

Spotlighting success and achievement at Canadian/Military Family Resource Centres across the country and around the world

Greenwood Hosts Deployment Sunday Social

Submitted by **Margaret Reid,**
Coordinator of Deployment Services
Greenwood MFRC

I can't think of a better way to spend a Sunday afternoon than celebrating and honouring the contributions of deployed family members: to our country, our military, our deployed troops, and to their deployed loved ones. On March 25, 2007, the Greenwood MFRC hosted a Sunday Deployment Social, a wonderful day of acknowledging families' role in the success of a deployment.

Our aim was to target parents of our deployed members who had not yet identified themselves to the GMFRC as deployed families. The event was advertised in newspapers and bulletin boards throughout the Annapolis Valley and South Shore, and as the Coordinator of Deployment Services, I did a radio interview as well. We enlisted the assistance of our Reserve Units as another way to spread the word given their geographic locations all through the Valley and South Shore. Approximately 80 family members attended our event, providing families with an opportunity to meet and greet other family members who share the deployment experience.



During the Sunday Social, special guests helped us acknowledge the contribution of families to operational readiness and success. 14 Wing Commander (A), LCol Seymour, and his Wing Chief, CWO Hamalainen, gave wonderful speeches of acknowledgement and appreciation. Mr Leo Glavine, MLA Kings West, who has always been a wonderful supporter of the GMFRC, did a fabulous job of showing our families how our local communities support our troops and their families. Mr David Morse, NS Minister of Natural Resources, also a parent of military members, eloquently shared with families his praise and appreciation for the important contribution to our military. And finally, Heather Allison, proud military mom, shared her experience as the parent of a deployed single Reg Force member. It was a great line up of speakers and I believe we were certainly able to accomplish our goal of acknowledging, honouring and empowering family members of deployed personnel.



Deployment Support: A European Perspective

Submitted by Elizabeth MacDonald,
Remote Personnel Family Services
Director, MFSP Europe

For CF families posted to Europe, dealing with the stresses of relocation, culture shock and making oneself understood in yet another language is challenging enough.

Add a six- or nine-month deployment to the mix, however, and a European posting can morph from "adventure" into "burden."

The bulk of CF members posted to Europe are attached to NATO. As part of the organization's International Security Assistance Force (ISAF) responsibilities, Canadians are now deploying to Afghanistan in increasing numbers. Other CF members are in Europe on exchange, most often with British units. (One Canadian last year, for example, deployed with his UK colleagues to Iraq for nine months.)

Traditionally, our C/MFRCs specialized in helping families acclimatize to life far away from family, friends and everything familiar. We helped families adapt to temporary operational deployments or "TDs" of two to three weeks within the safe confines of Europe and North America.

Today, we do all that – plus full-fledged deployment support. In some cases, CF families may be on the ground for only a few months when the member leaves for six months. In some locations, upwards of 85% of CF members may deploy from a community at the same time.

Like MFRCs in Canada, our staff members are rapidly building their expertise in deployment support. Not only are we developing our own materials, briefings and programming, we're drawing on the expertise of our

US and UK colleagues as we climb the deployment learning curve. We also benefit from our links to the Family Separation and Reunion Coordinators' network.

In some cases, our European needs are unique, especially when it comes to our remotely posted families – those not attached to a physical C/MFRC but scattered in locations across Europe. We recently hired a staff person, responsible exclusively for deployment support to these families, and are currently piloting a new approach to remote deployment support, using a cross-functional team of specialists to deliver regular, themed outreach sessions, either in-person or virtually.

Without question, having a spouse or parent deployed while already living in another country complicates an already challenging situation. If we can help ease the strain of separation while helping our families adapt to and thrive in their new host nations, then we're doing our job.

Ride the Rockies Team to Support the "Soldier On" Program

Submitted by Susan Zaporzan,
Canadian Community Program
Coordinator, Colorado CMFRC

For many years now six members of the Canadian community in Colorado Springs have come together to use the Ride the Rockies bicycle tour as a local fundraising event. The team has varied between all Canadian Forces members to a mix of family members and serving members. This year's team consists of Col Andre Dupuis, Maj Mike Ashcroft, Maj Don Hilton, Maj Jeff LeBouthillier, Maj Dave Rudnicki, and Capt Andrew Hepburn.

The Ride the Rockies, sponsored in large part by the Denver Post, is a six to seven day bicycle ride on 422 miles of paved roads through Colorado's

Rocky Mountains. Consistently up to 2,000 riders have taken part. Each year the tour changes but the challenges are always the same: mountain passes, varied weather and great scenery.

Previously the team had fundraised to support cancer research. This year the team has switched focus to a program that is closer to home, "Soldier On". This new program is a partnership with the Canadian Forces and the Canadian Paralympic Committee with an aim to use sport to assist in the recovery and rehabilitation of wounded Canadian Forces members.

The CMFRC in Colorado Springs has taken on support for advertising, communication, organization and volunteering for a major fundraising push this year. In conjunction with the Canadian Forces members at NORAD/USNorthernCommand and the Ride the Rockies team, the CMFRC is helping to organize a "Tailgate" party at one of the Sky Sox Triple "A" baseball team games. The intent is to have as many Canadian military families participate as possible. Arriving early to eat hot dogs, chicken wings, ice cream floats, have their faces painted, pick up stickers and balloons, donating to the team and cause, and finally watching a baseball game; everyone will have a fun Canadian community gathering.

CMFRC staff, Military Family Advisory Committee members and Youth Committee members will be on hand to volunteer their time and expertise. This will be a great event for the whole of the Canadian community to get together in Colorado Springs while supporting two great causes, the Ride the Rockies team and "Soldier On". With many grueling days ahead of them we wish only the best of luck to the team!



