



## REGULAR BOARD MEETING AGENDA

April 16, 2020

9:30am

Meeting Room  
Green View FCSS Building

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#1	CALL TO ORDER		
#2	ADOPTION OF AGENDA		
#3	MINUTES	3.1 Regular Green View Family and Community Support Services Meeting minutes held March 19, 2020 to be adopted.	1
		3.2 Business Arising from the Minutes	
#4	DELEGATION	4.0	
#5	OLD BUSINESS	5.0	
#6	NEW BUSINESS	6.1 FCSS Manager Report	5
#7	MEMBER REPORTS	7.1 Chair/Member Reports	
#8	CORRESPONDENCE	8.0	
#9	IN CAMERA	9.0	
#10	ADJOURNMENT	10.0	

Minutes of a  
**REGULAR BOARD MEETING**  
**GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES**  
 Green View Family and Community Support Services Building  
 Valleyview, Alberta, on Thursday, March 19, 2020

**# 1:**  
**CALL TO ORDER** Chair Perron called the meeting to order at 9:46 am.

<b>PRESENT</b>	Chair, Member at Large, Greenview	Roxanne Perron
	Board Member, Town of Valleyview Councillor	Tanya Boman
	Vice Chair, Member at Large, Town of Valleyview	Teresa Plontke
	Board Member, Greenview Councillor	Roxie Rutt
	Board Member, Member at Large, Greenview	Tammy Day
	Board Member, Greenview Councillor	Duane Didow
	Board Member, Member at Large, Greenview	Trina Parker-Carroll

<b>ATTENDING</b>	FCSS Manager	Lisa Hannaford
	Recording Secretary	Corinne D'Onofrio

**ABSENT**

**#2:**  
**AGENDA**

**2.0 GREEN VIEW FCSS AGENDA**

**MOTION: 20.03.16** Moved by: VICE CHAIR, TERESA PLONTKE  
 That the March 19, 2020 agenda be adopted as presented.

CARRIED

**#3.1**  
**Organizational**  
**Meeting**  
**Minutes**

**3.1 GREEN VIEW FCSS ORGANIZATIONAL MEETING BOARD MEETING MINUTES**

**MOTION: 20.03.17** Moved by: BOARD MEMBER, TAMMY DAY  
 That the Minutes of the Green View FCSS Organizational Board Meeting held on Wednesday, January 22, 2020 be adopted as presented.

CARRIED

**#3.2 REGULAR**  
**MEETING**  
**MINUTES**

**3.2 GREEN VIEW FCSS REGULAR BOARD MEETING MINUTES**

**MOTION: 20.03.18** Moved by: BOARD MEMBER, ROXIE RUTT  
 That the Minutes of the Regular Green View FCSS Board Meeting held on Wednesday, January 22, 2020 be adopted with the change:  
 -Agenda Item 10.0 Motion 20.01.15- time of adjournment to be changed from 12:03am to 12:03pm.

CARRIED

**#3.3**  
**BUSINESS**  
**ARISING FROM**  
**MINUTES**

**3.3 BUSINESS ARISING FROM THE MINUTES:**

#### **4.0 DELEGATION**

#4 DELEGATION

#### **5.0 OLD BUSINESS**

#5 OLD BUSINESS

#### **6.0 NEW BUSINESS**

#6 NEW  
BUSINESS

##### **6.1 LIFE SKILLS PROGRAM**

**MOTION: 20.03.19** Moved by: BOARD MEMBER, TRINA PARKER-CARROLL  
That Green View Family and Community Support Services Board authorize  
administration to provide the Life Skills Program.

CARRIED

##### **6.2 SUMMER DAY CAMPS**

**MOTION: 20.03.20** Moved by: BOARD MEMBER, ROXIE RUTT  
That Green View Family and Community Support Services Board authorize  
administration to discontinue direct programming of Summer Day Camps.

CARRIED

##### **6.3 GENERAL PROGRAMMING**

**MOTION: 20.03.21** Moved by: BOARD MEMBER, DUANE DIDOW  
That Green View Family and Community Support Services Board authorize  
administration to amend the Procedure 5000-01 -2.2.3 by removing "and program  
coordinators".

