

BRINGING THE COMMUNITY BACK TOGETHER

Building on our success in providing virtual support to clients, the Trenton MFRC expanded the diversity of programming we offered to engage our community further. We were able to engage clients of all ages through various new and innovative events - many that were virtual and all that were COVID-19 safe. In this section, we will look at some of these exciting opportunities for community engagement.

Virtual Holiday Market - December 2021

- Showcased 9 military community vendors hosted via Zoom and live-streamed to Facebook
- 80% of vendors said it was a good way to showcase their business
- 75% of vendors saw an increase in social media interaction/ sales/ and or inquiries
- One week following the event, the livestream video had a reach of 1000+

"Thank you so much for putting this event together! I think it's a wonderful idea, and I can't wait to do it again!" - Vendor

Movie on the Block - September 2021

- This was the Trenton MFRC's first drive-in movie event
- 41 vehicles attended (totalling 138 guests)
- 100% of survey participants were satisfied with volunteers and staff
- 120 welcome bags were packed and given out

"It was a great night spent with family surrounded by a great community." - Military Family



STATEMENT OF REVENUE & EXPENDITURES 2021-2022

The Trenton MFRC financial position remained healthy throughout the 2021-2022 fiscal year. As the demand for additional programming grew, so did the investment to ensure quality services and programming for military families. The organization ended 2021-2022 with an overall net surplus of \$183,604.

Moving forward, we will continue to review and assess our financial commitments and programming in order to ensure we are providing our military community with the support they need and have come to rely upon.

Revenue	Total	Expenditures	Total
Department of National Defence	\$1,835,963	Advertising	\$5,217
Ministry of Community & Social Services	\$75,300	Amortization of Tangible Capital Assets	\$171,191
County of Hastings	\$887,750	Food	\$77,812
CFB Trenton - 8Wing	\$24,174	Fundraising	\$8,755
User Fees	\$1,780,549	Donations In Kind	\$3,442
Fundraising & Donations	\$40,557	Insurance	\$23,573
Donations In Kind	\$3,442	Licenses & Memberships	\$6,286
HRDC Grants	\$20,920	Office Supplies and Administration	\$56,222
Government & Other Subsidies	\$466,856	Other Operating expenses	\$307,249
Amortization of Deferred Capital Contributions	\$100,409	Professional Development	\$14,468
		Program Supplies and Resources	\$354,054
		Wages & Benefits	\$4,024,047
		Total	\$5,052,316
		Net Surplus	\$183,604

Ontario MFRC Virtual Career Fair - March 2021

- A collaboration of Trenton, Petawawa and North Bay MFRC's
- Brought 21 local and provincial employers to each other
- 60+ registrants

"Congratulations to the entire organizing team and Trenton MFRC for your excellent marketing tools. This is an incredible platform and I truly hope we are able to collaborate with other

MFRCs on similar Virtual Fairs in the future!" - Partner MFRC

Portable Programming - February & March 2022

- 3 portable programs (Valentines Day, Family Day, and March Break themed)
- 203 families participated
- 53 new clients

"I just wanted to send a HUGE thank you to the team that put together the March Break Survival Kit! So fun to have planned activities and crafts we may not have thought of doing with the kids. It made it easy to survive the March Break!" - Military Family



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2021-2022  
ANNUAL REPORT

21  
22

TOGETHER  
WE ARE  
STRONGER







## Our Mission

To promote and facilitate community based services that enrich, strengthen and enhance the quality of life for our military families.

## Our Vision

Where every military family feels welcome and supported.



### MESSAGE FROM THE EXECUTIVE DIRECTOR

2021-2022! As we all began the year hoping that COVID would be a part of our past, we learned that a global pandemic would challenge us for the whole year and beyond. The program staff of the Trenton MFRC continued their virtual programming and support to serve military and veteran families from their homes while juggling their own pandemic challenges. What an amazing, dedicated group.

As our team began implementing changes relating to the CFMWS Modernization, we saw new challenges emerging for military families across the country. Access to housing became a significant barrier as families experienced surges in home prices coupled with unprecedented low rental vacancy. In addition, families felt a financial crunch as interest rates and inflation rose. The Trenton MFRC is responding to these new challenges by adding a housing resource program and strengthening financial literacy partnerships.

The Trenton MFRC is structured to respond to our military community's needs. Our flexibility to respond to emerging issues and challenges is unique within the military community. As the military family experience evolves, the Trenton MFRC welcomes the opportunity to evolve alongside our families.

