

SERVICES

guide



To contact us



- The mission of our information and referral officers is to promote the VFC's services through various means of communication (Facebook, website, etc.) and at civilian and military events. They are also responsible for informing people about, and referring them to, military and civilian professionals.

For more information about our services and activities, visit our website: **CAFconnection.ca** (Valcartier tab)

For questions or if you are interested in signing up, send an e-mail to: **info@crfmv.com**

Follow us on Facebook :
Le Centre de la Famille Valcartier

VALCARTIER

Valcartier Family Centre
Building 93
P.O. Box 1000, Station Forces
Courcellette (Quebec) G0A 4Z0
418 844-6060

QUEBEC

Valcartier Family Centre
2630, Hochelaga Blvd.
Quebec (Quebec) G1V 0H2
418 649-6505

Toll free: **1 877 844-6060**



We live in a remote area.

We live in the outskirts of Valcartier.



What services are available to us?



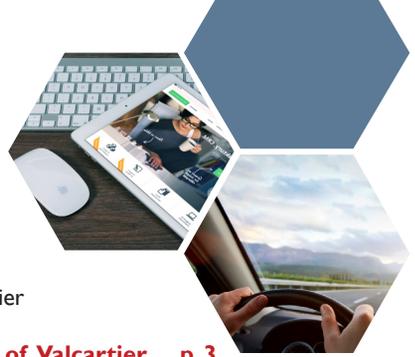
Services in Remote Areas and on the Outskirts of Valcartier

- Did you know that the Valcartier Family Centre serves all of Eastern Quebec? We have partnerships with many local organizations in order to serve military members and their families living outside of the Valcartier Garrison. Contact us to find out what services are available to you and your family.
I 877 844-6060

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Welcome to the VFC

The staff and volunteers of the Valcartier Family Centre are pleased to welcome you to your military community.

The CFV is a community organization serving military families that they are in the regular or the reserve Forces or recently released.

Whether you are single, married, a common-law partner or in new relationship, these services are for you.

Whether you are new to the region or not, this guide was developed specially for you to make it easier for you to integrate into our great community and learn more about the services available. It contains lots of information on the services provided by the Valcartier Family Centre.

Some services and activities are open to the civilian community.



We're moving!

**Personalized
support services
during postings.**



- ◆ Whether you are moving to Valcartier or leaving for another base, we know you will need lots of information and help adapting during your move. A Posting Support Counsellor is available to walk you through the process. The Posting Support Counsellor can offer support, advice, tools and referrals to help you and your family find your bearings.

PERSONALIZED MEETINGS

Posting-Related Support

Adults

- Support for families during the posting process
- Information on resources in the military community
- Information on resources in the region
- Information on the MFRCs in Canada and abroad
- Help developing a personal or family strategy
- Support and help with integrating into the community
- Information on the various provincial and federal administrative procedures

A Visit to the VFC

Come visit the Valcartier Family Centre so that we can give you an overview of our services and activities in order to facilitate your integration into the military community. During your visit, you will be given an information package containing a tourist guide, a welcome booklet, a list of medical services and more.

WORKSHOPS AND GROUPS

What? We Are Moving Again!

5-11 years old

Preparatory workshop on posting for children who will have to move. The purpose of this activity is to give young people the necessary tools to better understand the situation and to facilitate the transition to a new environment.

What? We Are Moving Again!

12-17 years old

Preparatory workshop on posting to give teenagers the necessary tools to deal with a move. During this meeting, the topics covered will promote the transition to a new environment.

Workshop: Going Through a Transfer-Related Job Transition

Adults

This workshop provides military spouses about to go through a transfer with help preparing for their job transition. A guidance counsellor will discuss job-hunting strategies for your résumé and cover letter, show you job-hunting tools, and more.





Workshop: I'm New To Quebec City and Looking for a Job

Members of the military community recently posted in Quebec

Do you need help finding a job because your spouse, a military member, has just been posted to Quebec City? In this workshop, you will learn strategies specifically for finding a job in Quebec City. A guidance counsellor will show you user friendly job-hunting tools.

Mutation Preparatory Workshop

Adults

During this meeting, advice, tools, personal and family strategies will be presented in order to facilitate this transition.