CARRIED

##### **6.4 FCSS MANAGER REPORT**

**MOTION: 20.03.22** Moved by: VICE CHAIR, TERESA PLONTKE  
That the Green View FCSS Board accept the March 2020 Manager's report as presented  
for information.

CARRIED

##### **6.5 FCSS COORDINATOR, ADULT**

**MOTION: 20.03.23** Moved by: BOARD MEMBER, TAMMY DAY  
That the Green View FCSS Board accept the March 2020 Adult Coordinator's report as  
presented for information.

CARRIED

## **6.6 FCSS COORDINATOR, COMMUNITY RESOURCE CENTER/SUPPORT**

**MOTION: 20.03.24** Moved by: BOARD MEMBER, ROXIE RUTT

That the Green View FCSS Board accept the March 2020 Community Resource Center Coordinator/ Support Coordinator report as presented for information.

CARRIED

## **6.7 FCSS COORDINATOR, YOUTH**

**MOTION: 20.03.25** Moved by: BOARD MEMBER, DUANE DIDOW

That the Green View FCSS Board accept the March 2020 Youth Coordinator's report as presented for information.

CARRIED

### **#7 MEMBER REPORTS**

## **7.1 CHAIR/MEMBER REPORTS**

### **BOARD MEMBER PLONTKE**

- No report at this time.

### **BOARD MEMBER DIDOW**

- Attended the FCSSAA Meeting

### **BOARD MEMBER PARKER-CARROLL**

- No report at this time.

### **BOARD MEMBER DAY**

- Update on Senior Housing in Grovedale

### **BOARD MEMBER BOMAN**

- No report at this time.

### **BOARD MEMBER RUTT**

- No report at this time.

### **CHAIR PERRON**

- Update about observed effects of COVID-19 on community and programming cancellations

### **#8 CORRESPONDENCE**

## **8.0 CORRESPONDENCE**

### **#9 IN CAMERA**

## **9.0 IN CAMERA**

The next Green View FCSS Board Meeting will be tentatively scheduled for Thursday, April 16, 2020 at 9:30am.

**#10  
ADJOURNMENT**

**10.0 ADJOURNMENT**

**MOTION: 20.03.26** Moved by: BOARD MEMBER , TANYA BOMAN  
That this meeting adjourn at 11:56 am.

CARRIED

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F.C.S.S. MANAGER

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F.C.S.S. CHAIR

## REQUEST FOR DECISION

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SUBJECT: **Managers' Report**

SUBMISSION TO: GREEN VIEW FAMILY AND  
COMMUNITY SUPPORT SERVICES  
BOARD

REVIEWED AND APPROVED FOR SUBMISSION

MEETING DATE: April 16, 2020

GM:

MANAGER:LDH

DEPARTMENT: GREEN VIEW FAMILY AND  
COMMUNITY SUPPORT SERVICES

PRESENTER:LDH

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RELEVANT LEGISLATION:

**Green View FCSS Policy**– N/A

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RECOMMENDED ACTION:

**MOTION: That Green View Family and Community Support Services Board accept the April 2020 Managers report as presented for information.**

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BACKGROUND/PROPOSAL:

Monthly Managers reports are provided to the Board for information.

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BENEFITS OF THE RECOMMENDED ACTION:

The benefit of accepting the report is to update the Board on services provide by the Manager.

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DISADVANTAGES OF THE RECOMMENDED ACTION:

There are no perceived disadvantages to accepting the report.

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ALTERNATIVES CONSIDERED:

N/A

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FINANCIAL IMPLICATION: N/A

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STAFFING IMPLICATION: N/A

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PUBLIC ENGAGEMENT LEVEL:

Greenview has adopted the IAP2 Framework for public consultation.

**INCREASING LEVEL OF PUBLIC IMPACT**

Inform

**PUBLIC PARTICIPATION GOAL**

Inform - To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.

**PROMISE TO THE PUBLIC**

Inform - We will keep you informed.

