



WebXchange: MFRC Innovative Ideas

North Bay MFRC:
Innovative ways to say “yes” to families

18 Oct 2017

Diane Sarrazin-Dubeau, Linda McCaulay

Diane.Sarrazin-Dubeau@forces.gc.ca

Linda.McCaulay@forces.gc.ca

Innovative Ways To Say Yes To Families

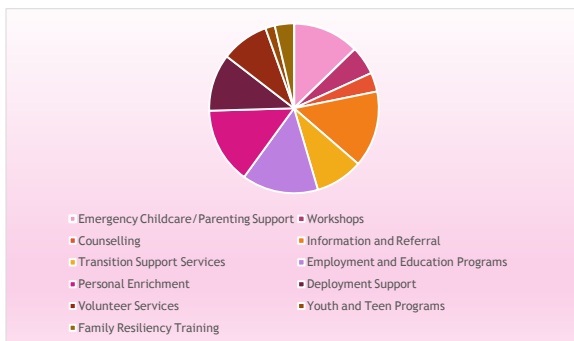
Linda McCaulay & Diane Sarrazin-Dubeau

North Bay MFRC

3 Key Messages

- ▶ Find Out What Your Client(s) Want
- ▶ Think Outside The Box
- ▶ Be Flexible

Find Out What Your Client(s) Want



- ▶ Various type of online surveys (prizes)
- ▶ Surveys distributed at the end of a workshop or special event
- ▶ Wing Welcome Passports for Children
- ▶ Word of mouth
- ▶ Discussions with co-workers, other professionals

Think Outside The Box

- ▶ Challenge yourself to consider a client's new idea for programming
- ▶ If your budget does not allow the program cost requested think of innovative ways to offer similar programming
- ▶ Reach out to others who may offer similar support/program requested by the client
- ▶ Consider the use of volunteers to keep the cost manageable
- ▶ If you are not able to offer the program, do your research and refer to the most suitable program
- ▶ Make use of community expertise by inviting guest speakers

Be Flexible

- ▶ Team up with co-workers or other agencies in order to meet client(s)' needs
- ▶ Combine budgets to offer either a workshop or a program
- ▶ Combine experiences to offer families support ie one on one meetings
- ▶ Consider the use of technology to offer support and programming (email, telephone, texting, Facebook, Twitter, Skype, webinar)