in finance, policy, human resources, communication and administration.

I would like to conclude by saying a sincere thank you to all of you: to staff and to Board members, who show-up, roll-up your sleeves and get involved. We are a strong, viable organization because you too are the strength behind the uniform!

## RECRUITMENT COMMITTEE REPORT

### Tracey MacDonald – Committee Chair

At this year's AGM, the community will be electing two new board members. Our recruitment committee worked diligently to review the candidates, using the recruitment process developed by the previous recruitment committee, led by Brenda Fancey. We would like to thank all of the candidates that applied for their interest. We would like to present Amanda Lutz and Larissa Page as our candidates to join the Board for 2018-2019. We welcome our new members to the table to help us continue to support military families via the Military Family Resource Centre. This fall, we will also welcome two newly appointed military members to the Board, representing RCN Base Chief: CPO1 Kent Gregory and Fleet Chief: CPO1 Tim Blonde.



Due to retirements and out-of-province postings, we are saying thank you and farewell to CPO1 Dave Steeves, CPO1 Dan Mercier; Colleen Mitchell, and Barbara Corbett. We sincerely thank all of our departing board members for their hard work and dedication in the service of military families and the H&R MFRC.

### The following members will remain on the Board:

Jacquelyn Stevenson	Amy Braye	Erica Parrill
Carolyn Mercer	Meghan Maher	Martin Constantine
Jillia Pritchett	Mora Giovannetti	Kathy Willis
Tracey McDonald	Bob Lundy	CWO Dave Hepditch

### Our Exofficio - non-voting members remain:

Shelley Hopkins – Executive Director      Cdr (Ret'd) Wayne Dipersio



## BOARD DEVELOPMENT AND EVALUATION COMMITTEE REPORT

### Colleen Mitchell – Committee Chair



The role of the Board Development Committee is to provide opportunities to develop the skills of its members, and to evaluate the board with the intention of improving overall effectiveness.

The fiscal year saw the addition of six new board members, which brought the total number of members to 16. During this period, the Executive Committee remained largely unchanged, although several new members have taken on committee roles.

Annual board training took place in mid-November, with a focus on board governance. This served as a refresher for returning members and an orientation for new members. The annual training was complemented with a series of short 'miniature' training sessions within the board's monthly meetings. These training sessions covered a variety of topics, including policy development, volunteer services, and risk and liability, to name a few. Finally, training on generative discussions was a focus of the January board meeting. Together, these efforts assisted in educating the Board, and maintaining its ability to be a high functioning board for the H&R MFRC.

Monthly meeting evaluations have been implemented by the committee to assist in monitoring meeting effectiveness. These evaluations also provide a forum for feedback, requests for information, and training ideas. A larger scale annual board evaluation is another new initiative by this committee.

Another training initiative is the board's participation in the upcoming Atlantic MFRC conference in Charlottetown, PEI. This will provide opportunities for training and networking with staff and board members from other MFRCs. It will provide an opportunity to gather new information and ideas for the H&R MFRC Board.

This year the Board must regretfully say goodbye to a number of members. A special thank you to Barbara Corbett, who has maxed out her term with the Board of Directors after 20 years of service. She has brought a wealth of experience and knowledge to the board table and she will be a missed member of the team.

The 2018/19 fiscal year will bring some new members to the board, as well as some changes to our executive committee. The upcoming season will be exciting and the board looks forward to another successful year.

## POLICY COMMITTEE REPORT

### Amy Braye – Chair, Policy and Accreditation Committee



The 2017-2018 year did not call for work on our policies, so there is little to report. The March and April Board meetings brought up several topics for consideration, which we have begun to research and will address in the fall. These include:

We will be looking at the Earned Service Award Policy (Policy 19) to determine if it is the best way to recognize all employees and whether it effectively addresses recruitment and retention.

We will also be looking at the Terms of Reference for Board Committee members to determine if there are more opportunities for the membership to participate in Board work even if they cannot commit to being a full Board Member.

We hope that both these initiatives will improve engagement of the membership and long-term commitment to the important work we do for our community.