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**FOLLOW UP ACTIONS:**

N/A

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**ATTACHMENT(S):**

- April Managers report

## Green View FCSS Managers Report-Regular Board Meeting April 16, 2020

Due to Covid-19 Home Support services have been modified- no longer are staff entering peoples home to provide light housekeeping or meal prep. Instead, Home Support Workers are contacting their clients on a regular basis to reduce social isolation and are still able to provide grocery and medical delivery to doorstep if required.

Community Volunteer Income Tax Program has been modified- we are still filing income tax for eligible clients, however administration is filing the returns as opposed to volunteers. We have situated drop boxes at the Town Office and Main MD complete with tax forms and envelopes. Clients use the envelopes to insert their paperwork and drop envelopes into the secured mail drop off slots.

Information and referral- clients can access services through email, social media and telephone. We are fielding between 20-30 calls per day- many for assistance and information about applying for employment insurance, and taxes, etc.

Various social media posts have gone out regarding updates in programs and services, storytelling prompts, coping strategies etc.

Seven volunteer nominations were received and are included in this agenda package for Board review. The volunteers will be recognized with a hand written note and a gift card.

The province has not made any formal announcements regarding the Family Resource Networks, therefore it is still uncertain who will be providing what services in Greenview.

The Alberta Government is providing \$ 30 million dollars to municipalities, charitable and non – profit organizations to provide help to individuals, seniors, families and other vulnerable Albertans **who are isolated or impacted by measure's to contain COVID-19**. These funds are not to be used to provide funding for current supports or services, but rather to provide additional support and services to seniors and vulnerable families impacted by COVID-19.

7 million of these funds went to Edmonton FCSS, 9 million to Calgary FCSS and 14 million to FCSSAA. This is a one-time grant opportunity with the association acting as a banker for the 14 million. Each FCSS program in the province will fan out the application form and criteria to the civil service societies in their area. Once the local offices receive applications, a recommendation for funding will be forwarded to the association with the application. Applications will be reviewed by a provincial committees who will make final decisions using a rubric. The monies will then be distributed to the civil societies from the Association. Funding application forms can be found on the MD website, and advertising has taken place through social media, mail-outs and the newspaper.

At the time of writing, applications from the following 6 agencies were received and have been submitted: Grande Cache Victim Services-(provide counselling sessions); Valleyview Food Bank- (food supplies); Grande Cache Community Friends-(food supplies); Valleyview HEART Team- (Outreach counselling services); Grande Cache Community Outreach Program Enhancement-(food security

workshops including gardening, canning and preserving); and the Louis Delorme Memorial Committee- (food, water and other essentials).

Administration is preparing a Proposal for the Alberta Works contract in Grande Cache. A Request for Decision will be presented to Council, indicating that the Green View FCSS Board recommends administration submit an application. Council will make the final decision as to if this level of service will be added to the Green View FCSS services in Grande Cache, providing we are successful in the competition. The submitted proposal will be based on the assumption that the FCSS office in Grande Cache will move to a bigger space, allowing extra room for employment computers and career and employment resources. Administration is currently in conversation with the Province to negotiate a larger space in the Provincial building.

As Covid-19 has impacted the economy, the tax revenues that our municipality normally sees has been reduced. Administration throughout the various departments have been tasked with reducing the budget originally put forward. Once administration has completed a budget revision, it will be presented to the Board.

Finally, due to COVID-19 and the discontinuation of much of our regular programming, the department has conducted temporary lay-offs of several FCSS staff members. Management will ensure we have enough people in place to continue the modified day to day operations.

Further updates from Grande Cache and Program Coordinators are included as part of this report.



April 3, 2020

TO: Lisa Hannaford, Manager

FROM: Amber Hennig, Assistant Manager

SUBJECT: April 2020 Grande Cache Office Monthly Report

### **Assistant Manager Overview**

#### **Total of all individuals assisted in February: 388**

*\*This number is the sum of clients assisted by each department (Community Resource Coordinator, Home Support Coordinator, Outreach Coordinator, and Youth Coordinator)*

March has provided us with a wonderful opportunity to test our ability to be flexible on how we provide service to the community. Staff worked quickly to adjust programs and services to align with the changing environment caused by COVID-19. Each Coordinator's report will provide details on adjustments made.

