



**Community Needs Assessment  
for the Moncton Military Family Resource Centre (MMFRC)**

Technical Report

Monica Lavoie, Jimmy Bourque, and Mélanie Léger  
Université de Moncton

**March 2011**

## Table of Contents

Table of Contents .....	1
Executive Summary.....	1
Context.....	1
Method .....	1
Results.....	1
1. Context.....	2
1.1 Needs Assessment .....	2
1.2 Goals .....	2
2. Method .....	2
2.1 Target Population and Sample.....	2
2.2 Instruments.....	4
3. Results .....	4
3.1 Information Sharing .....	4
3.2 Programming.....	5
3.2.1 Welcome Information and Referral Services.....	5
3.2.2 Special Events.....	6
3.2.3 Child and Youth Programming.....	6
3.2.4 Family Separation and Reunion Services .....	7
3.2.5 Volunteer Program.....	7
3.2.6 Counselling Services.....	8
3.2.7 Adult Programs .....	8
3.3 General Information .....	9
Conclusion.....	10
Appendix A - Respondents' Comments .....	11
1. What modifications or additional childcare services or programs could be provided by the MFRC to better support your role as a parent / caregiver? .....	11
2. Is there anything we could do better to support families when the military member is away? .....	11
3. Is there anything the MFRC could do better to ensure and support the well-being of your family? .....	12
4. What types of outreach services would you like to see in your community? .....	12
5. Other Comments.....	13
Appendix B – MFRC Community Needs Survey .....	<b>Erreur ! Signet non défini.</b>

## Executive Summary

### Context

- Every three years, the MMFRC has to perform an assessment of community needs.
- The MMFRC delivers services to approximately 1150 families in New-Brunswick and Prince-Edward-Island.
- The CRDE was asked in October of 2010 to contribute regarding data collection, data analysis, and writing of the final report.
- The goal of the study was to assess the needs of the community towards the MMFRC, and satisfaction towards its services.

### Method

- A convenience sample of 62 people completed the survey, for a response rate of approximately 15%.
- The survey questionnaire was provided by the MMFRC and respondents could choose between a paper and an online version.
- The questionnaire was divided in four parts: 1) demographics, 2) information sharing, 3) programming, and 4) general information.

### Results

- The majority of respondents would prefer to hear about the MMFRC's programs through electronic mail.
- Most respondents find the hours of operation convenient, but some would like to see the MMFRC have evening hours.
- The main obstacle preventing the respondents from attending the MMFRC programs or volunteering seems to be time. Respondents also identified childcare, transportation and location as barriers.
- Respondents seem generally satisfied with the MMFRC's programming, although some programs and services seem less known or used.

### Appendices

- Respondent's comments
- Community Needs Survey

## 1. Context

### 1.1 Needs Assessment

Every three years, the MMFRC has to perform an assessment of community needs. The MMFRC delivers services to approximately 1150 families in New-Brunswick and Prince-Edward-Island. The CRDE was asked in October of 2010 to contribute regarding data collection, data analysis, and writing of the final report. Research activities occurred from November 2010 to March 2011 and were led by a team composed of Jimmy Bourque, director of the CRDE, as well as two research assistants, Monica Lavoie and Mélanie Léger.

### 1.2 Goals

The goal of the study was to assess the needs of the community towards the MMFRC, and satisfaction towards its services. The tasks performed by the research team were the following:

1. Review of the survey questionnaire
2. Preparation of an online version with *Survey Monkey™*
3. Data entry of paper questionnaires in the database
4. Statistical analyses
5. Writing of the report.

## 2. Method

### 2.1 Target Population and Sample

The target population included approximately 400 people from New Brunswick and Prince Edward Island. Sixty-two members of the military families in New Brunswick and Prince Edward Island answered the call to participate to the Military Family Resource Center's (MFRC) Community Needs Survey, for a response rate of roughly 15%. The corresponding margin of error varies from 11% to 13%, 19 times out of 20, depending on the proportion of missing data.

