

Activity Report

2024-2025



Bagotville
Military Family
Resource Centre

CRFM
Bagotville



MFRC
Bagotville



Our sincere gratitude for your exceptional dedication over the past 20 Years

Our deepest gratitude goes out to Ms. **Isabelle Gauthier**, who has dedicated over two decades to leading our non-profit organization with passion and devotion.

With your inspiring leadership and unwavering commitment, Isabelle, you have been the pillar of our team and of so many families. You have put their well-being at the centre of all that you have done.

Not only your clear vision and ability to mobilize people for a common cause have overcome obstacles and achieved ambitious goals, but they have also transformed lives. This has resulted in the team's success year after year, to the benefit of the community.

All these qualities, enhanced by your exceptional empathy, leave a lasting legacy. We're deeply grateful for all you have accomplished, and are inspired to continue on the path you have laid out.

Isabelle, thank you for guiding our mission with such passion and generosity.

Our admiration and best wishes go out to you for this new chapter in your life.

Your MFRC Team

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Discover our highlights
of the year 2024-2025!



Mission, Vision, Philosophy and Values

Our Mission

The mission of the Bagotville MFRC is to promote and provide community-based services that are strengthening military families in Eastern Quebec, in order to improve the well-being and the resilience of its members.

Our Vision

Responsible members of military families who show adaptability and resilience through their flexibility developed and supported by MFRC and the community.

Our Philosophy

Our philosophy promotes individual autonomy and empowerment through a variety of services and resources, which support and strengthen families and the community.

We develop mutually beneficial partnerships, with a constant concern to ensure the complementarity and added value of our mission.



Our Values

Commitment is expressed through individual involvement in the realization of our mission. This means using everyone's skills to offer quality services. It implies responsibility for its development and availability.

Respect involves consideration for everyone with whom we interact. It implies listening, courtesy, diligence and discretion. It presupposes respect for the difference, ideas and limits of the other.

Resilience allows one to cope with the challenges of military life. It involves a supportive environment which plays a primordial role and can greatly influence self-esteem and the ability to bounce back from changes. It mobilizes strengths to help accept the challenges of the military and family journey. It promotes adaptation and leads to solutions.

Solidarity can be felt through sensitivity to the needs of people with adaptation difficulties, as well as quality teamwork within the organization. Mutual aid and collaboration are the main elements. It presupposes both concern for the other and for the common project. It is fair, diverse and inclusive (EDI).

Integrity requires acting without compromise for our mission. It is demonstrated by honesty, rigour and transparency. It involves respecting our commitments and being responsible for our words and actions.



Message of the President



Michel Cécyre

President of the Board of Directors

As president of the Board of Directors, it is with great pride that I write these few words, in addition to presenting the 2024-2025 Annual Report of the Bagotville Military Family Resource Centre (MFRC).

I would like to begin by thanking the Board of Directors consisting of nine voting members from the community and two non-voting members appointed by the Commander of the CFB Bagotville. Without their extraordinary dedication, their determination to administer the MFRC with integrity and their passion for the community, it would have been impossible to achieve so much.

The year ends on a high note with the great news of a **two-year** extension of the financial assistance granted by the Quebec government's *ministère de la Famille* under the *Programme de soutien financier à l'action communautaire auprès des familles – volet 1*. This assistance contributes to the overall mission of the organization and represents a significant annual budget envelope of \$182,500.

This end-of-year is also marked by the announced change of our Executive Director. Ms. Isabelle Gauthier will be stepping down shortly, with the staffing process already underway as I write this message. Ms. Gauthier will, however, remain with the organization as Financial Manager. On behalf of the Board of Directors and myself, I would like to express our **immense gratitude** towards Ms. Isabelle Gauthier, who has devoted more than two decades to leading our not-for-profit organization with passion and dedication.

I would like to acknowledge the support of CFB Bagotville Commander Colonel Philip Rennison, Chief Warrant Officer Mario Huard and Deputy Commander lieutenant-Colonel Peter Williams. Their understanding and support related to the difficult but necessary decisions taken by the Boards of Directors were greatly appreciated.

Finally, I would like to extend a special thank you to all the MFRC employees. Your diligence, commitment and competence are undeniable and have made the Bagotville MFRC nationally recognized as exemplary and a source of personal pride. You are a close-knit team, and you deserve all our admiration.

**The Bagotville MFRC,
an AMAZING team!**

Message of the Executive Director



Isabelle Gauthier

Executive Director

On behalf of the directors and members of our team, I am proud to present the 35th Annual Report of the Bagotville Military Family Resource Centre (MFRC) for the fiscal year ending March 31, 2025.

Sources of funding

In order to clarify the origin and use of the various sources of funding, here is a summary of the various subsidies, that have enabled the Bagotville MFRC to offer you quality services and activities, in line with the needs expressed by our community.