# EXECUTIVE DIRECTOR EVALUATION COMMITTEE REPORT

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## **Committee Co-Chairs: Kathy Willis & Tracey MacDonald**

With the 2017 Executive Director (ED) evaluation, the committee implemented the assessment tool that was developed by the committee in 2017. The assessment tool captured feedback from all key stakeholders. By using a 360 approach, the committee was able to ensure a fair and inclusive assessment. The committee interviewed key stakeholders (Base & Wing Commanders, Board Chair, and direct reports) on relevant areas of the assessment. In addition, the Executive Director provided a summary of her accomplishments, as this was the first evaluation since she assumed the position.

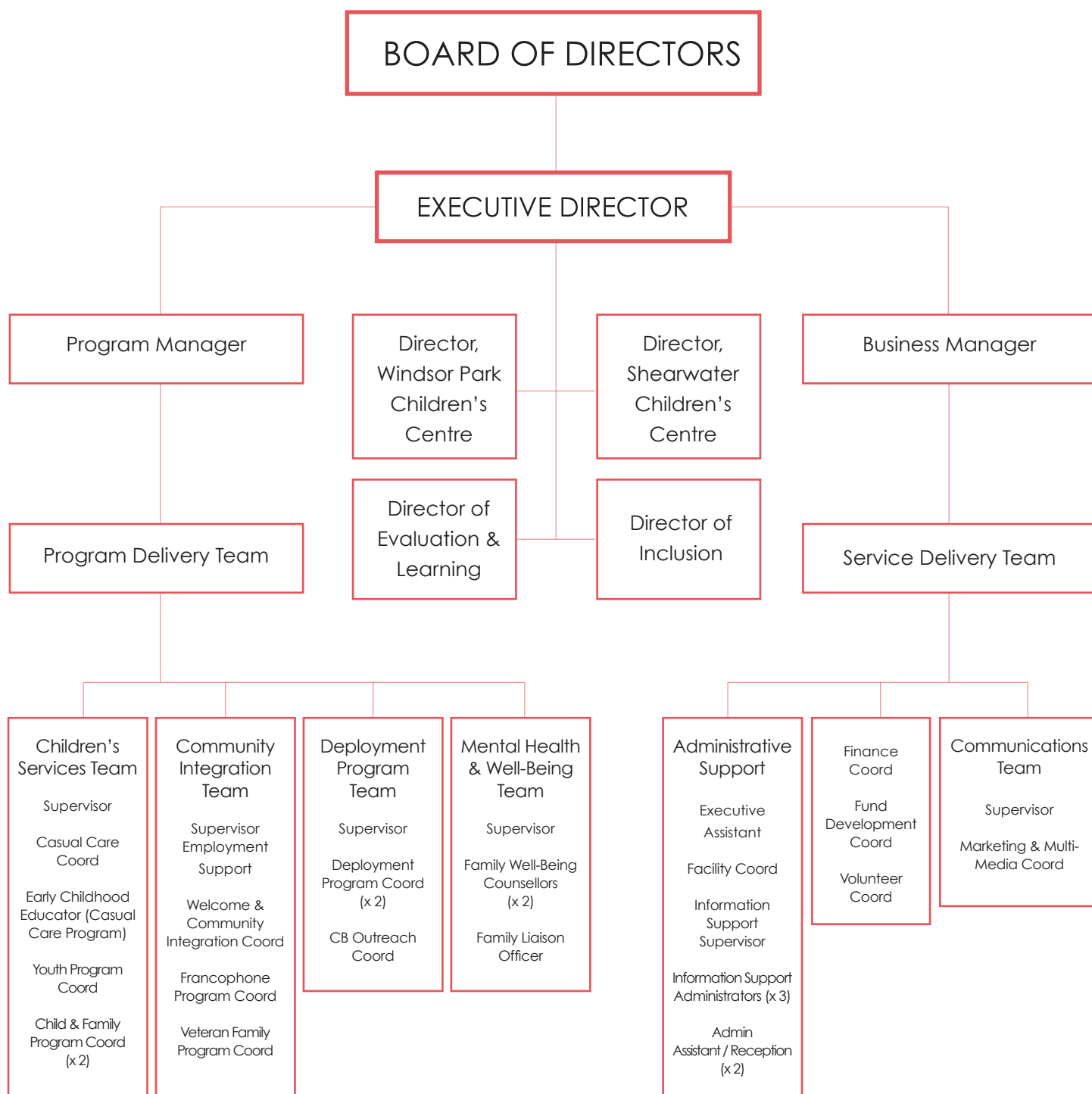
The committee compiled the feedback from the stakeholders and prepared the final evaluation for board review and approval. The Board approved the evaluation in January 2018, and the Board Chair and a member of the committee met with the Executive Director to review the evaluation in February 2018.

