

Military and Veteran Families in Canada: Collaborations and Partnerships



The Vanier Institute of the Family is a national, independent, charitable organization dedicated to understanding the diversity and complexity of families and the reality of family life in Canada. The Institute offers access to a range of publications, research initiatives, presentations and social media content to enhance the national understanding of how families interact with, have an impact on and are affected by social, economic, environmental and cultural forces.

Vanier Institute of the Family
94 Centrepointe Drive
Ottawa, Ontario K2G 6B1
613-228-8500
www.vanierinstitute.ca

© 2016 The Vanier Institute of the Family

Readers are free to reprint parts of this publication as background for conferences, seminars and classroom use with appropriate credit to **The Vanier Institute of the Family**. Citation in editorial copy for newsprint, radio and television is permitted. However, all other rights are reserved and therefore no other use will be permitted in whole or in part without written permission from The Vanier Institute of the Family.

Library and Archives Canada Cataloguing in Publication

Military and Veteran families in Canada : collaborations and partnerships. -- 2016 compendium 1.0.

Issued also in French under title: Les familles des militaires et des vétérans au Canada.

Electronic monograph in PDF format.

ISBN 978-0-919520-87-5 (PDF)

1. Families of military personnel--Services for--Canada--Handbooks, manuals, etc.
2. Veterans' families--Services for--Canada--Handbooks, manuals, etc. I. Vanier Institute of the Family, issuing body

UB405.C3M55 2016

355.1'20971

C2016-903426-7

Acknowledgements

Much like the *Canadian Military and Veteran Families Leadership Circle*, the creation of the *Military and Veteran Families in Canada: Collaborations and Partnerships* compendium was a collective and collaborative effort.

Every chapter demonstrates the commitment of organizations across Canada to military and Veteran families. The development of the compendium would not have been possible without the support of each one of the participating organizations. Their input has made this publication an informative and valuable resource.

I would like to express my sincere thanks and appreciation to the parliamentarians who attended the *Canadian Military and Veteran Families Leadership Circle* meeting in January 2016, notably General (ret'd) Walter Natynczyk, Deputy Minister of Veterans Affairs, and Karen McCrimmon, M.P., Parliamentary Secretary to the Minister of Veterans Affairs and Associate Minister of Defence.

The *Military and Veteran Families in Canada Initiative* has come to fruition as a result of the unique partnership between the Vanier Institute of the Family and Military Family Services. This collaboration has brought together leaders from across the country to build awareness, capacity, competency and community around military and Veteran families. This partnership has also enhanced our collective understanding of the unique

lifestyle of those who serve or have served, along with their strong and resilient families.

From the Department of National Defence, we are grateful for the participation, insight and enthusiasm of LGen Christine Whitecross, Commander of Military Personnel Command, who continues to champion on behalf of military and Veteran families.

This page would not be complete without acknowledging the outstanding efforts by the Vanier Institute team. My sincere thanks to Nora Spinks, Colonel (ret'd) Russell Mann, Nathan Battams, Sylvain Gagné, Denyse Marion and Veronica Schami for providing their expertise in research, writing, translation, graphic design and copy editing.

Last but not least, I would like to extend my most sincere thanks and appreciation to Monique Veselovsky. Monique joined the Vanier Institute as a placement student in the spring of 2016 and was the lead coordinator of the compendium. The final product is a reflection of Monique's support and her unwavering desire to learn about Canada's diverse families.

As a final thought, I am especially grateful to the countless individuals and organizations who work every single day to support military and Veteran families in Canada.

Sara MacNaull
Program Director
The Vanier Institute of the Family

Building inclusive communities for Canada's military and Veteran families

COL (RET'D) RUSSELL MANN

A few decades ago, military families in Canada lived apart from the rest of society. They went to military schools. They practised their faith behind the barbed wire fences of military installations. In many ways, they were a mystery to most Canadians.

But all of that has changed. Whereas 20 years ago, 80% of military families lived *on* a base, today 85% live *off* base. Military and Veteran children now attend schools, practise their faith and go shopping alongside civilian families in Canada. They seek health care from the same doctors, family health teams, clinics and hospitals.

For most Canadians, the transition among military and Veteran families from bases to civilian communities has gone largely unnoticed. Now living in civilian communities, these families are neither in the enclave they once knew, nor fully included in the rest of society. Professionals who study, serve and/or support them sometimes fail to understand the impact that mobility, separation and risk have on military and Veteran families.

The transition from military bases to civilian communities is a significant shift for military and Veteran families. It means that the people now serving and supporting them need to be versed in *military literacy*; it also requires a thorough understanding of their unique lifestyle, perspectives and needs in order to provide these families with effective and equitable programs and services.

Communities rallying to support military and Veteran families

In 2015, the Canadian Armed Forces and the Vanier Institute of the Family partnered to bring government, business and community leaders together to form the *Canadian Military and*

Veteran Families Leadership Circle. The *Leadership Circle* is unique, and its members are prominent and diverse, including organizations such as the Canadian Child Care Federation, Autism Speaks Canada, Environics Communications, the Mental Health Commission of Canada, Accenture and many more.

This collaboration has a single purpose: to strengthen the community of support for Canada's military and Veteran families through knowledge mobilization, relationship-building and the coordination of existing and emerging projects and services. By leveraging the skills, talents and expertise of key community leaders, the *Leadership Circle* is building awareness, capacity, competency and community regarding military and Veteran families in Canada.

The *Leadership Circle's* inaugural, first-of-its-kind meeting was held in 2015 to develop a strategy for collaboration, cooperation and communication across the many organizations interested in enhancing programs and services for military and Veteran families, and to develop a shared strategic plan for implementation over the next two to five years.

Discussion at the inaugural meeting focused on sharing individual and collective plans and priorities, goals and objectives, strengths and capabilities, and tools and resources. By the end of that first meeting, participants had a clear understanding of the unique activities and approaches being taken to support military and Veteran families, how they could leverage their collective resources to maximize the outcomes of each individual effort, and how they planned to communicate their progress as the initiative progresses.

During its second annual meeting in 2016, *Leadership Circle* members committed to creating *Military and Veteran Families in Canada: Collaborations and Partnerships* – a perpetual, bilingual and free resource that profiles initiatives from diverse organizations across the country. This compendium informs organizations about partnerships and projects, inspires engagement, facilitates resource-sharing and helps coordinate activities to strengthen support for military and Veteran families.

One of the goals of the *Leadership Circle* and the compendium is to enhance military literacy in Canada – awareness of the experiences of military and Veteran families and the unique life stressors (such as mobility, separation and risk) that have an impact on their family life. Organizations profiled in the compendium have incorporated military literacy into their environments, programs and services that serve military and Veteran families exclusively, majorly or occasionally.

Thinking across boundaries facilitates strong networks of support

The *Leadership Circle* and compendium initiatives have shown us that we can accomplish more and extend our reach by working together. Thinking across organizations and institutional boundaries allows us to see the bigger picture and to mobilize community support across the country. *Leadership Circle* members are passionate and diverse, and we will continue to discover interconnections and interdependency among stakeholders, service providers and family members; it's about relationships, and we look forward to helping these relationships grow.

Colonel (ret'd) Russell Mann is a former director of Military Family Services. Though recently retired, he continues to champion military and Veteran families.



Strengthening the community of support through collaboration

Building awareness to educate and inform *individuals*

Honouring and respecting unique perspectives

The *Leadership Circle* is creating a *Communiqué* series of online and paper resources to inform individuals such as early childhood educators, guidance counsellors, social workers, first responders and others in the community so they can effectively and equitably serve military members, Veterans and their families. The series will offer effective, evidence-based guidance on how to work with military and Veteran families, given their unique experiences and perspectives.

By helping individuals increase their understanding of military and Veteran families and military service, we help entire communities develop their capacity to enhance support to military and Veteran families within them.

Building capacity to create inclusive and welcoming *organizations*

Creating welcoming and integrating environments

The *Communiqué* series will offer evidence-based insight through online and in-person training resources for organizations on how best to work with military and Veteran families when they seek services and support at these organizations.

This information is applicable to a range of diverse organizations, including schools, workplaces, clinics, daycare centres, places of worship and more.