TOOLS AND DOCUMENTATION

Employment Check List Posting

To facilitate a job transition.

Preparing for a Posting

A few tips on steps to take to ease the transition.

Guide for Your Move

A schedule of things to do during a transfer.

My Mom Is a Soldier

A story book on the theme of moving.

Health Guide

Tools for understanding and finding healthcare services in Quebec.

Hello
Bonjour

Second Language Training

I want to learn a
new language!

WORKSHOPS AND GROUPS

English Workshop

4-5 years old

Children are introduced to the English language through games, rhymes, and songs under the supervision of a qualified teacher.



French Workshop

4-5 years old

Children are introduced to the French language through games, rhymes, and songs under the supervision of a qualified teacher.

Come Have Fun in English!

Kindergarten to Grade 6

Children can learn English through educational activities, games and conversations.

Come Have Fun in French!

Kindergarten to Grade 6

Children can learn French through educational activities, games and conversations.

Second Language Training (French or English courses)

Adults

Regular courses

Offered during the fall and winter. Day and evening courses available. 12 weeks, for a total of 60 hours. 2.5 hours a day, twice a week.

Intensive courses

Offered during the fall and winter. 4 weeks, for a total of 60 hours. 3 hours a day, 5 days a week, daytime only.

Online

Second language training online: Rosetta Stone.



**Employment
Assistance and
Professional
Training Services**

**I'm looking
for a job!**

**I'm wondering
about my current
professional
situation!**

**I'm wondering
about my interests
and skills.**



- ◆ Helping our clients enter the job market and find a satisfying long-term career. This is accomplished by creating a professional action plan with each client which takes into account their individual interests, skills and experiences. These services are available to people that are actively looking for work, looking to re-enter the job market, or simply looking to continue their studies.

Free and confidential.



Québec 



PERSONALIZED MEETINGS

Education and Career Counseling

Military spouses, ex-military, reservists, military dependents 18 years of age or older, Anglophone civilians living in the Quebec area

- Needs assessment;
- Personalized career counselling;
- Skills and interests assessment;
- Psychometric testing;
- Information on the work force;
- Information on the a educational institutions;
- Information on financial assistance;
- Monitoring exams for distance education.



Job Search Assistance

Military spouses, ex-military, reservists, military dependents 18 years of age or older, Anglophone civilians living in the Quebec area

- Personalized career counselling;
- job search strategies;
- Resume and cover letter preparation and translation;
- Interview skills,
- employer contacts and job follow-up;
- Referral to external resources.



Business Start-up Information

Self-employed or small business owners from the military community, regardless of their place of residence

- Information on self-employment;
- Support and advice;
- Networking opportunities.

WORKSHOPS AND GROUPS

Workshop: Mommy Goes Back to Work

Adults

After your kids' diapers, baby bottles, homework, and little aches and pains, you feel ready to go back to work. A guidance counsellor will give you a series of three two hours workshops to help you think about where you want to go in life, strike a balance between work and family, and develop job search strategies suited to your needs.

Workshop: Be Equipped for Your Job Search

Adults

This workshop will help you develop various winning strategies in order to implement a good plan of action. Many tools will be suggested to make your job search more efficient.

Workshop: Reassessing my Professional Situation

Adults

Do you want to be happier at work? Change jobs? Or reassess your professional situation? Take time to think about things and bounce back by participating in this workshop offered by the VFC's guidance counsellors.

Workshop: Preparing for La Foire de l'emploi

Adults

This workshop will prepare you better for the Foire de l'emploi and the VFC's Rendez-vous de l'Emploi.

Workshop: Going through a Transfer-related Job Transition

See page 8

Workshop: I'm New to Quebec City and Looking for a Job

See page 9

Envol (Business Group)

Self-employed or small business owners from the military community, regardless of their place of residence.

A group for entrepreneurs in the military community meeting once a month to develop or expand their network, get support and advice.

INSTALLATION

Documentation Centre

- Individual assistance at all times;
- Internet and word processing;
- Educational and vocational information;
- Information on the job market;
- Job postings and daily newspapers;
- Fax and photocopy services.

