



C/MFRCS In Focus

Spotlighting Success and Achievement at Canadian Military Family Resource Centres across the country and around the world.

April 2005

“Volunteers Grow Community” National Volunteer Week 17-23 April 2005

What is National Volunteer Week?

National Volunteer Week is a special time set aside in April each year to honour and recognize Canadians who donate time and energy to their fellow citizens. National Volunteer Week also raises awareness of the vital contribution volunteers make to our communities and our country.

What is the history of National Volunteer Week?

National Volunteer Week was first proclaimed in 1943. In Montréal, Toronto, Winnipeg and Vancouver, Women's Voluntary Services organized special events to draw the public's attention to the vital contribution women were making to the war effort on the home front. In the late 1960s, the idea of a designated week to honour volunteers was revived and the focus was broadened to include all community volunteers. With local community organizations taking the lead, National Volunteer Week promotions and celebrations continue to grow.



VOLUNTEERS GROW COMMUNITY

National Volunteer Week April 17 - 23, 2005

1-800-870-0407 www.volunteer.ca

Why celebrate National Volunteer Week?

From coast to coast, volunteers strengthen our communities. They serve on boards and committees, mentor peers, organize cultural and recreational activities, support the elderly, provide shelter, counsel youth, clean parks, coach teams, read to children, and so much more. Volunteers do the work they do because they believe in causes, equal opportunities, clean, healthy and safe community spaces, active living, and helping others. Volunteers simply aspire to make life better for others and we honour them for doing so.

Source: www.volunteer.ca

CANADIAN FORCES
PERSONNEL SUPPORT AGENCY



AGENCE DE SOUTIEN DU PERSONNEL
DES FORCES CANADIENNES

DMFS Senior Manager, Field Operations Celeste Gotell



In the last issue of *In Focus*, I introduced the feature film [A Year in the Life of the MFSP, The Saga Continues](#). It is such an important film, (in my mind anyway) that I have decided to turn it into a mini series. In this issue of *In Focus* the series begins!

Lights, camera, action...

In the first episode [Volunteers Make a Difference](#), the opening scene features the main characters, the volunteers of the MFSP. It is difficult for the camera to focus long on any one character; as they are all busy going in different directions, each busy with any number of activities. Later in the day, we find them finally catching their breaths and having a coffee while sharing stories of experiences with the MFSP.

With Volunteer Week just around the corner, I thought it was an opportune time to acknowledge the important contribution that volunteers make to the MFSP. The theme of Volunteer Week is "Volunteers Grow Community". How fitting that phrase is to our MFSP world!

I first began my journey with the MFSP in February 1992 as the Executive Director in Shearwater. Since that time I have had the pleasure of meeting hundreds of volunteers throughout Canada, Europe and the United States. From Board members to youth volunteers, newsletter contributors to warm line volunteers, whatever the reason people may have to volunteer, they all share one important thing in common. They are united in their commitment to support military families. What a joy it is to have the opportunity to watch volunteers in action as they selflessly give of their time, skills and talents to contribute to their community!

The MFSP has adopted 'The Canadian Code of Volunteer Involvement' developed by Volunteer Canada because we place a high value on the contribution and importance of the volunteers in our organization. We know that this program depends on their ongoing support and participation. They are the lifeblood of successful communities. Our volunteers certainly help our military communities to grow!

And now back to our miniseries.... it is gala night and the red carpet is out. The audience is breathless, awaiting the news of who will win the coveted awards....

And the OSCAR goes to.... Our wonderful volunteers!

Thanks for all you do; the miniseries title tells it all. You do make a difference!

"Volunteering at the Shearwater MFRC has many components from my perspective; as part of the tutoring program for youth first at the Greenwood MFRC and now at the Shearwater MFRC, I have gained much satisfaction to be able to help students, I am very fortunate to be a part of this important program, it gives me a lot of joy knowing I can help children help themselves!" ~ Patrick Hebert ~ dedicated Shearwater MFRC volunteer since April 2004

Note: The deadline for submissions for the next issue of C/MFRCs In Focus is 9 May 2005.