Funding Sources	Allocations of Funds	Grants
Military Family and Veterans Services Program (MFVSP): national grant to support the three main challenges of the military lifestyle: relocation, absence, transition.	MFVSP programs include psychosocial counselling, integration, family support, absence support, second language courses, community activities, volunteer involvement, support for families of injured, ill, deceased or veteran military members, special needs support and youth programs.	\$1,330,056
Ministère de la Famille - OCF	The <i>Programme de soutien financier à l'action communautaire auprès des familles</i> (financial support program for community action for families) supports initiatives aimed at helping families thrive, meeting their needs, fostering solutions, providing a safety net and a social support network as well as offering assistance for children's development.	\$176,179

Funding Sources	Allocations of Funds	Grants
CFB Bagotville Commander: Grant to support local programs and provide specific services to the community.	Programs funded under a complementary agreement between the Commander and the MFRC to provide psychosocial and family support services to the youth and their parents.	\$139,903
Parent-users	Income from parent-users of MFRC childcare services (respite care, Exploratouts and pedagogical days.)	\$55,032
Desjardins Caisse des militaires	Annual interest on secured term savings.	\$18,126
Partners and other sources of funding: The MFRC remains on the lookout for possible sources of funding to enhance existing services or create specific initiatives and activities through valued partners.	True Patriot Love Foundation - Special project that is part of Op Health Access to facilitate access to a doctor or specialist to support mental health needs.	\$18,500
	<i>Bureau principal des services de garde (BPSG)</i> – Parental respite for special needs.	\$10,000
	Bagotville Non-Public Funds – Welcome and Spring activities, as well as daycare service during BIAS 2024.	\$11,000
	Youth fundraising activities.	\$3,031
	MSSSS – MEQ project – production of DIY your mental health boxes.	\$2,000
	City of Saguenay.	\$1,500



Highlights 2024-2025

The year 2024-2025 is the result of many initiatives to improve our support and presence in our community.

Our Support Services

All the MFRC's services are interrelated and serve as a gateway to providing ongoing, tailored support for the primary challenges of military family life. The MFRC's warm, personalized and bilingual service sets itself apart by addressing the needs related to welcoming and orientation, relocation, absence support, guidance counselling and employability, second-language learning, support for family of a wounded, deceased or releasing military member or veteran, youth supervision and intervention, child and family services, and accompaniment related to special needs or psychosocial support.

Continuity of Essential Projects

The Desjardins Community Development Fund (CDF) and *La Fondation des amis de l'Aviation royale du Canada* (The Friends of the Royal Canadian Air Force Foundation) enable us to enrich our community with programs that promote the well-being of the whole family. The Jam Session music workshops for the youth and the program "Give it a Rest" for families experiencing absence have become invaluable to our families, both for socialization and emotional expression as well as for a much-needed psychological or physical break.

New

Two dynamic members of our team have worked to bring you a series of episodes on the lifestyle of military families. This light-hearted and humorous podcast provides ideas, advice and personal stories to help you recognize and value the person and family that you are. **Bagot Talk** is available on most platforms.

Our Exploratouts supervised workshops for children 4 and 5 years of age were offered in the summer months in recent years to compensate for the absence of day camps for this age group. Thanks to financial support from the Ministère de la Famille, they are now available to 3- to 5-year-olds all year long. The supervision's schedule in the Teen Town environment and during pedagogical days was extended, providing more opportunities for socialization and discussion according to each young one's interest.

The toolboxes provide parenting skills resources as well as social and emotional learning for children and young people. The themes covered are self-awareness and educational path (ages 12-17), social skills (ages 3-12), romantic relationships (ages 12-17), parent-child relationships, and getting along as parents.

Equity, Diversity and Inclusion

The MFRC has provided numerous professional development opportunities for our team to broaden their understanding of the challenges associated with EDI. Additionally, a member of our team participates in CFB Bagotville Racialized Persons Advisory Group to draw attention to the issues affecting our immigrant family members.



Upcoming Projects for 2025-2026

A project to broadcast psychoeducational capsules is currently under development. They will address everyday family challenges or help cope with occasional situations related to the military lifestyle. The objective will be to offer quick, simple and educational solutions to improve family life.

We're also looking forward to the launch of our new website, scheduled for late 2025. It will showcase the activities, services and tools offered by our wonderful team of employees and volunteers. This new feature should improve communication and increase significantly our community's accessibility and participation in our activities and services.

As you can see, the Bagotville MFRC is constantly striving to renew itself to meet your needs. We cherish the relationship of trust we share with you, our community, our purpose.

Conclusion

In closing, we are entering the 36th year of the Bagotville MFRC's existence, and many challenges have shaped what we have become. The year 2025 will be a year of change in management at the MFRC since after 22 years at the helm of this exceptional team, I pass the torch to the next generation, while having the good fortune to remain with you for a period of time, reassigned to new responsibilities. Have no fear! The MFRC is what it is because each person who works here, and each person who gives of their times, give their all.

The MFRC is a family. Family here isn't just about blood, it's about who holds your hand when you need it most.

I'm grateful to the people who have brought me happiness for so many years, and who support our families with dedication and a profound passion. Administrators, staff, volunteers and command team, you are "[...] the charming gardeners who make our souls blossom." (Marcel Proust).

**The Bagotville MFRC, a major
PLAYER IN ITS COMMUNITY!**





An Outstanding Team

Dynamic, dedicated, and experienced!

31 employees, caring and **dedicated** to providing exceptional service.



67 volunteers always there to join our efforts.

