

Chair’s Message

It was a very successful year for the Esquimalt MFRC. It’s a pleasure to serve with dedicated Board members who offer so much of their time and energy to support military families. In 2019/20 the Board focused on three strategic priorities.



- STRONG:**
- 1. We actively participated in the Governance Review initiated by Military Family Services and contributed to the outcome of the “Formalized Governance model” by providing our perspective and insights;
 - 2. We met with CFB Esquimalt Base Commander regularly to discuss pertinent issues and benefitted from Base leadership and ongoing support;
 - 3. The Formation, Fleet and Base Chiefs were active on the Board as ex-officio members and provided much needed perspective and awareness for decision making;
 - 4. We refined the Board recruitment and orientation process to ensure stability and growth in representation of the community we serve.

- SECURE:**
- 1. We established a Risk Management sub-committee to address and mitigate potential risks and challenges;
 - 2. We monitored finances to ensure good stewardship of our funds and established a Finance committee;
 - 3. We launched a review of Board policies that is still ongoing with our Board Governance Committee.

- ENGAGED:**
- 1. To grow our infrastructure to support programming in the Esquimalt area, we undertook a review of our options and throughout the next couple years will develop plans for current capital and funding needs;
 - 2. We empowered MFRC staff to shift and adapt programming in accordance with shifts in military support and community needs;
 - 3. We supported a new staff position in community engagement that has launched many partner initiatives to grow a more externally facing local non-profit;
 - 4. We provided support to staff so that we can be a safe and inclusive space for all community members.

In March, we closed our doors due to the pandemic. I am so incredibly proud of how the organization quickly adapted. The Esquimalt MFRC is pressing on with a number of important initiatives. Reflecting back on all the ways we have pulled together fills me with gratitude, and also confidence for our future.

Regards,

Samantha Krzywonos
MFRC Board Chair

How we are making a difference

Deployment

- 625 people participated in social activities offered through the Family Networks
- 455 military members and their families attended pre-deployment briefings
- 2,684 families received informational updates via the Staying in Touch Service
- 956 installations of the Deployment App designed for military families and members who are experiencing a deployment

Family Wellness and Counselling

- 362 families received assistance on issues such as mental health, the military lifestyle, relationships and special needs
- 45 clients received support through the Transition Centre
- 19 families received assistance through the Veteran Family Program
- Families accessed 543.5 hours of emergency child care or respite care

Children's Services

- We offered 74 workshops designed to keep children connected to the deployed parent
- 120 children participated in the MFRC daycare, preschool and out of school care
- 143 families received casual child care for a total of 1,308 times
- 332 families participated in the Imagination Library program

Community Integration

- 95 families new to the area received welcome packages
- 232 families received Military Family ID cards
- 4,836 inquiries were made by phone or in-person
- 43 people benefitted from second language training either online or in-person
- MFRC volunteers contributed 1,466 hours of their time to the organization
- 320 people attended Pacific Women's Day, the Lil' Sweetheart Dance and West Coast Welcome
- 105 community members attended employment workshops

“The MFRC has been a staple in our overall care while I've been away.”

“Great job! Keep up the good work. It is appreciated to have such a service available to our loved ones at home while we are deployed.”

“The work of the MFRC is amazing. The outreach is definitely noticed and appreciated.”

“I just appreciate that you understand the challenges of being part of a military family and you welcomed me without judgement. Thank you, this made the world of difference for me!”

“Your passion to work, helpfulness and responsiveness are great assets to our military families and will always be remembered.”

“You folks do a fantastic job. I can’t thank you enough. I marvel that every time I walk through the doors, I am warmly welcomed, everyone knows my name and they genuinely seem to care. You go out of your way to be helpful and find answers if you don't know them. The supplies for morale mail are so helpful. Thank you!!!!”

"Enjoyed meeting the other spouses and having some adult time. Was nice to also have childcare for these events to fully grasp all the information."

"This podcast episode has provided me with very valuable information! It has helped me understand what my husband may be going through, so that I can be aware of what may be going on under the surface."