Volunteers - The Heart of the MFSP

“Consistent with the principle of community development, the MFSP is designed to incorporate volunteer involvement into all aspects of the Program, from a governance/advisory capacity at the Board of Directors/Advisory Committee level, to the planning, design, delivery and evaluation of services at C/MFRCs.” (*MFSP: Parameters for Practice, p. 20*)

Standards for Volunteer Involvement in the MFSP

(*MFSP: Parameters for Practice, p. 21*)

1. The Board of Directors/Advisory Committee and senior management acknowledge and support the vital role volunteers play toward achieving the organization’s mission.
2. The organization adopts policies and procedures to provide a framework that defines and supports the involvement of volunteers.
3. A qualified person is designated to be responsible for the volunteer program.
4. A screening process is in place that is clearly communicated and consistently applied.
5. Volunteer assignments fulfil the organization’s purposes and involve volunteers in meaningful ways, reflecting their various abilities, needs and backgrounds.
6. Volunteer recruitment and selection reaches out to diverse sources.
7. Volunteers are oriented to the organization, and to its policies and procedures. They receive training for their volunteer assignments.
8. Volunteers receive appropriate levels of supervision according to their task, and are given regular opportunities to receive and give feedback.
9. Volunteers are welcomed, and treated as valued and integral members of the organization’s human resources.
10. The contributions of volunteers are regularly acknowledged, both formally and informally.

Canadian Code For Volunteer Involvement, Volunteer Canada, 2001, www.volunteer.ca

A challenge to your Board of Directors from the Board of Volunteer Canada

Volunteer Canada would like to **publish the names of those organizations** that have adopted the Canadian Code for Volunteer Involvement on their web site. Once your Board of Directors/Advisory Committee has adopted the code, the Board of Volunteer Canada welcomes you to send the **fax-back form** to Volunteer Canada or **submit online**, indicating the date of adoption of the code, any changes made to the motion, and your willingness to have the name of your organization listed on the Volunteer Canada Web site.”

Visit: <http://www.volunteer.ca/volcan/eng/content/can-code/can-code.php?display=3,0,1> for details.

“Volunteering at the MFRC is a great way to support the military family community.” Merideth Van Veen CF spouse Dundurn MFRC

Volunteers Swing Back Into Action

By Christiane Paré, Valcartier MFRC

Last October 15, a meeting of more than 25 volunteers from the Centre de la famille Valcartier (CFV) was held, marking the launch of volunteer week for 2004-2005.

Right off the bat, the organizing committee responsible for the activities and training for the volunteer team

showed openness to ideas that will maintain and enhance the team's versatility. The Executive



Director of the CFV, Marie-Claude Michaud, welcomed everyone and emphasized in particular the increased importance of the role of volunteers in the organization, which espouses the philosophy of the DMFS. We are beginning this year with some 100 volunteers involved in various programs and

services aimed at improving the welfare of the community.

Why Volunteer?

"To make a difference"

"It's a great way to meet new people and feel like a member of the community"

"Volunteering gets me out of the house and it's a great way to meet new people"

"It helps me give something to my community"

"I learn new skills to add to my resume"

Crime Prevention

By Christiane Paré, Valcartier MFRC

The Youth Team of the Valcartier Family Centre (VFC) organized several activities during crime prevention week from November 7 to 13. These activities were also part of the “*Stop au crime II*” project, an initiative of the CFV Youth Team, and designed for all ages from 6 to 17. This week's program included, among other things, a play entitled “*Visage à trois faces*”, dealing with violence, manipulation and intimidation; and interactive booths on the following themes: violence, theft and vandalism, taxing, substance abuse and resources accessible (the CFV for example) to

young people struggling with crime problems. We must also mention that some parents, who share a concern for the development and learning of young people and are sensitive to influences that could lead them astray, met to form a parents' committee, which was officially launched early during this week of activities. The goal here was to get involved and help the Youth Team in its pursuits to educate young people in the community and to prevent crime.

Cause for Celebration ...

"Volunteering at the Halifax MFRC makes me feel appreciated. I meet wonderful people and I am glad to be there to help." Dorice Thibeault, Halifax MFRC Volunteer

Celebrating National Literacy Day in Shilo

By Marion Sembalerus, Children Services Coordinator

In January, for the fourth year in a row, the Shilo MFRC staff and volunteers took their work down the road and celebrated National Literacy Day in the elementary schools of Shilo. Every class in O'Kelly School and Ecole La Source took part where students, along with the teachers, participated in literacy activities.