Documentation centre schedule

Monday to Friday

from 8:30 am to 12 pm

and from 1 pm to 4:30 pm

The schedule may change without notice.





**My spouse is
often absent.**

**What can I do for
me and/or my
children?**

**Sometimes it's
really hard.**



Support During Absences

- ◆ Will your partner be leaving soon on a course, exercise, deployment, or imposed restriction? We are available to respond to all kinds of absences.

PERSONALIZED MEETINGS

A counsellor who knows and understands the effects absences have is available to answer your questions and guide you to the right resources.

WORKSHOPS AND GROUPS

Oasis Club

3-12 years old

Support group for children experiencing a military parent's absence: At the weekly meetings, various themes are addressed and various activities are held in relation to the absence.

Daddy Is Leaving!!!

3-5 years old

Tell me a story!!! This activity is specially adapted for children coping with the absence of one of their parents. If you want us to come to your daycare centre or home, contact us!

Having the Tools for Frequent Absences

3-12 years old

Series of 6 meetings to give children the necessary tools to better cope with the frequent departures of a parent in the military.

“Getting Ready” Workshop

Adults

The upcoming departure means that you're going through a lot of different emotions. If you want to be well prepared and receive information that could make the departure easier, come to our workshop.

Reunion Workshop

Adults

The reunion with your loved one is fast approaching and you are feeling a jumble of emotions. You need to know that you're not the only one! Participate in our workshop to better understand the different aspects of a reunion and learn some tricks that will help facilitate the re-adaptation to family life.

Post-Deployment Workshop

Adults

Has your loved-one been back now for a few months, and you've noticed that things are not the same? Has his/her behaviour changed? Need to talk about it? Attend this workshop to better understand and manage the possible impacts of the deployment on the service member and the family.

Support Group

Adults

Socialize and share with other people who are living similar experiences to yours while participating in different groups and activities offered by the VFC.

Discussing Military Life Over Dinner

See page 28



TOOLS AND DOCUMENTATION

Online Training: Road to Mental Readiness (R2MR)

This training provides the necessary information to help you manage the challenges and stress related to the various deployment phases. You can consult the following link: <http://www.forces.gc.ca/en/caf-community-health-services-r2mr-family/index.page>

Dog Tag

Since you're leaving soon, you would like to offer your children a special reminder of you while you are gone. Come and get a special dog tag for your kids so that they'll remember that no matter where you are, you are thinking of them.

The Toolbox

0-5 years old

Guide For parents with children experiencing a family member's extended absence.

The Passport

6-12 years old

A guide for parents with children experiencing a family member's extended absence.

Checklist on Preparing for a Deployment

Adults

Check-list to be better prepared for an extended absence.

Guide for Parents with a Military Child on an Extended Absence

Adults

Tools to make the absence easier.



The Treasure Chest

Adults

Tips to living well during an absence.

Everyone Has Unavailable Chores!

Adults

Tricks and tips to make it easier to share work as a couple.

INSTALLATION

Drop-off location for parcels for the morale of the spread military members.