The majority of respondents were Anglophones (49 out of a possible 62). In most cases, the respondent's family included a member of the Regular Forces (82.1%) and lived in Moncton, New Brunswick (53.2%). Approximately 30 families among the respondents have children under the age of 18. The children are equally distributed among the various age categories, except the 17 to 18 years old category, where they account for a much lower percentage (3.4%). Lastly, note that the respondents are usually connected with the military either directly (19,  $n = 59$ ), or through a spouse (21,  $n = 59$ ) (see table 1).

*Table 1: Frequency distribution of military families' demographics characteristics*

	<b>f</b>	<b>%</b>
<b>Language (n = 62)</b>		
English	49	79.0
French	13	21.0
<b>Family (n = 56)</b>		
Regular Force	46	82.1
Reserve force Part-time	6	10.7
Reserve Force Full-time	3	5.4
Dual Serving	1	1.8
<b>Residence (n = 62)</b>		
Moncton	33	53.2
PMQ Area	9	14.5
Charlottetown, Summerside	6	9.7
Dieppe	5	8.1
Bathurst, Cambelton, Miramichi	4	6.5
Riverview	2	3.2
Other (North Rustico, Sackville, Upper Coverdale)	3	4.8
<b>Children (n = 58)</b>		
Birth to four years old	10	17.2
Five to seven years old	11	19.0
Eight to twelve years old	10	17.2
Thirteen to sixteen years old (n = 59)	11	18.6
Seventeen to eighteen years old	2	3.4
Not applicable	27	46.6
<b>Connexion to the military (n = 59)</b>		
Spouse	21	35.6
Military Member	19	32.2
Parent	6	10.2
Other Extended Family	6	10.2
Common-law Partner	5	8.5
Separated / Divorced	1	1.7
Parenting Children	1	1.7
Retired Member	0	0.0

## 2.2 Instruments

The survey questionnaire (see appendix) was provided by the MMFRC and reviewed by the research team prior to its administration. Respondents could choose between a paper and an online version. The questionnaire was divided in four parts: 1) demographics (5 questions), 2) information sharing (3 questions), 3) programming (52 questions), and 4) general information (11 questions).

## 3. Results

### 3.1 Information Sharing

The majority of respondents would prefer to hear about the MMFRC's programs through electronic mail (67.8%), but they would also like these information sharing options: MMFRC's website (36.2%), Facebook (28.8%), mail (29.3%), and monthly calendars (25.9%). With regards to the hours of operation, most respondents (32,  $n = 57$ ) think of them as convenient, but some (10,  $n = 57$ ) would like to see the MMFRC have evening hours (see table 2).

*Table 2: Frequency distribution of military families' preferred information sharing methods*

	f	%
<b>Communication (n = 58)</b>		
Email (n = 59)	40	67.8
Website	21	36.2
Facebook (n = 59)	17	28.8
Mail to home	17	29.3
Monthly calendar	15	25.9
Radio	4	6.9
Phone	1	1.7
School Flyers	1	1.7
<b>Hours of Operation (n = 57)</b>		
Convenient	32	56.1
Would like evening hours	10	17.5
Not Convenient	3	5.3
No Opinion	12	21.1

Several barriers are preventing the respondents from attending the MMFRC programs, but the main obstacle seems to be time (see table 3). Indeed, 16 out of the possible 39 respondents (41.0%) report time as an obstacle to their participation in the MFRC programs. Respondents also identified childcare (17.9%), transportation (17.9%) and location (23.1%) as barriers preventing them from attending the MFRC programs.

*Table 3: Frequency distribution of military families' barriers preventing them from attending the MFRC programs (n = 39)*

	<b>f</b>	<b>%</b>
No time	16	41.0
Location	9	23.1
Childcare	7	17.9
Transportation	7	17.9
How to access programs	6	15.4
Program Costs	5	12.8
Nothing of Interest	5	12.8
Just not interested (n = 38)	4	10.5
Language	3	7.7
Confidentiality	1	2.6
Poor Service	1	2.6

## 3.2 Programming

### 3.2.1 Welcome Information and Referral Services

Overall, the Welcome Information & Referral Services seem to have met the needs of the majority of respondents who used those services (see table 4). Among all of them, the Monthly Calendar has completely met the needs of the most respondents whereas the Monthly Lighthouse was the least known or used service. The Unit Information Briefings has failed to meet the needs of a few respondents.