Grande Cache is a community that prefers in-person assistance and our statistics this month demonstrate that preference. When the office closed to the public, we saw a decrease in inquiries. Messaging, via Facebook, was posted informing the community we are still available to assist. Since the post we have been receiving more calls.

The Assistant Manager fielded inquiries from civil society organizations related to the COVID-19 funding and assisted 3 with their applications.

As job losses increase and individuals start to experience financial difficulties, we anticipate there will be an increase in the number of individuals seeking assistance from the Meadows to Mountains Homelessness Prevention grant. Staff are prepared for this increase and will work diligently to ensure grant dollars are dispersed fairly.

Over the next few weeks, we are sure to face challenges never experienced before and will continue to respond accordingly with creative, safe solutions for staff, individuals and families.

### Community Resource Center Coordinator

Information, assistance & referrals (phone calls & office visits) 2020	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YEAR TOTAL
Alberta Supports	87	77	45										209
AISH	-	24	4										28
Seniors Supports	17	17	1										35
Referrals	20	24	23										67
Other	224	233	179										636
<b>Total Client Visits</b>	<b>348</b>	<b>375</b>	<b>252</b>										<b>975</b>
<b>Residence Break Down:</b>													
Grande Cache	172	183	150										505
Cooperatives & Enterprises	54	61	62										177
Other	122	131	40										293
<b>Total</b>	<b>348</b>	<b>375</b>	<b>252</b>										<b>975</b>

\*Other includes individuals who received information (i.e. FCSS services, community information etc.) or referrals.

The above chart does not reflect on-going client assistance through Green View FCSS services and/or programs. Those statistics are captured for each department throughout the monthly report.

### Client statistics for programs administered the Community Resource Center Coordinator

Program Name	JAN # of clients	FEB # of clients	MAR # of clients	APR # of clients	MAY # of clients	JUN # of clients	JUL # of clients	AUG # of clients	SEP # of clients	OCT # of clients	NOV # of clients	DEC # of clients
Aboriginal Community Activity Fee Assistance Program	60	66	54									
CVITP	0	0	17									
Eating for Your Well-Being	0	1	0									
Wheels for Meals	4	3	4									
Adopt a driveway	12	12	12									
Welcome Packages	0	1	0									

- CVITP intakes started in March. The service remains available to community members during COVID-19 pandemic with necessary adjustments to ensure the safety of staff.
- CRC assisted with the creation of a storytelling for all ages at home activity which will be launched via social media in early April.

### Home Support Coordinator

Program Name	JAN # of clients	FEB # of clients	MAR # of clients	APR # of clients	MAY # of clients	JUN # of clients	JUL # of clients	AUG # of clients	SEP # of clients	OCT # of clients	NOV # of clients	DEC # of clients
Home Support (Cooperatives & Enterprises)	12	13	11									
Home Support (Hamlet of Grande Cache)	7	11	9									
Meadows to Mountains Homelessness Prevention Project	2	11	12									

- A total of 6 clients were assessed to determine eligibility for the Meadows to Mountains Homelessness Prevention Project. 5 did not meet criteria, but received referrals to other services and non-monetary support that will assist them with their current situation
- As knowledge of the Meadows to Mountains increases, we will remain diligent in assessing eligibility to ensure alignment with ARDN funding mandates
- There were 4 Home Support closures this month; 3 clients no longer require the service and the other was a suspension of service due to drug related activity in the home
- In-home service duties and transportation of clients provided by Home Support Workers has been suspended. If a client requires prescriptions or groceries staff will deliver those items to their homes.
- The following programs were postponed due to COVID-19: Finding Our Voices, Interagency meetings, Just in Case workshop

### Outreach Coordinator

Clients by location	JAN # of clients	FEB # of clients	MAR # of clients	APR # of clients	MAY # of clients	JUN # of clients	JUL # of clients	AUG # of clients	SEP # of clients	OCT # of clients	NOV # of clients	DEC # of clients
Cooperatives & Enterprises	6	6	6									
Hamlet of Grande Cache	3	6	5									
Whispering Pines	3	5	5									
TOTAL NUMBER OF CLIENTS	12	17	16									

- The beginning of month service was being provided as usual. With social distancing measures put in place service provision was adapted. In-home visitation and transportation of clients has been suspended. The Outreach Coordinator continues to connect daily with clients either via text messaging or phone calls to reduce feelings of isolation.
- Clients residing in Whispering Pines are unable to receive text messages or phone calls, so the Outreach Coordinator delivers handwritten, personalized notes to the clients. She also includes a picture of positivity that resonates with each client's personality.
- The Outreach Coordinator is also delivering groceries and/or prescriptions upon request.