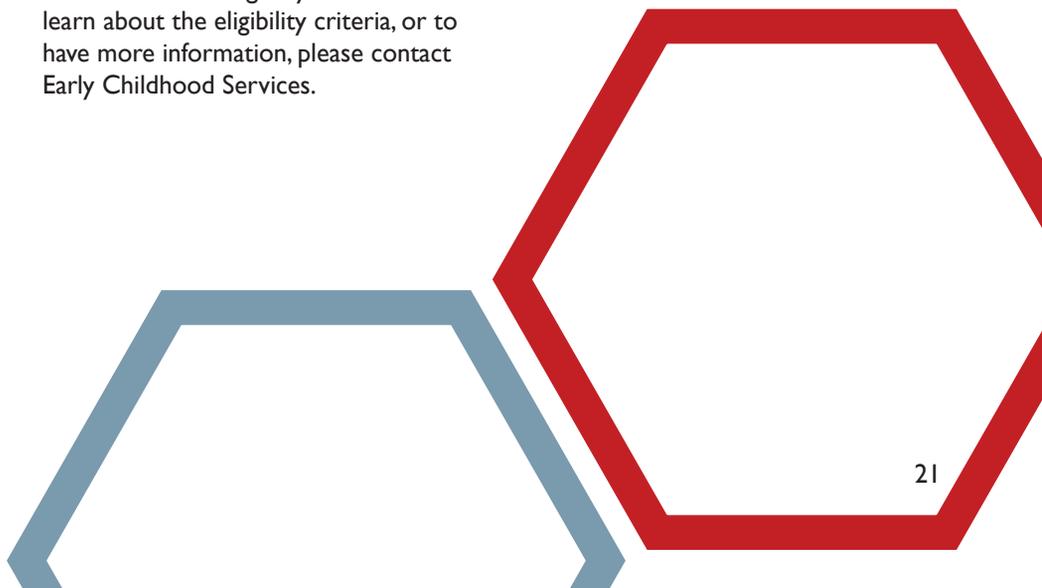


**I wonder about
the available type
of childcare for
my children.**

Childcare Services



- We know that the subject of the childcare services is important for the parents. At the VFC, we have available resources according to your situation. To learn about the eligibility criteria, or to have more information, please contact Early Childhood Services.



CASUAL CHILDCARE

Day Nursery

0-24 months old

An occasional childcare service. Reservations required a minimum of 24 hours in advance.

Day Nursery Schedule

Monday to Friday 8:30 to 12 pm and/or 12 pm to 3:30 pm

The schedule may change without notice.

Cost

\$15 per 3.5 hours of childcare.

Drop-in Daycare

2-5 years old

An occasional childcare service for the military community and/or civilian families. Reservations required a minimum of 24 hours in advance.

Schedule

Monday to Friday 7 am to 5 pm

Cost

One child: \$4.50 per hour or maximum of \$30 per day. Two children: \$7.50 per hour for a maximum of \$50 per day.

Evening Drop-in Childcare

0-5 years old

An occasional childcare service is available for members of the Sports and Leisure Plan, as well as other members of the military community. Reservations required a minimum of 24 hours in advance.

Schedule

Tuesday, Wednesday and Thursday 6pm to 9pm

Cost:

\$4.50 per hour
SRP Members \$4 per hour

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RESPIRE CHILDCARE SERVICE (LE RÉPIT)

Is your spouse away for a few months on a course, exercise or deployment? Are you going through a difficult period and are you exhausted? Are your casual childcare resources no longer sufficient (drop in daycare, babysitter, family, friends, resource list, etc.)? The Valcartier Family Centre daycare can offer you a respite period.

Please note that certain eligibility criteria apply. These respite periods can be used all at once or spread out over several weeks, according to your needs. To make a request for child respite, you need to make an appointment with a counsellor at the Valcartier Family Centre, who will evaluate your needs.

EMERGENCY CHILDCARE

Day: 418 844-6060

Evening and week-end: 418 844-5224

To help families in situations of stress related to child care, emergency child care is offered by the Valcartier Family Centre to all military personnel at the Valcartier Garrison.

Since childcare is primarily a parental responsibility, the preventative component of this service encourages CF members to have an Emergency Childcare Plan (ECP). This plan is kept at the unit for consultation as needed.

If the plan fails or if there are delays in its application, the emergency childcare service can be available. This service should be considered as a last resort and regarded as a safety net in your planning. It is available 24 hours a day, 7 days a week for children of all ages.

TOOLS AND DOCUMENTATION

Other Resources

The VFC also has a childcare resource list available at the reception desk or by e-mail upon request.





**Services for
new parents**

**We're going to be
parents soon**



WORKSHOPS AND GROUPS

Prenatal Courses

Prenatal sessions give future parents a chance to fully prepare for their new arrival.

PERSONALIZED MEETINGS

Welcome Baby

Prenatal and postnatal visits at the Valcartier Family Centre for future and new parents of the military community. This program aims to support parents in the beautiful adventure that is the arrival of a new child.