9 volunteer board members and **2** advisory members appointed by the commander aware of and attentive to **your realities.**



Board of Directors

President: **Michel Cécyre**

Vice-President: **Julie Engram**

Treasurer: **Kerri Egbert**

Secretary: **Mélanie Lyrette**

Directors:

- * **Charlotte Romignon**
- * **Serge Guillaume**
- * **Estelle Bélanger**
- * **Vacant position**
- * **Vacant position**

Executive Director (non-voting):
Isabelle Gauthier

Members assigned by the Commander (non-voting):

- * **LCol Peter Williams**
(DComd CFB Bagotville)
- * **CWO Mario Huard** (3 Wing and CFB Bagotville)



7 meetings
in 2024-2025

A Team at Your Service

François Allard-Audet
Family Counsellor

Isabelle Brochu
Second-Language
Learning Counsellor

Anne Bruneau-Poulin
Communication and
Marketing Officer

Joanie Cantin
Employment Counsellor

Samantha Côté
Support Educator

Anne-Marie Cronkwright
Child-Family Educator

Marie-Eve Desbiens
Relocation Counsellor

Annie Deschamps
Prevention, Support and
Intervention Coordinator

Isabelle Gauthier
Executive Director

Noémie Girard
Educator

Julie Goudreau
Educator

Michelle Guérin
Youth Leader

Christine Harvey-Paquet
Child-Family-Youth
Coordinator

Sasha Kraievska
Educator

Marc-Antoine Lachance
Youth Leader

Annie Lavoie
Educator

Bianca Légaré
Youth Leader

Melissa Magnan
Educator

Michelle Mardelli
Youth Worker

Chantal Martin
Absence Support
Officer

Annie Massicotte
Administrative Clerk

Marika Morency
Community Action
Coordinator

Raiza Pacheco
Absence Support
Coordinator

Kathya Poutré
Communication and
Marketing Officer

Megan St-Pier
Educator

Chloé Thibaudeau
Educator

Fayrouz Trabelsi
Educator

Ariane Tremblay
Client Service Officer

Emy Tremblay
Family Liaison Coordinator

Ginette Tremblay
Editor and Translator

Marie-Hélène Tremblay
Veteran Family Program
Coordinator

Émilie Vallée
Development and
Communications
Coordinator

Danielle Valmera Michaud
Strategy and IDEA Advisor



Interactions and Communications

We are committed to communicate with the community and offer all our services in French and English.

Key fact

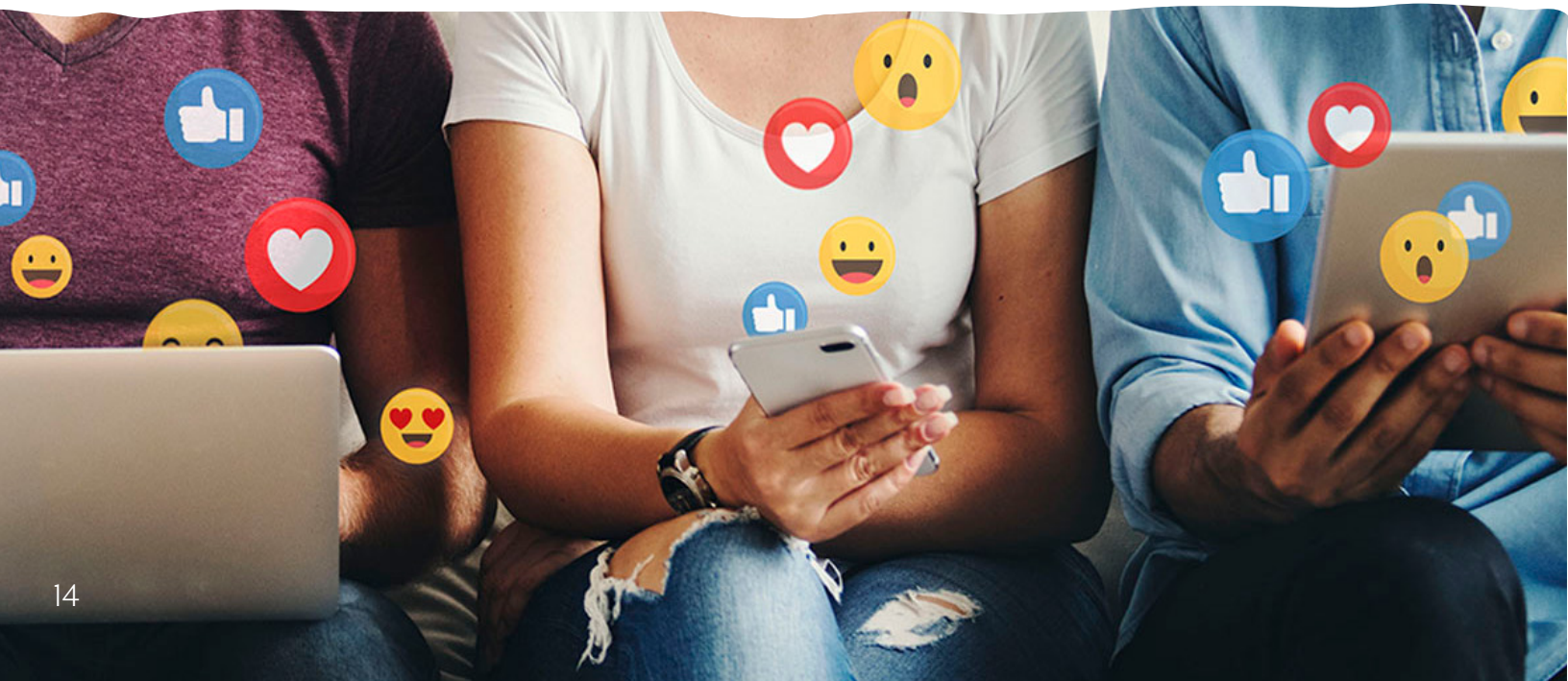
Nearly 25 %
of the community members
require services in English.