Reaching Out

Submitted by Caroleann MacWhirter, Deployment Support Coordinator and Patti Griffin, Outreach Coordinator Gander MFRC

At the Gander MFRC, we have been supporting the parents and loved ones of Regular Force single members for many years, and were thrilled when our mandate was expanded last July to include this group in our deployment support mandate.

Even more thrilling was being able to apply for funds to help us reach all the parents we knew were out there and let them know about our services. In cooperation with our counterparts at the St. John's MFRC, we launched a province-wide public relations campaign. One of the biggest challenges we faced was the sheer size of the geographical area we were dealing with, so we tried to be very creative and far reaching in our approach. We did all the conventional PR things: television ads, print ads, billboards, but we also tried to be a little creative as well. We contacted churches of all denomination around the province and all agreed to advertise our Deployment Support services in their weekly church bulletins. We contacted ice hockey arenas around the province and asked them to hang "Support our Troops" banners at centre ice, and we even put signs on local transit buses.

After it was evident that our PR campaign was successful, we knew we had to bring our Centre to the families because the geographical distance prevented them from visiting us, so we opened a satellite office in Corner Brook and began more outreach activities.

One of our activities involved getting families together to tie ribbons of support on the trees of a busy downtown street in Corner Brook. We also held a dinner with information on life in Kandahar, and outreach sessions in rural and remote areas. We were fortunate enough to have members visiting Newfoundland on their Home Leave Travel Assistance (HLTA) attend with their parents and answer the questions many parents had about what their sons and daughters are experiencing in Afghanistan.

We hold information sessions, establish support groups, take pictures, make scrapbooks, hold Red Friday Rallies, and give the community access to the much sought after 'Support our Troops' merchandise. As part of our service to bring these groups of people together we have planned various activities such as an Easter Breakfast, Valentine's Spa Day, a Mothers' Day "Wake up your Makeup for Spring", an Iceberg Adventure Hike for Father's Day, our Annual Deployment BBQ with local entertainment, and on and on.

It's been our goal to help ease some of the stress parents may feel while their son or daughter is deployed. We try to connect them with others who are experiencing the same things. Many parents say it's good to feel like you are doing something...something that says...we support all our sons and daughters and the career they have chosen as a member of the Canadian Forces.



Comox MFRC Makes Successful Parent Connection

Submitted by Mike Spooner, Executive Director
Comox MFRC

James (not his real name) went to Afghanistan in August of 2006. Deploying from Shilo, their MFRC provided us with contact information for his Primary Next of Kin prior to their departure. During my initial telephone contact with James' father Don, I introduced the services that the Comox MFRC could offer. I listened intently to the pride in Don's voice when he spoke about James, as well as the worry that comes from having a son or daughter far away in a land of conflict.

Over the months that James was away, Don drove over an hour each way to attend our evening networking meetings. It was very important to him that he could connect with other parents and spouses of those who were away. The small group size at these networking meetings afforded a personal atmosphere, and those who attended spoke about their feelings and concerns in a safe, supportive environment. Information about deployment locations and the roles each of their loved ones had was also shared amongst participants. As the facilitator of these meetings, the addition of parents offered different approaches and new experiences that the group of spouses had been dealing with.

Comox generally deploys 'support' elements rather than having most members on the front line. Of course I had heard a spouse's worry about the safety of their partner, but it was not something that was typical for us. Now we had family members whose loved ones had deployed from a different base, where their mission was not 'support' but 'front line'. I also noted that this parent had concerns as a parent – not as a life partner. Yes, they're different! As a parent – they're taking care of their offspring... as a partner – they're looking to their loved one as an equal, and someone who is responsible for taking care of themselves and their family. Does this worry and protectiveness as a parent ever go away?

I asked our Family Separation and Reunion Network what their experience had been in this regard, and whether they have separate meetings for parents. I got back many answers, and was once again pleased with the support that this Network provides.

I invited our Prevention, Support and Intervention (PSI) coordinator to attend a meeting, with the intention of having her there to provide an opportunity for participants to break away from the group and speak more in depth about their concerns. It would also provide an introduction to the PSI service and perhaps a higher level of comfort for family members if considering accessing this service. This may be a continuing element of meetings depending on the group needs and dynamics.

There were many deaths while James was away, and much on the news highlighting the conflict in Afghanistan. Don was concerned about Post Traumatic Stress Disorder (PTSD), and wanted as much information as he could gather so he would feel prepared to identify any problems and be able to support his son if required. I provided him with all his options, and he took advantage of speaking with one of the base social workers who had personally been on a deployment. The teamwork involved in supporting our families is invaluable. It gives us the opportunity to make sure that we are giving them the full benefit of all the experience and expertise that is available.

With James arriving home soon, Don attended his final Networking Meeting, bringing with him scrapbooks of news clippings to share. He was happy for the connection he made with our MFRC and would access our services the next time James deploys.

Our MFRC has done community outreach to advertise the additional support category – yet we're finding that our best family connections are still coming from other MFRC's. Because of the relatively new initiative of adding a "permission to contact your primary NOK or share your PNOK's contact information with the MFRC closest to them" checkbox on the deployment clearance form, we are now able to share this valuable information and give these family members an opportunity to access the supports and services we work so hard to provide.

Helping a family through a deployment

Submitted by Halifax MFRC

Finding services that helps military families through challenging times is one reason why Military Family Resource Centres exist.

Debbie Clark and her 12-year-old son Brandon, have the daily challenge of waiting for 19-year-old Christopher to return home safely from Afghanistan. Family and friends said good-bye to Corporal Clark of Debert, N.S. in December 2006.

"Determined and protective," are words used by Debbie that best describe Christopher. Protecting is exactly what Cpl. Clark did for his family before leaving on his for Afghanistan.

Cpl. Clark made sure that his mother had information about Halifax & Region MFRC. "Christopher wanted me to have support while he was gone and that's exactly what MFRC has given me," says Debbie.