INSTALLATION

Parents' Library

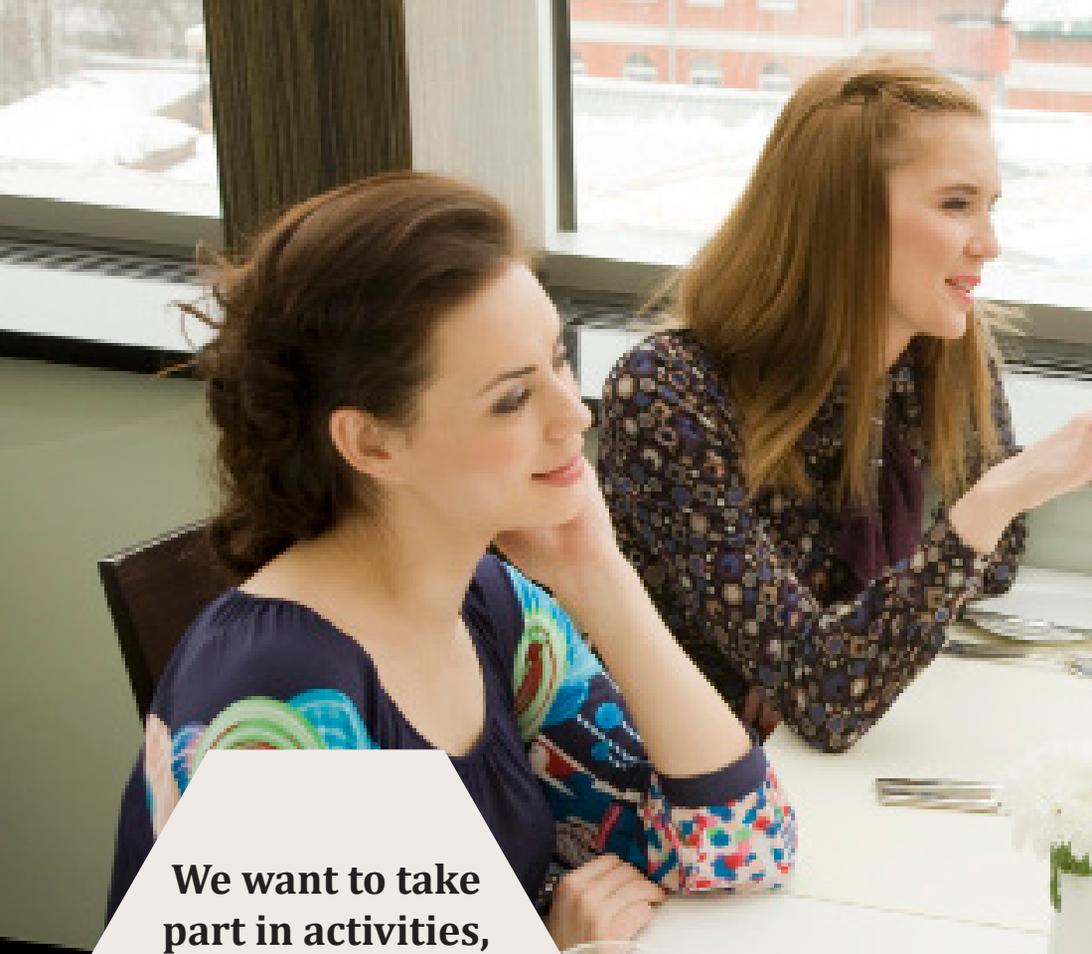
The parents' library has information materials, books, magazines and videos on a range of subjects.

Schedule

Monday to Friday

8:30 am to 12 pm and 1 pm to 4:30 pm

The schedule may change without notice.



We want to take part in activities, meet people, have fun and learn.

Activities for every age group and suited to your needs



- The Valcartier Family Centre community is always alive and in motion. Many activities and information about the military and civilian community are available for you and your family throughout the year, and new activities are continually being incorporated to our programming. In addition, if you have any project ideas or suggestions, please contact us, we are here for you!