INDIVIDUAL INTERACTIONS
with community members based on 3 levels
of service.

10,681
Information and
awareness

860
Direct
intervention

4,984
Support and assistance



Digital Media and Social Networks



WEBSITE

148 Page creations
and updates



NEWSLETTER

1,725
Subscriptions

22
Distributions

FACEBOOK

1,904
Subscribers

2.22%
of engagement*

Posts

278
Number of
posts/stories

363
Coverage
(average)

549
Number
of views
(average)



FACEBOOK- TEEN TOWN

Posts

58
Number of
posts/stories

89
Coverage
(average)

257
Number
of views
(average)

118
Subscribers

4.64%
of engagement*

INSTAGRAM

A few months before the end of the financial year, we initiated a process to steer our Instagram page in a new direction. We overhauled the content and added reels. Due to the changes and the limited number of subscribers, we must collect data over a longer period to ensure better representativeness and more accurate statistics.



* The **engagement rate** on Facebook refers to the proportion of people who interact with our posts compared to our total number of followers. A rate above 2% is generally considered a sign that our community is particularly active and that our content appears to be well-suited to our audience.



Welcome and Information

Communications as soon as the posting message is received

335 emails regarding arrival and departure were sent to CAF members.

The **posting messages** transmitted through military chains of command allow us to communicate relevant information to families in real time.

Upon receiving such a message, we send an email to the CAF member to inform them of our services that are designed to meet the needs of each member of their family.

It is essential for the military member to share this information with their loved ones to enable us to offer them a warm welcome tailored to their needs.

572

As a result of deployments, courses, or training

132

Upon a CAF member's arrival

100

When a CAF member leaves for another base

59

As a result of medical release

30

As a result of voluntary release

Update appointment

The military lifestyle brings a unique dynamic to family life, especially during postings, absences, and transitions. When faced with these challenges, several changes occur daily.

By updating their loved ones' information, the military member ensures that we can provide the support their family requires. There are several important updates to be made. Two concrete examples are the arrival of a child or the deployment of a CAF member.

Relocation Support

The initial contact helps forge a valuable bond with the families.

During our personalized integration phone calls, we provide them with essential information, concrete advice, tailored solutions, and support to face daily challenges.

Our goal is to ensure they feel heard, supported, and guided throughout the moving process.



110

integration calls

95

individualized
assistance sessions



Most frequent consultation topics:

1. Health: Régie de l'assurance-maladie du Québec (RAMQ), family doctor and medical appointments
2. Childcare services: getting a space, service options.
3. SAAQ (Société de l'assurance automobile du Québec)
4. Finding housing
5. Leisure activities in the region

Tick the Relocation Box! Workshop

19 attendees

Relocating generates several questions. In this workshop, with the help of key partners, we discussed subjects such as logistics, budget and other important elements to keep in mind when moving.

“All Aboard” travel kits

12 distributed to families leaving the region.

These kits are designed to entertain children and young people during the move, to bring them joy, and ease this often stressful and emotional time.

Employability and Professional and Educational Guidance Service

Achieving personal and professional goals requires consideration, planning, and perseverance. It can be particularly complex for military families due to frequent relocations between provinces.

However, through this unique reality, one can also develop their ability to adapt and their resilience which are major assets when choosing a career, looking for a job, or when making a career change.

Meetings

Adults

37 job search assistance

44 career guidance

Young People

3 job search assistance

3 educational guidance

Language Learning



It is essential for military families to learn a second language as it improves cultural adaptation and communication, as well as contributing to personal growth.

Concretely, it fosters integration into new environments, broadens educational and professional prospects, and simplifies access to local resources.

FRENCH

On-site conversation courses and workshops

92 class periods
366 presences
28 students

FRENCH AND ENGLISH

Platform-based self-learning

37 individuals have used the LRDG
(Language Research Development Group) platform.

ENGLISH

Partnerships with
external parties

The MFRC is committed to
assist people wanting to prepare
for an upcoming posting.



Volunteering

Adult

Providing diverse and comprehensive services is impossible without the help of volunteers. Their commitment embodies BY, FOR and WITH the community, as demonstrated by:



593
volunteer
hours

144
involvements

43
active
volunteers

12
new
volunteers

Youth

For young people, volunteering offers a unique opportunity to develop essential skills and qualities that will serve them well for the rest of their lives, such as self-confidence, team spirit, empathy, and responsibility.

24 young volunteers
joined our adult team

Involvement

Volunteers can participate in the community in different ways, each with its impact and unique contribution to the community:

Events: Participation, through work groups, in our events or fundraising activities on an as-needed basis.

Microvolunteering: Providing occasional and cumulative support for initiatives, without long-term commitment.

Administrative: Planned and regular commitment carried out by our board of directors.



Recognition

Every year, we celebrate our volunteers' commitment during a recognition evening. The event organized in partnership with PSP in January 2025 brought together:

70 participants

Community Integration

Our Key Activities

Social bonds are crucial to develop strong, lasting relationships, be it within the family, between colleagues or with the community members. These dynamic communities are constantly evolving and reinventing themselves. A community that fosters integration is united, supportive and draws its strength from its diversity.