*Table 4: Frequency distribution of respondents' opinions of the Welcome Information & Referral Services\**

	Did not use Service		Completely Met Needs		Somewhat Met Needs		Failed to Met Needs	
	<b>f</b>	<b>%</b>	<b>f</b>	<b>%</b>	<b>f</b>	<b>%</b>	<b>f</b>	<b>%</b>
Monthly Calendar (n = 46)	13	21.0	27	43.5	5	8.1	1	1.6
Quarterly Loop (n = 46)	19	30.6	23	37.1	3	4.8	1	1.6
Website (n = 43)	13	21.0	20	32.3	9	14.5	1	1.6
Welcome Services (n = 46)	21	33.9	19	30.6	5	8.1	1	1.6
Welcome Pack & Events (n = 46)	21	33.9	19	30.6	6	9.7	-	-
Info Packages mailed (n = 46)	19	30.6	19	30.6	7	11.3	1	1.6
Other agencies Info (n = 45)	24	38.7	17	27.4	4	6.5	-	-
Training Info Access (n = 44)	24	38.7	15	24.2	5	8.1	-	-
Unit Info Briefings (n = 45)	24	38.7	13	21.0	5	8.1	3	4.8
Monthly Lighthouse (n = 45)	29	46.8	12	19.4	4	6.5	-	-

*Note:* \* Percentages based on total sample size (n = 62) and not on the section's number of respondents.

### 3.2.2 Special Events

As shown in table 5, the most appreciated Special Events were the Support the Troop Hockey Games (29,  $n = 47$ ). This event was also the most known / used service, possibly because it involved respondents from all locations. Considering the number of respondents residing in each of these areas, one could assume that the PEI Military Family Day and the Moncton Corn Boil were successful events as well.

*Table 5: Frequency distribution of respondents' opinions of MFRC's Special Events\**

	Did not use Service		Completely Met Needs		Somewhat Met Needs		Failed to Met Needs	
	f	%	f	%	f	%	f	%
Support the Troop Hockey Games ( $n = 47$ )	13	21.0	29	46.8	5	8.1	-	-
Moncton Corn Boil ( $n = 48$ )	19	30.6	25	40.3	4	6.5	-	-
Evening / Breakfast with Santa ( $n = 45$ )	23	37.1	20	32.3	2	3.2	-	-
Moncton Celebrity Brunch ( $n = 45$ )	29	46.8	15	24.2	1	1.6	-	-
PEI Military Family Day ( $n = 42$ )	33	53.2	7	11.3	2	3.2	-	-
Bathurst Family BBQ ( $n = 39$ )	33	53.2	6	9.7	-	-	-	-
PEI Run for Wishes ( $n = 42$ )	35	56.5	3	4.8	2	3.2	2	3.2
PEI Mother's Day Tea ( $n = 42$ )	38	61.3	3	4.8	1	1.6	-	-

*Note:* \* Percentages based on total sample size ( $n = 62$ ) and not on the section's number of respondents.

### 3.2.3 Child and Youth Programming

Since about half of the respondents do not have children, the Child & Youth Programming was not known or used by high percentages of respondents (see table 6). Overall, respondents report that these services reasonably met their needs. The Teen Activities have the highest frequency of responses under the "Completely Met Our Needs" category (10,  $n = 52$ ) and the March Break / Christmas Break Camps were used by the smallest percentage of respondents (4.8%).

*Table 6: Frequency distribution of respondents' opinions of the Child & Youth Programming\**

	Did not use Service		Completely Met Needs		Somewhat Met Needs		Failed to Met Needs	
	f	%	f	%	f	%	f	%
Teen Activities ( $n = 52$ )	42	67.7	10	16.1	-	-	-	-
Summer Camp ( $n = 45$ )	37	59.7	6	9.7	2	3.2	-	-
Casual Childcare ( $n = 44$ )	32	51.6	6	9.7	6	9.7	-	-
Preschool Activities ( $n = 42$ )	33	53.2	6	9.7	3	4.8	-	-
Child Activities ( $n = 44$ )	36	58.1	6	9.7	2	3.2	-	-
Licensed Afterschool Program ( $n = 44$ )	39	62.9	4	6.5	-	-	1	1.6
Preteen Activities ( $n = 43$ )	39	62.9	4	6.5	-	-	-	-
March / Christmas Break Camps ( $n = 46$ )	43	69.4	3	4.8	-	-	-	-

*Note:* \* Percentages based on total sample size ( $n = 62$ ) and not on the section's number of respondents.



