

North Bay MFRC Annual General Meeting

Tuesday September 22, 2022
Via Zoom Virtual Platform

Opening Remarks

Welcome to the 2022 North Bay Military Family Resource Centre's Annual General Meeting

Housekeeping Items



- Turn your cameras on 
- Indicate your real name on your Zoom screen
- Please mute your microphones 
- Use the chat function if you have a question 

MFRC's Annual General Meeting - September 26, 2019



Special Guest



Col. Richard Jolette
Wing Commander
22 Wing CFB North Bay



Voting Instructions and Establishment of Quorum

Article 2.2 (c) “Quorum”- A quorum for the Annual General Meeting of the corporation and for transactions of any business at such meetings shall be not less than (11) corporation members including voting members of the board of directors.

A 51% majority vote of eligible voters present at an AGM shall be required to approve any business transaction. I confirm that under the constitution and bylaws of the North Bay MFRC, we have a quorum and I declare the Annual General Meeting of members properly constituted.

Article 2.2 (g) “Voting Entitlement” – Each full member and member of the board present at an Annual General Meeting shall be entitled to one (1) vote per motion. Voting at an Annual General Meeting shall be by full members in good standing. The chair of the Annual General Meeting is not entitled to vote on matters being considered unless there is a tied vote. No voting by proxy will be permitted.

ON THE ITEMS THAT REQUIRE A VOTE:

- A motion is made by a member who has obtained the floor;
- It then requires a second;
- The motion will then be open for discussion;
- The motion will be re-stated, and finally;
- It will be put to a vote.

When making or seconding a motion, asking a question or making a point, I ask that you please use the chat function and state your name clearly so our secretary may enter it for the record.

MOTION: Approval of the 2022 AGM Agenda

1. Call to Order
2. Opening Remarks
 - 2.1 Introductions
 - 2.2 Remarks from Col Jolette on behalf of 22 Wing
3. Voting instructions and Establishment of Quorum
4. MOTION: Approval of 2022 AGM Agenda
5. MOTION: Approval of 2021 AGM Minutes
6. Introduction of Board of Directors
7. North Bay MFRC Anniversary
8. Presentation of the 2021-2022 Annual Report of the Executive Director
 - 8.1 MOTION: Approval of the 2021-2022 Annual Report of the Executive Director
9. Presentation of Audited Financial Statements
 - 9.1 MOTION: Approval of the 2021/2022 audited financial statements
 - 9.2 MOTION: Approval of the auditors for FY 2022/2023
10. Open Floor/New Business
11. "Door Prize" draw
12. Closing Remarks – Board Chair
13. Adjournment

MOTION: Approval of the 2021 AGM Minutes

North Bay Military Family Resource Center
Minutes of the Virtual Annual General Meeting
Tuesday September 28, 2021, 7:00 PM – via ZOOM

1. **Call to Order @ 7:01 PM**
2. Opening Remarks:
 - Welcome to all new and returning attendees as well as special guests.
 - 2.1 *Introduction.*
 - 2.2 *Remarks from Col Lachapelle on behalf of 22 Wing.*
 - 3. Voting Instructions and Establishment of Quorum; Voting Entitlement.
 - 4. **Motion to Approve the Agenda: Ulrich Weyh, 2nd: Marg McGlynn. APPROVED**
 - 5. **Motion to adopt the 2020 AGM Minutes as presented: Danette Weyh, 2nd: Marg McGlynn. APPROVED**
 - 6. **Motion to Approve Executive Committee: Danette Weyh, 2nd: Nicole Robinson-Hotson. APPROVED**
 - 7. Introduction of Board of MFRC Board of Directors
 - Acknowledge of past and present Board members
 - 8. Presentation of the 2020-2021 Annual Report of the Executive Director:
 - Tessa highlighted the programs and services offered by the MFRC as well as the area in which services are offered in.
 - Tessa presented the annual report
 - Program accomplishments were discussed.
 - Recognized the MFRC and Little Wings staff and their contribution.
 - Service Awards were announced for MFRC employees.