The committee proposed, and the Board accepted, a recommendation that the evaluation and compensation and potential merit increase should be two separate processes. This will allow the Board to consider the merit increases proposed for the employees of the H&R MFRC when determining potential merit increase for the Executive Director.

A thank you to committee member Martin Constantine, who made improvements to the assessment tool that will be implemented for the 2018 evaluation. The final recommendation for the 2018 evaluation will be the introduction of a self-assessment for the Executive Director to complete in advance of the Board's preparation of the final evaluation.

The Executive Director Evaluation Committee would like to thank the key stakeholders for their participation in this assessment tool. All stakeholders indicated that the 360 approach to the Executive Director assessment was a positive process, and it is recommended that this method continue for future evaluations.

# H&R MFRC ORGANIZATIONAL CHART



**Resource Centre Employees: 36**  
**Children's Centre Employees: 31**  
**Casual Employees: 27**

## MESSAGE FROM THE EXECUTIVE DIRECTOR - SHELLEY HOPKINS

### Shelley Hopkins – Executive Director

The H&R MFRC is a place for families to gather, connect and share experiences. Today, life is busier than ever before, and this is even more so true for military families living the military lifestyle of short and long separations or integrating into new communities and connecting with new people, schools and jobs. It is important to us that families feel connected to the H&R MFRC.



This year we continued to reflect on where we are and how we move forward. Modernization was a focus that included expanding our social media and virtual program capabilities. Increasing accessibility was another focus that included updating our spaces to create community rooms that are family-friendly and multi-functional, so families can drop in and connect. After all, MFRCs are your Centres.

The support and strong governance of our volunteer Board of Directors meant we could invest in new initiatives and try new approaches including substantial funding investments to develop online registration and to advance virtual programming, as well as respite and casual child care programs. Because board members are members of the military family community, their understanding of the military family experience and their professional skills are invaluable in setting the direction of the organization.

I am pleased to share our significant accomplishments. Some were planned as part of the Operational Plan, and some were in response to challenges that families brought to our attention throughout the year.




# HIGHLIGHTS OF THE YEAR

## PROGRAMMING

**Strategic Goal: Provide programs that support mobility, separation and risk that is unique to the military lifestyle.**

This past year we engaged with families experiencing separation with CAF members deployed with HMCS Charlottetown, HMCS St. John's x 2, HMCS Summerside and HMCS Kingston, HMCS Moncton, HMCS Shawinigan and HMCS Windsor, and other ongoing operations throughout the world. Connecting and strengthening families during times of separation led us to:

- Incorporate more of the concepts of Road to Mental Readiness (R2MR) into various programs, in addition to offering the full-length program;
- Create closed family Facebook Groups for HMCS Charlottetown and HMCS St. John's, connecting over 200 family members; and
- Engage with over 1,400 participants.



*“ The MFRC offers a way to connect with others in the same situation as you. It's different from other community programming because you know you're coming from a place of commonality with all the other families taking part. I also appreciate that it's a close and small team and the programming feels very personal. You know the staff are trying in so many different ways to do whatever they can to ease a bit of the family burden that's inevitable when a partner is deployed.” – HMCS Charlottetown Family Member*

We began formally adopting a more Family Centered Practice approach to our work. We believe that military families know what their needs are and what works best for them, therefore our programs and services must be shaped by families. This led us to consider:

- What programs and services we offer, the ways they are offered and what families tell us about them;
- How we evaluate programs, how we collect information and how we apply what we learn from families; and
- How we modernize the delivery of programs.