With the void and challenge of missing her son, Debbie reached out to MFRC to fill the void. Debbie has taken advantage of the Halifax & Region

MFRC "to meet other families who are going through deployments and know what I'm feeling," she says.

"Knowing services are only a phone call away, and they know and understand what I am going through is what has helped me," says Clark when asked why she feels MFRC works for military families.

Christopher's anticipated return home brings smiles to both Debbie and Brandon's face. Debbie adds, "MFRC has given me the services to be strong and continue to get through this challenging time."

Halifax & Region MFRC programs that help keep Clark and other families experiencing deployment include Homefront Connections and Outreach Services. Homefront Connections gives families experiencing deployment the opportunity to meet and connect with one another. Outreach Services offers all CF members information, education and services, which promote awareness of the Halifax & Region MFRC throughout the communities where our families live.



Debbie and Brandon Clark

“ Perhaps the most formidable of support establishments available to military families is the Military Family Resource Centre (MFRC), one of which is found on each major military base. They are part of a network of centres sponsored and managed by the Canadian Forces Personnel Support and each one is independent of, but enjoys the support of, the military chain of command. The MFRC provides a range of programmes and support for families from arranging for babysitters, to daycare, to counselling sessions. They run Reunification Workshops to help families adjust to the return of parent from overseas. Deployment workshops are conducted for the children of service personnel, to help them understand and cope with the departure, or return of parent. The average MFRC agenda is a model of service.

MFRCs are guided by a Board of Directors, usually composed of wives or husbands of military members and representatives of the military chain of command. The MFRC functions under the day-to-day management of an Executive Director and a small staff. The majority of the work is done by a corps of volunteers from the military community -- mainly from those same stalwart military families of whom we are so proud.

Excerpted from "CANADIAN FORCES IN AFGHANISTAN", a report of the Standing Committee on National Defence, June 2007

Family First

Submitted by Cheryl Evans,
Gagetown MFRC

On May 14, 2007 the Gagetown MFRC was deeply moved and honoured that Her Excellency the Right Honourable Michaëlle Jean, the Governor General of Canada, insisted that her first official trip to New Brunswick begin with a visit to the Centre to speak directly with military families.

Her Excellency received a warm welcome with a guided tour of the Centre followed by the singing of O'Canada by the proud children attending our day care. Her Excellency delivered an inspirational and heart-felt speech that emphasized the grave importance of military families, particularly in light of the recent tragedies in Afghanistan, and extended her sincerest sympathies on behalf of the entire country. Family members were touched by Her Excellency's kind words and in particular when she commended their unwavering commitment in supporting their loved ones through deployments.



The highlight of the day was when Her Excellency took a turn at listening and encouraged family members to share their own stories about the challenges and rewards of the military lifestyle. Family members enjoyed the opportunity to speak one-on-one with Her Excellency and left at the end of the day one friend richer. She is a true patron of the Military Family Support Program.

Ecologically Friendly Bags

Submitted by Nathalie Sergerie,
Employment Counselor
Bagotville MFRC

Over the next few months, the Multi-Service Centre's (MSC) Bilingual Information Agents will offer a practical and ecological welcome gift to new families in the community! We hope this new promotional tool will be a sensation thanks to the help of our generous sponsors.

"The bag we are offering is made out of black polyester and has the logos of our sponsors which are Canex, Caisse d'économie Desjardins, L3 communications and CAE," says Mélanie Cardinal, Bilingual Information Agent.

The idea for these bags came from the Multi-Service Centre team, who wanted a promotional tool for different activities and an original way of welcoming new families to the area. Bags will be given out to new families, volunteers and families of deployed members. Anyone interested in purchasing a bag will be able to purchase one for only \$5.

Besides being practical, the bag is meant to help support families of deployed members by having the *Support Our Troops* logo alongside our sponsors. The money raised from the sale will help fund different MSC activities including services for families of deployed members. The bags are now available at the MSC front desk.



Note:

The deadline for submissions for the next issue of *C/MFRCs In Focus* is 7 September 2007.

Theme: Child and Youth Development and Parenting Support

School Based Deployment Pilot Project

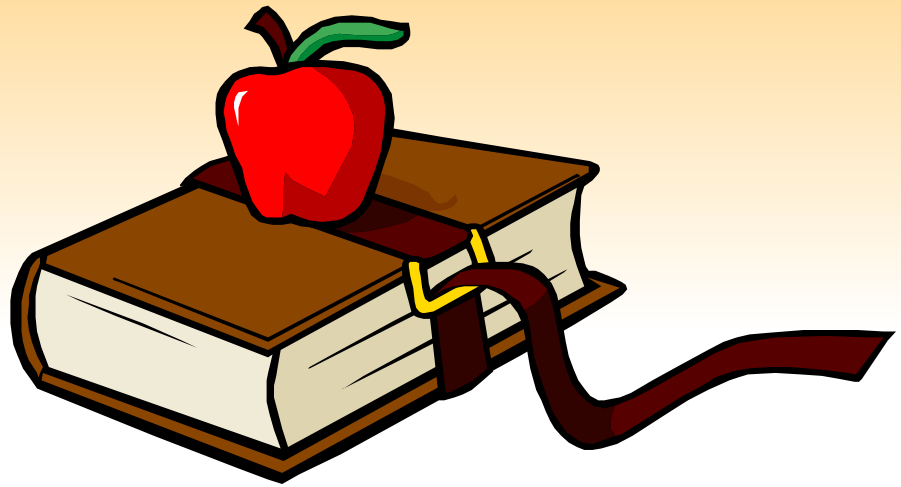
Submitted by Michelle Belec, School Based Deployment Coordinator, Petawawa MFRC

In January 2006, a teacher at one of the Base Petawawa elementary schools provided CFB/ASU Petawawa Commander, LCol Dave Rundle with a statement of needs, plus program suggestions, for an enhanced deployment service within the Petawawa military community. After further refinement of the identified needs and goals, the position of a School Based Deployment Coordinator was created.

