



Celebrate the Nurturing Spirit of Family in our Communities during National Family Week

Inside this issue:

Director Military Family Services Annual Priorities	2
Family Violence in Canada: A Statistical Profile	3
MFRC Liability Insurance	3
MFSP Professional Development Fund	4
Protection of Personal Information	4
A Year in the Life of the Field Operations Team	5
The New Faces of DMFS	7
Canadian Forces Member Assistance Program	10

The week of Oct. 3-9, 2005 is National Family Week. During this particular week, Family Service Canada, an organization that seeks to “build strong families in a caring society”, is encouraging everyone to make a special effort to celebrate the nurturing spirit of family.

Family isn't really about whose blood we have, but about whom we care for, whom we are there for, who is there for us and who cares for us. Family is anything we want it to be. National Family Week presents a unique opportunity to take a minute to reflect on those who we think of as family, and to make

a special point of highlighting the role that they play in our lives and in the lives of others.

Nurturing the spirit of the family can be as simple as sending a card from home to a family member who is away, visiting or calling a person who we know is alone, or as involved as a neighbourhood birthday party, for everyone in our neighbourhood who has a birthday in October.

All C/MFRCs should have received by now from DMFS a copy of the National Family Week kit produced by Family Service Canada, which provides many ideas and activity sheets, illustrating various ways we can celebrate family.



From the Directorate Military Family Services – Happy National Family Week!

www.familyservicecanada.org

“Families are at the very heart of what CF do on a daily basis; their unfailing support has a direct impact on our success. Not only am I grateful to them, I am appreciative of their sacrifice as they are truly part of the Defence team.”

General Rick Hillier, CMM,CD, Chief of the Defence Staff





Celine Thompson,
Director

Photo: Tecklesphoto.com

Director Military Family Services Annual Priorities

DMFS-identified annual priorities highlight areas of special interest to DMFS, the Canadian Forces/Department of National Defence, C/MFRCs and/or military families. These identified priorities allow us, collectively, to focus our energy and attention on a specific aspect of our Program, and further our development on the issue over the course of a given time frame (usually a year).

What this translates to, practically, is that these identified priorities will receive special consideration in the sponsorship of local/regional MFRC professional development initiatives (the artist formerly known as 'regional conferences'); will merit additional 'Project Funding Request' consideration; and, will receive particular attention by DMFS in terms of consultation, policy/program development and training.

It is important to note and acknowledge that identifying priorities does not mean that work will not progress on other important issues and initiatives. That is

not the case. Having specifically identified priorities however will allow us to focus on aspects of our Program that are important, but may be overlooked in the usual ebb and flow of day-to-day work.

Two new key priorities have been identified for 2006/2007

Evaluation and Accountability: Considerable consultation and work has occurred in the past two years to position this Program to undertake a national accountability/evaluative framework. Preliminary training is slated for the fall, and a trial of the agreed-upon approach is anticipated for later in the year. The fine-tuning and formal implementation of the framework will be well supported by identifying this as a key priority for 06/07. In addition, we have heard from C/MFRCs that further work and tools need to be created to support local evaluation efforts. DMFS and C/MFRCs will work together over the year to ensure that the resources are made available to make this happen.

Promotion of the Military Family Services Program: Of the few outstanding issues from the Clark Military Family Services Program Review, none is so evident as the identity and promotion of what we know to be the best military family services program in the world. By targeting this as a key priority for 06/07, we'll work together to ensure that every CF member knows who we are, what we do, and why we're so good at it.

Family Violence Prevention: In addition to the two new priorities identified, DMFS has also determined that we cannot lose sight of the excellent work that has commenced on Family Violence Prevention. As a result, Family Violence Prevention will continue to be a recognized priority for the Program into the next fiscal year.

Stay tuned for additional information on the 06/07 priorities in future editions of the DMFS Update. In the meantime, start to think how you and your colleagues can work with DMFS to further these important initiatives in the year to come ...

Last year, Director Military Family Services highlighted Family Violence Prevention as a key priority, and we have reached significant milestones on this key family issue as a result. The identification of key priorities is now a continuing DMFS practice and will be for the years to come.

Family Violence in Canada: A Statistical Profile

In July of this year Statistics Canada released the Statistical Profile 2005 of Family Violence in Canada. This report has data from the 2004 General Social Survey on Victimization. It also provides the most recent police-reported data on family-related violence. In addition, national data from the Homicide Survey are included for 1961 to 2003 to analyze family-related homicide-suicides.