As a result, we have been more purposeful in how we use all that we have learned from families, to enhance, change and/or source the services that they want to access and receive. For example, we heard families say that having alternative ways to access information and services was important. As a result, we invested in virtual programming and training so our program delivery now includes being able to sign on and participate in an interactive program from the comfort of home, in the evenings, after the children are in bed or viewing it later on our YouTube channel.

We remained committed to our ongoing programs that engage families with each other, and in both official languages. Families connected in programs such as: Play & Learn, New Baby, Parent et Bambin, Gymboree, family events, Souper Francophone, Coffee Connections, Book Club, the Henderson Sweetman Youth Centre. We supported **317** family members with integration through employment and education services, and **58** family members accessed second language training (classroom and online).

Modernization also included examining the language we use to describe our programs and services. The program area previously known as the Prevention Support and Intervention Team, was renamed to **Mental Health & Well-Being** so it is more recognizable to families and more appropriately articulates the services available. We are currently conducting a review of this area to ensure we are meeting the needs of families.



In response to family feedback, we expanded the parameters of our locally funded Respite **Child Care Program**. A site specific service, this is 100% funded by H&R MFRC donations. This year we changed from a set number of hours available per family to case by case. We recognized that not every family requires the service in the exact same way, so we removed the hour limitations to ensure families receive the service based on their own circumstances rather than hours alone. As a result, these changes have increased flexibility and accessibility for the **43** families who accessed the program for over **880** hours.

In consultation with families, we conducted a review of one of our most popular programs, **Casual Care**. We looked at accessibility, flexibility, hours of care and whether it met families' needs. As a result, the Board of Directors invested more funds to increase hiring, training opportunities and support to child care staff, inclusion support and a change of hours at the Shearwater site to encompass lunch-time care. **308** families with **582** children were supported with over **2,830** child care spots.

We also heard from families about their significant challenges in accessing support for children and adults with exceptional circumstances in order to participate in programs. For this reason, we applied for Strong Secure & Engaged (SSE) funding which allowed us to fund a full-time Director of Inclusion position. This position supports our programs to be accessible and inclusive. The Director also acts as a navigator; connecting families to resources and supports available in the community.

\*In recognition for our efforts to provide inclusive programs and services we were honored with a nomination from a community member for Autism NS's **Sheelagh Nolan Award for Excellence in Teaching**. This prestigious award is presented to a group or individual who foster the growth and maximize the potential of a learner or learners with autism spectrum disorder in a collaborative and positive manner. Two H&R MFRC Early Childhood Educators from Shearwater Children's Centre also received certificates in recognition of their work.

Our **Licensed Child Care Centres** were impacted by new provincial Department of Education and Early Childhood Development funding parameters. The introduction of a provincial assessment program, Quality Matters, will support inclusion and quality practices that focus on four keys elements: leadership, staffing, learning environments and relationships.





## COMMUNICATION & STAKEHOLDER RELATIONS

**Strategic Goal: Inform, educate and engage individuals, families, communities and other stakeholders on programs and services.**

In 2017-2018 we enhanced our current partnerships and created new ones. The partnerships created increased opportunities for collaboration with community agencies, both military and civilian, ensuring access to supports for families and no duplication of services. We:

- Collaborated with **124** community agencies
- Participated in **41** community events
- Provided **17** briefings

We conducted outreach to Reservists living in our outlying communities all the way to Sydney, Cape Breton, via the Mental Health Roadshow. The challenge of smaller communities is that families are spread out and often do not know others who are living the military lifestyle, so this event gives them a chance to meet. Held twice annually, the Mental Health Roadshow showcased the H&R MFRC and other community partners, such as the Integrated Personnel Support Centre (IPSC), Occupational Stress Injury Support Services (OSISS), and Veterans Affairs Canada (VAC), highlighting the programs and services available to reservist families. It is an interactive information session where families learned more about the H&R MFRC and community resources, as well as connected with each other.