Activities were tailored to different grades with the younger children doing an activity page and older ones writing their own story/cartoons. English and French versions were available for the children to choose from. All the children went home with

some learning experience, their own personal story and a National Literacy Day gift. There were also draws for prizes such as t-shirts and books.

The activities went extremely well with all the creative minds busy at work. The results were phenomenal. It was a busy couple of days but well worth the work. I believe that the children as well as the volunteers really enjoyed and benefited from it.

What a great way to bring the fun back into learning.

LGen Pennie Visits Greenwood MFRC

Submitted by Greenwood MFRC

On November 23rd 2004, the Greenwood Military Family Resource Centre received an official visit by the Chief of the Air Staff (CAS), Lieutenant General Kenneth R. Pennie and CWO Roger Bouchard, Command Chief Warrant Officer. Their visit was part of a familiarization tour of 14 Wing Greenwood. During their half-hour visit at the GMFRC, the CAS and CCWO were given a tour of the facilities and were introduced to the staff. LGen Pennie also took the time to sign banners for our deployed troops. The GMFRC Executive Director, Catharine Bielak had the opportunity to brief them on the Greenwood

MFRC programs and services before the end of their visit.



"Volunteering for the CMFRC has provided my family as civilians in a DND environment a better sense of community which I would not have had if I had not gotten involved. By joining the AC I have been able to give something back to the organization for all the support they have given to my family.." Marg Barber - CMFRC-UK

"Volunteering at the Edmonton MFRC is a wonderful experience full of a variety of challenging tasks. Working with the people of the MFRC is a pleasant and enjoyable experience, everyone is friendly and helpful making it a positive experience that everyone should have." - Lana McClafferty, Edmonton MFRC

Great Canadian hockey for fans in Germany

By Lucie Lapierre, Personal Development & Education Coordinator CMFRC-GK

Forget the Stanley Cup, we have the Air Canada Cup! The CMFRC-GK, together with our partners, organized a family outing to see the Canadian's National Women's Under 22 Team played against Germany in the Air Canada Cup finals.

On February 12, four buses loaded with over 200 Canadians happily wearing their red and white, departed from the Geilenkirchen Air base, direction Duisberg, for an evening game. The atmosphere was electric, even in the parking lot before departure. Once at the arena, the crowd cheered loudly as soon as the team stepped on the ice, and the cheering increased with every goal scored by our team. For the third time, Canada won the Air Canada Cup by defeating Germany 13 – 0. As the team paraded with the cup, we all felt like we were watching the Stanley Cup finals. With a proud heart we sang our best rendition of 'O Canada'. After the ceremony, the Canadian crowd joined the team on the ice for photo-ops and autographs.

This family outing was one of the many success stories of the CMFRC-GK. The Child and Youth Coordinator, as well as the entire CMFRC-GK staff and CFSU(E) representative, did an extraordinary job in keeping our Canadian roots alive. An activity like this helps us to keep in touch with home and show the world how proud we are to be Canadian. Thank you for a job well done!

"The MFRC is my family away from my family." - Tamara MacKinnon, Edmonton MFRC



Claude Simétich, winner of the Christmas card drawing contest.

Valcartier MFRC Christmas Card

By Christiane Paré, Valcartier MFRC

For 3 years now, a tradition has been taking shape at the Centre de la famille Valcartier (CFV). Young people in the garrison schools are asked to put their artistic talents to work and draw a scene to be used to produce the CFV Christmas Card. A contest is held, and the submission from the lucky winner appears on the cards that are sent out. This year, some 500 children from the Alexander-Wolff and the Dollard-des-Ormeaux schools took part in this competition, the theme of which was *Mon arbre de Noël*. As is the case every year, the jury that is made up of Centre employees was confronted by a difficult choice, given the numerous talented people in our community. Congratulations to all participants and the finalists in each age category, and kudos to the overall winner.

Childcare and Parent/Caregiver Education Go Hand-In-Hand in Petawawa

By Paula Andrews, Informal Childcare Services Supervisor

Ontario Early Years Centres
A Place for Parents And Their Children.