The family violence trends outlined will be useful for C/MFRCs when planning prevention and education programs associated with family violence.

Highlights from the chapter on "Trends in Self-Reported

Spousal Violence' for instance, indicate:

- The overall five-year rate of spousal violence has remained unchanged at 7% since 1999.
- An estimated 653,000 women and 546,000 men encountered some form of violence by a current or previous spouse or common-law partner.
- Rates of spousal violence were highest among:
 - those aged 15 to 24;
 - those in relationships of three years or less;
 - those who had separated; and,
 - those in common-law unions.

• The nature and consequences of spousal violence were more severe for women than for men:

- Female victims were more than twice as likely to be injured as male victims;
- Female victims were more than twice as likely to fear for their life; and,
- Female victims were twice as likely to be the targets of more than 10 violent episodes.

For further information this report is available at no cost in both official languages at <http://www.statcan.ca/english/freepub/85-224-XIE/85-224-XIE2005000.pdf>

MFRC Liability Insurance

Halpenny Insurance Brokers have advised DMFS that there will be no further premium notices with respect to the MFRCs liability insurance for the 2005-2006 term.

The information gathered through recent verification calls to each individual MFRC has provided Halpenny with the necessary

budget breakdown in revenues required by the insurance carrier Royal & Sun Alliance to assure the proper rates for each MFRC

After this year's lengthy renewal process, all MFRCs can be assured that they are now paying the exact same rate of property and liability insurance based on their operations and budgets.

Again, there will be no further charges on this year's insurance policy and no increases are anticipated for the upcoming term.

Next year's renewal process will begin 3 months before renewal and will be a lot more efficient now that all this detailed information is on file.

MFSP Professional Development Fund

Director Military Family Services is pleased to announce the launch of the MFSP Professional Development Fund. The MFSP Professional Development Fund replaces the funding that was available prior to the 2004/2005 fiscal year for Canadian/Military Family Resource Centres (C/MFRCs) to organize regional conferences. The purpose of the fund is to provide opportunities for C/MFRCs to organize professional development events that are intended to enhance the MFSP and the services that are available to

Canadian Forces families. The MFSP Professional Development Fund is intended to:

- broaden perspective, guide and continue to move the program in a new direction;
- encourage innovation/change/new initiatives in professional development for MFSP stakeholders, and provide resources to support these initiatives;
- encourage C/MFRCs to learn from each other and the broader community;
- enhance the cost effec-

tiveness and benefits of mutual learning in a professional development environment; and, enhance the professional development of volunteers and staff working to deliver quality MFSP services to Canadian Forces families

Additional information can be found in the *MFSP Professional Development Fund Annex A: Purpose, Rationale and Guidelines* (distributed July 25, 2005 and also available on DMFS web site) or by contacting your designated DMFS Field Operations Manager.



Protection of Personal Information

In the context of email, BCC (Blind Carbon Copy) refers to the practice of sending a message to multiple recipients in such a way that what they receive does not contain the complete list of recipients.

DMFS has put into practice the use of the BCC feature when sending multiple recipients email correspon-

dence to protect personal email addresses.

For example, DMFS is often provided with home email addresses of the chairpersons of MFRC Boards of Directors and this personal information needs to be safeguarded from distribution far and wide in the absence of their express consent.

Whatever your reasons may be, when you send an email to a large number of people, you also give each person on that mailing list the chance to send a reply to all of the recipients. The BCC feature restricts anyone from inadvertently replying to all when the intention was to be more selective.

Mission Possible: A Year in the Life of the Field Operations Team

“Your mission, should you choose to accept it, is to travel across Canada, the United States and Europe to share information, resources and knowledge on the new MFSP: Parameters for Practice with staff and volunteers at each C/MFRC. Oh, and when you’ve done that, you start all over again, this time to complete a Formal Site Visit at each centre to see how they are implementing these new guidelines.”

The team stared wide-eyed at their fearless leader, Captain Celeste, as she gave them their instructions:

- Work with DMFS staff at headquarters to develop training materials and tools to help C/MFRCs understand the way ahead, including the new MFSP Program Model, Memorandum of Understanding and Funding Application.
- Make arrangements with each centre for a time to meet with staff and volunteers over the summer of 2004 to deliver training and orientation custom designed to meet

their specific needs.