As part of our commitment to connecting families to the H&R MFRC and each other, we brought our annual holiday event back on-site. The **H&R MFRC Holiday Breakfast** took place simultaneously at both sites and was one of the most popular events in our history. Families reported in evaluations that it was an opportunity to engage and connect with other families and interact with the entire H&R MFRC team.

**A snippet of comments from the event include:**

“It was very well organized and lots of activities. Breakfast was great!”

“Everything was very well organized, fun, loved it!”

“This event was the best MFRC event I have attended.”

“Friendly, family atmosphere, lots of activity.”



We understand from military families that they are impacted by the high operational tempo and that they are busier than ever before, they've told us that they would like to **participate and get information in a variety of ways**, as a result we:

- Increased the hours of operation at our Shearwater site, resulting in more accessibility for morale mail drop off, picking up tickets for activities or getting information;
- Invested in online registration so families can create an H&R MFRC account and can easily register and pay for programs at their convenience - no more missed deadlines;
- Developed new website to improve usability and enhance the user's experience;
- Created a quarterly Program Guide to showcase upcoming activities, giving families lead time to register and plan; and
- Introduced **348** family members, at enrollment and swearing in ceremonies, to H&R MFRC programs and services and military 101 information.

We also heard families ask for more modern ways to connect with one another. Based on this feedback, we:

- Applied for True Patriot Love funding to train eight staff in virtual program development and delivery which resulted in the creation of 10 new virtual programs;
- Created closed Facebook Groups for HMCS Charlottetown and HMCS St. John's;
- Facilitated live video-conferencing at monthly CO's briefings; Commanding Officer video calls to the H&R MFRC to speak to families, with updates of the mission and status reports on the crew.

This year we had a high level of engagement and partnership with Capt(N) Forget and Col Connor. Capt(N) Forget was instrumental in exploring solutions to address the issue of access to healthcare for military families. Col Connor supported the H&R MFRC and RCAF Family Sponsor Program partnership that focuses on connecting and navigating newly relocated families. Their leadership and presence within the community have demonstrated their support to the H&R MFRC and families.

## WORKPLACE ENVIRONMENT

**Strategic Goal: Be a progressive, professional and supportive workplace.**

This year of growth is a result of the work of an amazing team of creative, innovative and dedicated full-time, part-time and casual staff who work day, night, and weekends, to produce quality services that are responsive to the military family community.

Fostering an inclusive and positive workplace culture is important to us. We actively engaged in this practice by focusing on strategic team building opportunities at all levels of the organization, including recognizing Bell Let's Talk Day.



## PROFESSIONAL DEVELOPMENT

We value ongoing learning and development of all our employees by investing in professional development. Full-time, part-time and casual staff participated in team and individual professional development opportunities that included specific training related to their field of work, team building/workplace culture, certifications and conferences. These include:

- **77** Individual opportunities
- **23** Conferences
- **17** Team building sessions
- **67** Certificate programs (enhanced or provided a credential)
- **6** Supervisor specific training

We began to adopt the standards of a Psychological Health and Safety in the Workplace (Mental Health Commission of Canada).

We committed to the modernization of our work by investing in new tools to increase efficiencies, including Mitre Finch Time Management Software and QuickBooks Accounting Software. As a result, there is less time spent on administration for programmers thereby increasing opportunities for more direct family engagement in program delivery.

## PILOT PROJECTS

We were involved in the following pilot projects:

**The RCAF Family Sponsor Program (FSP)** pilot is in partnership with 12 Wing leadership. It changed from pilot to program this year, now offered at all Wings across the country. The FSP is integrated within the H&R MFRC Welcome Program. The partnership of the H&R MFRC and Unit Family Representatives (UFR) assist us to achieve the outcome of helping relocating families to integrate into the community; ensuring they have the resources and support they require. Over 600 families received welcome information from the H&R MFRC.