MOTION: Approval of the 2021 AGM Minutes – Con't

9. Presentation of the Audited Financial Statements by Judy:
 - Surplus of \$202 000 due to the Covid-19 wage subsidy. Without the subsidy there would have been a surplus of \$7300.
 - Deficit on the Little Wing side (due to COVID)
 - 9.1 Motion to approve the audited financial statements as presented: Ulrich Weyh,
2nd: Marg McGlynn. APPROVED.**
 - 7.2 Motion to approve Grant Thornton as the auditors for the Fiscal Year 2021-2022:
Ulrich Weyh, 2nd: Nicole Robinson-Hotson. APPROVED**
10. Open Floor/New Business:
 - Nothing significant to report
11. Drawing of the door prize: Kathleen Leaton
12. **Motion to adjourn @ 7:53 : Kathleen Leaton, 2nd Nicole Robinson- Hotson**

Chair – Suzanne Rushton

Date

Secretary – Corrine Frodsham

Date

MFRC Board of Directors

EXECUTIVE OF THE BOARD

Chair - Sue Rushton

Vice-Chair - Ulrich Weyh

Treasurer - Ulrich Weyh

Secretary - Vacant

MEMBERS AT LARGE

Danette Weyh

Corrine Frodsham

Allison Hughes

Marg McGlynn

Nicole Robinson-Hotson

EX-OFFICIO – NON-VOTING MEMBERS

MFRC Executive Director - Tessa Clermont

Wing Representative - Maj Richard Tremblay

North Bay MFRC Anniversary



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Highlights from 30 years

- In 1992, officially incorporated as “Canadian Forces Base North Bay Multi-Service Family Resource Centre”
- In 1993, our Pumpkins Childcare Centre was started in the MFRC lower level. It is now known as Little Wings, which operates in the centre on Market Street that was purpose-built for childcare in 2007.
- From 2001-2014, during Canada’s years in Afghanistan, we coordinated the local Yellow Ribbon Campaign
- In 2015, our MFRC was selected as 1 of 7 pilot sites for a new Veteran Family Program (VFP); it is funded by Veteran Affairs and supports medically-releasing CAF members as they transition to post-service life. The pilot project was such a success, it became a permanent program at all 32 MFRCs in April 2018.
- In 2019, the 22 Wing Family Medical Clinic secured a permanent, sustainable business model after a decade of uncertainty and operating on a year-to-year basis for funding. The MFRC was proud to help establish this crucial service for families; the Board was responsible for its governance for many years.

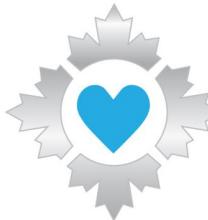
North Bay MFRC Anniversary



North Bay Military Family Resource Centre
Centre de ressources pour les familles militaires de North Bay



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MFRC Social Media

Your Community: North Bay Locales Search Français

North Bay Morale & Welfare Services

HOME ADULTS CHILDREN & TEENS FACILITIES IN MY COMMUNITY CONTACT US

OFFICIAL LANGUAGES
Looking for virtual programs/services in English and/or French?
See our full range of webinars, info sessions, fitness workouts, events and more
More Info »

More Info »

Hand using a computer mouse over a laptop.

Recent news items: COVID-19, Canadian Defence Community Banking, RCAF Family Sponsor Program.

CAFconnection Website

www.cafconnection.ca/North-Bay/Home.aspx



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English Français

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About Us Programs & Services Childcare Medical Clinic Opportunities News Events Discounts Contact Us



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North Bay MFRC Website

www.northbaymfrca.ca



Explore



Twitter
North Bay MFRC



North Bay MFRC

1,476 Tweets

North Bay MFRC

@nbfmfc

Our mission: To provide programs and services that foster strong community and family relationships in response to the unique needs of military families.

Canadian Forces Base North Bay [northbaymfrca.ca](#) Joined April 2015

Facebook
North Bay MFRC



North Bay MFRC

@nbfmfc - Nonprofit Organization

[Send Message](#)



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Our Clients

- Canadian Armed Forces members and their dependants/parents
 - 22 Wing
 - Algonquin Regiment – North Bay, Timmins
 - 33 Service Battalion – North Bay
 - 2nd Battalion Irish Regiment – Sudbury
 - 49th Artillery Regiment – Sault Ste. Marie
- Det. 2 USAF members and their dependants
- Medically Releasing Veterans and their families
- Ill and injured soldiers and their families
- Families of the fallen



Our Catchment Area



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Today's Military Family

- Canadian military families are similar to civilian Canadian families, but differ in several distinctive ways, with three main challenges:



- Few occupations or professions expose the overwhelming majority of its people to:
 - recurring geographic **relocation** due to postings
 - relentless **absences** due to operational requirements
 - and **transitions**, either civilian to military or military to post-service
- Today's families have been asked to do more than in the past, and more often.