### 3.2.4 Family Separation and Reunion Services

Among all the programs offered by the MMFRC, it is the Family Separation & Reunion Services that have the largest numbers of respondents whose needs were not met. The Contact from the MMFRC service has the second highest number of “Completely Failed to Met Our Needs” responses (4,  $n = 44$ ), but note that it also has a larger number of satisfied respondents (16,  $n = 44$ ). The least known or used services are the Emergency Childcare and Children’s Deployment Workshop, but respondents who used those services report being satisfied. The Deployment Information Packages met the needs of the most respondents (17,  $n = 45$ ) among these Family Separation & Reunion Services (see table 7).

*Table 7: Frequency distribution of respondents’ opinions of the Family Separation & Reunion\**

	Did not use Service		Completely Met Needs		Somewhat Met Needs		Failed to Met Needs	
	f	%	f	%	f	%	f	%
Deployment Info Packs ( $n = 45$ )	19	30.6	17	27.4	6	9.7	3	4.8
Contact from the MFRC ( $n = 44$ )	22	35.5	16	25.8	2	3.2	4	6.5
Pre Deployment Briefing ( $n = 45$ )	23	37.1	14	22.6	5	8.1	3	4.8
Post Deploy/Reintegration Briefing ( $n = 44$ )	26	41.9	11	17.7	4	6.5	3	4.8
Deployment Respite Care ( $n = 44$ )	30	48.4	11	17.7	3	4.8	-	-
Deployment Activities ( $n = 43$ )	27	43.5	9	14.5	6	9.7	1	1.6
Individual Assistance ( $n = 45$ )	32	51.6	9	14.5	3	4.8	1	1.6
Warm Heart Line Call ( $n = 44$ )	33	53.2	8	12.9	-	-	3	4.8
Emergency Childcare ( $n = 44$ )	36	58.1	5	8.1	2	3.2	1	1.6
Children’s Deployment Workshop ( $n = 44$ )	37	59.7	5	8.1	-	-	2	3.2

Note: \* Percentages based on total sample size ( $n = 62$ ) and not on the section’s number of respondents.

### 3.2.5 Volunteer Program

As shown in table 8, the volunteer experience has completely met the needs of 17 of the 52 respondents and overall, the respondents who used this service reported being satisfied with it.

*Table 8: Frequency distribution of respondents’ opinions of the Volunteer Program\**

	Did not use Service		Completely Met Needs		Somewhat Met Needs		Failed to Met Needs	
	f	%	f	%	f	%	f	%
Volunteer Experience ( $n = 52$ )	29	46.8	17	27.4	5	8.1	1	1.6
Volunteer Opportunities ( $n = 51$ )	29	46.8	14	22.6	7	11.3	1	1.6
Volunteer Recognition ( $n = 50$ )	29	46.8	14	22.6	6	9.7	1	1.6

Note: \* Percentages based on total sample size ( $n = 62$ ) and not on the section’s number of respondents.

### 3.2.6 Counselling Services

The Counselling Services were seldom used, but 14 respondents out of the 16 who used these services reported that their needs were completely met (see table 9).

*Table 9: Frequency distribution of respondents' opinions of the Counselling Services\**

	Did not use Service		Completely Met Needs		Somewhat Met Needs		Failed to Met Needs	
	f	%	f	%	f	%	f	%
Contacting emergency services ( <i>n</i> = 45)	38	61.3	6	9.7	1	1.6	-	-
Confidential Referral services ( <i>n</i> = 45)	39	62.9	5	8.1	1	1.6	-	-
Assistance in referrals to CFMAP ( <i>n</i> = 44)	40	64.5	4	6.5	-	-	-	-
Short-term Counselling ( <i>n</i> = 45)	40	64.5	4	6.5	-	-	1	1.6

*Note:* \* Percentages based on total sample size (*n* = 62) and not on the section's number of respondents.