- Travel by train, plane and automobile to deliver the training to each centre (sometimes more than once at some Centres based on the availability of participants).
- Follow up with Centres following the training to answer questions and provide additional resources and materials as required.

Captain Celeste smiled at her team and said calmly, “I know it’s a tall order but I know you can do it! And when the round of training is over, I’ll need you to focus on assisting Centres with their MFSP Funding Application and to participate in the review process of the applications.”

As you can imagine, June to December 2004 passed in a blur. In concert with following through on their mission, the team was engaged in their usual day-to-day business:

- Training and orientation of new Executive Directors, Directors, Canadian Community Program Coordinators, Boards of Directors,

Advisory Committees, Commanding Officers and Offices of Primary Interest.

- Answering questions related to policy interpretation on Emergency Child Care, Emergency Respite Child Care, Second Language Training and more.
- Providing information and resources to C/MFRCs on topics including fundraising, strategic planning, risk management, evaluation and community needs assessments.
- Forwarding information on upcoming professional development and training events of interest to Centres.
- Reviewing DMFS publications and resources and providing input to the Research, Policy and Program Development Team.
- Assisting with the coordination of the Family Violence Symposium and organizing the Community Matters Professional Development Day.

(Continued on page 6)

(Continued from page 5)

With 2005 came the task of developing a process for conducting Annual Formal Site Visits to C/MFRCs. In addition, the Field Team developed the tools and templates required to prepare for site visits, and the report

template to be used following the visit. To date, we are about half way through the site visit cycle, with more visits to follow in the fall.

“Well,” said Celeste, “we’ve made it through the year in one piece! I never doubted you for a moment.” Then she held

out a suspiciously familiar tape recorder. “Do you want to hear about our next mission?” she asked with a smile. “I hear it has something to do with Accountability Framework Training and the MFSP Professional Development Fund...” The team took a collective deep breath!

Mission Made Possible with a Strong Field Operations Team!

When the new concept of “DMFS Regional Representatives” stood up some four years ago, it was met with some degree of skepticism. Understandably so, as DMFS embarked on a new mission, asking MFRCs to join us in the exploration of uncharted territory.

There was a solid rationale behind structuring our operations using a regionalized model. It was determined that this approach would strengthen our relationship with the MFRCs by ensuring more regular communications, more regular visits and access to a regionally based DMFS staff member whose primary function is to represent DMFS as the program manager and funder, and to support MFRCs to reach their optimum potential.

First there was Eva, then came Andrew. About a year later Sue and Jackie joined the mission. In the not to distant future, there will be a fifth when the new British Columbia based person joins the team.

As Senior Manager Field Operations, I know very well the joys and challenges that the Field Operations Managers face on a daily basis as they work with the MFRCs in their area of responsibility. The MFSP has undergone considerable change in the last three years, and throughout this time, DMFS has worked hard to carve out the role for Field Operations Managers that best meets the needs of both DMFS and the MFRCs.

Like any relationship, communication will continue to be the key to success. Having regionally based staff whose primary responsibility is to communicate with and work with the Centres is one of the many ways we can ensure we have that continued success.

So when this Captain asks, “do you want to hear about the next mission?” she does so with full confidence that this team has the tools and vision to complete the task!

The New Faces of DMFS

Jonathan Pratt

Jonathan Pratt is a Policy Development and Research Manager, working with the Research, Policy and Program Development team at the DMFS, PSP Division, CFPSA.

Jonathan comes from a family of helping professionals. His father is a former university professor of education, his mother is trained as a registered nurse, and he has two sisters who are involved in the education and social services fields. Having traveled extensively and studied in Canada, France and New Zealand, Jonathan began his BA in Political Science with an interest in pursuing a career in international development. After several experiences in international development projects in Guyana and Brazil, meeting his wife, Kim, and completing his MA in Political Science at the University of Guelph, he decided to pursue a career in Canadian Social Development. Jonathan and Kim completed their MSWs in 2001 from the University of Toronto.

Jonathan comes to us most recently from Big Brothers Big Sisters Ottawa, where he served for almost three years as Director of Programs, supervising nine staff and overseeing the development, implementation, and evaluation of programs in the agency, that served over 1000 children every year. Jonathan has experience in developing policies and conducting research at the local, provincial, and national levels through Big Brothers Big Sisters of Canada and the Ontario Social Development Council.