The Welcome Event

is key to provide valuable information to newly arrived families. During this festive event, we present our services and those of our key partners.

Welcome Event: A World, A Community— August 2024

250 participants

Halloween activity— October 2024

300 participants

Maple Sugar Time & Chocolate
— March 2025

300 participants

Our Connection Activities

Bagotmobile — Meeting the Families!

- Centre plein-air Bec-Scie — July 2024
- Ferme La Rouquine — October 2024
- Maison pour tous of Saint-Jean-Eudes — February 2025

95 participants

Family Fun — activities throughout the month as part of *Semaine québécoise des familles*

May 2024

- Creation workshop with Les Ruches d'art— Preschoolers
- STIAM engineering workshop—families
- Videogame tournament—families
- Photo shoot—families
- Country line dancing—adults
- Jam Session—Adults

119 participants

Discovery Picnic

- Discovering the MFRC, the neighbourhood and other important places on the base

4 participants

Potluck

- Meal among adults—December 2024

12 participants

Board Game Night

- Board-game night for adults—January 2025

8 participants



Childcare Services

The Bagotville MFRC continues to develop its childcare services to make them even more flexible and to meet the different needs of the various types of military families.

Respite Daycare

The Respite Daycare provides occasional or weekly childcare. The program facilitates parents' participation in a variety of services and activities.

194
children

3,035
attendances

133
families

Opening Hours:

- * Monday to Thursday, 7:45 a.m. to 4 p.m.
- * Friday, 7:45 a.m. to noon

Key facts:

We have **added a new time slot on Fridays** from 7:45 a.m. to noon.

Attendance increased by 26 % from last year.

Respite Care

Families with children ages 3 months to 9 years can take advantage of this service in the **evenings and two Saturday mornings per month to help them maintain a healthy balance.**

This respite is especially useful during prolonged parent absence. Additionally, it enables parents to participate in daytime or evening activities and training.

Key facts:

An increase of 87 % in the number of **service periods** offered compared to last year.

28
periods

54
families

85
children





Respite—Special needs

Other forms of respite are also available to support families with special needs.

External respite for children with special needs (partnership with local organizations).

27 périods
totalling **243 hours**

Partial reimbursement of at-home respite services during the member's absence for operational reasons.

Offered to **1 family**

Respite at home provided after the arrival of a child.

15 périods
totalling **62 hours**

Pedagogical daycare services

The service is available for children (5–12 years old) on pedagogical days during the school year and for two weeks before the start of the school year to avoid a lack of services after the summer camps end.

DURING THE SUMMER

Children were redirected to one of our other childcare services due to low demand.

DURING THE SCHOOL YEAR

83
attendances

32
families

12 periods offered



↪ **5** more than last year

Parenting Support

These services offer support to families through the different stages and challenges related to parenthood. Individual support, lectures and workshops, as well as a group for parents and children enable us to reach as many families as possible.

Welcome Baby Program

A kit including information, resources, and small gifts is given to new parents in the community who request it when a baby arrives.

Later, a phone call is made to congratulate the parents, to find out how they are doing and offer support. This is a great way to provide them with tools, guidance, and services if needed.

27
kits
distributed

25
families
contacted
by phone

Parents & Tots Group

For children aged 0–5 years and their parents.

The Parents & Tots group meets weekly in a warm and well-equipped space, ideal for meeting new families and socializing. Volunteers organize thematic workshops throughout the year.

Wednesdays, 9 a.m. to 11 a.m.

48
meetings

362
attendances

28
families



Individual Support

This support focusses on the analysis of the problems experienced and the development of an action plan to help parents better understand and manage the challenges associated with their role. It is based on an individualized approach that takes into account the specific difficulties encountered on a daily basis. This type of support may include:

- * Assistance with searching for and integrating daycare services,
- * Guidance for special needs children,
- * Developmental and educational advice for children,
- * In-depth analysis of family issues and relationship dynamics,
- * A concrete action plan to meet parents' and children's needs,
- * An unplanned meeting offering an attentive ear, advice or additional services.
- * Tailored strategies to improve communication, emotion management, and parental decision-making.

2,335 individual supports

Lectures and Workshops



Lecture: Voir au-delà des comportements, with Sara Hamel, Psychoeducator

This lecture explored behavioural issues in children. It was offered in person and live on Facebook, and was also available on our YouTube channel for one month.

17

participants in person
May 2024

5

participants for the live presentation on Facebook

39

views within 30 days following the presentation (May 13 to June 11, 2024)



Sweet talk - Parent section

These workshops include a section dedicated to young people aged 8 to 12 and a section for parents of children aged 4 to 12. In addition, they are all independent of each other. *Children's workshops can be found in the [Child and Youth Development section](#).

The Parents Section aims to support them in developing their parental practices.

* **Speaking so Children Listen**
October 2024 - **4 participants**

* **Caring Firmness**
November 2024 - **4 participants**

* **The Place of Fatherhood Within the Parenting Team** - November 2024 - **3 participants**



Child and Youth Development

Our structured approach facilitates the acquisition of skills, autonomy, and well-being in the different age groups through the provision of services tailored to their needs. **Three principles** guided our interventions:

1. Learning and development

Fostering curiosity, knowledge acquisition and deepening.

2. Sense or responsibility and prevention

Promoting autonomy, decision-making, and emotion management.

3. Personal development

Building self-confidence, improving social interactions, and preparing for adulthood.