The CFB/ASU Petawawa Commander and the Petawawa Military Family Resource Centre (PMFRC) partnered together to launch the pilot project aimed at meeting the increased need for enhanced support services to military families in light of the current deployment situation. In conjunction with both the Renfrew County District and Catholic District School Boards, the school-based deployment project is being delivered in the Base's three elementary schools.

Services and support are being delivered under four main pillars: to provide deployment information, resources and referral services to school educational and support staff; to provide critical incident response support to the schools; to provide outreach services to families; and to deliver an enhanced Children's Deployment Support Program (CDSP) within the school environment.

As a means of providing information to educators, support staff and parents workshops have been developed to address the many concerns that our military families and our community are facing due to the nature of current deployments. Workshops to date have covered many topics: how to talk to and answer children's questions about sensitive topics such as death; understanding the grief process for children; the impact of prolonged separation on children; and children



and stress. In addition to workshops, school staff receive newsletters on a regular basis outlining the content of the CDSP program, helpful resources, and contact information.

Some of the schools have experienced firsthand the benefit of having the support of a School-based Deployment Coordinator on site following a critical incident. The Coordinator has been on hand to:

- provide support to anxious teachers who may not know what to expect or how to address a child or parent after a critical incident,
- assist a child through the transition back to their class,
- support family members as the child reintegrates to school, and,
- work as a team with the school support staff to ensure that the child's needs are being met.

Reaching out to families to provide support and resources, and to assist with referrals to additional services is an important component of the pilot project. Every attempt is made to contact the families of the children enrolled in the CDSP. Families are comforted by the fact that an experienced coordinator is working closely with their children to help them cope with the stress of having a parent deployed.

The delivery of the enhanced CDSP within the schools has been one of the major successes of the pilot project to date. The focus of the enhanced program is on teaching the children positive living skills and age-appropriate stress management strategies. The stress management strategies being used are from MindMasters and Kids Have Stress Too!: two Canadian programs that have been validated and proven effective in reducing stress in children. Just as the names imply, activities such as 'Jelly Belly' and 'Spaghetti Toes' make learning about stress fun. Many of the children admit to using the strategies at home when they are feeling worried or sad, or, when they just want to relax before falling to sleep at night.

So far the feedback from the children, their families and school staff has been very positive. It is the goal of the Coordinator to reach as many families as possible and to provide them with the resources and information that will help make deployment a little less stressful.

If you have any questions about the pilot project please contact Michelle Belec at the PMFRC at 613-687-1868, or at 613-401-8955.

Shilo MFRC Celebrates Volunteer Efforts

Submitted by V. A. Liske, Volunteer Coordinator
Shilo MFRC

4,455 hours...modestly calculated at minimum wage...equaled a **\$35,640 in-kind service donation**, presented by Shilo MFRC volunteers to Base Commander Lt. Col. John Schneiderbanger and Shilo MFRC Executive Director Willie van Lankvelt, during National Volunteer Week 2007.

Shilo MFRC paid homage to the 81 regular (and 27 occasional) volunteers who provided service to the Centre during the 2006 – 07 fiscal year.

Almost 50 (young and young-at-heart) volunteers, board members and staff, along with the Base Commander and Ex-officio representation from the 2nd Battallion, Princess Patricia's Canadian Light Infantry (2PPCLI), enjoyed a delicious spring BBQ and got to know each other a bit more through conversation and a variety of activities. Gifts were distributed to the 19 winners of various games, quizzes and draws! Volunteers received Volunteer Canada certificates of appreciation, a nifty Shilo MFRC key chain with light and a seed package donated by the long-standing Canadian seed company (located in Brandon, MB) McKenzie Seeds "so they can continue to make the community a better and more beautiful place".

What do volunteers like best about volunteering for Shilo MFRC?

"I love the community spirit and the friendship I have found through volunteering."

"Connecting community – youth/older people/ middle age...military and non military."
"It's really a lot of fun and very rewarding."

Shilo MFRC is very fortunate to have such a dedicated and conscientious group of volunteers, working in all mandated and many site-specific areas, as well as providing guidance on the Board of Directors!

Military Spouse Receives Adult Learner Award

Submitted by Kym Wolfe, Program Coordinator
London MFRC

This year, for the first time, the London MFRC nominated a member of our community to receive an Adult Learner Award from the London Council for Adult Education (LCAE). When Joanne Aubin received the award on May 1, her proud family, husband WO Len Aubin and son Christopher, were in the audience to cheer her on.

We were pleased to be able to recognize the Joanne's great efforts as an adult learner, particularly because of LCAE's historic ties to the military community. The LCAE was formed in 1946 to help returning soldiers access educational opportunities. Since then it has expanded its reach in order to support adult learners from all walks of life.

Joanne just returned to school last fall, after eight years as a stay-at-home mom. She had decided to return to the labour market once Chris was in school full time, but she had no idea what she wanted to do.

Through our Employment and Education Assistance services, Joanne was referred to a community agency where she received a personal assessment and began to explore career options. That led her to pursue a career in accounting, beginning with part-time studies at Fanshawe College. To date Joanne has completed three credits and is working on another one over the summer. She has set very high standards for herself, and is an A student.

Joanne doesn't know when her husband will be posted to a new community, or when he will again be called to duty overseas (his last tour was in 2005-06). But she does know that she has a plan now for herself, to finish 10 credits to get her accounting certificate by next summer, regardless of where she is living. And she plans to continue to work towards becoming a certified general accountant.

Joanne loves being in school, and we have no doubt that she will continue to be a life-long learner wherever her husband's military career takes her.