### 3.2.7 Adult Programs

The opinions of respondents who used the Second Language Services are varied, but this is the service that has the highest number of "Completely Failed to Met Our Needs" responses (7 out of a possible 45). The First-Aid / CPR courses and Vehicle Maintenance Workshops were the least known or used services among the Adult Programs. Indeed, in each case, 62.9% of respondents did not know or use the service. On the other hand, the Summer BBQs were meeting the needs of 35.5% of the total number of respondents; 22 respondents out of the 45 who completed this section (see table 10).

*Table 10: Frequency distribution of respondents' opinions of the Adult Programs (*n* = 45)\**

	Did not use Service		Completely Met Needs		Somewhat Met Needs		Failed to Met Needs	
	f	%	f	%	f	%	f	%
Summer BBQs	21	33.9	22	35.5	1	1.6	1	1.6
Monthly Brunches	27	43.5	15	24.2	2	3.2	1	1.6
Monthly Coffee Breaks ( <i>n</i> = 46)	26	41.9	11	17.7	8	12.9	1	1.6
McSweeney Dinner Theatre	34	54.8	10	16.1	1	1.6	-	-
Craft Workshops	34	54.8	10	16.1	1	1.6	-	-
Oil Painting Classes	35	56.5	10	16.1	-	-	-	-
Vehicle Maintenance Workshop	39	62.9	6	9.7	-	-	-	-
Second Language Services	27	43.5	6	9.7	5	8.1	7	11.3
First-Aid / CPR courses ( <i>n</i> = 46)	39	62.9	5	8.1	2	3.2	-	-

*Note:* \* Percentages based on total sample size (*n* = 62) and not on the section's number of respondents.

### 3.3 General Information

Regarding the volunteer program, it is once again the lack of time that is keeping respondents from participating. Indeed, 24 of the 45 respondents of this section selected the lack of time as a barrier to volunteering. Then, childcare (9,  $n = 45$ ) and lack of interest (8,  $n = 45$ ) come in second and third places (see table 11).

*Table 11: Frequency distribution of military families' barriers to Volunteering ( $n = 45$ )*

	<b>f</b>	<b>%</b>
No time	24	53.3
Childcare	9	20.0
Just not interested	8	17.8
Who To Talk To	4	8.9
Transportation	3	6.7
Nothing of Interest	4	6.5
Language	2	4.4
Not valued / Appreciated ( $n = 46$ )	2	4.3

When second language is a barrier, respondents have identified a classroom environment (18,  $n = 46$ ) as their preferred language learning tool (see table 12).

*Table 12: Frequency distribution of military families' preferred language learning tool ( $n = 46$ )*

	<b>f</b>	<b>%</b>
Classroom Environment	18	39.1
Web-Based Learning	14	30.4
Conversation Groups	6	13.0
Other	3	6.5

The families of six out of the 46 respondents who completed this section of the survey have a child with special needs. Four of those six families reported experiencing difficulty accessing programs and services. Also, 17 respondents out of the 46 reported that they would take advantage of a MMFRC full-time childcare center in Moncton, were that option available to them.

Not all respondents completed the section of the survey about the situations affecting military families, but 51% ( $n = 45$ ) of those who did reported that a member of their family was deployed overseas over the past two years. In addition, 19.0% ( $n = 47$ ) of families will be facing an upcoming deployment and 15.5% ( $n = 45$ ) have been affected by an imposed restriction.

As shown in table 13, the suggested workshop for the region of Moncton that interests the largest number of respondents is the Yoga / Pilates workshop, whereas all the suggestions for Charlottetown get interest among the small number of respondents from that region.