### Youth Coordinator

January		
Name of Program	Location	# of children/youth
Home Alone <i>To be completed in February</i>	Susa Creek School	14
Home Alone	Recreation Centre	7
Babysitting Course	Recreation Centre	5
February		
Name of Program	School	# of children/youth
I Can Handle Anger <i>To be completed in March</i>	Sheldon Coates Elementary	5
March		
No new programs offered	-	-

- I Can Handle Anger was not completed due to closures of schools
- Kids Conference was cancelled, all parents were contacted, and refunds issued
- Youth Interagency meetings suspended
- Prior to school closures members of Youth Interagency conducted youth engagement sessions in the high school (grades 9 & 10) and Summitview Middle School (grade 7). Grade 6 and 8 teachers did not confirm times prior to school closures. The data collected was useful and when things return to normal members of Youth Interagency will use the data to formulate offerings for youth in the community.
- The Youth Coordinator completed Why Try training and looks forward to facilitating sessions in the new school year.

To: Lisa Hannaford, Manager  
From: Coordinator, Adult  
Subject: April 2020 Coordinators Report

- **Home Support**

The Home Support program provides basic housekeeping, meal preparation, limited respite and transportation to medical appointments or other essential services. At the end of March we have 70 clients, 37 from the MD and 32 in Valleyview. Due to the Covid 19 virus protocols, we started to provide modified home support on Mar 25<sup>th</sup> which includes regular phone contact with the clients to provide them with support and relief from isolation. We also are able to pick up and deliver items for those few that do not have others supports to rely on. In March we provided no medical trips and 146 home support visits during the month.

- **Wheels 4 Meals**

The Wheels 4 Meals program is a partnership between Red Willow Lodge and Green View FCSS. FCSS home support staff provide delivery of the meals prepared by the Lodge to residents within the Town of Valleyview. Meal deliveries are continuing with increased safety protocols for the home support staff, clients receiving the meals and the lodge staff and residents. In March we delivered 126 meals to 7 clients.

- **Adult Support and Referral**

The Support and Referral Program supports clientele in many ways. Commonly we help clients find appropriate programs and then assist with applications and or advocacy. In March we assisted 37 people with 67 different needs.

March 2020	Residence			37
Support Needs	MD	VV	SL IR	Explanation/ Example
Admin Assist	2	1		Faxing, Photocopying, Scanning or Typing for someone
Advanced Planning				Personal Directives, Guardianship, Funeral Planning
Advocacy/ Mediation				With anyone, Family, Businesses, Government
Alberta Benefits	3	2	1	Alberta Supports, Blue Cross, Alberta Health, AISH
Caregiver Supports	1			Info on programs, strategies, referrals to other
Commissioner/ Notary	1	4	2	
CRA Inquiry	2	7	2	any Income Tax inquiries, not filing
Elder Abuse				Queries and Advise
Estate Planning/ Handling	1	3	3	Power of Attorney, Wills, Paperwork after a funeral
Federal Benefits	1	3	1	GST, Canada Child Tax Benefit, Guaranteed Income
Federal Pensions	1	1	2	CPP, CPP Disability, OAS
Home Support/ Wheels for Meals	3	1		Queries, home visits
Information	5	5		
Legal		1		Queries, Paperwork,
Maintenance Enforcement Prog		1		Queries, form assistance
Other FCSS Prog				Referral to another program or worker within FCSS
Referral to other Agency	1			
Supportive Listening	2	3	1	
Technology Assistance				cell phone, internet, CRA accounts, email- etc
Monthly Total	23	32	12	67

- Community Volunteer Income Tax Program (CVITP)**

The CVITP program utilizes volunteers to prepare Income tax and benefit returns for people with low Income and simple tax situations. 18 clinics day were booked to run during the months of March and April. We completed 5 clinic days and then on March 20<sup>th</sup> due to Covid 19 concerns we modified the program to a drop off system utilizing the MD and Town secure drop boxes. Taxes are now being completed by staff only, but those staff still need to be trained and approved by the CVITP protocols. Statistics are only available for the first 3 clinic days.