WORKSHOPS AND GROUPS

Adults

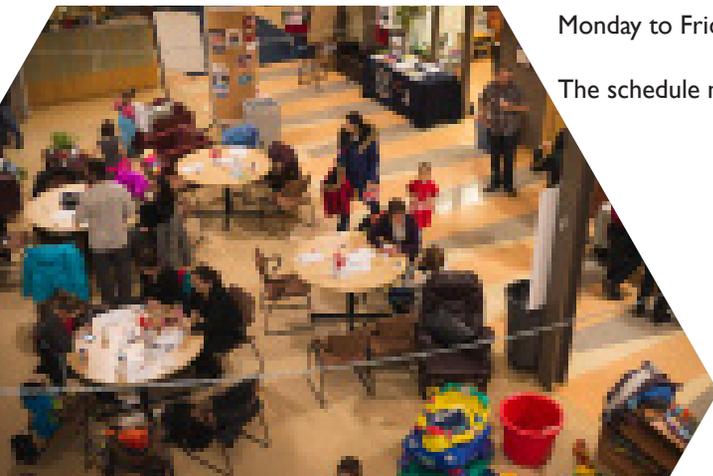
Café Découverte

One volunteer committee holds a variety of welcome and integration activities so that members of the community can meet up while sharing or developing their talents. Come discover our themes and activities while meeting interesting people over refreshments!



Discussing Military Life Over Dinner

An opportunity for military spouses and parents of military members to get together once a month and discuss their experiences and share tips on adapting to the military lifestyle, while discovering different restaurants in the Quebec City area.



After Dinner Social Anglophone Group

Come and discuss with the English-speaking community. Informal evening where we take the time to talk in English in good company. You are bilingual and wish to maintain your English skills? This group is for you. A great way to meet people and make friends. Activities organized by the group

Get Together Club Anglophone Group

If you want to meet other English-speaking people that are in the same situation as you, or if you are bilingual and want to keep your English skills up-to date, the Get Together Club is the ideal place to meet people, chat in English, and participate in various activities. This activity takes place in a room specially equipped to accommodate young children.

Living Environment

During the VFC's opening hours, you can use the community room. Decorated by the volunteers on the living environment committee, the community room has all sorts of information on the activities and programs that the VFC and its partners offer. Whether you drop by with your children or by yourself, it is the ideal place to chat with others, meet new people, eat or relax. There is even a play area for kids.

Monday to Friday, 8:00 a.m. to 4:30 p.m.

The schedule may change without notice.

WORKSHOPS AND GROUPS

Families

Thematic Activities

So that you can have fun while spending time with other members of the community, the volunteer committees organize various activities with the help of our community organizer over the course of the year.

Small Talk

Parents and their children (0 to 12 months old)

A warm, safe place where parents and their children can come to enjoy a few hours of camaraderie, conversation, and friendship. Possibility of starting a baby food workshop, depending on needs.

Sunny Day Group

Parents and their children (0 to 5 years old)

Parents and children are invited to come socialize and have fun in a warm, secure environment. A group of volunteers organizes different activities. Children stay under the supervision of their parents.

Baby Massage

Parents and their baby

helps parents to learn to recognize the signs and nonverbal language of their baby, and to respond to their needs. A bonding activity for you and your baby. In collaboration with Relevailles Québec.

Op. Soleil Open Play Room

Come take advantage of free periods to socialize with other parents.

Schedule

Free morning periods:

Tuesday (sometimes reserved for Baby Massage)

Free afternoon periods:

Monday to Friday 13:00pm to 16:30 pm

The schedule may change without notice.

Father-Child Activities

Dads and their children between 3 and 12 years old.

Being a dad is the best job in the world! Strengthen the bond between you and your kids by spending special time with them. A positive experience and a chance to meet other dads.



WORKSHOPS AND GROUPS

Children

“Jardin des petits”

2-5 years old

An educational program comprised of activities led by a qualified educator who welcomes children for a period of three hours per half day.

Little Geniuses Workshops

3-5 years old

Workshops to promote their overall development and autonomy while encouraging them to learn emotional, motor, social, cognitive, and language skills



The Adventurers

Kids in Grades 4, 5, and 6

Children from grade four, five and six are invited to take part in an after-school program where they can participate in preventive and educational activities led by our Youth Counsellors.

Home Alone Workshop

8-12 years old

This workshop teaches kids safety rules to follow if they are alone, whether at home, after school or at the park.

Babysitting Course

11 years old (or grade 6) or older

Course given by the Red Cross that gives young people the skills and qualifications to become certified babysitters.