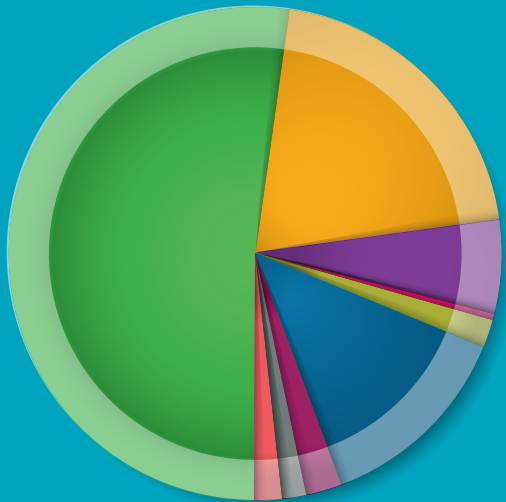
“So helpful. Appreciate all you do.”

"Because I had the opportunity to study with the teacher I have improved my English and I got a job here in Victoria. I will never be able to say thank you enough for all the help that she gave me."

Financial Highlights

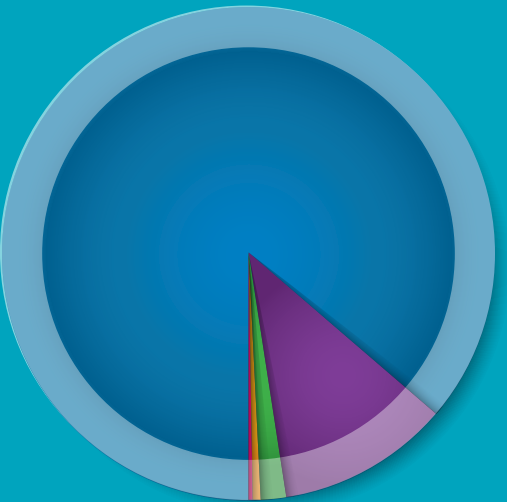
For the fiscal year April 1, 2019 - March 31, 2020

Sources of Revenue



Military Family Services	52.41%	User Fees	12.90%
CFB Esquimalt	20.38%	Donations and Fundraising	2.34%
Provincial Government	6.27%	Interest and VISA Cashback	1.57%
Grants and Sponsorship	0.26%	VFP Funding	1.87%
VIHA Funding	1.99%		

Charitable Expenses



Community Based Program Delivery	86.36%	Amortization	1.72%
Management & Administration (including overhead)	11.22%	Bank Charges	0.45%
Fundraising	0.25%		

REVENUES	2020	2019
Military Family Services	\$1,456,439	\$1,182,690
CFB Esquimalt	\$566,200	\$672,200
Provincial Government	\$174,261	\$153,437
Grants and Sponsorship	\$7,197	\$19,303
VIHA Funding	\$55,359	\$16,219
User Fees	\$358,494	\$361,231
Donations and Fundraising	\$65,065	\$57,157
Interest and Visa Cashback	\$43,655	\$28,478
VFP Funding	\$52,000	\$63,607
Total	\$2,778,670	\$2,554,322
EXPENSES		
Wages and Benefits	\$2,049,561	\$1,930,159
Amortization	\$46,228	\$50,272
Bank Charges	\$11,961	\$11,356
Fundraising	\$6,786	\$386
Program Delivery	\$566,407	\$392,353
Total	\$2,680,943	\$2,384,526
Excess Revenues over Expenses	\$97,727	\$169,796

Our statements the year ending March 31, 2020 have undergone a full audit by Obara & Company LLP Chartered Professional 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 October 28, 2020.

An independent resource for the military community

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

STRONG

- Provide strong leadership so that programs and services for military families are robust and meaningful.
- Support ongoing operations to strengthen the mission of the Canadian Armed Forces and be accountable to the Chain of Command.
- Develop strong programs embracing the principles of diversity and be responsive to evolving community needs.