The training, workshops and activities, as well as the living environment, have been adapted according to the specific needs:

Category	3 - 5 years old	6 - 12 years old	13- 17 years old
Learning and development	Discovery through play, sensory awareness and socialization	Acquiring of knowledge, curiosity and developing skills	Deepening of knowledge, autonomy and critical thinking
Sense of responsibility and prevention	Learning to live in a group setting, exploring notions of safety and respect	Understanding the consequences of actions, strengthening emotional and conflict management	Making informed decisions, preventing risky behaviour and taking responsibility
Personal development	Expressing emotions, developing first social interactions	Asserting identity, self-confidence and belonging to a group	Building projects, broadening perspectives and preparing for adult life

Training

To make training available to more people, **partial reimbursement** is offered for training courses essential to young people's autonomy and safety, such as:

10 partial reimbursements made

Home Alone helps young people develop the knowledge and skills they need to stay safe when at home on their own. They learn to handle a variety of situations with autonomy and confidence.

Gardiens avertis is intended for young people aged 11 and over who want to learn the essential skills needed to ensure the safety and well-being of the children they babysit.

Workshops

Exploratouts

These classroom workshops, offered once to several times a week, provide children with enriching experiences that lead to a variety of learning opportunities. Parents are also given the resources to help their children consolidate at home what they have learned.

Each week, the children participate in activities that promote a new understanding of the world to help them transition to kindergarten.

They have the opportunity to develop their autonomy, their confidence and to become more resourceful thanks to a reassuring supervision that allows them to develop freely.

Winter 2025 - **3 and 4 years old**
235 attendances



Sweet talk—Youth section

These workshops include a section dedicated to young people aged 8 to 12 as well as a section for parents of children aged 4 to 12. They are all independent of each other.

*Parenting workshops can be found in the [Parenting Support](#) section of this document.

The Youth Section helps children develop the ability to understand and manage their emotions, as well as to recognize and express their needs.

Expressing Myself Without Shouting

October 2024 - **4 participants**

Managing Stress — November 2024

2 participants

Portraits of a Good Parent—November 2024

2 participants

At Home with...

25 attendances

Winter 2025

A series of three suppertime get-togethers to bond and discuss topics of interest. Young people also develop their culinary skills by preparing their meal.

MNM

**147
attendances**

**10
MNM**

Youth can participate in a variety of workshops and fun activities on subjects that interest them and prompt reflection. A *CLSC* nurse, the base chaplain service, and the *Centre de prévention du suicide 02* contributed to these initiatives ranging from self-discovery to improving communication.

To meet the needs of more people, two types of MNM have been introduced as of September 26, 2024:

- * MNM for all, for youths aged 9–17 years old.
- * MNM for high-school youths, intended for teenagers.

An environment promoting dynamic and rewarding interactions focused on well-being and personal development.

Groups

Study Hall

During the school year, this support group meets weekly with the goal of developing study strategies, stimulating perseverance and helping students adapt to change.

16 gatherings

October 2024 to March 2025

Continues until mid-June 2025

Jam Session

This activity taking place in our music room offers young people (12–17 years of age) the instruments and a space to develop their musical skills, form friendships, and express themselves freely. In addition to promoting discipline, creativity, and well-being, it fosters collaboration and self-confidence.

10
teenagers

13
meetings

106
attendances

1 performance in front of
an audience of **50 people.**



Living environment

The Teen Town plays a pivotal role in our commitment to the development and well-being of young people. It's a safe space that fosters autonomy, socialization, and self-fulfillment for young people aged 9 to 17.



Initiatives and supervision

Customized activities have strengthened the exceptional nature of this living space, allowing the young people to evolve under the kind supervision of trained personnel, to grow and make meaningful connections.



A community impact

A hub of self-expression and belonging, the Teen Town nurtures young individuals' confidence and commitment to principles such as respect, collaboration, and responsibility.



Support and commitment

Fundraising activities have helped maintain and enhance our initiatives:

- * **Bingo** (November 2024)
- * **The Welcome activity canteen** (August 2024)
- * **50/50 Draw** (March 2025)—
Thank you to the winner for the generous contribution!

Total amount raised:
\$ 1,056.50

Increased attendance and spring break activities

The **Teen Town** is booming! It is a fine example of the teenagers' growing commitment!

167 periods — An increase of **16 %** from last year.

2,115 attendances — An increase of **31 %** from last year.

During summer 2024 and from March 3 to 7, 2025, the usual schedule was extended. During spring break, teenagers benefited from an action-packed program.

- | | |
|--|----------------------|
| * Introduction to Dungeons and Dragons | * Free time |
| * Introduction to sewing | * Creative evening |
| * Forest survival | * Game night |
| * Collective cooking | * Special Teen-Games |



The Teen Town is more than just a space; it is a true driving force for growth and learning, where lifelong **memories are made!**



Prevention

Each year, through education and awareness-raising approach, we cover a variety of topics based on the most frequent reasons for consultations and the provincial, national or international campaign themes.

Our goal is to provide families with the tools they need to take action while informing the community at large of the current issues and available resources.