Program Income Threshold	
Family Size	Total family income
1 person	\$ 35,000.00
2 persons	\$ 45,000.00
3 persons	\$ 47,500.00
4 persons	\$ 50,000.00
5 persons	\$ 52,500.00
More than 5 persons	\$52,500 plus \$2500 for each additional person

MD	VV	SL										
22	55	65										<b>2020</b>
Senior	AISH	Low Inc	GST	CCB	#children	CWB	CAI	AB Benefit	GIS	REFUND	TOTAL	
40	13	89	\$ 55,839.00	\$ 299,422.00	41	\$ 30,808.00	\$ 55,998.00	\$ 104,180.00	\$ 216,037.00	\$ 56,662.00	\$833,017.00	
142												

**GST** (Good & Services Tax) **CCTB** (Child Tax Benefit), **CWB** (Canadian Workers Benefit), **GIS** (Guaranteed Income Support) are all federal programs that only pay out if the income tax return is filed on time.

\*The Canada child tax benefit (CCTB) is a tax-free monthly payment made to eligible families to help them with the cost of raising children under 18 years of age.

\*The Canadian Workers Benefit (CWB) is a refundable tax credit intended to provide tax relief for eligible working low-income individuals and families who are already in the workforce and to encourage other Canadians to enter the workforce.

\*The Guaranteed Income Supplement (GIS) provides a monthly non-taxable benefit to Old Age Security (OAS) pension recipients who have a low income.

\*New this year is the federal climate action incentive (**CAI**) payment consists of a basic amount and a 10% supplement for residents of small and rural communities.

*Michelle Hagen*  
*Adult Coordinator*



April 3, 2020

TO: Lisa Hannaford, Manager

FROM: Corinne D'Onofrio, Community Resource Center Coordinator/ Breanne Major, Support Coordinator

SUBJECT: April 2020 Coordinator report

### Stats Report for March 2020:

Green View FCSS Community Resource Center assisted a total of 641 client visits in the month of February.

The breakdown can be seen below.

<b>Year End Report 2020</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>Year TOTAL</b>
Income Support	81	68	73										
Employment Supports	100	65	44										
Other Clients	191	335	524										
<b>Total Clients Visits</b>	<b>405</b>	<b>468</b>	<b>641</b>										
<b>Residence Break Down:</b>													
MD	65	83	115										
Sturgeon Lake	111	152	210										
Town	229	233	316										
New	13	14	13										
Returning	392	454	628										
<b>Total Clients Visits</b>	<b>405</b>	<b>468</b>	<b>641</b>										

The next 3 charts show the breakdown of services provided between the Town of Valleyview, Greenview, and Sturgeon Lake Cree Nation.

The table below shows the breakdown of services provided for the Greenview residents.

Year End Report 2020	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	15	12	12										39
Employment Supports	17	13	5										35
Other Clients	33	58	98										189
<b>Total Clients Visits</b>	<b>65</b>	<b>83</b>	<b>115</b>										<b>263</b>
<b>Residence Break Down:</b>													
MD	65	83	115										263
New	2	3	2										7
Returning	63	80	113										256
Total Clients	65	83	115										263
YES	65	83	115										263
NO	0	0	0										0
<b>Community Social Issues Identified</b>													
CFS	0	0	0										0
Food Bank	0	5	16										21
Mental health	2	2	1										5
Canadian Child Tax Benefits	0	0	0										0
AISH	6	1	2										9
Income Support	15	12	12										39
Alberta Adult/Child Health Benefit	0	4	0										4
Housing/ Heart River Housing	0	1	2										3
Service Canada	2	2	17										21
Seniors Information	4	3	3										10
Canada Revenue Agency	1	14 (14 CVITP)	56 (47 CVitp)										102
Employment Supports	17	13	5										35
WCB (Worker's Compensation Board)	0	0	0										0
Technology Assistance	1	1	1										3
Childcare subsidy	1	0	0										1
program inquiries	1	3	2										6
Legal (faxes, forms, calls)	2	8	10										20
Other questions/inquires	13	12	8										33

The category “other” can represent clients coming into the Resource Center, calling for information, or referrals to various agencies and organizations.