Community Integration	Family Separation and Reunion	Intervention and Transition
❖ Welcome Services	▪ Deployment Support	➤ Counselling, with our FLO/Social Worker
❖ Volunteer Services	▪ Emergency Family Care Assistance	➤ Veteran Family Program
❖ Personal Enrichment Program	▪ Employment Services	➤ Crisis Support and referrals
❖ Information and Resource Library, access to fax/copier and computer use	▪ Parent Support; Positive Parenting Program, Special Needs Services	➤ CFMAP; Member (& Family) Assistance Program 24/7 Phone # 1-800-268-7708
❖ Education Services	▪ Child, Youth, and Teen Development	➤ We Care Program
❖ Second Language Training; Rosetta Stone Licenses	▪ Family Information Line; 24/7 Phone # 1-800-866-4546	➤ Prevention, Support, and Intervention Services

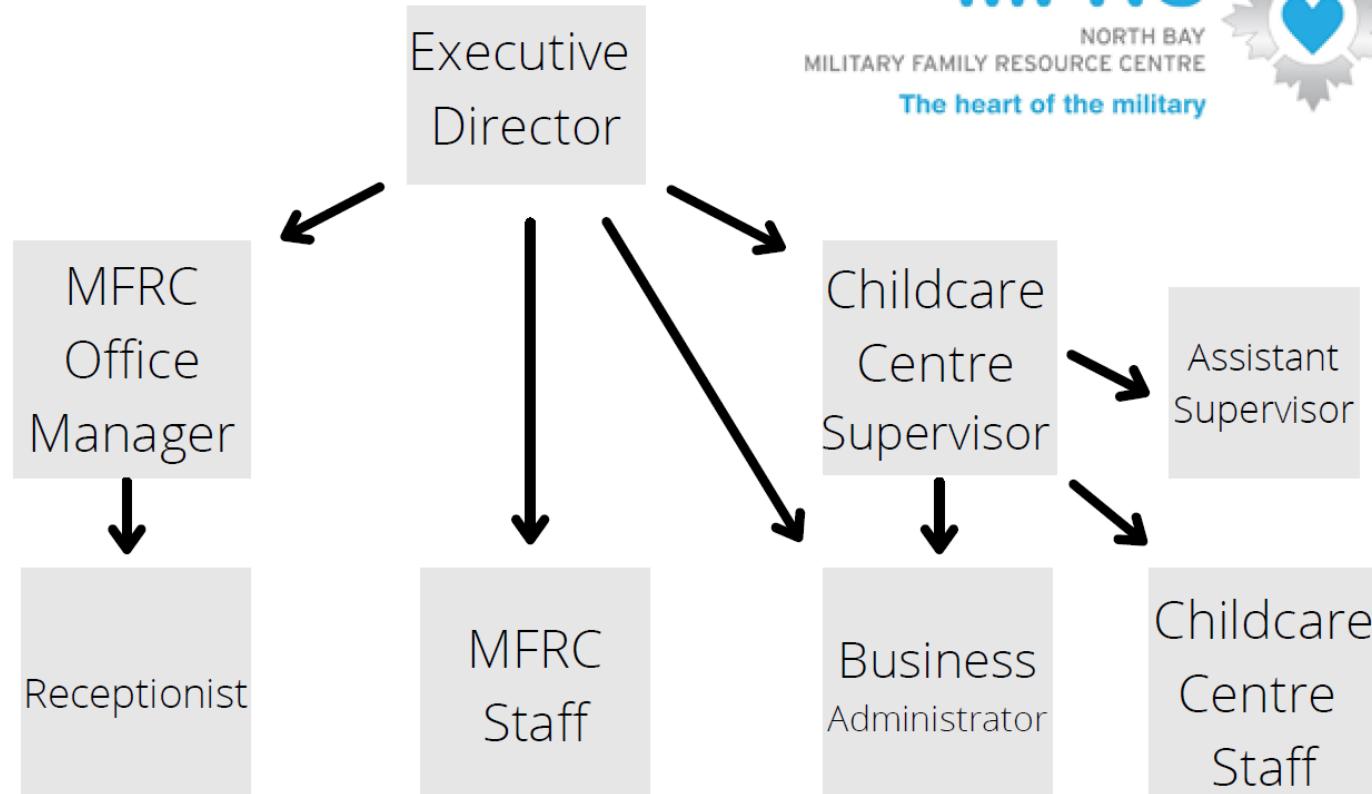
Relocation

Absence

Transition

MFRC Operations

Organizational Chart



North Bay MFRC Fiscal Year 2021-2022 Annual Report

Tessa Clermont, Executive Director

The North Bay MFRC, along with all other MFRCs in Canada, has been adapting to the new **2020+ Strategic Framework for the Delivery of Services to Military and Veteran Families**, led by Military Family Services, our funder and governing partner.