**The Veteran Family Program (VFP)** is a pilot in partnership with Military Family Services & Veterans Affairs Canada. In its third year as a pilot, we focused on outreach and building partnerships with community agencies. The result was a successful year with increased referrals and programs. This pilot became a program, effective April 1, 2018, now offered in all 32 MFRCs. In 2018-19 we will build on the success of outreach and focus on the outlying communities, beyond HRM.

**DND Civilian Firefighters** is a pilot in partnership with Military Family Services that gave DND civilian firefighters access to MFRC programs and services. The uptake was minimal within the pilot sites and has now ended.

**Virtual Career Counselling** is a pilot in partnership with Military Family Services and is an online employment counselling tool intended to reach families not living near an MFRC; Cape Breton and outlying areas was the target group for this pilot.

**Language Research Development Group (For the Love of French™.)** is a pilot in partnership with Military Family Services. This is a hybrid of self-directed online program and class-led learning that has been incorporated within our current Second Language Training program.

## OTHER SIGNIFICANT INVESTMENTS

**In direct response to families' challenges with accessing health care** we worked with the Chain of Command, specifically Capt(N) Forget, to explore options for families to increase access to health care. Families identified that immunizations, referrals to specialists and prescription renewals were the most challenging issues of not having a family doctor. As a result, we partnered with Military Family Services to institute a pilot program for membership to a Virtual Health Program. Known as MAPLE, it assists relocating families access two of these three issues via an online platform. 103 families have signed up for this service, to date.

We successfully completed the Military Family Services **Compliance and Assurance Review** this year. This review is an accountability measure, conducted at all MFRCs on a tri-annual basis and examines many aspects including governance, policy, program and financial practices.

A significant internal process change this year was the investment in our accounting practices. After 20 years of service to the H&R MFRC, John Benson from Double JJ Accounting will retire. This presented an opportunity for a **financial transition** that included a new hire within and a chance to take advantage of the latest technology in accounting software. As well as hiring Collins Barrow Inc. to provide financial oversight and reporting to the Board of Directors.

For the first time, three staff attended the **Canadian Institute for Military and Veteran Health Research Conference**. This was an opportunity to listen to researchers present on a range of current topics related to military and veteran families. Learning about current research and trends ensures we remain relevant about what is affecting, impacting and being celebrated about military family life. We are committed to applying relevant and emerging research of the effects of military and veteran life in the development of our programs and services.

## LOOKING AHEAD TO 2018-19...

### **We will continue to:**

Meaningfully engage families ensuring they are connected to the H&R MFRC and to other military families. We support families in exceptional circumstances access our programs and assist families navigate community supports/resources.

Integrate Family Centred Practice and military family research into our work and the programs and services we offer. Using a variety of methods, we will continue to collect feedback to meaningfully validate what programs and services are offered and determine how we offer them.

Expand the number of programs and services we offer virtually, and feature military family members' stories of strength and resilience through the Resiliency Guest Speaker Series.

Ensure our Mental Health & Well-Being services are responsive and accessible to families through a comprehensive review.

Invest in youth programming, focusing on programs that foster community connections and positive peer relationships while supporting social development, personal development and life skill building.

Expand our capability to offer programs and services beyond HRM by identifying and enhancing partnerships in outlying communities.

Evolve to meet the changing needs of the military family community as new challenges and opportunities arise.



## VOLUNTEER CONTRIBUTIONS

The delivery of H&R MFRC programs and services could not be sustained without our dedicated volunteers. We are so thankful for their passion, enthusiasm and continued commitment to military families.

Our volunteers contributed over **5,000** hours of service and were engaged in program activities, special events, administrative support and program facilitation. We had **130 registered volunteers** comprised of military family members (including children, youth, and grandparents), CAF members, civilians, and veterans. We provided eight networking, social and professional development opportunities this past year, all of which were well received by attendees.

Our H&R MFRC Adult Volunteer of the Year was Nathalie Prud'homme!

Nathalie was not just a friendly face supporting many events and program, she bridged Francophone and English speaking families through her multiple leadership volunteer roles. She has been a reliable, dedicated volunteer with the H&R MFRC for over nine years!