Something to Sing About

Submitted by Trish MacGregor, Executive Director
Wainwright MFRC

Cadence, Rhymes & Creativity is an early literacy program loosely based on the "Rhymes that Bind" program taught by the Centre for Family Literacy in Edmonton, Alberta. Most Mother Goose, Rhythm and Rhyme, or Rhymes that Bind programs focus on songs, rhymes, and books. At our program "Cadence, Rhymes & Creativity", we include art and music to teach other aspects of learning as well as songs, rhymes, and books. The program is designed for parents and their children aged 0 to 5.

As the parents and children move through the six to eight week program, they learn new ways to bond and interact with each other. Many of the skills learned can help parents deal effectively with their children when they are in difficult situations such as quieting a fussy child on an airplane. Each child is given a personalized Rhyme book and the children are quick to learn the connection between the book and their favorite songs. Children were soon asking their parents to interact with them by taking their rhyme book and by giving it to their parents while singing a particular song during the program. The parents

got the message that the children wanted to sing with them. Some participants reported a significant improvement in speech patterns by the end of the program.



The art projects provided during the program gave the children and parents an opportunity to create

something together. The facilitator provided guidelines for each art project, but the onus was on the children and parents to create something unique together. Even though the younger children couldn't fully participate in all the projects, parents were encouraged to do the projects anyway. Children love to learn new ways to communicate creatively. It is important for all parents to experience the joy art brings to a child so that at home the parents and children can use their skills to create art together throughout their lives.

Art is another form of literacy that may not be fully explored by all families. By including art in our program, we are giving families another tool to be successful in promoting literacy in a fun, creative way along with songs, rhymes, music, and books. Creating art at home is not something all parents do with their children so this program provides some simple lessons that parents can replicate at home with their children.

At your Service ...



Centrepointe

An online community for CF families living outside of Canada
www.centrepointe.info



Mission Information Line

A bilingual telephone service for immediate and extended families, as well as friends of Canadian military personnel serving in operations outside of Canada.
1-800-866-4546

Music to Our Ears

Military families from the Edmonton area enjoyed a special performance by the Edmonton Symphony Orchestra and the world-renown Canadian Brass on Saturday, May 26 at the Winspear Centre.

This concert was an expression of appreciation from the Edmonton Symphony, the Canadian Brass, and conductor Steven Reineke to the families of the Edmonton Garrison for their service to the country.

"It was a wonderful event, especially for many of the families who normally wouldn't have had the opportunity to experience a live symphony concert," said Colin MacPhail, Edmonton Garrison MFRC Marketing and Communications Coordinator.

The musical selections ranged from The Beatles "Ob-La-Di, Ob-La-Da" to Gershwin's "Porgy and Bess Suite". Several Edmonton organizations also contributed various gift items for those who attended the concert.

Take Me Out to the Ball Game

Several military families enjoyed a night out at Edmonton's TELUS Field for a Northern League Professional Baseball game between the Edmonton Cracker-Cats and the Joliet Jackhammers on Wednesday, May 30.

It was a wonderful evening as the Cracker-Cats defeated the Jackhammers 4-2.

"The Edmonton Cracker-Cats are a great supporter of the military community in Edmonton. Organizations such as the Cracker-Cats recognize the many contributions that military families make to the Edmonton community," said Colin MacPhail.

Edmonton MFRC Announces Senator Tommy Banks as Patron

The Edmonton MFRC was proud to announce that Senator Tommy Banks was named the organization's Patron at a ceremony on Thursday, April 12th at the Edmonton MFRC.

"We are extremely pleased that Senator Banks has agreed to be the MFRC's Patron", Kaet Corbould, MFRC Chair stated. "In addition to his international acclaim, he has a long-standing appreciation and strong understanding of the importance of military families."

Tommy Banks is well-known to Canadians as one of our most accomplished and versatile entertainers, and an international standard-bearer for Canadian culture.

From 1968-83, he was the host of The Tommy Banks Show. A Gemini Award-winning variety television performer, he is today the owner of Tommy Banks Music Ltd.

A Juno Award-winning musician, Mr. Banks has achieved national and international renown as Conductor or Music Director for such signature events as: The Royal Command Performance (1978); The Commonwealth Games (1978); the World University Games (1983); and the Opening Ceremonies for EXPO '86 and the XVth Olympic Winter Games (1988). He has also served as a guest conductor with symphony orchestras throughout Canada and in the United States.

"I'm very honoured to named Patron of the MFRC," said Senator Banks.

Yellow Ribbon Gala a Success

The Edmonton MFRC Yellow Ribbon Gala Benefit Dinner and Silent Auction was a great success as over 200 people attended the event at the Officers' Mess on Saturday, May 5.

Lieutenant-General Andrew Leslie, Chief of Land Staff was the guest speaker. CityTV's Paul Mennier emceed the event. The Royal Canadian Artillery provided music through the evening.

Over \$23,800 was raised through the auction alone.

All articles submitted by Colin MacPhail, Edmonton Marketing and Promotions Coordinator, Edmonton MFRC

Oh What a Night

Submitted by Cindy Potter, Volunteer Coordinator
Cold Lake MFRC

The tables were set, the ribbon posters were arranged and the sponsor banners were hung. It was the 4 Wing Volunteer Appreciation Event at the Medley Community Centre. The doors opened at 5 pm, the guests arrived and an evening of fun began.

This evening is for the many volunteers we have in the 4 Wing community. It is an opportunity to say thank you for all the hard work and support they have put in over the past 12 months. But there is no rest for the weary, even a night such as this requires the never-ending commitment of volunteers. Volunteers such as those who sat on the organizing committee, the selection committees for the volunteer awards and the guests who assisted in the tear down and clean up of the facility at the end of the night. To them, we say a special thank you.

We began the evening with our "Leaders of Tomorrow" awards. These awards are presented to the youth in our community who are making a difference. This year, we had a record number of nominations. A total of 104 individuals and groups were nominated for the six different categories.