Building competence to develop capable and knowledgeable *professionals*

Serving and supporting practitioners and professionals

The *Communiqué* series will provide online and in-person training and resources for practitioners and professionals to equip federations, associations and professional bodies with relevant in-depth, evidence-based knowledge about unique lifestyle factors experienced by military and Veteran families.

Each professional organization can train to certification standard to enhance the level of confidence and competence of their members so they can interact with military and Veteran families in a knowledgeable and respectful manner that acknowledges their unique experiences.

Building community to empower strong, responsive and resourceful *communities*

Including, engaging and connecting the community of support

The *Leadership Circle* will continually update this compendium, and is also creating an online portal to connect and integrate communities across Canada with the international community of practitioners, researchers, organizations and professions.

The online portal will provide opportunities for members to contribute and share insights, research, best practices and case studies to grow and enhance the body of knowledge regarding military and Veteran families.



1. Health

Canadian military and Veteran families face a cascading array of health care issues that begin with access to a family physician and continue across the spectrum of care. Some important first steps have been taken, for example, dropping the 90-day wait period for access to provincial health insurance when a military family moves to a new province. But there is much more to be done to promote the wellness of military and Veteran families in Canada.

“Few occupations or professions expose the overwhelming majority of its people to recurring geographic relocation, relentless separation, and elevated levels of risk as a matter of course throughout their careers... The requirement for military families to pick up and move on a recurring basis has a highly disruptive influence on family life. In the view of many commanders, service providers and observers, it is the single most unsettling feature of the (military) lifestyle.”

**On the Homefront: Assessing the Well-being of
Canada’s Military Families in the New Millennium**
Office of the Canadian Armed Forces Ombudsman

Calian Health



“We’re leveraging our national clinic infrastructure... to help improve access for military families to family physicians.”

SCOTT MURRAY
VICE PRESIDENT, HEALTH SERVICES

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2015

Sectors: Public and private

Industry: Health care

Focus: Health services

Founded: 1982

Jurisdiction: National

Availability: Serving military families across Canada

Accessibility: Serving immediate family members of active duty military

Affordability: Referral program is free. Services are covered by provincial health plans.

Capacity: Varies by location

Website: www.calian.com

Telephone: 1-877-225-4264

“One of our biggest challenges is finding a new doctor everywhere we go.”

JAMIE DOHERTY
MILITARY SPOUSE

“My practice... will always be open to military families because their needs are unique.”

DR. CARLA SILVER

Calian Health helps Canadian private and public sector organizations deliver high-quality health services to their employees. Calian Health services range from providing turnkey solutions for their customers’ medical and occupational health clinic needs to the design and management of large-scale networks of clinics and facilities across Canada.

Calian Health provides health services to a broad range of customers, including private sector (e.g. oil and gas companies), public sector (at federal, provincial and municipal levels) and retail (e.g. Loblaws).

In partnership with Military Family Services, Calian Health is pleased to offer the *Calian Military Family Doctor Network (MFDN)*. Together these organizations seek to improve access to quality health care for spouses and children of active Canadian

Armed Forces members. They currently offer services in Winnipeg, Toronto and Halifax and are actively expanding the network to include new areas across Canada this year.

Vision

Over time, Calian Health will provide access to the entire network of 400+ family physicians practising at the 140+ Primacy Clinics across Canada. The goal of this program is to facilitate and potentially expedite the process of obtaining a physician for military families and to reduce the number of military families without a family physician.

Watch this video now to find out more:

<https://youtu.be/2qsDVzvrB1I>

To learn more:

www.calian.com/militaryfamily

2. Mental Health/Mental Well-Being

Canadian military and Veteran families, like other Canadian families, evolve and adapt to ensure their mental wellness while providing care to family members.

In 2012, Erin Anderssen of *The Globe and Mail* drew attention to the ways families were reaching out and some of the ways that organizations were beginning to respond to support the mental wellness of families. She noted that it was expected that thousands of Afghanistan Veterans would be diagnosed with some form of occupational stress injury (OSI) after returning home and she underscored that this did not include Veterans affected by previous deployments, or those yet to be diagnosed. None of this captures the experiences of spouses and children in military and Veteran families, who do not always have the information they need to provide support. The good news is that there are many organizations listening and responding to families to develop resources and tools for family members and those who care for their loved ones.

Ottawa Public Health (OPH) – Mental Health Team



“As we moved forward, it became apparent there are a lot of military families out there with needs.”

BENJAMIN LEIKIN
MENTAL HEALTH TEAM SUPERVISOR

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2016

Sector: Public

Industry: Health care

Focus: Professional services and advocacy

Jurisdiction: Municipal

Website:
www.ottawa.ca/mentalhealthcaregiver

Ottawa Public Health (OPH) provides public health programs and services to individuals and communities while advocating for public policies that make Ottawa and its residents healthier. OPH is a teaching health unit and works with all post-secondary educational institutions in the area. OPH identifies the health needs of the community. These needs are addressed by a range of programs and services in four broad areas: health protection, health promotion, disease and risk factor surveillance (population health assessment), and injury and disease prevention.

OPH was approached by a caregiver of a person living with mental illness who identified a gap in resources for caregivers of individuals living with mental illness. As a result, OPH conducted focus groups and consultations with caregivers throughout the region and began working with Military Family Services to learn about the needs of military families.

From these discussions with caregivers and families, OPH developed the *Mental Health Caregiver Guide* in partnership with the Canadian Mental Health Association

(CMHA), the Canadian Public Health Association (CPHA), Military Family Services (MFS) and the Mental Illness Caregivers Association (MICA). This resource aims to provide mental health caregivers with practical information based on things within their control and practical skills that they can implement to complement a treatment plan or to promote recovery or while waiting for services. The guide is evidence-informed by caregivers, individuals with lived and living experience, and trusted mental health providers including nurses, psychologists, psychiatrists and social workers. OPH and its key partners hope this guide will speak to caregivers across the country and the individuals they care for.

Vision

OPH – Mental Health Team is now well-positioned to look at what they can do for the military population. They hope to see mental health viewed as equally important as physical health and continue to support military and Veteran families.

To learn more:

www.ottawa.ca/mentalhealthcaregiver

Canadian Mental Health Association (CMHA)



"We recognize partnerships make all of us stronger and believe these partnerships will make military families stronger and more resilient."

IRENE MERIE
INTERIM NATIONAL CEO

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2015

Sector: Non-profit
Industry: Mental health
Focus: Mental wellness services
Founded: 1918
Jurisdiction: National
Availability: National
Accessibility: Local/regional
CMHA chapters
Affordability: Partner-funded
Capacity: National network
of resources
Response time: Depends on service
Website: www.cmha.ca

The Canadian Mental Health Association (CMHA) is a full-service mental health organization with more than 100 agencies working across the country. CMHA promotes the mental health of all and supports the resilience and recovery of people experiencing mental illness. CMHA accomplishes this mission through advocacy, education, research and service. CMHA is involved in hundreds of projects throughout the health care system, supporting stigma-busting partnerships.

CMHA is a nationwide organization providing a wide range of innovative services and supports to people who

are experiencing mental illness and their families. These services are tailored to the needs and resources of the communities where they are based. One of the core goals of these services is to help people with mental illness develop personal tools to lead meaningful and productive lives.

Vision

CMHA works in partnership with local and community-based organizations to deliver mental health programs and services to Canadian military families and to improve military literacy in the field of mental health.

To learn more: www.cmha.ca

Mental Health Commission of Canada (MHCC)



“We reached an agreement with Veterans Affairs Canada to adapt and deliver Mental Health First Aid.”

LOUISE BRADLEY
PRESIDENT AND CEO

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2016

Sector: Public

Industry: Mental health

Focus: Awareness and education

Founded: 2007

Jurisdiction: National

Availability: National

Accessibility: Online and partner services

Affordability: Government- and partner-funded

Capacity: National network of resources

Response time: Depends on service

Website:

www.mentalhealthcommission.ca

The Mental Health Commission of Canada (MHCC) is a catalyst for improving the mental health system and changing the attitudes and behaviours of Canadians surrounding mental health issues. Through its unique mandate from Health Canada, the MHCC brings together leaders and organizations from across the country to accelerate these changes.

In its role as a catalyst, the MHCC has created partnerships to focus on key projects and issues, and to make recommendations on how best to improve the systems that are directly related to mental health care.