## FUND DEVELOPMENT

This year we focused on new opportunities to increase the profile of the H&R MFRC and educate the community that we are a charity. After a comprehensive review, the Vacation Lottery Extravaganza ended, and we explored new ways to raise awareness within the military and civilian community that fundraising is essential. Fundraising supports programs and services that positively impact the lives of military families such as respite and Casual Care, short-term accommodations and youth programming.

We acknowledge Happy Harry's Building Supplies, who, over the past seven years, has contributed more than \$113,000 to the H&R MFRC, which directly supported the Casual Child Care program, a service not funded by Military Family Services.

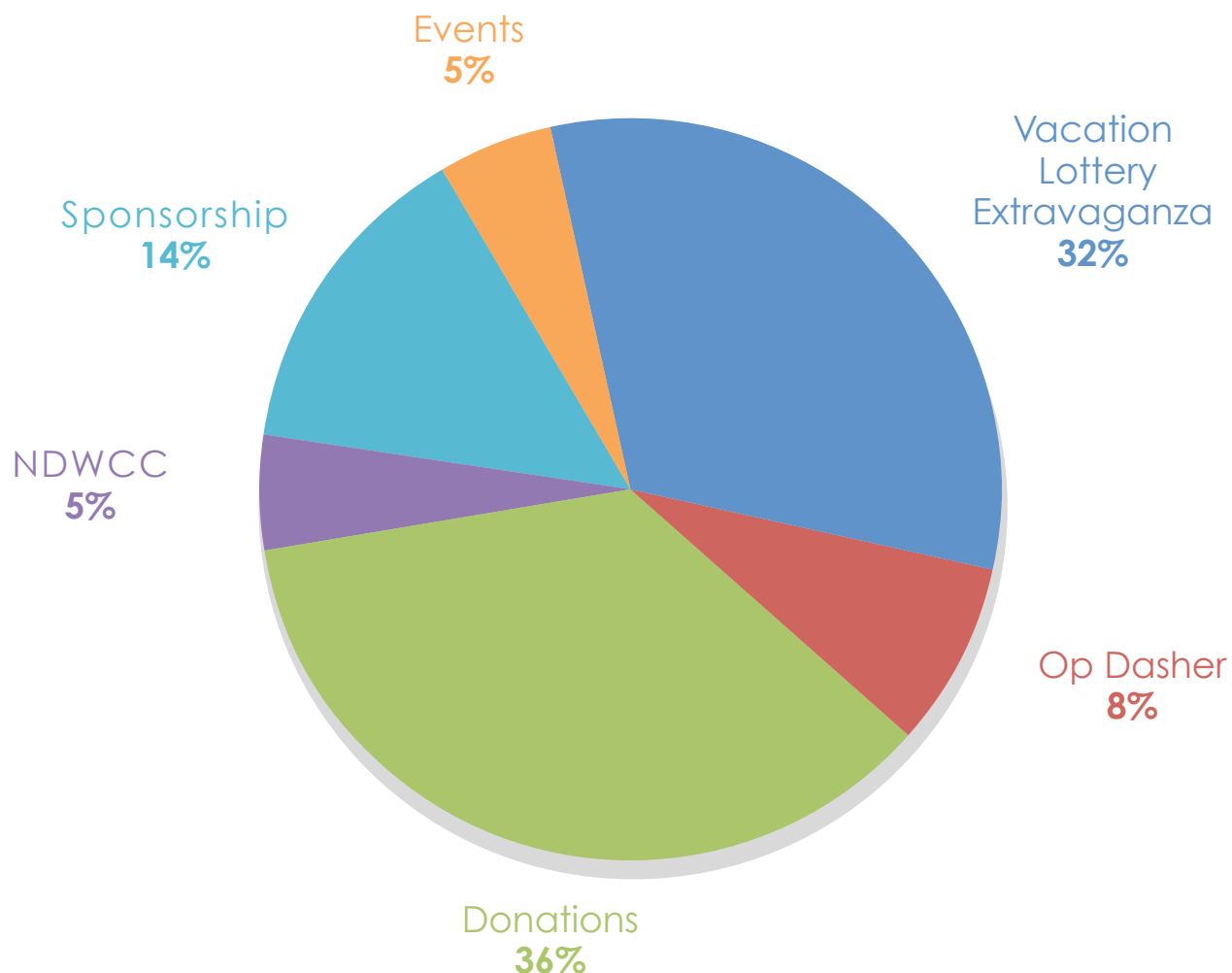
A significant partnership launched this year was with McDonald's Pleasant Street and Kempt Road locations. Participating in the Pleasant Street restaurant grand opening increased our visibility in the community not only as a charity but highlighted the important services of the H&R MFRC.