WORKSHOPS AND GROUPS

Teenagers

Just For Truth Workshop

12-17 years old

Preventive workshops for young people. During meetings, various topics are discussed (romantic relationships, alcohol, drugs, sexuality, sexual orientation, social media, etc.).

Valcar-Co Youth Co-operative

12-17 years old

The Youth co-op is a group of teenagers who come together to create their own job. They join forces to determine which services they wish to offer the community. Guided by the Youth Team, young people develop skills and attitudes that will help them to integrate independently with the labour market.

Le Repaire Youth Club

12-17 years old sometimes open for youth from Grade 6

Le Repaire youth club welcomes young people to a healthy environment of belonging which promotes their integration and development. The club is supervised by a team of qualified and dynamic counsellors who are there to support, empower, and encourage young people in their journey to adulthood. Youth attending Le Repaire have access to several activities, structured or not (pool table, baby-foot, video games, board games, music, etc.)

Schedule

Wednesday 6:30 pm to 9 pm

Thursday 6:30 pm to 9:30 pm

Friday and Saturday 6:30 pm to 10:30 pm

Contact the Youth Services team to find out the summer schedule. The schedule may change without notice





Volunteering

**I would like
to give my time!**

- Our volunteers contribute on a daily basis to the achievement of our organization's mission. Mostly from the military community, they are spokespersons for all the families. They play a big role in expressing the needs of the community and take an active part in delivering services. Our team of volunteers is dynamic, passionate and involved. By being a volunteer, you will contribute to the well-being of the community and get an enriching experience out of it as well!





Volunteering as a Family

Volunteering as a family is a great way to teach your children the value of helping others while spending quality time together as a family!

Volunteer Work for Teenagers

12-17 years old

Adolescents can be active in their community by volunteering for various activities for the community and various committees. Volunteering promotes social integration and the development of skills and independence. Our qualified youth workers provide a framework for the adolescents' volunteer work. The work could involve helping to organize dances, participating in the youth meeting for deciding on activities, and much more.

Volunteer Work for Adults (groups or individuals)

Adults

Adults can be active in their community by volunteering for various activities for the community and various committees. Volunteering is a way to meet people, develop your potential, gain professional experience and be surrounded by people who understand the military life.



**I'm dealing
with personal,
family and
conjugal
problems!**

**I'm looking for a
sympathetic ear
and support.**



Counselling Services

- ◆ we listen to your concerns! We provide prevention and counselling services to support and accompany you through different steps of your life.

Feel free to contact one of our counsellors or our Family Liaison Officer for information on:

- An assessment of your needs (over the phone or in person)
- Follow-up meetings for individuals, families or couples
- Referrals to and co-ordination with external resources (as needed)
- Short-term consultations

Free and Confidential



PERSONALIZED MEETINGS

Meetings with a mental health professional who understands the particulars of military life.

CAF members and their loved ones

- Marital discord;
- Family discord;
- Behavioral difficulties with your school aged children due to the military lifestyle;
- Difficult parent-child relations;
- Questions on parenting skills;
- Difficulty adapting;
- Bereavement;
- Impacts on family of an operational stress injury;
- Stress and anxiety;
- Self doubt;
- Other personal problems.

WORKSHOPS AND GROUPS

E=MC3: Together To Better Understand

4-6 years old

Groups for families where one member is affected by operational stress injury (OSI). Meetings for the children, parents, and the family. Number of meetings can vary by age group. The goal of these groups is to develop the strengths of each family member in order to improve the well-being of the individual and the family.

A.P.S After Parental Separation

7-11 years old

Group for children who have experienced the separation of their parents (recent or not). A series of 10 meetings with the goal of better understanding and expressing their feelings related to the separation, and to promote the development of communication skills and problem solving skills.