The MHCC provides its recommendations to governments, service providers, community leaders and many others, and works with these partners to implement meaningful improvements. Consulting

with people who have experience living with a mental health problem or illness and their families is also key in all of the MHCC's work.

Vision

The MHCC has an agreement with Veterans Affairs Canada and has developed a version of its Mental Health First Aid program for the Veteran community. It seeks new ways to further contribute to improving the lives of military families, especially in awareness of mental health illnesses and problems, in addition to wellness.

The MHCC remains committed to a relationship with the rest of the organizations within the *Leadership Circle*.

To learn more:

www.mentalhealthcommission.ca

Mood Disorders Society of Canada (MDSC)



Mood Disorders Society of Canada
La Société Pour Les Troubles de L'Humeur du Canada

"We are working with our many national partners to train family physicians and other health care professionals on PTSD, depression and to combat stigma. We are an extremely collaborative organization that believes in partnership approaches to effectively increase successful services and supports for improving the mental health of Canadians."

DAVE GALLSON
ASSOCIATE NATIONAL
EXECUTIVE DIRECTOR

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2015

Sector: Non-profit
Industry: Mental health
Focus: Improving mental wellness services
Founded: 2001
Jurisdiction: National
Availability: National
Accessibility: Online and partner services
Affordability: Partner-funded
Capacity: National network of resources
Response time: Depends on service
Website: www.mdsc.ca

Mood Disorders Society of Canada (MDSC) has evolved to become one of Canada's best-connected mental health NGOs with a demonstrated track record for forging and maintaining meaningful and sustained partnerships with the public, private and non-profit sectors throughout Canada.

MDSC is a national, not-for-profit, voluntary health charity committed to ensuring that the voices of persons with mental illness, family members and caregivers are heard on issues relating to mental health and mental illness, and with particular regard to depression, bipolar illness and other associated mood disorders.

MDSC has been extremely active on PTSD and depression issues, and brought together PTSD experts from across the country, which resulted in a 2012 report with recommendations on service approaches. MDSC along with the Mental Health Commission of Canada and the University of Ottawa Institute of Mental Health Research created the Canadian Depression Research and Intervention Network (CDRIN), which has brought together 53 academic institutions and community organizations to act as a catalyst for innovation, engaging a diverse spectrum of partners, including those with lived experience of depression, with the goal of bringing about measurable change.

MDSC has implemented a national 24-member Peer and Trauma Support team with training available to organizations across Canada. MDSC is also developing a national workplace training program to help foster return to the workplace supports for Veterans.

MDSC works with partners such as the Canadian Medical Association, Canadian Nurses Association and others to train family physicians and health care professionals on PTSD and to combat stigma. They are also raising mental health awareness and funds through the national Defeat Depression campaign to support community organizations that provide support to people experiencing depression and helping people to get engaged with their community. These fundraisers are excellent partnership opportunities.

Vision

MDSC is working closely with the government of Canada on the provision of three pilot sites across the country to support full inclusion of Veterans within workplaces and to ensure active and successful transitions to communities. Peer support teams reinforce the idea of mental health issues as part of being human.

To learn more: www.mdsc.ca

Royal Ottawa Mental Health Centre



Mental Health - Care & Research
Santé mentale - Soins et recherche

"We are getting more and more referrals. We are still seeing more people reach out for our services. We've noticed an increased awareness around the need to reach out to Veterans."

DR. RAJIV BHATLA
PSYCHIATRIST-IN-CHIEF

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2015

Sector: Public

Industry: Mental health

Focus: Mental health treatment and services

Founded: 1910

Jurisdiction: National

Availability: National

Accessibility: Referrals

Affordability: Referrals

Website: www.theroyal.ca

The Royal Ottawa is one of Canada's foremost mental health care and academic health science centres. The Royal's mandate is to get more people living with mental illness into recovery faster.

The Royal combines the delivery of specialized mental health care, advocacy, research and education to transform the lives of people with complex and treatment-resistant mental illness. The Royal is home to the Ottawa Operational Stress Injury Clinic (OSI), where Veterans, CAF and RCMP members and their families can access assessment and treatment.

People are finding, identifying and linking services at the Royal. The Royal's OSI Clinics are increasingly connecting peers and inviting the family into the therapeutic session.

As part of the growing need for mental health services, the Royal is introducing another clinic south of Ottawa. The Royal continues to connect with the public through lectures and partners with the Canadian Institute for Military and Veteran Health Research (CIMVHR) to support people in receiving care earlier while recognizing the needs of the individual.

Vision

The Royal Ottawa hopes to see transitioning Canadian Armed Forces (CAF) members have provincial health coverage and a family physician beginning immediately as a Veteran.

To learn more: www.theroyal.ca

Phoenix Centre for Children and Families



"In 2007, the Centre saw a surge in need for mental health services for military families."

GREG LUBIMIV
EXECUTIVE DIRECTOR

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2015

Sector: Non-profit

Industry: Mental health

Focus: Mental health treatment and services

Founded: 1978

Jurisdiction: Regional

Availability: Regional

Affordability: Government- and partner-funded (services are free)

Capacity: Regional network of resources

Response time: Depends on service

Website: www.phoenixpembroke.com

The Phoenix Centre for Children and Families is a children's mental health treatment centre governed by a volunteer Board of Directors and funded by the provincial government of Ontario. The Centre is also host to a number of national programs that share a common goal: to better the lives of children, youth and families across the country.

The Phoenix Centre and their satellite offices have a number of programs and services that are available to children and their families across Renfrew County, which includes Base Petawawa families. Programs include family and child treatment, trauma treatment, youth justice services, school-based mental health, group services, equine therapy, telepsychiatry, day treatment and intensive services.

Through funding provided by True Patriot Love, Bell Let's Talk and Canada Post, walk-in clinics were established in Arnprior, Renfrew, Pembroke and Petawawa, which have resulted in more immediate access with no appointment required. The schedule for the walk-in clinics is available on the Centre's website.

Vision

- To develop more walk-in clinics in other communities
- To increase prevention and early intervention work in the area
- To continue to work toward specific programs to meet the needs of military and Indigenous families

To learn more: www.phoenixpembroke.com

The Canadian Association for Marriage and Family Therapy (CAMFT)



"We would like to reduce stigma and increase accessibility of services so that preventative and early treatment characterize the support received by military families."

BRENDA SPITZER
EXECUTIVE DIRECTOR

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2016

Sector: Non-profit

Industry: Professional services

Focus: Therapy services for individuals, couples and families

Founded: 1995

Jurisdiction: National

Website: www.camft.ca

The Canadian Association for Marriage and Family Therapy (CAMFT, formerly the Registry of Marriage and Family Therapists in Canada Inc.) is the national non-profit association representing marriage and family therapists in Canada. CAMFT is comprised of members and registrants, and it has a mandate to promote the profession of marriage and family therapy in Canada.

Veterans Affairs and the Department of National Defence have recognized registered marriage and family therapists as eligible service providers for Veterans,

active military personnel and their families through Medavie Blue Cross, where they are provincially regulated in Quebec and Ontario.

Vision

CAMFT hopes to reduce stigma surrounding marriage and family therapy in Canada to encourage preventative and early treatment for families experiencing conflict. They hope reduced stigma and increased accessibility will better support military families.

To learn more: www.camft.ca

Canadian Counselling and Psychotherapy Association (CCPA)



“We are currently working on a military literacy resource for school counsellors.”

DR. KIM HOLLIHAN
NATIONAL DIRECTOR OF
STAKEHOLDER RELATIONS

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2016

Sector: Non-profit
Industry: Professional services
Focus: Education
Jurisdiction: National
Website: www.ccpa-accp.ca

The Canadian Counselling and Psychotherapy Association (CCPA) is a national bilingual association of professionally trained counsellors and psychotherapists engaged in the helping professions. CCPA's members work in many diverse fields including education, employment and career development, social work, business, industry, mental health, public service agencies, government and private practice.