While studying Political Science at the University of Western Ontario and University of Guelph, Jonathan spent three months as a guide at the Canadian Vimy Memorial in France, as well as a summer as Chief Guide of the Newfoundland Memorial in Beaumont-Hamel, France, during the first year of its guiding program. His experience as a guide in working with members of the Canadian, British, and French Military, and relating Canadian military history, as well as his experience in policy and program development, prompted him to pursue a position with the Directorate, Military Family Services.

Jonathan is a proud father of his three-year-old son, Eli, and his interests include spending time with Kim and Eli—playing ball, reading stories, and going for bike rides. He is also a member of a Barbershop quartet and chorus, and enjoys competing with his quartet in musical competitions and singing songs with Eli.





Brian Gallant

Brian began his career in communications quite by accident. While on summer break from his studies in Business Administration at the University of Ottawa, Brian worked in New York City for a small publishing firm. Faced with the choice of returning to his studies or accepting an offer for full time employment, Brian carefully selected to pursue a career in publishing. From 1983 to 1991, Brian was the Director of Editorial & Production of two consumer trade publications, *The Absolute Sound* and *The Perfect Vision*.

After 8 successful years in New York, Brian returned to Canada to work for *Canadian Living* and *TV Guide* in Toronto. For the next 10 years, his career in communications would shuffle him back and forth between Ottawa and Toronto, serving as Editor of *Canadian Health & Lifestyles*, Publisher & Editor of *The Business Exchange*, Managing Editor of *Ottawa Business Journal*, Publisher and Director of Communications of *Silicon Valley North* and Publisher and Editor-in-Chief of *Capital Xtra*.

Much of Brian's professional work turned to planning and implementing communications activities; managing communications projects; and creating, designing and managing communications products. A large part of his experience includes researching and writing information for diverse audiences in a variety of formats.

Brian was appointed to the position of Military Family Services Program Information Manager in June 2005. His methodical style and careful attention to details are main ingredients to doing things correctly and avoiding mistakes. He enjoys checking the details of others work and does not like cutting corners to meet deadlines.

At the age of ten, Brian hung up his hockey skates for the game of curling. He has since competed in three Ontario Provincial Curling Championships and won a silver medal in the US National Curling Championship in 1988. When Brian is not sliding down a sheet of ice, he can often be seen carving his way down trails at Mont Tremblant.



Brieanne Hanck

Hi there! My name is Brieanne Hanck and I am the Field Operations Assistant for the dynamic team of DMFS. CFPSA has been a part of my life for the past four years. I have successfully held various positions supporting customer service, policies and practices within Human Resources, Deployed Operations and Recruiting.

As I experience the changes and challenges of returning from maternity leave and settling into my new position, I look forward to meeting new people, sharing my ideas and working towards our common goal of "serving those who serve."

Dean McCuaig

Dean McCuaig has eighteen years of experience working in community-based not-for-profit organizations. He began his not-for-profit career with the YMCA-YWCA of/d'Ottawa-Carleton in 1987 as the manager of their 268-room residence. Since that time he has worked in such organizations as the YWCA in Yellowknife, the Canadian Mental Health Association in Edmonton, Youth Employment Services in Thunder Bay, the Boys and Girls Club of Ladysmith in Ladysmith, B.C. and the Canadian Association of Chiefs of Police in Ottawa. Before joining the DMFS team, Dean was the Executive Director of the MFRC-NCR for over three years.

Born in northern Ontario, but raised on Vancouver Island in a town between Esquimalt and Comox, Dean grew up in an area where military families were a vital part of the community fabric.

A little known fact is that Dean had another career before entering the not-for-profit field. Originally a graduate of Malaspina University-College's Hotel and Restaurant Management Program, he spent much of his early career in the hospitality industry. A year in the University of Victoria's Economics program convinced him to transfer to Lakehead University where he graduated with a Bachelor of Business Administration Degree, majoring in Human Resources and Industrial Relations.

Those who know him well, know that he is a car enthusiast who has learned to laugh at life whenever the opportunity presents itself. Dean also enjoys every chance he gets to rollerblade along the Ottawa River in the summer or skate the canal in the winter.