Throughout 2021, information sessions and associated documentation were promulgated nationally on the change, and the ten specific components of the strategic framework.

In September 2021, the revised funding process for MFRCs was introduced. MFS has shifted away from an automatic annual baseline level of funding unlinked to the community's profile or needs, towards a model focused on eligible services delivered within the community's unique profile (population size, availability of similar services, family composition and needs).

Values: Mindful Flexible Reliable Compassionate



Mission: To strengthen individuals and families through evolving programs to enrich the military community.

Vision: An enriched and connected military community

North Bay MFRC Fiscal Year 2021-2022 Annual Report con't

Donat Roussy

Office Manager, Information & Referral and Employment Services

- Provided Employment Services virtually throughout most of the fiscal year.
- Developed partnerships with the MFRC Employment Coordinator's Network, a national initiative developed by Military Family Services (MFS)
- Member of the Nipissing Employment Services Table Committee (NEST). This committee is comprised of a variety of community stakeholders.
- Held the first ever Ontario MFRC Virtual Career Fair in partnership with the Petawawa and Trenton MFRCs.
- Participated on the Labour Market Groups Workforce Week Planning Committee for the fifth year in a row. This committee is responsible for planning various events throughout the district of Nipissing. These events include: Job Preparedness Day "Get Job Ready", the North Bay Job Fair and an Employment Service Provider Showcase.
- Professional Development: Forward Impact Conference, Resiliency Workshop - Dr. R. Hanley-Dafoe, Workforce Week CONNECT Conference.



Pamela Lennips

MFRC Reception, Education and Volunteer Services

- Attended a workshop on "Social Media and Volunteer Engagement. Gained knowledge on how to keep volunteers up to date on duties, events, and meet ups.
- Updated Volunteer Job Descriptions to meet the needs of the workplace. Researched virtual opportunities for volunteers.
- Liaise with Loyalist College to promote free training for military members, vets and families
- Attended "Forward Impact" conference put on by the Special Needs Inclusion Programs. Gained knowledge on "Better meeting online"



North Bay MFRC Fiscal Year 2021-2022 Annual Report con't

Amanda Patenaude

Personal Enrichment Program and Welcome Services

- The Personal Enrichment program offers specific programming tailored to the needs of the Military Member and Military Spouses. The different programs focus on networking, self-care, mindfulness and camaraderie. There are weekly, monthly and special occasion events that individuals can choose to be a part of.
- Our programs include Coffee Connections, Just For Us and Spouses Night In/Out.
- Some special events that took place over the past year virtually and in person where: Community Fun Day, Military Family Appreciation Day, MFRC Meet & Greet, Book Club, Paint Party, Halloween Haunted Hike, Christmas Party, Spring Tea Party, Murder in Manhattan Mystery that ended the season.



Leanna Neault

Little Wings Childcare Centre

- 2021 continued to be a challenge for our staff. Little Wings has not been immune to the effect the pandemic has had on the whole childcare sector, and staffing remains a challenge. With significant staff vacancies and difficulty finding qualified staff, it has at times been difficult to keep the doors open. Leanna and her team prevailed in maintaining our operations, and our children are resilient!
- Towards the end of the fiscal year our long-time Supervisor, Leanna, gave her notice at the centre after 17 dedicated years as an exemplary employee. She had worked tirelessly around the clock the past two years to ensure operations continued during the pandemic; she was ready for a change of pace. We presented Leanna with a Spirit of Military Families Coin, thanked her for such commitment and an incredible length of service to the centre, and wished her well as she decided to take some time at home with her son over the summer and help her husband with their family business.



North Bay MFRC Fiscal Year 2021-2022 Annual Report con't

Diane Sarrazin-Dubeau Deployment, Parent Support and Second Language Services

- Deployment - We are supporting approximately 20-30 families per month living in our catchment area staying connected through monthly Warm Line Calls. Our largest clientele are parents whose children are deployed from other Canadian bases. All families enjoy being able to send parcels to loved ones. We sent out 4 special occasion parcels to 22 Wing members. Participate in the Family Separation and Reunion (FSR) National Committee.
- Parent Support - We supported families in many ways through our weekly Playgroups, Self-Regulation and Triple P support programs and SNIP special program packages. New resources were added to our library on topics such as children's Covid themed books, anxiety, stress, and self regulation. One on one support helped families build their skills and help relieve their anxiety. Some area families participated in programs offered online through the SNIP network. Committee work included (SNIP, CCED, Let the Learning Begin, Franklyn Covey).
- Second Language Training - Overall, we saw an increase in interest in our Second Language training program offering Rosetta Stone online programming and the LRDG winter session French course.
- Professional Development: Forward Impact Conference, Self- Reg Summer Symposium – Mehrit Centre, Resiliency Training, MFS Webinars, Penelope Training.