Our entertainment, which followed the dinner, was a ventriloquist. His performance lasted an hour but you could have fooled the audience. It seemed like he had just started and all of sudden he was done. He and his dummies kept the crowd involved and enthralled with their jokes and magic making the time pass quickly.

Finally, it was time to recognize the outstanding efforts of the many volunteers in our community. Awards were presented for Citizen of the Year, Family of the Year, Recreation Club of the Year, Recreation Club Volunteer of the Year and MFRC Volunteer of the Year. Congratulations to all our award recipients!

Profiling Expertise in the Field

Submitted by Dean McCuaig, Policy Development and
Research Manager, DMFS

The purpose of the MFSP Project Fund was evident from the outcomes during its 2006/2007 introductory year.

Several MFRCs were able to profile the strengths of their staff, volunteers and communities by initiating the development of projects which will benefit all MFRCs and CMFRCs. Some projects have been awarded extensions to continue developing their projects in the 2007/2008 year.

Projects currently being worked on through both funding years include:

- **London MFRC** – Bridging the Gap, a program which matches new families posted into a community with families who are already established in the community.
- **St John's MFRC** - Statistical Evaluation Data Base project.
- **Esquimalt MFRC** – Navigator Project which assists CF families who have members with special needs.
- **Shilo** – Research and recommendation of software that MFRCs can use in their Employment and Education programs.
- **Halifax & Region MFRC** – Video Resume job search tool for military spouses.
- **Bagotville MFRC** – Technical and grammatical editing/ revisions to Second Language Training resources.

If you have an innovative idea that capitalizes on your strengths and which can benefit all MFRCs, then please contact your DMFS Field Operations Manager for additional information on the MFSP Project Fund.

Visit

*www.cfpsa.com/dmfs
for the newly updated
MFRC Board Orientation
and Training Kit*

Seeking Volunteer Board Members

The Military Family National Advisory Board (MFNAB) is seeking spouses of military members to serve on the volunteer board representing the following geographical regions

- **The Atlantic provinces**
(Nova Scotia, PEI, Newfoundland, New Brunswick)
- **Prairie** (Manitoba, Saskatchewan, Alberta)
- **Out of Country** (USA, Europe, Arabian Gulf Region & Southwest Asia, Balkans, Caribbean, Middle East, Africa)

The Military Family National Advisory Board

MFNAB was established in 1988 to provide advice to senior CF management on issues that impact military families. It is a partnership between military families and military leadership.

The eight military family members, represented regionally, meet twice annually in the NCR (Ottawa) for two days. The first day family representatives determine the strategic objectives for future consideration. The second day family members and policy makers, key stakeholders and decision makers discuss implementation of goals.

Roles and Responsibilities

- Advise CMP on personnel issues affecting the well-being of CF families
- Determine key issues for discussion and recommendation
- Review policies, directive and reports impacting military families

- Monitor major trends regarding Canadian military family life
- Establish interactive lines of communication and cooperation between agencies representing families at the local level
- Act as spokesperson
- Participate in two annual meetings in the National Capital Region

Requirements/Qualifications

- Spouse of a current serving CF member
- Demonstrated community involvement in the region of the position you seek
- Work or volunteer experience in policy development, research and/or strategic analysis
- Access to computer - internet access essential
- Open to sharing ideas
- Solid leadership capabilities
- Superior communication skills (in both of Canada's official languages considered an asset)
- Willingness to travel

How to Apply

Email requests for applications to: Taylor.gw@forces.gc.ca
Cc: Pap.rps@forces.gc.ca

Deadline:

All applications must be received no later than 12 Aug 2007

Deployment Support Database is Accessible Online

The deployment support database, created by DMFS in response to a need expressed by C/MFRCs for additional resources related to deployment issues in the Canadian Forces, is available for download.

The database consists of a collection of all collateral materials, including current and pertinent historical initiatives, web-links, tools, and resources within and outside of the Department of Defence regarding deployment.

To access the database, please visit:

<http://www.centrepointhe.info/main/view.jsp?branch=49204&e342RecordID=13341&e342DataStoreID=3296>

Staff Development is a Necessity, not a Luxury

The ability of any Military Family Resource Centre to support military families depends upon the motivation, productivity and input of their staff.

All successful organizations, without exception, place a great deal of emphasis on staff training and development. They recognize that the performance of their staff represents the only sustainable competitive advantage that they possibly might have over other organizations. These organizations spend time and money, even in tough economic times, to "develop" staff on an on-going basis in order to nurture and sustain the advantage they can provide.

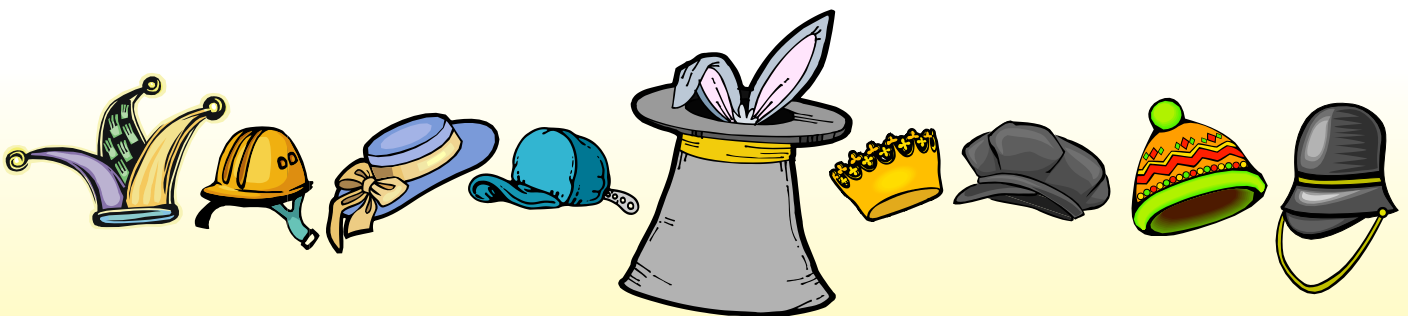
Not for profit organizations have to "do more with less" while providing exemplary programming and service to clients and often are in the position of justifying or competing for funding dollars. All the more reason to have a highly productive staff!