Centres de la petite enfance
Un endroit pour les parents et leurs enfants

The Informal Childcare Services at the Petawawa Military Family Resource Centre (PMFRC) offers several programs for children (birth to 6 years) and their parents/caregivers. Currently, our PMFRC Parent Child Drop-In operates three days per week, with an additional morning dedicated to promoting literacy. In addition to our regular Drop-Ins, we are pleased to be partnered with the Ontario Early Years (OEY) program, as a satellite centre. This has enabled us to offer four additional Early Learning Drop-Ins, two of which have been developed strictly for our Francophone community members, while the other two augment our existing Drop-In.

Petawawa continues to integrate parent/caregiver educational opportunities into these Early Learning Activities and PMFRC Drop-Ins. By utilizing staff expertise and partnering with professionals in the community, we have been able to offer such programs as Infant Massage, Mother Goose, You and Your Toddler, First Words and Kids Have Stress Too. The Drop-Ins continue to draw large crowds and the demand for all Drop-Ins is extremely high, with an average of 150 individuals in attendance per week.

Petawawa has also established an Informal Caregiver Network, which caters to individuals providing childcare in our community, through interactive, monthly meetings and formal Family Caregiver Training. The meetings are participant driven with resources, workshops and guest speakers incorporated to reflect the needs expressed by the caregivers.

We are looking forward to another busy year in Petawawa where childcare and parent/caregiver education go hand-in-hand.

Cynthia Plant-Hansen, Board of Directors Chair, Toronto MFRC
"I look around the board room table and I am amazed that such dedicated people will take on the responsibility and liability of being a board member without material rewards. They care enough to give for the benefit of others."

Cold Lake Child Care Services Aim for Excellence

By Shaun Cristo, Family Day Homes Supervisor

In December 2004, 4 Wing Military Family Resource Centre's (MFRC) Family Day Home Agency and Day Care applied for accreditation through The Alberta Association for the Accreditation of Early Learning and Care Services. Accreditation enhances the quality of the service offered, increases the visibility and credibility of the early childhood profession and strengthens the capacity of the administrators, staff, families and the community to work together toward common goals. The process takes about 1 year to complete. The FDH Agency, Day Care, staff and providers are all receiving funding from the Province of Alberta to enhance the quality of the programs being offered and to further education and training. Accreditation will ensure that the most important goal of 4 Wing MFRC Child Care Services is achieved - that the highest quality of care is provided for our most important clients, *the children of Cold Lake.*

Conference calls in Europe...

Submitted By CMFRC Naples

We live in a very civilized, advanced land. The United Kingdom has the best pubs in the world, Belgium has the best chocolate, Germany has the best beer and Italy has the best pasta. We have fast cars to go with our fast highways; picture cell phones are common and oh, almost forgot, it doesn't really get all that cold here. Considering all this, one would think that organizing a conference call between our centers would be straightforward. Think again.

Our experts in the field told us that it was "impossible" to arrange a conference call between four different countries. Now, unless you haven't heard of globalization, you know that this can't be a reasonable answer. All right then, web cams it will be. Oops, maybe not - Geilenkirchen and Naples' connections are too slow and the others have firewall problems. Hum, there must be a way... found it... speakerphones!

With a minimal amount of gun tape, the Director in Naples was able to bring three phone lines into her office. Once you put a speakerphone on each line and tie the receptors together, you have a conference call. Voilà! Wait a minute; there are actually five Directors in Europe, a Field Operations Manager, a Remote Personnel Coordinator, and we only have three phone lines. Hey, no problem... FOM, Remote and one Director can get together since they all work on the same base and the Director in Brussels enjoys a one-hour drive to join them - now tell us, when was the last time you "drove" to a conference call?

So, in a land of untold cultural and technological sophistication, this is how CMFRCs in Europe handle their conference calls.

When there's a will, there's a way, CMFRC Directors - Europe

Nancy Lescoutre, SHAPE CMFRC - "The funny thing about volunteering is I do it because I want to give something to the community but it always seems the experience gives more in return."

Executive Directors Discuss MFSP: Parameters for Practice

Submitted by Montreal MFRC

A second meeting that brought together several MFRC Executive Directors from Ontario, Quebec and New Brunswick was held in Montreal last December 14. The discussion dealt with the implementation of Parameters for Practice and funding applications, in particular. The Directors, who were accompanied by

DMFS Field Operations Manager Andrew Webb, were able to make their comments concerning this approach that is crucial to the MFRCs. Several questions were answered, and Mr. Webb clearly explained the funding process.