North Bay MFRC Fiscal Year 2021-2022 Annual Report con't

Shannon Mason

Child, Youth and Teen Programs

- The Child, Youth and Teen Programs offer military children the chance to connect with their peers while working on their communication, social skills and have fun while doing it. Our Art Hive Program gave the opportunity for children and their families to come together to create some art and relieve some stress.
- Over the course of the last year most of our programs and events have been done virtually. Special events and activities that took place over the course of the year were: 22 Wing At-Home Easter Scavenger Hunt and Colouring Contest, Summer Fun Kits, Halloween Costume Contest, The Art Hive (Family Art Therapy), Jingle on A Sleigh, Teen Centre Virtual Easter Scavenger Hunt, Baking Kit Bake Off, Gingerbread House Showcase

Carrie Gray

Veteran Family Program

- Despite the challenges the pandemic presented us with, the VFP pivoted, got creative with our offerings and had a great year!
- We offered: Care for the Caregiver Program virtually, Mental Health First Aid – Veteran Community, Art Therapy Program and the Veteran Book Club.
- Professional Development Opportunities and Highlights: Attended the Forward Impact Conference, Completed a Self-Regulation Program, Spoke at Callander's Royal Canadian Legion's Veteran Appreciation dinner, Assisted with Penelope Training, Was selected as a member of the revision panel for the Veteran Family Journal, Attended Dr. R. Hanley-Dafoe's presentation on Resiliency, Member the Nipissing Violence Against Women Coordinating Committee, Attended several MFS and Crisis and Trauma Resource Institute PD presentations, Attended the Canadian Institute for Military and Veteran Healthy Research symposium (virtually), Was the keynote speaker at the Royal Canadian Legion's Branch Service Officer Training Event in Kapuskasing, Volunteered at Camp Maple Leaf as part of the "Hero Support Team" (social work team)



North Bay MFRC Fiscal Year 2021-2022 Annual Report con't

Lindsay MacLean Family Liaison Officer, Social Worker Prevention, Support & Intervention

The position is located within both the Military Family Resource Centre (MFRC) and the Transition Centre (TC). The objective of having the service available in both centres is to connect these Centres as an assurance that the widest variety of support is offered to families of Canadian Armed Forces (CAF) personnel who are coping with an illness, injury, special and the families of the fallen.

I have been in this position for a little over a year now and came into the position familiar with the challenges that the families of ill/injured CAF personnel face as my spouse was injured in Afghanistan and received a medical release.

My knowledge in stress-based interventions, grief and bereavement facilitation and operational stress injury psychoeducation has provided me with the ability to serve this community. I am connecting with peers from all around our catchment area as most of the population seem to be receptive to virtual services. In some instances, I would have more virtual appointments in further reaching areas of our catchment area than locally!

I have come to feel as though I am a part of my new family at the North Bay MFRC and my supervisors have been warm and supportive of my future plans to enhance the Family Liaison Officer Program. In the future you will see that I am making strong attempts to connect my program with both internal and external organizations. For instance, I have made plans to collaborate with local equine assisted learning facilities as their interventions have proven effective in this population. I am confident that the Family Liaison Officer and Equine Assisted Learning can merge to enhance the experience of those we serve.

Currently, I am working with the Operational Stress Injury Social Support Program and the North Bay Indigenous Friendship Centre to explore alternative healing methods to bring to this population. I hope to keep this momentum to be able to offer my clients all the support they are entitled to.



North Bay MFRC Fiscal Year 2021-2022 Annual Report con't

New to our MFRC Team...



Shara Hicks
**Little Wings Childcare Centre
Supervisor**



Lauren Anglin
**Veteran Family Program
Prevention Support & Intervention**



Lisa Bennett
Reception

Approval North Bay MFRC Fiscal Year 2021-2022 Annual Report

**Motion to approve the North Bay MFRC
Fiscal Year 2021-2022 Annual Report**

Presentation of Audited Financial Statements



Grant Thornton

Judy Kleinhuis
Principal, Grant Thornton LLP

Approval of 2021/2022 Audited Financial Statements

**Motion to approve the financial
statements as presented for the
North Bay Military Family Resource
Center Year Ended March 31, 2022**

Approval of Auditors for Fiscal Year 2022/2023



Motion to approve BDO Canada as our
Auditors for Fiscal Year 2022/2023

Open Floor / New Business



Door Prize



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Door Prize



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Closing Remarks – Board Chair

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