The table below shows the breakdown of services provided for the Town of Valleyview residents.

Year End Report 2020	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	64	52	54										170
Employment Supports	56	33	29										118
Other Clients	109	148	233										490
<b>Total Clients Visits</b>	<b>229</b>	<b>233</b>	<b>316</b>										<b>778</b>
<b>Residence Break Down:</b>													
Town of Valleyview	229	233	316										778
New	10	9	9										28
Returning	219	224	307										750
Total Clients Visits	229	233	316										778
YES	229	233	316										778
NO	0	0	0										0
Community Social Issues Identified													
CFS	1	1	0										2
Food Bank	16	19	19										54
Mental Health	5	9	1										15
Canadian Child Tax Benefits	3	3	1										7
AISH	9	18	6										33
Income Support	64	52	54										170
Alberta Adult/Child Health Benefit	4	6	0										10
Housing/ Heart River Housing	8	6	6										20
Service Canada	11	27	17										55
Seniors Information	9	5	8										22
Canada Revenue Agency	2 (4 CVITP inquires)	45 (42 CVITP)	147 (147 CVITP)										0
Employment Supports	56	33	29										118
WCB(Workers Compensation Board)	0	1	0										1
Technology Assistance	3	2	3										8
Childcare subsidy	0	0	0										0
program inquires	3	6	6										15
Legal (faxes, forms, calls)	9	12	11										32
Other questions/inquires	27	33	2										62

The table below shows the breakdown of services provided to Sturgeon Lake Cree Nation residents.

Year End Report 2020	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	2	4	7										13
Employment Supports	27	19	10										56
Other Clients	82	129	193										404
<b>Total Clients Visits</b>	<b>111</b>	<b>152</b>	<b>210</b>										<b>473</b>
<b>Residence Break Down:</b>													
Sturgeon Lake Cree Nation	111	152	210										473
New	1	2	2										5
Returning	110	150	208										468
Total Clients Visits	111	152	210										473
YES	111	152	210										473
NO	0	0	0										0
<b>Community Social Issues Identified</b>													
CFS	0	0	0										0
Food Bank	2	0	2										4
Mental Health	2	1	0										3
Canadian Child Tax Benefits	0	2	0										2
AISH	11	10	3										24
Income Support	2	4	7										13
Alberta Adult/Child Health Benefit	0	6	0										6
Housing/ Heart River Housing	0	1	0										1
Service Canada	15	9	5										29
Seniors Information	0	1	1										2
Canada Revenue Agency	12(2 CVITP Inquires)	63 (50 CVITP)	178 (178 CVITP)										307
Employment Supports	27	19	10										56
WCB(Workers Compensation Board)	0	0	1										1
Technology Assistance	2	0	1										3
Childcare subsidy	0	0	0										0
program inquires	0	7	0										7
Legal (faxes, forms, calls)	9	15	7										31
Other questions/inquires	24	30	16										70

Employment support numbers decreased from 65 in February to 44 in March, primarily due to COVID-19. During the first half of March the Community Resource Center was busy with supports for individuals receiving Income Support and tax clients, Food Bank supports and Service Canada needs were higher as well. After closure of the office to public, supports for Service Canada continue by phone with Employment Insurance Applications, and monthly reporting and information about what benefits Canadians are entitled due to COVID-19. Individuals are also calling to gather information to take to others in their circle of friends and acquaintances, and business associates. Calls have also been made to the Resource Center offering assistance to the Food Bank by volunteering or by donation.

Respectfully submitted,  
Corinne D'Onofrio

Green View Family & Community Support Services  
4707 – 50 Street, Box 1079  
Valleyview, Alberta T0H 3N0



April 3<sup>rd</sup>, 2020

TO: Lisa Hannaford

FROM: Amanda Roy, Youth Coordinator

SUBJECT: April Youth Coordinator's Report

Programs that took place before school closures

Hillside High School:

- Skills

St. Stephens Catholic School

- Kids Have Stress Too
- Why Try?