Themes

- **Mental Health Week**
(May 6 to 12, 2024)
- **Quebec Family Week**
(May 13 to 19, 2024)
- **International Day Against Homophobia and Transphobia**
(May 17, 2024)
- **Healthy Relationships Campaign**
(October 21 to November 1, 2024)
- **White Ribbon Campaign
10 Days of Activism Against Gender-based Violence**
(November 25 to December 6, 2024)
- **Bell Let's Talk** (January 22, 2025)
- **Suicide Prevention Week**
(February 2 to 8, 2025)

Workshops

Two workshops were held in partnership with the Bagotville Health Promotion Services.



Healthy Communication
October 2024

9 participants

This workshop provided participants with strategies for conflict management and positive, healthy and collaborative communication.



Two Visions, One Relationship - February 2025

8 participants

This fun workshop helped participants to better understand their partner's perspective and overcome the feeling of not being heard. The objective was to identify conflict management styles and acquire strategies for better communication.

Psychosocial Services

A concrete impact on families

Our intervention specialists offer support that combines compassion, empathy and adaptability to meet the specific needs of each situation. These services are designed for anyone experiencing **difficulties related to**:

- Absence
- Adolescence
- Anxiety and stress
- Injury or illness
- Communication
- Co-parenting
- Bereavement
- Integration
- Parenting
- Interpersonal relationships
- Separation
- Emergencies
- Transition to civilian life
- Children behaviour issues

Personalized Intervention

 **103** new cases

Main reasons for consultation:

- Couple relationship difficulties
- Parenting support (co-parenting, relationship with a parent with an operational stress injury (OSI), adolescence)
- All forms of bullying
- Anxiety and stress management
- Adaptation difficulties

887 interventions and follow-ups



→ Including **77** in English

25 clients were placed on the waiting list.

The average wait time for care was **2 to 3 weeks**.

100 % of the clients on the waiting list received care.

Absence Support

A range of specially tailored services are available before, during and after the absence, whatever the duration or operational reason.

When the chain of command informs us of the upcoming absence of a member, we use the information provided by the member to establish contact with their loved ones. That is why it is vital that the member updates the information before leaving.

This first contact with each loved one is a transmission of information in various forms (email, letter and kit).

A second contact, whether in person, on-line, or by telephone, is individual and tailored to each person's needs.

This communication offers a space where people can express their emotions, better understand their reactions to the absence and find comfort in sharing.

This type of support plays an essential role in preserving family equilibrium by intervening at the earliest signs of need. Families are deeply grateful for this help, which often makes all the difference.



557 information transmissions
in various forms

361 communications of
individual support



Main challenges encountered during absence:

- Dealing with daily stress and unforeseen events without the direct support of a partner.
- Reorganizing family life while balancing responsibilities and personal well-being.
- Coping with limited access to the usual strategies for relieving pressure and stress.
- Managing children's reactions to the military parent's absence (provocation, opposition, regression, attachment).
- Maintaining an emotional connection and effective communication with the absent partner.
- Taking on a mental and emotional overload that is often unrecognized.
- Coping with the absent military member's unavailability or lack of communication.

Although distressing, these challenges can be mitigated with the right strategies and a strong support network. Families deserve support that matches their reality.



Virtual session Frequent Absences - October 8, 2024

Understanding the challenges, prepare, address emotional management strategies and open communication to maintain a strong bond.

Available anytime for replay



Christmas Brunch November 30, 2024

16 participants

Gathering for families experiencing the absence of a loved one during the Holiday season. In collaboration with the chaplain services.

Parcels : An exchange that goes beyond the object sent!

We provide a dedicated space for sending parcels, to be heard and where we guarantee ongoing services to the community.

For the sender, this service:

- * Offers a concrete way to express support and affection.
- * Creates a sense of connection and contribution, especially during extended absences.
- * Makes it possible to send comforting objects that reflect the feelings for the recipient.

For the recipient, this service:

- * Strengthens the emotional bond and brings comfort in the face of the distance.
- * Provides useful objects or small gifts that improve morale and well-being.
- * Allows to feel the presence and support of loved ones, despite the distance.



Heart-Warming Parcels - November 13, 2024

4 participants

Preparing care packages with families of deployed members. A time for sharing and identifying additional needs through discussion.



Transition

A range of tailored services are offered before, during and after release.

The following key people intervene in different situations to facilitate the transition.

Veteran Family Program Coordinator

The Veteran Family Program Coordinator (VFP) **assists members and their loved ones during or following a confirmed medical release**. She informs members about the services that are available to them such as training, career reorientation or the health care system.

She also ensures the family is informed of the services they are entitled to access and offers psychosocial support when needed.

Family Liaison Officer

As the point of contact between the Bagotville MFRC and the Bagotville Canadian Armed Forces Transition Centre, The Family Liaison Officer (FLO) provides **psychosocial services to ease the transition in cases of physical or psychological injury, or the death of a military loved one**. Support is also offered to voluntarily released members.



Support

When we are informed that a member is injured, in the process of being released for medical reasons, or already released for medical reasons, contact is established.

This communication offers people the opportunity to express their emotions and to better understand their reactions throughout the transition process. Relevant services are provided according to each person's progress in this process.

This type of assistance plays an essential role in preserving family equilibrium by providing support at the earliest signs of need.