To fulfill its mission, CCPA advocates for improved access to mental health services and supports that are timely, appropriate and affordable. One such service is CCPA's national Canadian Certified Counsellor designation, in the process of being recognized by Veterans Affairs Canada as an approved mental health service provider. By increasing awareness around the military lifestyle and expanding its military literacy, CCPA hopes to further

engage with Military Family Services and Veterans Affairs Canada to better meet the mental health needs of military, Veterans and their families. In collaboration with the Vanier Institute of the Family and Military Family Services, the association aims to enhance the cultural awareness and competency of professional counsellors and psychotherapists to work more effectively with military and Veteran families in terms of their mental health and career development.

Vision

CCPA aims to see community service providers better equipped to support the unique needs of military and Veteran families (specifically in the area of mental health). CCPA believes it is important that military families are understood and recognized.

To learn more: www.ccpa-accp.ca

Strongest Families Institute (SFI)



“Our programs are designed to provide customized care to meet the needs of military families and transitioning Veterans to help them learn skills to better manage the unique challenges of military life and reintegration, regardless of geographic location. Addressing issues early and strengthening family relationships will improve overall quality of life and well-being of service members’ children, youth and families.”

DR. PATRICIA LINGLEY-POTTIE
PRESIDENT AND CEO

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2016

Sector: Not-for-profit

Industry: Mental wellnesS

Focus: Service delivery, education and research

Founded: 2011

Jurisdiction: National

Accessibility: Online and through phone sessions

Websites:

www.strongestfamilies.com;
www.irisplatform.com

Strongest Families Institute (SFI) is a not-for-profit organization that delivers distance, evidence-based programs to children and families who face issues impacting mental health and well-being. They seek to provide timely delivery of services to families when and where they are needed by using technology, research and highly skilled staff.

Over the years, SFI has formed many partnerships to improve its services. Some of these partnerships have helped them deliver services to military and Veteran families, including Military Family Services – Ottawa, Bell True Patriot Love Foundation (Bell Let’s Talk) and a project collaboration with CIMVHR.

By placing an emphasis on the accessibility of services, SFI uses technology to improve delivery with no wait times. Online programming with conveniently scheduled

telephone coach support offers flexibility in the provision of services and bridges the geographical divide. Barriers to care are removed. The privacy offered by distance services virtually eliminates stigma. By utilizing online data systems and content management, SFI hopes to reshape the way health care is delivered. Their proven methods have delivered extraordinary results, and dropout rates are far lower through SFI than for clinic-based programs.

Vision

SFI hopes to expand its program base, both nationally and internationally. Time and distance should not be a barrier for those requiring services. With an emphasis on technology, SFI aims to evolve and grow into an innovative and integral part of the health care delivery model.

To learn more: www.strongestfamilies.com

3. Children's Services and Education

The military and Veteran family lifestyle can be a blessing for children of those who serve, but it can also have profound impacts on family life, as parents may have to take extra steps to ensure that educational continuity is maintained, second-language requirements are met and mental health is ensured. For parents, the ability to secure access to childcare services and early childhood education can be affected by frequent moves and wait lists to gain access to an available childcare placement.

“Children in military families experience the same developmental and motivational processes as their civilian counterparts. However, military children also experience unusual developmental pressures placed on them due to the unique demands of military life, such as parental absence. Indeed, the deployment of a parent is one of the most widely documented stressors for military families and is a defining aspect of military life (for the children of a military parent).”

Julie Coulthard
**The Impact of Deployment on the Well-Being of
Military Children: A Preliminary Review**
Director General Military Personnel Research and Analysis

Autism Speaks Canada (ASC)



"We are committed to supporting all families impacted by autism spectrum disorder, including military and Veteran families."

ESTHER RHEE
NATIONAL PROGRAM DIRECTOR

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2016

Sector: Non-profit

Industry: Family services, research, advocacy, awareness, fundraising, funding

Focus: Autism spectrum disorder

Founded: 2005

Jurisdiction: National

Accessibility: Canadian registered not-for-profit organizations and registered charities

Affordability: Online resources and free community programs

Website: www.autismspeaks.ca

Autism Speaks Canada is committed to funding research and services across the country, raising public awareness and collaborating with other organizations to speak alongside the autism community. Autism Speaks and Autism Speaks Canada have invested more than \$200 million into scientific research. Of this, over \$9.3 million has been committed toward leading Canadian autism research, while over \$4 million has supported the enhancement of services for individuals and families impacted by autism spectrum disorder (ASD) across Canada. Autism Speaks Canada is committed to raising the funds necessary to improve lives today and transform lives tomorrow across the autism spectrum and along the lifespan. Currently, 1 in 68 children are diagnosed with ASD.

Autism Speaks Canada develops resources, such as tool kits and a video glossary; builds community programs, such as sensory-

friendly screenings with Cineplex and a tablet giveaway program with Samsung Canada; and funds service providers to build programs, such as a bilingual first-responders' training manual, recreation activities and intervention programs.

Data indicates that 30 of the 32 military bases house families with a child with autism. Autism Speaks Canada recognizes that military and Veteran families do not receive special privileges with regard to waiting lists for programs and they are often at a disadvantage based on the unique aspects of the military lifestyle. Through the partnership with Military Family Services, an autism awareness video has been created, and plans to build a Military Autism Toolkit and further awareness and educational communication resources will be developed.

To learn more: www.autismspeaks.ca

Canadian Child Care Federation (CCCF)



"We want our community of practitioners to be better prepared to meet the needs and challenges of military families. Professional development opportunities and resources specific to this issue will help with that goal."

ROBIN MCMILLAN
SENIOR CONSULTANT

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2015

Sector: Non-profit

Industry: Education

Focus: Early childhood education

Founded: 1983

Jurisdiction: National

Website: www.cccf-fcsge.ca

The Canadian Child Care Federation (CCCF) is committed to best practices in early childhood education. The organization is dedicated to the value of children in society.

In order to protect and enhance our children, to promote their safety and their healthy growth and development, CCCF is committed to providing Canadians with the very best in early learning and child care knowledge and best practices. CCCF's tools are research and knowledge dissemination, and the creation and nurturing of active networks.

CCCF publishes and distributes *Interaction* magazine to practitioners, policy makers and

researchers across Canada. It is regarded as the leading practice-based publication about front-line child care issues.

Vision

CCCF is currently creating a resource sheet and developing webinars to enhance the military literacy of early childhood educators. This transfer of knowledge will improve the confidence and competence of early childhood educators to better support the children of military families.

To learn more: www.cccf-fcsge.ca

Dr. Jay Children's Grief Centre



"There are people out there with no experience dealing with military children and youth who are bereaved. Families don't always know how to support children who are grieving, so we need to give them the tools. With support, children can reach a place where they can ask questions like 'Did I cause the death?' or 'Can I catch it?'"

NANCY WEBB
EXECUTIVE DIRECTOR

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2016

Sector: Non-profit

Industry: Professional and social services

Focus: Grieving children, youth and families

Founded: 2006

Jurisdiction: National

Accessibility: Canadian registered not-for-profit organizations and registered charities

Affordability: Online resources

Website:

www.drjaychildrensgriefcentre.ca

Dr. Jay Children's Grief Centre supports children, youth and families as they cope with dying, death, grief and bereavement.

The Centre has a committed team of counsellors who ensure that children and youth have access to specialized programs that have been developed to meet the unique and diverse needs of young people who are living with grief. The Centre helps children to recognize they are not alone.

Dr. Jay Children's Grief Centre continues to offer therapeutic activities at Muskoka's Camp Erin for military children in the province of Ontario.

Vision

Dr. Jay Children's Grief Centre focuses on peer support and would like to have a computer-based therapeutic platform through which children and youth of military families could communicate safely in order to support one another. They would also like to extend access to their services, so that every military child, youth and family could be supported through loss, separation, dying, death and bereavement in an age-appropriate and timely fashion.

To learn more:

www.drjaychildrensgriefcentre.ca

Voilà Learning



"Military children can access the virtual campus for free to ask questions about their French homework, talk to their peers in French and speak to a certified tutor."

HOSNI ZAOUALI
DIRECTOR OF STRATEGY

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2016

Sector: Non-profit

Industry: Education

Focus: Distance education in French

Founded: 2006

Jurisdiction: National

Accessibility: Canadian registered not-for-profit organizations and registered charities

Affordability: Online resources

Website: www.voilalearning.com

Voilà is a not-for-profit social enterprise that unites hundreds of French teachers from school boards across Canada and the United States. Today, the organization unites hundreds of members, teachers, educators and school principals with a common goal: to encourage students in their acquisition of the French language and to help parents meet the needs of their children studying in a French program or who seek to practise their French.