*Table 13: Frequency distribution of respondents' interest in Workshops (n = 46)*

	<b>f</b>	<b>%</b>
Yoga / Pilates	24	52.2
Painting (n = 47)	15	31.9
Learn to lift weights (n = 47)	12	25.5
Military 101	10	21.7
Scrapbooking	5	10.9
Nutrition	5	10.9
Cooking	5	10.9
Financial Learning	4	8.7

## **Conclusion**

The goal of this survey was to assess community needs towards the MMFRC and satisfaction towards its programs. Globally, the respondents who use the MMFRC's services report being generally satisfied with them. However, many programs and services appear not to be used or known by many people. This fact could explain in part one of the limits of this survey: its low response rate. It is possible that many people in the target population are not really in touch with the MMFRC and thus, didn't feel compelled to respond to the survey. The fact that a fairly high proportion of respondent in a self-selected sample reported not using many of the services, leads us to believe that interest or involvement from the untapped population might be even lower. Judging by the answers to the survey, the main barrier to more community involvement would be a lack of time and thus, would not reflect poorly on the assessment of the quality of services offered by MMFRC: indeed, most respondents indicated their satisfaction towards these services.

## Appendix A - Respondents' Comments

### 1. What modifications or additional childcare services or programs could be provided by the MFRC to better support your role as a parent / caregiver?

- Slightly longer hours – 9.10 until 12.00? Child care / lunch service to coincide with classes offered at base gym 12-1. Therefore 11.50 until 1.10, or combined parent toddler classes yoga / zumba. Healthy snacks and juice, not too processed or with artificial additives.
- Information in the lighthouse or in an e-mail would be greatly appreciated. Not just information on Fundraisers, or promo of the center and services.
- Nothing. Your afterschool program is serving us great.
- It would be nice to have an evening childcare service once a month so parents (either together as a couple, or when member is deployed) to go out and enjoy a meal or movie without the kids instead of it always being during the mornings. This time is not always the best for Moms!
- If there was a child care centre it would make it easier to go to many of the brunches and coffees mornings offered at the center. By adding child care it gives me a chance to look more closely at what else is offered and to get integrated in the community.
- Full time child care.
- More options for childcare each week (days/hours). Not have to call / sign up 48 hours in advance.
- A form of transportation to the Annex for those children who do not go to Bessborough school (e.g. taxi service, bus). I would be thrilled to have my children attend the afterschool program at the Annex because the staff is GREAT, but because we do not live in the immediate area of the Annex (live across town), it's not feasible. I would be open to paying extra for the transportation, as long it was safe for our children.
- Being a single parent should be taken into consideration.
- Perhaps occasional evening childcare?
- More casual childcare.
- Now is the time for all good soldiers to come to the aide of their men!

### 2. Is there anything we could do better to support families when the military member is away?

- Handy man service? Change bulbs hammer nails....
- With a lot of parents both working full time positions and then a reservists calendar thrown in the mix, time is of the essence, more notification of events, seminars, fundraising would greatly be appreciated. Myself, a secure link to a PEI listing of services and events would be greatly appreciated, not on Facebook as it is not secure.
- More info on area soldiers who are deployed, have at least one event in each end of province-PEI.
- Recognize the families that are separated due to IR.
- Yes. I was only offered a post-deployment briefing 1 week.

- Yes. Create a group support system for those spouses who do not have their own in place, or even if they do. Especially since that system would already include "veterans" spouses that have lived through a deployment/separation. There was NOTHING like this for me, so I would be happy to do it for someone else. Sometimes, it is the smallest efforts to reach out to someone that make the greatest impacts.
- Offer more group workshops (painting, casual dinner). I do not mind paying; it is just nice to get out of the house.
- Plus d'activités; une par mois est loin d'être suffisant. On a besoin de beaucoup plus pour nous changer les idées, surtout quand la famille est éloignée.
- Have the services and programs advertised more within the community (radio, newspaper) to alert family members who do not know about the MMFRC services (e.g. parents who's grown son/daughter is serving at another base or overseas, the girlfriends/boyfriends of serving members who serve at another base or overseas).
- Child care for Deployed members should be incorporated to include single parents.
- More family activities for families experiencing deployment. More childcare options in case of emergency (for instance, if mother is ill, kids could go to Annex for the day?).