Staff development is by no means purely a question of providing training in specific skills such as word processing, doing accounts payable or counseling clients. These types of technical skills are usually taken for granted; either you have them or you don't get the job. Staff development also involves other important areas such as:

- Training current or future supervisors in effective management practices such as delegation, performance management, time management, effective communication skills, making the best use of volunteers, etc.
- Ensuring that all staff share the same organizational vision, mission and values.
- Sharing organizational performance information with all staff on an on-going basis so that everyone is able to make informed decisions and have input.
- Providing performance feedback to all staff on a regular and on-going basis to assist them in their development and career planning.
- Ensuring that all employees are as multi-skilled and cross-trained as possible so that there is maximum flexibility and cost effectiveness in staff coverage and human resource planning. Staff also benefit from obtaining additional skills, abilities and knowledge and from having less restrictive and less boring work.
- Ensuring that there is appropriate succession planning. Many not for profit organizations are having difficulty in filling key positions because no thought was ever given to developing a successor.
- Ensuring that all staff have the required competencies and behaviors to fulfill their responsibilities in the most effective manner. A Receptionist with a poor telephone manner or the inability to deal with an irate customer, for example, is not performing effectively no matter how skilled he or she is at word processing or handling program registration.
- Assisting the Board and work "teams" to be more effective by providing such training as Effective Meeting Skills, Problem Solving, etc.

Not only is too little time and money spent on staff development at the best of times, but also this is often cut back or eliminated when times get tough. This is a very short sighted and counter productive practice. When times get tough you need all the motivation, input and productivity that you can get from all staff. **Staff development is a necessity, not a luxury.**

Help us make this column practical and useful to you. Email ideas for topics or management issues you would like us to address to hrgroup@hrgconsulting.com. Your HR Help Line is available at 1-888-474-5463.



The BBB Military Family Project

Submitted by Brian Garagan
President, Better Business Bureau Serving Manitoba &
Northwest Ontario

Is it the 'BBB Military Line' or the 'BBB Milfam Project'? The answer is yes. The former is the name of the program in the United States while the latter is Canadian. But, what is it?

The BBB Milfam Project is an alliance between the Better Business Bureau (BBB) in Canada and the Military Family Resource Centers. The goal is to provide more support to Canadian Forces members and their families.

This alliance is meant to encourage Canadian Forces members and their family members to use BBB programs, services and materials as part of a formal program to assist them with a variety of consumer-related issues. (Source: MFRC Winnipeg website).

What is the BBB?

It is a self-governing organization established by the local business community. It is not a champion of the business world, nor is it a consumer advocate that believes the consumer is always right. The BBB is committed to the principle that fair dealing is good business for both the buyer and the seller and that by far the majority of sellers and buyers are honest and responsible.

Work of the BBB is concentrated on three equally important facts. First are self-regulatory procedures through which the business field can discipline unfair trade practices; second, the collection and dispersal of information to buyers to help them make informed buying decisions; third, provision of unbiased professional dispute resolution programs in order to properly mediate marketplace disputes.

The goal of the BBB in complaint handling and dispute resolution is to ensure that at the end of a transaction both parties have received satisfaction and that

business has a customer. Our mission is to promote and assist in maintaining truth, honesty, and accuracy in advertising and selling practices.

The BBB has a national network of 14 bureaus in Canada and 140 bureaus in the United States. If information is not locally available about a product or company, it can be obtained very quickly through the larger BBB network.

How can the BBB help?

On the Web, BBB Business Reliability Reports are available providing information on a business's performance in the marketplace that can alert a consumer to a history of unanswered or unsettled complaints or other actions.

Locally, BBBs help resolve buyer/seller complaints against businesses through conciliation, mediation, or arbitration. As well, local briefings can be made available to Canadian Forces personnel and their families on wise consumer protection, scams, or unethical advertising.

And, the BBB can work with local businesses to encourage fair and ethical treatment of military consumers plus working with local MFRCs and Commanders to enhance their knowledge of local marketplace conditions to help resolve consumer complaints.

Due to frequent moves and the transient nature of military families, military consumers can be frequent targets of unethical and unscrupulous business practices.

According to a BBB pamphlet published by the Council of Better Business Bureaus, 'in today's military, readiness is essential. All members of the military are subject to deployment on short notice and members of

the military must be in a state of readiness at all times. This readiness includes freedom from distressing personal issues such as financial problems caused by poor purchasing decisions.'

Educating and informing Canadian Forces members and their families about ways in which they can protect their financial interests, consume wisely and safeguard their financial futures is key to the BBB Milfam Project.

In Canada, the BBB Milfam Project started in co-operation with 17 Wing Winnipeg MFRC in September 2005 after much discussion and consultation between the BBB, Serving Manitoba and Northwest Ontario, and the MFRC in Winnipeg. Representatives of the BBB in Winnipeg met with Don Brennan, Executive Director of the Winnipeg MFRC, who arranged briefings to the staff and Board of Directors. Feedback from these groups was unanimous.

Data gleaned from a major survey done on American troops was found to be applicable to the Canadian Forces. However, since so much data was gathered by a statistical collection project, I have decided to emphasize the most applicable aspect of the results of that survey. BBB military complaints included issues such as business service; delivery, refund practices; selling practices; credit or billing practices; contracts; product quality; guarantee/warranty; advertising, and others. These issues arise everywhere in Canada and the BBB is capable of handling them.

In order to handle these issues a BBB three-pronged attack is used – prevention in the form of education and training; protection using complaint handling and industry self-

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regulation; and, response through incentives and enforcement. The goal is to ensure the BBB program is known, available and accessible to all Canadian Forces members and their families through all local BBB offices, MFRCs, and the Internet with the intended result being a military consumer who is knowledgeable, financially fit, and ready to serve.