Kingston MFRC Celebrates Military Families Week: A First

Submitted by Kingston MFRC

How do we honour and recognize military families? CFB Kingston took the lead as it hosted the first ever Military Families Week (7-13 Feb, 2005) in conjunction with the Kingston Military Family Resource Centre.

The community abounded with wearers of Invisible Ribbons, as approximately 1000+ were distributed throughout the week. A display of gratitude and support from the public was evident from the numerous phone calls, emails and the positive media coverage. The Honourable Harvey Rosen, Mayor of Kingston attended the community town hall. He expressed admiration for the strength of the CFB Kingston military community and his pleasure in participating in Military Families Week.

Daily events were organized to engage the Kingston community in extending appreciation for military families and to promote recognition for the uniqueness of their lifestyle. Several of the events ranged from a Free Skate with the Kingston Frontenacs, an Open House of the MFRC, a Volunteer Fair, a community town hall meeting and a "Family Cheer" pancake breakfast.

For those who "live the life", it is often thought that only "we" can truthfully appreciate the challenging and exceptional way of life that military families as a whole live from day to day, but through events like Military Families Week we can positively acquaint and educate our communities and in turn gain their respect and support.

The Kingston MFRC would like to thank all of our sponsors, supports, volunteers and partners of this year's event. We look forward to next years Military Families Week (6-12 Feb, 2006).



"I volunteer at the MFRC because it makes me feel like I'm giving back to my community." PO2 Guy Noel, Comox MFRC

People on the Move ...

Brussels CMFRC - Welcome Advisory Board Chair, Diane Alarie.

Comox MFRC - Farewell to Goldie Ivany, Board of Directors Chair, welcome to Helen MacDonald.

Colorado Springs CMFRC - Farewell to Canadian Community Program Coordinator Brenda Hudson who will depart in May.

Esquimalt MFRC – Farewell to Lisa Brousseau, Board of Directors Chair, welcome to Valarie Meanie.

Geilenkirchen CMFRC - Farewell to Debra Cleveland, Advisory Board Chair, welcome Maria Healy.

Greenwood MFRC- Farewell to ED Catharine Bielik, who will depart in May

Meaford MFRC - Farewell to Acting ED David Clark, welcome to ED Donna Earle.

Rome NY CMFRC - Farewell to Canadian Community Program Coordinator Laurie Alan Ungeitis, welcome to Elizabeth Maccoomb.

Trenton MFRC - Acting ED, Mary Lazier-Corbett has been appointed to the position permanently.

"It is a great experience, and great to put on a resume, and a great way to meet people." --Suzanne Stevens, Esquimalt MFRC

The Human Resources Line

Provided courtesy of HR Group Management Consultants

Managing Change

“This is the Age of Instability, where managing change is everybody’s job. Think of it as your personal assignment”.

The Employee Handbook for Organizational Change
Pritchett & Associates Inc., 1994

The amount and rapidity of change in today’s workplace can cause a great deal of stress if it is not well managed. Sick leave and performance problems frequently increase as a result and these in turn place even more stress on the organization and its employees.

The key to successfully managing stress is timely, thorough and ongoing communication. Any changes should be communicated as soon as possible. There is no point in not communicating purely because the changes are not yet fully defined or agreed upon. Rumours will still abound and rumours are one of the biggest stressors in times of organizational change. It is far better to have knowledge of future change, if only in the planning stages, than to have none at all. Fear of the unknown coupled with rumours is a deadly combination that should be avoided at all costs.

All communication should be as thorough and as detailed as possible. The greater the accuracy and the detail, the less chance of misunderstanding and rumour. There are no valid reasons for withholding information that impacts an employee’s work.

Employees, especially those that are potentially impacted by the change, should be involved in planning the change wherever possible. This involvement is the best way to create employee ownership of and buy-in to the planned change. It also prevents rumour and usually leads to better planned and more successful change.

Communication should also be ongoing. One cannot communicate often enough and in as many different ways as possible - in writing, one on one, team meetings, etc. The more timely, thorough and ongoing the information, the greater the opportunity for employees to properly plan for and adjust to organizational change.