We were also fortunate to receive \$8,500 from the True Patriot Love Foundation which allowed us to build our virtual programs. Further, we also received \$5,000 USD grant from Lockheed Martin, which was used for maintenance of the short-term accommodations.

In a strategic effort to increase donations, we focused on creating opportunities to discuss sponsorship with new organizations, as well as increased involvement from current sponsors. Further, we added a 'Donate Now' button on our new website, making giving easier and more convenient, while raising the public profile that we are a charity.



## SOURCE OF FUNDRAISING (2017 - 2018)



### HIGHLIGHTS

Fundraising directly supports a number of key areas at the H&R MFRC. The following are the top three areas that received the most financial support:

Casual Care	\$39,555
Mental Health & Well-Being Support Services	\$24,815
Child, Youth and Parenting, including Youth Centre	\$21,322

We wish to thank both our longstanding, current and new donors and sponsors for their generous support. They have made a difference in the lives of military families. We received donations from 65 individual donors, as well as from the following organizations:

#### \$20,000+

Happy Harry's Affordable Building Centres

#### \$5,000 - \$9,999

Lockheed Martin Canada



**\$2,500 - \$4,999**

Allstate Insurance  
 Carlson Wagonlit Harvey's Travel  
 Credit Union Atlantic  
 Highfield Park Apartments  
 McDonald's Canada/Angus G. Foods Ltd.

**\$1,000 - \$2,499**

Airbus Defense & Space  
 Babcock Canada  
 BMT Fleet Technology  
 DCNS Canada  
 Esprit de Corps magazine  
 General Dynamics Mission Systems  
 Irving Shipbuilding Inc.  
 L3 Technologies  
 LS Devon Butler-Charity Softball Tournament  
 12 Wing  
 Naval Association of Nova Scotia  
 Nova Scotia/Nunavut Command of the Royal Canadian Legion  
 David Pratt & Associates  
 Pratt & Whitney Canada  
 Prospectus Associates

**\$500 - \$999**

BoyneClarke LLP  
 Bromoc  
 Walter Callow Golf Tournament  
 Cole Harbour Community Parade  
 Daniel Cyr Remax Realty  
 Docbraces  
 3 Intelligence Unit Company Halifax  
 5th Canadian Brigade Group  
 Canadian Association of Veterans, in United Nations (C.A.V.N.) Peacekeeping  
 CFNOS  
 Chiefs and Petty Officers' Mess  
 DWAD  
 Formation Chaplains – MARLANT  
 T. Chandler Haliburton Remax Realty  
 Halifax & Region Military Family Resource Centre Staff  
 Halifax Marriott Harbourfront Hotel  
 Nova Scotia/Nunavut Command of the Royal Canadian Legion  
 Nova Scotia International Airshow Association  
 PMO MHP TDT

St. Brendan's Chapel  
 St. Michel's Chapel  
 Stadacona Band of the Royal Canadian Navy  
 36th Canadian Brigade Group  
 Seven Lakes Developments  
 Royal Canadian Legion Branch 164  
 TD Bank  
 The Personal Insurance  
 Tim Hortons  
 Ultra Electronics Maritime Systems  
 VIA Rail

**\$250 - \$499**

AA Group  
 Prairie Plant Systems  
 12 AMS

**\$100 – \$249**

Cambridge Suites Hotel Halifax  
 Costco Dartmouth Crossing  
 Do Life Holdings  
 Women's Book Group