Voilà has created an online system to help students learn who would otherwise have

no education. The program addresses the challenges a nomadic lifestyle can place on a child's educational success as well as the challenge faced when a military parent is separated through operational duties from the children and is unable to offer support, such as homework help and French practice.

Vision

Voilà hopes to continue finding innovative ways to support the education of children in military families.

To learn more: www.voilalearning.com/en

4. Employment

While military spouses are proud to be a part of military families, most live with high mobility, which has been found to contribute to: “difficulty in developing their careers or finding and sustaining employment; being overlooked for promotions due to inconsistent or short-term employment history; inability to accrue seniority due to frequent relocations; having their career development or professional training impeded based on location; facing limited employment prospects when posted in small or rural communities. Such challenges not only affect spouses’ career development, they also impact the financial stability of their families.”

Yvonne Rodney

**Military to Civilian Employment:
A Career Practitioner’s Guide**

Canadian Education and Research Institute for Counselling (CERIC)

EMPLOYMENT

Accenture



“Military families are the foundation for our strong military.”

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2015

Sector: Private

Industry: Consulting services

Focus: Management, IT consulting and outsourcing

Founded: 1989

Jurisdiction: International

Website: www.accenture.com

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations.

Accenture sees corporate citizenship as an important opportunity to make a difference in the communities where we work and live by closing employment gaps, advancing client sustainability and accelerating gender equality in the workforce. Accenture’s Skills to Succeed program aims to equip 3 million people around the world with the skills to get a job or build a business by the end of fiscal 2020. For example, through Skills to Succeed, Accenture recently undertook a pro bono project with Military Family Services to create a digital strategy to increase awareness and connect the military families with vital services for their

health, education, mental well-being and employment. Accenture was featured in the Chief of Military Personnel’s video that highlighted its best partnerships, including employment success stories from Military Families Skills to Succeed (MFS2S).

Vision

Within Accenture, employees can join the Canadian Military employee resource group, which was launched in 2015. The Military Employee Resource Group (ERG) brings together Accenture employees with military backgrounds and their allies to foster connections among members as they continue to serve communities and bring the very best the military has to offer to Accenture and their clients.

To learn more: www.accenture.com

EMPLOYMENT

Canada Company



“As a national organization, Canada Company strives to aid Veterans, reservists and their families, no matter where they are in Canada. We are aided in this endeavour by our dedicated regional chapters and their members, who continue to host engaging member appreciation and fundraising events.”

BLAKE GOLDRING
FOUNDER AND CHAIRMAN

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2015

Sector: Non-profit
Industry: Employment
Focus: Education and employment
Founded: 2006
Jurisdiction: National
Website: www.canadacompany.ca

“The MET Spouse program is a great initiative. I was a military spouse for 15 years, relocating every two or three years. If the MET Spouse Program had existed while we were moving around so frequently, I am certain it would have facilitated employment options and contributed to a reduction of anxiety and increased family happiness.”

LESLIE C.
MILITARY SPOUSE

Since 2006, Canada Company has taken pride in serving the country in many ways, whether by celebrating Canada’s military heroes and their families or by fostering a mutually beneficial exchange between Canada’s remarkable military and its innovative Canadian business community – helping create a better Canada.

Canada Company has a proven track record of building unique programs that create opportunities for Canadian businesses to benefit from the strategy and discipline of “military-tested” resources, sparking a cultural shift in how Canada values its military.

The Military Employment Transition program (MET) is a proprietary program leveraging unparalleled expertise in employment transitioning to connect Veterans and their spouses with the Canadian business community.

Key Facts

- 1,200+ and counting Veteran hires
- 6,000+ MET members
- 200+ Employer partners

The education of employers involves a level of military literacy – teaching corporate Canada how to speak to military members. An award has been created to recognize employers who are military-friendly. Canada Company has also given \$262,000 to families in scholarships.

Vision

Canada Company is focused on a robust education of employers and service providers, as well as growing employer lists and establishing an education consortium. MET Spouse is also opening up the employment field for military spouses.

To learn more: www.canadacompany.ca

EMPLOYMENT

Canadian Education and Research Institute for Counselling (CERIC)



“CERIC has partnered with Canada Company, the leader in military employment transition, to provide the over 100,000 Canadian career service professionals with the tools they need to help Veterans transitioning into civilian careers.”

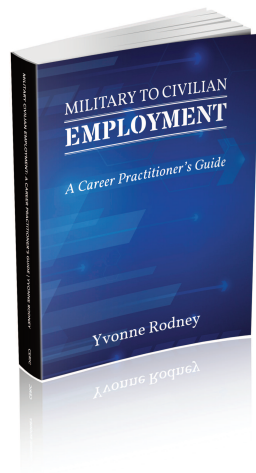
RIZ IBRAHIM
EXECUTIVE DIRECTOR

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2016

Sector: Charitable
Industry: Counselling and education
Focus: Career/employment
Founded: 2004
Jurisdiction: National
Availability: Online
Accessibility: Online
Affordability: Free
Website: www.ceric.ca

Each year, approximately 5,000 new, highly skilled Veterans enter the competitive job market, and one in four will have difficulty transitioning to civilian life, despite bringing unique skills and experiences to potential employers. Veterans are facing various challenges, including employers not understanding military culture and systems, the career development needs of Veterans or how to determine civilian equivalencies.

The Canadian Education and Research Institute for Counselling (CERIC) is a charitable organization that advances education and research in career counselling and career development in order to increase the economic and social well-being of Canadians. It funds projects to develop innovative resources that build the knowledge and skills of diverse career professionals.



CERIC had identified that career professionals across Canada were seeing more clients come to them from a military background. Career professionals were looking for a specialized resource they could use in helping Veterans make the transition to the civilian labour market. As a result, CERIC developed a manual in partnership with Canada Company, which includes collaboration from Canadian Armed Forces, Veterans Affairs Canada and Military Family Services. The bilingual *Military to Civilian Employment: A Career Practitioner's Guide* is available in print and as an e-book, and it can be downloaded as a free PDF.

Vision

CERIC would like the guide to become a Canadian best-seller, a staple to help Veterans transition into meaningful and satisfying careers in the civilian workforce.

To learn more: www.ceric.ca

5. Communications

“The [Canadian Armed Forces] does not consistently communicate well with modern military families for a variety of organizational, geographic and technological reasons. This must improve in order to increase constituency awareness of the realities of military family life (including the programs and services on offer), and more importantly foster a heightened sense of inclusion, influence and trust in the organization. Military Family Services must understand that today’s families expect to be better informed and more fully engaged in the policies, processes and decisions that affect their lives. This is a function of our connected, networked world.”

MFS Operating Plan 2014–2016
Military Family Services Division

COMMUNICATIONS

Canadian Military Family Magazine (CMF Magazine)



“Military family members run the magazine. There is a hurdle, and that is getting the information out to the families, particularly releasing, transitioning and retiring families. When we get the stories actually posted on the website, it’s still difficult to reach the people who need the information.”

CYNDI MILLS
PUBLISHER AND EDITORIAL DIRECTOR

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2016

Sector: Social enterprise

Industry: Publishing

Focus: Military-relevant literature

Founded: 2006

Jurisdiction: National

Availability: Subscription

Accessibility: Canadian registered not-for-profit organizations and registered charities

Affordability: Online and paper resources

Website: www.cmfmag.ca

As a freelance writer, Cyndi Mills was looking for a magazine that published articles relevant to military families; however, she found none. With lots of ideas and a limited market, Cyndi decided to create a magazine dedicated to military families.

The magazine features articles that empower, educate and enhance the lives of military families.

Vision

Cyndi would like to see communication gathered in one place so that military families have access to the information, programs and services to live their best lives.

To learn more: www.cmfmag.ca

Environics Communications



ENVIRONICS
COMMUNICATIONS

“Environics, as an example of a partnership with the private sector, is currently working with Veterans transitioning into the civilian work force.”