### **3. Is there anything the MFRC could do better to ensure and support the well-being of your family?**

- This is somewhat related to the topics above. I have noticed in the programs above that Moncton is offering yoga, painting, etc. Why isn't the same being offered in PEI? Financial learning, cooking, nutrition, are learned at the high school level in Home Economics, or it was when I went to school.
- Have an occasional for parents of deployed soldiers, most of us are 50+ and would appreciate getting together. Many locals are deployed with our daughter and we often don't even know it.
- More advance notice of events, this would allow time to reallocate and prepare.
- Have support meetings for parents of serving members. Their needs are different then the spouses' needs, but there is still a need.
- Offer more than once a month adult leisure programs or workshops.
- Offer more adult activities. Maybe have activities twice a month as opposed to once a month may encourage more families to come to regular programming.
- Have more get together programs in the early evening/supper time. Myself, plus other spouses that I know, enjoy taking a break from cooking a meal. For instance, have a potluck night or McDonald's treat night (as we all know that kids love McDonald's) once a month. Could we also incorporate more physical activity programs for our military families? For instance, have gym times (one hour in length) booked at the base gym 2 times a week for military families to play badminton, soccer, etc.

### **4. What types of outreach services would you like to see in your community?**

- Both areas should offer the same services and same programs. Equality is just as important from province to province. In PEI, we are very family oriented, as demonstrated at the PEI Military

family day - turn out of approximately 200 people and that is without the Naval Reservist presence. Just because we are located in a different province does not mean we are not equal. Yes, we have a lot of reservists, however the reservists are the backbone of CF.

- Monthly get together ie,
- More weekend activities for those who work throughout the week. Also, deployed family support meetings in the evenings and/or on weekends to support those families who work and have sons and/or daughters deployed so that parents can share concerns. These meetings could/should be area specific.
- Not applicable to us, but it is great that you are working with families that do not have a centre in the other smaller towns.
- Maybe a once year function for all of us to get together (Moncton, Charlottetown, & Bathurst), so that we can meet other military families outside our own area. Maybe have each area take turns hosting it.

## 5. Other Comments

- I have lived on PEI for 11 years now. I learned of the Resource Center two years ago. It would have greatly been appreciated if the information could have been provided a lot sooner. I would like to add one final comment. As there are a lot of aging members of the CF, Reservist or Reg. – which doesn't matter – if the member has grandchildren, are they not part of the mix? They should be as when the grandparent is working as a CF member, it is taking time away from them too!
- Great to have an organization. Need more info coming out.
- Would like to attend more functions but due to conflicting schedules of the unit, attendance is not always possible. I have noted during this survey that children are listed and not grandchildren. Maybe this is something that could be addressed for the older members. Due to the size of our family, we don't always feel that we are welcomed to attend. We have noted that many bring their grandchildren ie 1 or 2 which is acceptable to all.
- Great Job to the Moncton MFRC Staff & volunteers for all your hard work with all the programs.
- Great team, love the energy when we attend the special events.
- During this survey, I see that Charlottetown may be offering a 'Financial Services' event. It would be nice if Moncton were to offer the same thing.
- The current website is AWFUL!! I have never had so much difficulty navigating a website in my life!! It lacks so much I don't even know where to start! There is nothing personalized about it, which is what makes people even want to use it to begin with. Also, the layout is way too busy and not user-friendly in the least. Please re-examine with the Head Quarters for MFRC's the universal image look is not working! It needs to be customized but kept up-to-date and interesting!
- Great team, love the friendly atmosphere at the centre. Great job and thanks for listening to community needs.
- The MMFRC is doing a phenomenal job in Moncton. Keep up the good work.

- I feel the MMFRC is doing a great job serving the military community. Such enthusiasm and dedication is not gone unnoticed. 😊
- I think it could be a good idea to have the MFRC open later one to two nights a week (6pm) so that people who work during the day could make it into the office or phone the office. The brunches are great but maybe there could be a dinner or desert evening for those who are unable to attend the brunches.
- Good day, the MFRC is a useful and beneficial organization.
- MFRC has all my contact information and I always receive the information in a timely manner.
- We have used this centre more than any other and feel very comfortable attending events and using other services. Friendly, approachable staff who work hard to offer us services with the challenge of a smaller base / budget and poor facilities.