E=MC3: Together To Better Understand

7-12 years old

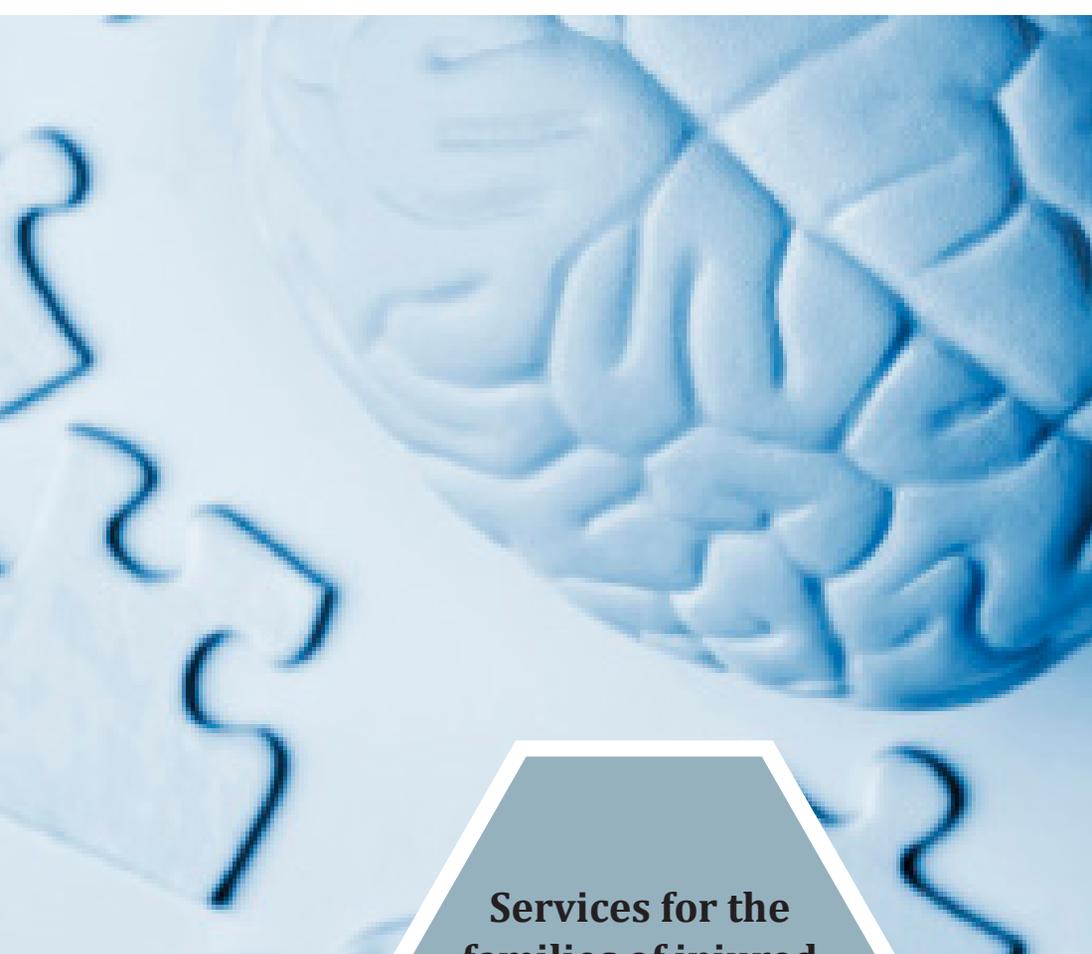
Groups for families where one member is affected by operational stress injury (OSI). Meetings for the children, parents, and the family. Number of meetings can vary by age group. The goal of these groups is to develop the strengths of each family member in order to improve the well-being of the individual and the family.

Anxiety Management

8-12 years old

Groups for children who are having difficulty managing anxiety. Series of meetings with the aim of teaching the necessary skills to effectively deal with stress, difficulties, and changes.





Services for the families of injured military members

Our situation has been harder since my spouse, a military member, was injured.

- A Family Liaison officer works with the Integrated Personnel Support Centre (IPSC) team at Valcartier to provide services and support to families dealing with a military member's illness, serious injury or death.

Free and confidential

**I've been released
from the Forces.**

**I'm about to be
released from the
Forces.**

PERSONALIZED MEETING

Meeting with a Family Liaison Officer

Injured military members and their family

- Welcome, a sympathetic ear and an assessment of your needs
- Follow-up as needed
- Co-ordination among the various workers involved when necessary
- Information and the possibility of referrals to civilian or military support services for the family.

Contact us to find out about the services available for military members who have been or are about to be released.



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