GREG MACEACHERN
SENIOR VICE PRESIDENT,
GOVERNMENT RELATIONS

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2016

Sector: Private

Industry: Communications

Focus: Public relations and public affairs

Founded: 1994

Jurisdiction: National

Website: www.environicspr.com

Environics Communications is a public relations firm with its Canadian offices in Toronto, Ottawa and Montreal. The Ottawa office houses the Government Relations team, and part of their work includes partnerships with specific market sectors to assist Veterans who are transitioning into the civilian work force.

Environics offers advice in regard to forming partnerships in the private sector, which includes educating workplace staff on military literacy with “train the trainer” situations that encourage respect among team members for transitioning Veterans. Military literacy is essential to providing sensitive and informed assistance and support.

Environics advocates asking parliamentary committees for positive change, as well as

the hosting of large-scale events, such as job fairs for reservists, to help transitioning Veterans enter the workforce. They also encourage businesses to take action, as businesses want to be involved and not simply treated like a cheque book.

Vision

Environics hopes to see members transitioning into civilian life better understood and respected. Veterans should have the opportunity to transition with full recognition and understanding of what they can contribute to the private sector. Corporate social responsibility (CSR) and sustainability have been at the core of Environics’ business operations since the company’s inception in 1994.

To learn more: www.environicspr.com

6. Transition and Outreach Services

There is growing recognition that military and Veteran families are an important part of Canada's family landscape and exist on a continuum of life characterized by unique experiences and perspectives. Communities and organizations across Canada understand implicitly the obligation to ensure military members, Veterans and their families have the same opportunities to enjoy a lifestyle that is similar to most Canadians.

Military and Veteran families have a lot to offer and can teach Canadians much about resilience and how to thrive by adapting and evolving. They aren't alone - a growing number of organizations are deeply committed to ensuring the well-being of military and Veteran families, and to facilitating their transition to civilian life.

The Royal Canadian Legion



"We will continue to work with our partners in outreach to homeless Vets and families who are not getting help leaving the streets."

BRAD WHITE
DOMINION SECRETARY

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2015

Sector: Non-profit

Industry: Social services

Focus: Veteran assistance

Founded: 1926

Jurisdiction: National

Availability: National

Accessibility: Veterans, family members and communities

Affordability: Services provided by volunteers and donations

Capacity: National network of Service Officers from local to national levels

Response time: Immediate initial response with ongoing support and follow-up

Website: www.legion.ca

The Royal Canadian Legion is Canada's largest Veteran and community service organization. With close to 300,000 members and more than 1,400 Branches across Canada, the Legion makes a difference in the lives of Veterans and their families, provides essential services within Canadian communities and remembers the men and women who made the ultimate sacrifice.

The Legion Service Bureau Network serves Veterans, members of the Canadian Armed Forces (CAF), the RCMP and their families by assisting in benefit requests and by representing their interests with Veterans Affairs Canada and the Veterans Review and Appeal Board for disability benefits under the *Pension Act* or the *New Veterans Charter*. The Legion's professional Command Service Officers are mandated by legislation to provide representation and advocacy free of charge to Veterans, Legion member or not. Financial assistance to those in

need is also available via the Legion's Poppy Trust Fund.

The Royal Canadian Legion looks after all Veterans, including RCMP Veterans and their families. The poppy fund (or poppy campaign) provided over \$17 million in financial assistance in 2014. Our members and our volunteer service officers made this initiative possible.

Through our Leave the Streets Behind program, the Legion has assisted more than 1,000 homeless or near homeless Veterans. The Legion appreciates the assistance of VETs Canada and Wounded Warriors in this partnership.

Vision

The Royal Canadian Legion would like to see all Veterans and families make a successful transition from serving to non-serving.

To learn more: www.legion.ca

TRANSITION AND OUTREACH SERVICES

Veterans Transition Network (VTN)



"We help Veterans overcome the psychological challenges associated with transitioning from the military through a unique group and peer-supported approach."

SHERRY LACHINE
DIRECTOR OF STRATEGY AND
PARTNERSHIPS

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2016

Sector: Non-profit

Industry: Professional services

Focus: Assistance for Veterans

Founded: 2012

Jurisdiction: National

Availability: Programs offered across Canada

Accessibility: Programs support all Veterans and RCMP

Affordability: Free

Capacity: 6 participants per program

Response time: Varies by province

Website: www.vtncanada.org

Veterans Transition Network (VTN) is a Canadian Veterans charity whose sole activity is to provide free-of-charge transition and therapeutic services to Veterans, regardless of their location or situation, making sure that nobody is left to "fall through the cracks."

VTN is unique as Veterans and psychologists work together to deliver programs, making them authentic and accessible for all participants. They continue to partner with other not-for-profit organizations as well as with the public and private sectors.

VTN offers a three-weekend retreat over two months (10 days total) providing participants with the opportunity to communicate, understand and address their own transition situation. After attendance, testimonials and research demonstrate that relationships with family, friends and partners are improved.

Vision

VTN would like to see simplified access to applicable resources for Veterans and their families.

To learn more: www.vtncanada.org

Invictus Games Toronto 2017 (IG2017)



“Hosting the Games in Canada in 2017, the year the country celebrates the 150th anniversary of its Confederation, will provide a unique opportunity for Canadians to commemorate and honour its ill and injured soldiers, and their families. Canadians actively look for ways to express their gratitude to our military. The Invictus Games will provide an ideal forum for what we know will be an unprecedented outpouring of support and appreciation.”

MICHAEL BURNS
CEO, INVICTUS GAMES TORONTO 2017

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2016

Sector: Non-profit
Industry: Morale and welfare
Focus: Adaptive sport
Founded: 2015
Jurisdiction: National
Website:
www.invictusgames2017.com

In September 2017, Toronto will play host to the Invictus Games, the only adaptive sporting event for ill and injured soldiers and Veterans. The Invictus Games Toronto 2017 (IG2017) will harness the power of adaptive sport to inspire recovery, support rehabilitation and generate a wider understanding and respect for those who serve their country, along with their families.

The word “invictus” means “unconquered.” It embodies the fighting spirit of wounded, ill and injured military service personnel and what these tenacious men and women can achieve post-injury.

The inaugural Invictus Games took place in London in September 2014 and attracted more than 450 competitors from 13 nations. The 2017 Invictus Games in Toronto will build on the excitement of the London and Orlando (2016) Games, featuring more than 500 competitors from 15 nations.

Vision

The mission of IG2017 is to honour the men and women who have come face to face with the realities of sacrificing for their country, by using the power of sport to help them on their journey to recovery.

By raising awareness and commemorating our soldiers and Veterans, IG2017 aims to build a healthy legacy that will continue long after the Games are over. Funding will be allocated to three key legacy funds to ensure the success of future Canadian teams competing in the Invictus Games, to support military families and to fund ongoing research into the mental and physical health of military soldiers, Veterans and their families.

To learn more:

www.invictusgames2017.com

7. Families and Caregiving

Diverse, resilient and strong, Canada's military and Veteran families are a source of pride for the nation and are an essential part of our communities. They have earned our full recognition and full support, and a growing number of organizations from coast to coast to coast are now stepping up to build inclusive communities with greater awareness of their unique perspectives and experiences.

"There are some very unique organizations that are not necessarily what you would expect of government organizations or private sector companies. Instead, you will find non-public and not-for-profit entities that employ military members, Veterans and their families to serve the military and Veteran community with more entrepreneurial and grassroots-based methods. And they were formed specifically to serve this community - 'One million strong.'"

Colonel (ret'd) Russell Mann
Former Director
Military Family Services

Caregivers' Brigade



"Services used to be all about the military member. Now, there is a realization services should be available to the entire military/Veteran family."

PAULA RAMSAY
DIRECTOR

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2015

Sector: Private

Industry: Social services

Focus: Advocacy

Founded: 2014–15

Jurisdiction: National

Availability: Online

Accessibility: Online

Affordability: Free

Website:

www.canadianfamilies.wix.com/caregivers-brigade

The Caregivers' Brigade is a non-partisan organization that advocates for caregivers of ill and injured Veterans, serving military, RCMP and first responders. They educate and advocate for families by opening the channels of communication with spouses and families across Canada.

The Caregivers' Brigade works with existing provincial and federal agencies to evaluate and recommend appropriate resources to assist the families caring for the ill and injured. Their website provides a directory of resources to help alleviate confusion for caregivers by compiling them in one location.