557 communications
of individual support were offered

An increase of **36 %** from 2023-2024



208 communications* of
individual support were offered

An increase of **100 %** from 2023-2024

** Calls are made 3 months and 6 months
after release.*

Main challenges encountered during these communications:

- * Managing emotional and physical fatigue.
- * Coping with the different stages of grief.
- * Reorganizing family life in search of balance and personal well-being.
- * Coping with post-traumatic stress disorder (PTSD), anxiety or stress.
- * Accessing and continuing health care (physical and mental).
- * Dealing with feelings of abandonment and loneliness following release.
- * Maintaining an emotional connection and satisfactory communication between the injured or released member and those around them.
- * Taking on a mental and emotional overload that is often unrecognized.

Workshops and Activities

Transition represents a major challenge involving professional, social and personal adjustments. New ideas were initiated to help face this challenge.

Famille-liée — Series of 6 workshops and a final meeting on operational stress injury (OSI). Included two sessions where the member or veteran had to be present.

From September to the end of November 2024.

Demystify OSI using zootherapy to improve relationships between the affected member and their family. This approach promotes better understanding and connection through the soothing presence of animals, and helps reduce stress, better manage emotions and strengthen family bonds.

3
families

Mental Health First Aid (MHFA)- Virtual training

September 2024

Recognizing the signs and symptoms of a mental health disorder in an individual and be better equipped to offer general assistance leading to specialized help. Also offered to clients of the Valcartier and Montreal MFRCs.

15
registrations

Special Remembrance Day activity for school-aged children.

September 2024

In collaboration with The Legion, this workshop was both instructive and creative. As well as learning, the young people enjoyed making a poppy wreath. The wreath was laid during the Remembrance Day ceremony on November 11, 2024.

18
young people

Veterans' Café

November 2024

February 2025

An informal networking activity allowing veterans and their loved ones to break isolation and chat. Through this service, we reached new clients and welcomed partners such as OSISS, the chaplain services and VAC.

22
participants

20
participants

Transition to Civilian Life Workshop

March 2025

The aim is to ease the transition for members in the process of being released, whether voluntarily or for medical reasons. Examining the stages of grief, the impacts of change and the emotional reactions of the member and of those around him complement the practical tools and moments of reflection provided in this workshop.

10
participants



Awareness and Involvement

An essential part of our action plan as a community organization is to raise awareness about the reality of military families. To this end, our team collaborates with a wide range of partners, is actively involved in regional cooperation and is affiliated with several associations.

OP – Awareness Program

Through this program, we promote our services and expertise to people in a position to witness the impact of the military lifestyle on the families so they can act or intervene significantly to support them.

Ultimately, this program aims at:

- Informing all the stakeholders
- Promoting a better understanding of the reality of the community and a more accurate and inclusive perception
- Strengthening the coordination between the various stakeholders to ensure coherent and effective support.





OP- HEALTH ACCESS

Health care workers and all the families in the community

34 families received
personalized support to navigate
the health care system

Workshop

Front-line care - October 2024

7 participants were able to
question health care staff and discuss their
challenges with them.

Special Project – Accessibility | The Bell True Patriot Love Fund

The Mental Health Access project was renewed for a second consecutive year.

Main objective: **Reduce barriers** to accessing mental health services

Specific objectives:

- * **Optimize intake times** to ensure faster access to necessary services.
- * **Guarantee continuity of care** by creating conditions that facilitate access to mental health services and follow-ups.
- * **Develop and strengthen formal collaborations** with community partners, fostering a coordinated and efficient approach.

Following a partnership with various private clinics, **34 people** were able to access services adapted to their need more quickly, thereby improving their well-being.



We sincerely thank **True Patriot Love** for their invaluable financial support for our project. It allows us to improve mental health care access. Their generosity makes a real difference and is essential to carry out this mission.



OP-CHILDCARE

Daycare and childcare services
educational and support personnel

September 2024

1 daycare centre (CPE Alouette)

30 staff members





OP-EDUCATION

School teachers and support staff

August 2024

2 schools visited
(Notre-Dame and Des Jolis-Prés)

80 people



OP-RECRUIT

Newly recruited military members and their families

14 swearing-ins

55 recruits met

132 family members met

62 information kits handed out



OP-NETWORKING

Businesses, organizations and all the families in the community

**Workshop :
Employment and
prior learning and
skills recognition**

October 2024

5

participants

Were able to talk with employees from *Service Québec* and *Centre de formation générale des adultes (CFGA) des Rives-du-Saguenay*.



Active Involvement to Roundtables

- CFB Bagotville Family Violence Advisory Team
- *Table de concertation en violence conjugale et agression sexuelle du Fjord*
- *Table jeunesse du Fjord*
- *Table de concertation Immigration Saguenay*
- *ROC — Regroupement des organismes communautaires de La Baie et du Bas-Saguenay*
- *Comité d’accessibilité des services de santé et services sociaux en langue anglaise du CIUSSS Saguenay-Lac-Saint-Jean*
- *Table 0-5 ans Enfants Fjord including our participation in various working committees*
- *Table d’information et de référence enfance-famille (TIREF)*
- CFB Bagotville Racialized Persons Advisory Group

Association Memberships

- *Centre d’action bénévole Saguenay (CAB);*
- *Chambre de commerce et d’industrie Saguenay — Le Fjord (incluant l’aile jeunesse);*
- *ROC — Regroupement des organismes communautaires de La Baie et du Bas-Saguenay;*
- *Troc — 02 (Table régionale des organismes communautaires de la région 02);*
- *Association des haltes-garderies communautaires du Québec (AHGCQ);*
- *Conseil régional des familles.*

**Bagotville Military Family
Resource Centre**

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