“I know of no safe depository of the ultimate powers of the society but the people themselves, and if we think them not enlightened enough to exercise their control with a wholesome discretion, the remedy is not to take it from them, but to inform their discretion.”

Thomas Jefferson, September 28, 1820

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@hrconsulting.com. Your HR Help Line is available at 1 888 474 5463.

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Military Family Services Symposium Examines How to Prevent Family Violence

By Stephanie Webster, Media Relations Coordinator, CFPSA

Who is responsible for proactive family violence prevention? Military Family Services Program (MFSP) representatives share successes, challenges and strategies for change at a symposium in Ottawa. From March 21 to 22, representatives from bases across the country, Europe, and the United States, converged to examine issues related to family violence prevention and to look at effective strategies for change.

The symposium brought together academics, policy-makers, service providers, researchers and the Canadian Forces Family Violence Advisory Committee (FVAC). A panel discussion, led by the FVAC, on initiatives within the Canadian Forces on the topic of family violence prevention “acquainted participants with current DND efforts” says, Alla Ivask, Senior Manager Research, Policy and Program Development at the Canadian Forces Personnel Support Agency (CFPSA).

DMFS designated family violence prevention to be a program priority in the new 05/06 fiscal year, “as result we thought it would be valuable to bring people together to learn, to share knowledge as well as successes and challenges,” says Ivask.

In the ‘train the trainer’ style workshops, speakers passed on interesting resources and ideas on how to build community awareness in a positive way.

The Directorate of Military Family Services (DMFS) at the Canadian Forces Personnel Support Agency is committed to working with its stakeholders to enhance the quality of life for Canadian military families.



Major-General Langton, CEO of the CFPSA welcomed participants during the opening session at the MFSP Symposium.

Purchase of Resource Materials on Family Violence

As announced at the recent MFSP Symposium in Ottawa, DMFS will provide each C/MFRC with up to \$150.00 for the purchase of resource materials on family violence prevention and intervention. These materials may be used for community education, C/MFRC staff and volunteer training or as professional references for Prevention, Support and Intervention Coordinators. A list of recommended materials will be posted on the DMFS web site, however C/MFRCs may purchase other resources if they choose. Once materials have been purchased, the C/MFRC should forward an invoice to DMFS for reimbursement with a copy to your Field Operations Manager not later than 31 May 2005. This funding does not need to be reported on in the quarterly expenditure reports



Got Content? Consider Centrepointe.

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Initially intended for Canadian Forces families in Europe, over the past few years Centrepointe has been able to improve a number of aspects of information and structure of the portal, allowing us to expand the scope of the site, and its audience. Since our readers are now spread across Canada, the U.S. and other parts of the world, we are aiming to broaden and deepen our partnerships with the Military Family Resource Centres in order to further extend support to all Canadian military families.

As such, we would like to invite all resource centres to submit articles from their newsletters for re-publication on Centrepointe. We are seeking a wide range of content, on topics that are of relevance and interest to CF families, and consistent with the MFSP mandate. Of most benefit to our readers would be some of your specific "how to/what to do" pieces of researched work, such as:

- § Helping children cope with deployment,
- § Supporting school transitions for children,
- § Personal and professional development for spouses,
- § Employment Assistance,
- § Supporting parents at a distance,
- § Etc.

We believe that regular article submissions from the MFRCs would be of high interest and value to our site visitors. Not only will it help the families keep in touch with what's up and what's new in CF communities across Canada, but from an organizational perspective, it will serve to increase the visibility of the Program.

Content submissions can be made electronically in English, French or both official languages to Matthew Bergamin at centrepointe@canada.com. We can accept a wide variety of file formats; suggested length is 400-600 words. Since we update the site daily, submissions can be made at any time – don't worry about a deadline. We can link readers back to your own website, if you like, and include your e-mail contact information. We will, of course, cite your centre as the source of the material.

And, to further support our collective efforts to reach out to as many military families as we can, we heartily encourage you to re-publish any of our articles (French or English) in upcoming issues of your newsletters. All we ask is that you please reference Centrepointe as your source, and include our address: <http://www.centrepointe.info>

Thank you. We look forward to future collaborations with you!