Last year, the Caregivers' Brigade referred families to 68 resources. At present, the number of Canadian resources is 139 for military families to turn to for information and support, and the list of third-party links is expanding.

The Caregivers' Brigade is informed from a strength-based approach and believes that families can have a healthy future; however,

families need to know the right language and how to ask the right questions. Families are learning to advocate on their own behalf and are being supported through My Voice and the Military Family Panel.

Sharing information is empowering.

Vision

The Caregivers' Brigade would like to see those who provide a service to military and Veteran families knowledgeable and informed of other services that aren't offered by their organization. This facilitates a referral of services, so military families are constantly being informed of the services available to them.

What resources are available to you and where do they fall short? Please let Caregivers' Brigade know so they can advocate for you.

To learn more:

www.canadianfamilies.wix.com/caregivers-brigade

FAMILIES AND CAREGIVING

Trenton MFRC (Military Family Resource Centre)



"We are reaching out to the surrounding community and looking to share our knowledge and the talents of families."

TAMARA KLEINSCHMIDT
EXECUTIVE DIRECTOR

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2015

Sector: Private

Industry: Social services

Focus: Social support

Founded: 1991

Jurisdiction: Regional

Website: www.trentonmfr.ca

Trenton MFRC (Military Family Resource Centre) provides services and resources that support the well-being of military families serving at 8 Wing/CFB Trenton. By military families, Trenton MFRC includes in its definition all military, regular force or reservist, and their parents and close relatives. In all their work, Trenton MFRC complies with the Privacy Code of the Director of Military Family Services (DMFS). All their services are confidential.

Families living off-base is an increasing reality, and Trenton MFRC is responding by working with community agencies and organizations.

Vision

Trenton MFRC aims to promote and facilitate community-based services that enrich, strengthen and enhance the quality of life for their military families, so every military family feels welcome and supported.

To learn more: www.trentonmfr.ca

Esquimalt MFRC (Military Family Resource Centre)



“Community engagement and partnerships are a priority for our Centre.”

PIERRE BÉRUBÉ
BOARD MEMBER

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2016

Sector: Private

Industry: Social services

Focus: Family support

Jurisdiction: National

Website: www.esquimaltmfrc.com

Esquimalt MFRC (Military Family Resource Centre) seeks to enhance resilience in military families through the provision of programs and services that serve, involve and advocate for the military community and their families and address the unique challenges of the military family lifestyle. Their aim is to enhance the quality of life of military families and enable military operations.

Esquimalt MFRC participates in a Provincial Engagement Team and the MARPAC Health and Wellness Team. They have many strategic regional, provincial and national connections that benefit military families in the greater Victoria region.

Esquimalt MFRC has many partners, including Roots and Seeds of Empathy, Triple P, Military Family Services, Veterans Affairs Canada and the Canadian Mental Health Association.

Vision

Through its strategic community engagement plan, Esquimalt MFRC will continue to determine and meet the needs of military families and address the issues that have an impact on the military community.

To learn more: www.esquimaltmfrc.com

FAMILIES AND CAREGIVING

Military Family Services (MFS)



"[There are] many systemic challenges facing military families in Canada. A growing network of local, regional and national resources, services, programs and partnerships are directly benefiting the military family constituency in Canada."

COLONEL DAN HARRIS
DIRECTOR OF MILITARY
FAMILY SERVICES
*KUDOS! A NETWORK OF SUPPORT FOR
CANADIAN MILITARY FAMILIES*

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2015

Sector: Non-public-funded organization

Industry: Military support

Focus: Resources for service providers and military families

Founded: 1991

Jurisdiction: International

Website: www.cfmws.com

Military Family Services provides national support and funding for two distinct programs: Children's Education Management and the Military Family Services Program. On behalf of the Department of National Defence, the Canadian Armed Forces Military Family Services funds, promotes and sustains the excellence, relevance and accountability of both services.

Children's Education Management provides children of military families with elementary and secondary educational support. This program is particularly important for families posted internationally.

The Military Family Services Program exists to support families in mitigating life

challenges. Military Family Services, located within NDHQ, is the primary funder of Military Family Resource Centres (MFRCs), which are located on bases/wings and units located across Canada, with additional service points in the US and Europe. Military families can access support, resources and information in person at MFRCs; by calling the 24/7 Family Information Line; or online at www.familyforce.ca.

Vision

To contribute to the well-being of Canadian Armed Forces families, enabling a mission-ready force that protects Canadians and Canadian interests across the country and around the world.

To learn more: www.cfmws.com

8. Research

“Since the 1990s, the nature, frequency, and intensity of military operations have shifted, and these shifts have, in turn, had an impact on the families of Canada’s military personnel. Operational tempo has increased and has been almost continuous, and the roles of Canadian Armed Forces (CAF) personnel have changed from ‘peacekeepers to peacemakers to warriors.’ In 2013, the Office of the Ombudsman, National Defence and Canadian Forces released its seminal report on military family health and well-being, On the Homefront: Assessing the Well-being of Canada’s Military Families in the New Millennium. This report brought into view the contexts, meanings, and consequences associated with recent changes in CAF military operations for members, Veterans, and families.”

Heidi Cramm, Deborah Norris, Linna Tam-Seto,
Maya Eichler and Kimberley Smith-Evans

The Current State of Military Family Research
The Vanier Institute of the Family

RESEARCH

Canadian Institute for Military and Veteran Health Research at Queen's University (CIMVHR)



CIMVHR | **ICRSMV**
Canadian Institute for Military and Veteran Health Research | L'institut canadien de recherche sur la santé des militaires et des vétérans

"We have had several journal articles published on research on military families and seen a shift in research communities toward military families. At our most recent conference event, there were 22 separate presentations, partnerships and collaborations. We continue to build infrastructure for facilitating further partnerships."

HEIDI CRAMM
ASSISTANT PROFESSOR

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2015

Sector: Public

Industry: Education

Focus: Research and knowledge transfer

Founded: 1925

Jurisdiction: Regional/National

Website: www.cimvhr.ca

The Canadian Institute for Military and Veteran Health Research (CIMVHR) at Queen's University has a vision to maximize the health and well-being of Canadian military personnel, Veterans and their families through world-class research resulting in evidence-informed practices, policies and programs.

At CIMVHR's annual conference, Forum, it was clear that research communities are increasing their focus on military families. At the conference, 22 of the presentations focused on families and this interest continues to grow.

CIMVHR is an innovative organization that engages existing academic research resources and facilitates the development

of new research, research capacity and effective knowledge translation. With a network of academic researchers across Canada, it serves as a focal point for 41 Canadian universities who collaborate to address the research requirements of the Canadian military, Veterans and their families.

Vision

The work of CIMVHR is being sustained and grown by the partners within this *Leadership Circle*, including the generous financial support of True Patriot Love and the collaboration of many others, such as Health Canada.

To learn more: www.cimvhr.ca/about

Memorial University of Newfoundland – School of Social Work



SCHOOL OF SOCIAL WORK

"We are building an alliance of researchers from across disciplines to work with civilian and military service providers to provide evidence of best practices and to determine the questions that need to be asked about support to military families. Taking this opportunity to learn from each other, I would like to create something like this [Leadership Circle] in Newfoundland and Labrador."

GAIL WIDEMAN
ASSISTANT PROFESSOR

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2016

Sector: Public

Industry: Education

Focus: Research and knowledge transfer

Founded: 1925

Jurisdiction: Regional/National

Website:

www.mun.ca/socwrk/home

The Memorial University School of Social Work focuses on strengthening human relationships and promoting social justice through academic excellence.

The School's mission is to promote social justice by providing social work education, conducting scholarly inquiry, disseminating knowledge and contributing to public policy and practice, thereby addressing the needs and aspirations of the local and global communities with whom they interact.

The goal of this partnership opportunity is to promote better understanding of what a

military- and Veteran-friendly community would look like and accomplish. More specifically, using the *Leadership Circle* model, we hope to advance a collective community-based response that will enhance resilience, strength and well-being for families of serving, transitioning and retired CAF service members in Atlantic Canada.

To learn more: www.mun.ca/socwrk/home

The Vanier Institute of the Family



“Diverse, resilient and strong, military and Veteran families are an essential part of Canada’s social fabric. They have unique experiences as a result of the mobility, separation and risk associated with military service. Their important role is strengthened with evidence-based community supports and services.”