The BBB Milfam Project provides a 'value-added' service to the excellent work already done by the MFRC staffs across the system. The Better Business Bureau wants to support the MFRCs across the nation by 'working as one' in supporting our troops and their families.

If a Better Business Bureau representative has not yet contacted you, send an e-mail to bbbmembership@mts.net and a contact name/location will be provided. You are also encouraged to visit both the BBB and MFRC websites in Manitoba to see how simple it is to participate in this project. Visit http://www.bbbmanitoba.ca/military_famres.html or www.mfrc.mb.ca

MFSP Family Violence Prevention Resource Database and Tutorial

Do you have an abuse safety plan that your centre can use? Could your centre use an abuse assessment checklist that can fit on a bookmark? Do you want quick access to resources available to CF members and service providers on family violence prevention?

DMFS has developed this Family Violence Prevention Resource Database to provide C/MFRCs with ready-to-use resources in the area of family violence prevention.

The inventory includes descriptions and links to the following resources related to family violence prevention:

- Fact sheets;
- Booklets;
- Presentations; and
- Peer support networks and committees.

We have included a web-based tutorial for download, as well as a user guide within the database that complements the easy-to-navigate format, allowing you to search for resources by a variety of criteria and print off records of interest.

Many of the resources profiled may be accessed via the Internet. If you are looking for a place to find the most current ready-to-use tools to educate participants of the Military Family Services Program about family violence prevention, check out this tool!

You can access the database and tutorial at:

<http://www.centrepointhe.info/main/view.jsp?branch=47755&e342RecordID=13376&e342DataStoreID=3296>

Please be advised that these files are extremely large and may take several minutes to download. Your patience is appreciated.

People on the move

Welcome to:

Capt. Wes Gramiak
Board Chair,
Central Saskatchewan MFRC

Rick Cuttell
Executive Director,
Central Saskatchewan MFRC

Jennifer Mcnutt
Board Chair
Gagetown MFRC

Joyce Charlton,
Advisory Committee Chair,
Colorado Springs

Rosanna Matheson,
Canadian Community
Program Coordinator, Tyndall

Maryse Simard,
Advisory Committee Chair,
Tyndall

Karen Mongeon,
Canadian Community
Program Coordinator, Tinker

Denise Quick,
A/Director, CMFRC United
Kingdom

Anna Ballard,
Director, CMFRC SHAPE

Annette Davidson,
Board Chair, Greenwood
MFRC

Elaine Hanon,
Advisory Committee Chair,
Tinker

Cathy Bielak,
Canadian Community
Program Coordinator,
Colorado Springs

Rick Mongeon,
Advisory Committee Chair,
Tinker

Tracy Gorman
Board Chair
Petawawa MFRC

Peter Ruggiero
Board Chair
Wainwright MFRC

Thank You and Goodbye to:

Lt (n) Ruth Dagenais
Board Chair,
Central Saskatchewan MFRC

Lindsay Brown
Chairperson of the Advisory
Committee
Canadian Military Family
Outreach Services - Tyndall

Pauline Meaney
Board Chair
Gagetown MFRC

Susan Zaporzan, Canadian
Community Program
Coordinator, Colorado Springs

Shona Fleming, Advisory
Committee Chair, Colorado
Springs

Lana Sanderson Neeb,
Canadian Community
Program Coordinator, Tyndall

Lindsay Brown, Advisory
Committee Chair, Tyndall

Marg Barber, Director,
CMFRC United Kingdom

Cathy Priestman, Director,
CMFRC SHAPE

Kristan Gallant, Board Chair,
Greenwood MFRC

Karen Donovan
Board Chair
Petawawa MFRC

Theresa Landry
Board Chair
Wainwright MFRC

Important Dates to Remember

1st Quarterly Expenditure Report	31 July 2007
In Focus Article Submission	7 September 2007
Professional Development Fund Proposals due	7 September 2007
2nd Quarterly Expenditure Report	31 October 2007
MFSP Funding Application Due	1 November 2007
3rd Quarterly Expenditure Report	31 January 2008
Project Funding Proposals due	26 February 2008
Service Delivery Agreement	March 2008

Changes in DMFS Field Operations Team

DMFS would like to take the opportunity to advise our stakeholders that Ms. Jackie Specken has left her position as Field Operation Manager for the Prairie Region as of 18 July, 2007.

Ms. Specken is joining the Centre for Health Evidence at the University of Alberta in the capacity of Associate Director.

Ms. Specken's decision to pursue another opportunity is met with mixed feelings: a shared sense of enthusiasm that she is embarking on a new adventure, coupled with an element of sadness from her colleagues as they know they will miss the dedication, passion and skill that she brought to this organization, and the Military Family Services Program.

Ms. Specken completed five years with DMFS. During this tenure her dedicated support to C/MFRCs, insight and contribution to the development of the Program and DMFS has been immeasurable.

Please join us in wishing Ms. Specken the best success in her new position.

Until further notice, Ms. Specken's Centres have been assigned to Dean McCuaig and Jonathan Pratt who will act as Interim Field Operation Managers.

Dean McCuaig, 613-996-5328, McCuaig.D3@forces.gc.ca will provide support to and assume responsibility for:

- Calgary Military Family Resource Centre MFRC
- Cold Lake MFRC
- Central Saskatchewan MFRC
- Shilo MFRC
- Winnipeg MFRC

Jonathan Pratt, 613-996-8862, Pratt.JE@forces.gc.ca will provide support to and assume responsibility for:

- Edmonton MFRC
- Moose Jaw MFRC
- Suffield MFRC
- Wainwright MFRC



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Our Mission:

To promote and facilitate community-based military family services that strengthen Canadian Forcers families and communities.