SECURE

- Secure the future of our organization by seeking meaningful growth based on a framework of accountability.
- Secure our organization as a thriving not for profit organization by being good stewards with the funds we receive, by expanding alternate sources of funding and by being accountable to our funders and our community.
- Establish processes necessary to support current and future needs of the military family community.

ENGAGED

- Maximize opportunities for military families to be aware of our services and become engaged in our programs.
- Secure our place as subject matter experts in the military family lifestyle by: engaging with volunteers; engaging with community partners; embracing opportunities for learning and; by being open to what the community has to tell us.



MFRC Board of Directors

- Samantha Krzywonos, Chair

Leta Martin, Vice Chair

Kathy Cook, Treasurer

Katelyn Moores, Secretary

Pierre Berube

Emily Zhong

MS Daniel Clarke
- Jennifer Dela Vega

Braden Greaves

Dr. Sylvain Gagné

CPO1 Tim Blonde (Formation Chief)

CPO1 Sylvain Jaquemot (Fleet Chief)

CPO1 Ian Kelly (Base Chief)

Funders, Donors and Sponsors

- Funders**

 - » Military Family Services
 - » CFB Esquimalt
 - » Provincial Government
 - » VIHA
- Donations \$1,000 - \$15,000**

 - » Seaspan ULC Victoria Shipyards
 - » Babcock Canada Inc
 - » The Royal Canadian Benevolent Fund
 - » British Columbia Masonic Foundation
- Donations up to \$1,000**

 - » Canadian College of Performing Arts
 - » Christina Nicol
 - » Chris Janosik
 - » Goldstream Lodge 161 G.R. of B.C
 - » Henderson Lodge
 - » Naval Association of Canada
 - » New Caledonia Chapter
 - » Christ Church Cathedral
 - » Mount Shepherd Lodge No 159 Sooke
 - » Darlene Evans
 - » Denise Markin
 - » Gloria Hummel
- » Kenneth Lane
 - » Lisa Pratt
 - » Mahshad Seifi-Fathabad
 - » Mandy Aylen
 - » Michele Brooks
 - » Michelle White
 - » Rodger Hitesman
 - » Rose Cardilicchia
 - » Sue Maxwell
 - » Pay Pal Giving Fund Canada
 - » Sylvain Gagne
 - » The Vancouver Island Ex-Cadet Club
 - » Brooke McBride-Geen
 - » Bruce Bagley
 - » C. Armstrong
 - » Camosun Lodge AF & AM #60
 - » Charles Hurst
 - » David Almond
 - » Eric Goupil
 - » Gaynor Jackson
 - » Haida Lodge 166
 - » Jolene Parsons
 - » Judy McDonald
 - » Lillian Vachon
 - » Michael Lawless
 - » Randall Stewart
 - » Valorie Logan
 - » Victoria Columbia Masonic Lodge No.1
 - » David Marshall
- Sponsorship**

 - » Royal Roads University
- Gifts In Kind**

 - » 328 Taphouse
 - » BC Ferries
 - » Cake Creation
 - » Country Grocer
 - » Delta Hotels by Marriott
 - » Eagle Wing Tours Whale Watching
 - » Float House Westshore
 - » Floyd's Diner
 - » Front Runners Langford
 - » Kalyan Studios
 - » Kirby's Sports
- » Medicine Wheel Education
 - » Mike's Convenient Kitchen
 - » North by Knitwest
 - » Oak Bay Beach Hotel
 - » Ocean Village Resort Tofino
 - » Olympic View Golf Course
 - » Pacific Coastal Airlines
 - » Panago
 - » Peninsula Co-Op
 - » Prestige Oceanfront Sooke
 - » Prince of Whales Whale Watching
 - » Quality Foods
 - » Red Barn Market
 - » Reiki Crystal
 - » Royals Hockey Team
 - » Serious Coffee
 - » Shears Hair Salon
 - » The Market on Millstream
 - » Via Rail
 - » Victoria Grizzlies
 - » Victoria HarbourCats
 - » WildPlay Adventure Course
 - » Wilsons Transportation



2019/20 Annual Report

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