NATHAN BATTAMS
PUBLICATIONS AND SOCIAL MEDIA
CIMVHR: SERVING THOSE WHO
SERVE US

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2015

Sector: Non-profit

Industry: Research

Focus: Teaching and learning institution dedicated to families

Founded: 1965

Jurisdiction: National

Availability: Online resources, publications and presentations

Website: www.vanierinstitute.ca

The Vanier Institute of the Family is a national, independent charitable organization dedicated to understanding the diversity and complexity of families and the reality of family life in Canada.

Using a strength-based lens, the Vanier Institute explores family and family lives, analyzing data and engaging in conversation to enhance the national understanding of families across Canada.

The Vanier Institute understands military and Veteran families as dynamic, diverse and complex. Military mobility, risk and separation between family members place unique challenges on military and Veteran families in Canada.

To better understand the unique experiences, expectations and perspectives of military and Veteran families, the Vanier Institute has formed a partnership with the

Canadian Armed Forces (CAF) through the *Military and Veteran Families in Canada Initiative*. This initiative seeks to enhance military literacy by building awareness, capacity, competency and community for military and Veteran families in Canada.

The *Canadian Military and Veteran Families Leadership Circle* is a key component of this initiative and aims to facilitate partnerships among individuals and organizations across the country that study, serve and support military and Veteran families.

Vision

The Vanier Institute of the Family envisions a Canada where families engage and thrive in a caring and compassionate society, with a robust and prosperous economy, in an inclusive and vibrant culture, in a safe and sustainable environment.

To learn more: www.vanierinstitute.ca

9. Other

There are many ways organizations and individuals contribute to the community of care that supports and fosters thriving among military and Veteran families. These contributions are at times so diverse they defy classification or a particular “theme.”

“Families are not looking for shortcuts or handouts or preferential treatment of any sort. They are simply looking for an opportunity to raise a family in a relatively stable, nurturing family environment. Stated otherwise, they seek: a fair family income and reasonable financial stability and security that allows them to meet their immediate needs and adequately plan and prepare for the future; safe, healthy and affordable housing; effective, appropriate education opportunities for their children, including the means to limit the academic effects of relocation, deployment and separation; access to quality, timely health care; access to quality child care when they need it; sound, fairly compensated career or employment options for spouses who want to work outside the home; some degree of control over their destiny within the limitations they accept as part of the military lifestyle; and a healthy and safe home environment.”

**On the Homefront:
Assessing the Well-being of Canada's Military
Families in the New Millennium**
Office of the Canadian Armed Forces Ombudsman

OTHER

TK Financial Group



Member of the *Canadian Military and Veteran Families Leadership Circle* since 2016

Sector: Private

Industry: Financial services

Focus: Investment and financial planning

Founded: 2001

Jurisdiction: Regional

Availability: Based in Ottawa, Ontario

Website:
www.thetkfinancialgroup.com

TK Financial Group provides its clients with a range of financial services, including estate planning, life insurance, investments and pension services. Its many partnerships provide its corporate, self-employed and professional clients with a broad range of options. With impartial and expert counsel, TK Financial Group provides a platform for informed financial decision-making.

Canadian Armed Forces members and Veterans are eligible for a variety of pensions and benefits. It is important for these individuals to understand these

benefits to sustainably manage their finances. With lump-sum awards such as the Critical Injury Benefit, informed financial planning is key to ensuring financial well-being beyond retirement.

Vision

TK Financial Group works with Canadian Armed Forces members and Veterans to reach their full potential personally and professionally.

To learn more:

www.thetkfinancialgroup.com

OTHER

True Patriot Love Foundation (TPL)



EVEN HEROES NEED HEROES.

"From day one, we have been humbled and moved by the generosity of philanthropists, corporate Canada and everyday citizens. As Canadians, we have always been proud of our military, but other than wearing a poppy, there have been very few opportunities to show our support. True Patriot Love provides that opportunity – we are a vehicle that allows Canadians to show their support. We strive to bridge the divide between our military and our citizens."

BRONWEN EVANS
CEO

Member of the *Canadian Military and Veteran Families Leadership Circle* since 2016

Sector: Non-profit

Industry: Charity

Focus: Advocacy, awareness and research

Founded: 2009

Jurisdiction: National

Availability: Provides funding for programs and research dedicated to military members, Veterans and their families

Website: www.truepatriotlove.com

Facebook: True Patriot Love

Twitter: @tplfoundation

True Patriot Love Foundation (TPL) is a national charity that honours the sacrifices of members of the Canadian Armed Forces, Veterans and their families. TPL funds unique programs and innovative research in the areas of family health and support, physical health and rehabilitation, mental health and well-being, and research and innovation.

Since 2009, TPL has committed over \$14.9 million to supporting military charities and research across Canada. The organization has created innovative and exciting ways to bridge the gap between military and civilian communities, including the organization of its third expedition to Antarctica in January 2016, raising more than \$2.4 million to support Veterans' transitions.

TPL continues to support Canadian military families and Veterans in times of peace and conflict. In 2013, a partnership with Bell

Canada launched the Bell True Patriot Love Fund, a \$1-million program providing grants to programs delivered through Military Family Resource Centres (MFRCs) and other charities that work to improve access to mental health care in military communities across Canada.

In 2014, True Patriot Love partnered with Scotiabank to launch the Scotiabank TPL Fund for Wounded Veterans, a \$600,000 fund offering financial support to programs addressing physical rehabilitation needs and employment transition supports for the ill and injured.

Vision

All Canadians appreciate that the freedom we enjoy comes at a cost to the men and women who serve us, as well as to their families.

To learn more: www.truepatriotlove.com

***Canadian Military and Veteran Families
Leadership Circle***

The *Leadership Circle* includes leaders from businesses and community, Department of National Defence, Veterans Affairs Canada, Military Family Services, Military Family Resource Centres and military and Veteran families who have an interest in the partner-based *Canadian Military and Veteran Families Leadership Circle* to share information, mobilize knowledge, foster relationships and form collaborations.

Military and Veteran Families in Canada Initiative

The *Military and Veteran Families in Canada Initiative* (MVFC) seeks to engage partners to actively participate in building four key areas to develop mature communities of practice that connect with and understand the military and Veteran family community.

We are building **awareness, capacity, competency** and **community** by connecting Canadians and national and international organizations that study and support military families.

We seek to deliver training and professional development resources for leaders, managers, front-line professionals, volunteers and professional associations, including educators at all levels; guidance counsellors; employment and career counsellors; primary health care and mental health professionals; and first responders.

Working with researchers and practitioners from both the military and civilian communities, MVFC strives to develop evidence-based and evidence-informed outreach and research programs.

Organizations included in this compendium:

Accenture
Autism Speaks Canada (ASC)
Calian Health
Canada Company
The Canadian Association for Marriage and Family Therapy (CAMFT)
Canadian Child Care Federation (CCCCF)
Canadian Counselling and Psychotherapy Association (CCPA)
Canadian Education and Research Institute for Counselling (CERIC)
Canadian Institute for Military and Veteran Health Research at Queen's University (CIMVHR)
Canadian Mental Health Association (CMHA)
Canadian Military Family Magazine (CMF Magazine)
Caregivers' Brigade
Dr. Jay Children's Grief Centre
Environics Communications
Esquimalt MFRC (Military Family Resource Centre)
Invictus Games Toronto 2017 (IG2017)
Memorial University of Newfoundland - School of Social Work
Mental Health Commission of Canada (MHCC)
Military Family Services (MFS)
Mood Disorders Society of Canada (MDSC)
Ottawa Public Health (OPH) - Mental Health Team
Phoenix Centre for Children and Families
The Royal Canadian Legion
Royal Ottawa Mental Health Centre
Strongest Families Institute (SFI)
TK Financial Group
Trenton MFRC (Military Family Resource Centre)
True Patriot Love Foundation (TPL)
The Vanier Institute of the Family
Veterans Transition Network (VTN)
Voilà Learning



The Vanier Institute of the Family
94 Centrepoin Drive
Ottawa, Ontario K2G 6B1
613-228-8500
www.vanierinstitute.ca