Brigitte Cadieux

Hello, I am so please to be joining the CFPSA team as MIL Counsellor. In a nutshell, who am I? For twelve years, I have worked as a preschool teacher both in Canada and overseas. I was fortunate enough to be immersed in the Indonesian, Inuit and Caribbean Culture. Since, I have obtained my Bachelor of Social Work Degree and I have had the chance to work with children, teenagers, young adults as well as adults. I have supported people who had social difficulties with mental illness, poverty, violence, social housing, dependency,... Values that define me: simplicity, joie de vivre, dynamism, energetic and respect. My passions are martial arts, traveling, philosophy and cats. My wildest dream : sail around the world with four of my precious friends. I am looking forward to working with you!



**Director Military
Family Services**

1600 Star Top Road
Ottawa, Ontario K1A 0K2
Phone: 613-995-6792
Fax: 613-995-2178

HEADQUARTERS

Celine Thompson, Director
(613) 992-0255
Thompson.CA@forces.gc.ca

Brian Gallant
(613) 992-2328
Gallant.BM@forces.gc.ca

Beverly Weber
(613) 992-7516
Weber.BJ@forces.gc.ca

**POLICY & PROGRAM
DEVELOPMENT**

Alla Ivask
(613) 992-9656
Ivask.AG@forces.gc.ca

Linda Tyrrell
(613) 992-1877
Tyrrell.LM@forces.gc.ca

Dean McCuaig
(613) 996-5328
McCuaig.D3@forces.gc.ca

Jonathan Pratt
(613) 996-8862
Pratt.JE@forces.gc.ca

FIELD OPERATIONS

Celeste Gotell
(613) 995-5608
Gotell.CM@forces.gc.ca

Eva Marks-MacIsaac
(902) 893-7735
evamac@ns.sympatico.ca

Sue McCormack
(613) 353-9932
sue.mccormack@sympatico.ca

Jackie Specken
(780) 989-3479
prairierep@shaw.ca

Andrew Webb
(418) 828-0531
ajwebb@videotron.ca

MISSION INFORMATION LINE

Michel Morency
(613) 995-8480
Morency.M@forces.gc.ca

CENTREPOINTE

Karen Dooks
(902) 765-4553
pkdooks@eastlink.ca

Canadian Forces Member Assistance Program (CFMAP)

At a recent Annual Review meeting with key officials of the Canadian Forces and the Canadian Forces Member Assistance Program, important policy was outlined regarding eligibility to access the service offered by CFMAP.

As you are aware, CFMAP is a free, professional, confidential service initiated by the CF to help members and their families deal with personal or work related concerns that affect their well-being. A professional counsellor is available to assist them.

This service can now be extended to secondary next of kin under circumstances that are related to their relationship with the military member. For example, if there were a serious injury or death of a member, it would be appropriate to offer support to the parents of the CF member.

In these unique instances, requests for accessing CFMAP can be directed to the CFMAP intake line at 1-800-267-7708. By providing detailed information about the situation, a counsellor in consultation with the CFMAP coordinator and DND will determine eligibility on an individual case-by-case basis.

For general information, visit their website at:

http://www.forces.gc.ca/health/services/engraph/member_assist_program_home_e.asp

C/MFRCs may wish to inform CF families of these changes through their websites or newsletters.



The following documents have been distributed electronically to all C/MFRC Board Chairpersons and Executive Directors between 1 June and 31 August 2005. If you did not receive a copy please contact Francine St-Amour at St-Amour.FC@forces.gc.ca

General Documents	File Number	Date Sent
MFSP Symposium on Family Violence Prevention/Sharing and Strategies	5390-15	6 June 05
DMFS Update June 2005	5390-12	8 June 05
SISIP Financial Services Volunteer Recognition Program 2005	5390-8-11	14 June 05
C/MFRCs In Focus July 2005	5390-12	12 July 05
DMFS Update Special Edition #1 August 2005	5390-12	1 August 05
MFSP Professional Development Fund	5390-2	8 August 05
Introduction—Canadian Defence Community Banking Initiative	1000-1	11 August 05
Ryerson Program offers Excellent Professional Development	4500-1	25 August 05
DMFS Update Special Edition #2 August 2005	5390-12	26 August 05
MFSP Regional Workshops on Accountability and Evaluation: Preparing for Implementation of MFSP Evaluation System	4500-1	29 August 05
Introduction—Web-Based MFSP Funding Application	5390-2	31 August 05

If you have received this email in error or do not wish to receive future editions of the DMFS Update, please advise us by return email.