*Tamara Kleinschmidt*

Tamara Kleinschmidt, Executive Director, Trenton MFRC



### MESSAGE FROM THE CHAIR OF THE BOARD OF DIRECTORS

On behalf of the Board of Directors, I would like to recognize the hard work of the staff and volunteers of the Trenton MFRC. This year has once again been one of perseverance as programming and childcare continued to feel the impact of the pandemic. I would like to say a special thank you to the Board for taking their governance and leadership responsibilities seriously in such a challenging year.

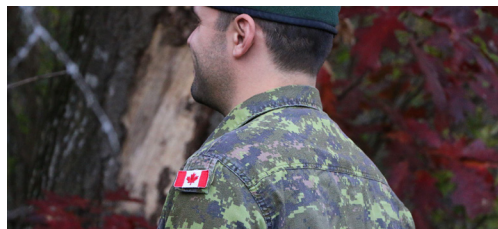
This year's progress continued to improve access to primary healthcare for military families. The Board was pleased that the Trenton MFRC made new connections that saw many military families accessing sustainable primary healthcare.

Finally, I would like to acknowledge the hard work of the Board, Senior Leadership Team and Staff in implementing CFMWS Modernization elements. Their dedication to the restructuring of military family services in a changing environment while continuing an extraordinary level of service to our military community was impressive.

As a military community, we do not know what our future holds. However, we can be assured of the commitment of the Board and Staff to meet challenges with professionalism and compassion.

*Linda Blanchette*

Linda Blanchette, Chair - Trenton MFRC Board of Directors



## TRANSITIONING BACK TO IN-PERSON PROGRAMMING

### TOGETHER AGAIN

One of the most important messages the Trenton MFRC wanted to share with its clients is that we can be here for them either in-person or virtually based on their comfort level. To ensure our military families were receiving the care they needed, the MFRC offered a variety of virtual and in-person groups that families could access. Many were staple programs that we offered before the pandemic to ensure continuity in support.

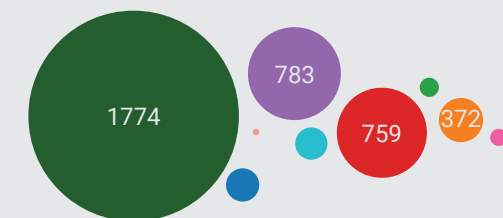
#### Groups 2021-2022

- Trenton MFRC offered **76** groups (Second Language Training, Portfolio and HERCS, Welcome and Transition Services, Special Needs and Inclusion Programs, Portable Programs, Internet Safety, etc.)
- This totalled **648** events (This number is a total which has been accumulated from each time a group was run)



### CONNECTED AT ALL TIMES

This graph depicts the direct virtual groups and direct client support the Trenton MFRC has provided this fiscal year. These figures encompass all our virtual and in-person programming services, from mental health support to virtual groups for our youth. **TOTAL HOURS: 4,607.5**



- Employment & Education Support | 272 HOURS
- Mental Health Support | 1774 HOURS
- Mental Health Practicum Student Support | 783 HOURS
- Youth Groups | 53.5 HOURS
- Deployment and Respite Support | 162 HOURS
- Second Language Programming | 372 HOURS
- Special Needs and Inclusion Support | 280 HOURS
- EarlyON/Drop-in Groups | 759 HOURS
- Welcome & Transition | 144 HOURS

While we were eager to get back to providing in-person support, our goal was to ensure our clients still had the option for virtual programming. This was accomplished through a hybrid of virtual and in-person programming based on the client's needs. This past fiscal year, we had a total of **1,075** clients that we interacted **3,189** times with. Not to mention, we had **740** new clients access our services.

**Individual supports offered: Virtual counselling, Welcome and Transition Services, warm calls, check-ins, DAG, etc.**



### TOGETHER WE ARE STRONGER

*Thank you to all our funders, donors and supporters!*

\*This is just a small sampling of some of our top donors who make what we do at the MFRC possible!

Monetary Donations	
Dibbitts Excavating & Landscape Supply	\$12,000
Armin Quickert	\$2,000
Hamilton Township Mutual Insurance	\$2,000
Dr. Raed Younes Dentistry	\$1,000
Canadian Tire	Value: \$1,500

### CHILDCARE AT A GLANCE

The Trenton MFRC and its staff worked hard to ensure the safety of its youngest clients. The team even provided childcare for military members who were essential to 8 Wing Operations.



- 10 infant
- 15 toddler
- 16 preschool
- 43 Primary/junior school age



- 10 Infant
- 15 Toddlers
- 24 Preschoolers



- 20 kindergarten
- 30 primary/junior school age spaces



#### Batawa MFRC Site

- 6 infant
- 15 Toddler
- 24 Pre-school
- 27 School Age