Oscar Adolphson School:

- Friendship Group: Two mixed grade 2 & 3 groups with four children in each group. The students will focus on building personal strengths and developing social skills, which will help them to be more successful at school, at home and with peers. The program covers a variety of topics such as being a friend, cooperation and resolving conflicts. This program will also incorporate crafts, discussions and team building games.

**March 15<sup>th</sup> the government of Alberta declares all school to be closed due to COVID-19**

Other Duties:

- March 3<sup>rd</sup> & 4<sup>th</sup> Youth Coordinator attended ICS 200 at FCSS Resource Centre.
- March 5<sup>th</sup> & 6<sup>th</sup> Youth Coordinator attended Mental Health First Aid Basic at the FCSS Resource Centre.
- Youth Coordinator assisted with the Community Income Tax Program
- March 20<sup>th</sup> Green View FCSS closed doors to the public
- Youth Coordinator updating school programs
- Assisting with front end duties including EI applications and various support services

Respectfully Submitted,

Amanda Roy

Green View Family & Community Support Services  
Box 1079  
Valleyview, Alberta  
T0H 3N0

## Individual Nomination Form

Volunteer's Name: Loris Laycock

Volunteer's Address Box 1714. V.V.

Volunteer Phone # 780 524 2874 or other \_\_\_\_\_

Nominator: Green View FCSS Phone# \_\_\_\_\_ or \_\_\_\_\_

List the volunteer activities this person is involved with and why you think this person should be recognized for their volunteer contributions. Please limit description to 250 words.

Loris has been volunteering her time to assist  
Green View FCSS with the Community Volunteer  
Income Tax program for 3 years.

**Volunteer Appreciation will take place on**  
**April 21<sup>st</sup> in Valleyview at the Memorial Hall**  
**Nomination deadline is April 6<sup>th</sup>, 2020**

**Return Form To:**  
Green View FCSS  
Box 1079  
4707-50 St. Valleyview  
780-524-7603  
Fax: 780-524-4130  
Email: [lisa.hannaford@greenviewfcss.ca](mailto:lisa.hannaford@greenviewfcss.ca)

## Individual Nomination Form

Volunteer's Name: Pat Bonertz

Volunteer's Address Box 83 577 VV.

Volunteer Phone # 780 524-9671 or other \_\_\_\_\_

Nominator: Green View FCSS Phone# \_\_\_\_\_ or \_\_\_\_\_

List the volunteer activities this person is involved with and why you think this person should be recognized for their volunteer contributions. Please limit description to 250 words.

Pat has been volunteering his time to assist  
Green View FCSS with the Community Volunteer  
Income Tax Program for 4 years.

**Volunteer Appreciation will take place on**  
**April 21<sup>st</sup> in Valleyview at the Memorial Hall**  
**Nomination deadline is April 6<sup>th</sup>, 2020**

**Return Form To:**  
Green View FCSS  
Box 1079  
4707-50 St. Valleyview  
780-524-7603  
Fax: 780-524-4130  
Email: [lisa.hannaford@greenviewfcss.ca](mailto:lisa.hannaford@greenviewfcss.ca)

## Individual Nomination Form

Volunteer's Name: Tracy Dennis

Volunteer's Address Box 935, Valleyview

Volunteer Phone # \_\_\_\_\_ or other \_\_\_\_\_

Nominator: Green View FCSS Phone# \_\_\_\_\_ or \_\_\_\_\_

List the volunteer activities this person is involved with and why you think this person should be recognized for their volunteer contributions. Please limit description to 250 words.

Tracy has completed Sagesse training and  
has co-facilitated the Finding Our Voices program  
for Green View FCSS. She has also completed  
the registration process for the Community Volunteer  
Income tax program.

**Volunteer Appreciation will take place on**  
**April 21<sup>st</sup> in Valleyview at the Memorial Hall**  
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Fax: 780-524-4130  
Email: [lisa.hannaford@greenviewfcss.ca](mailto:lisa.hannaford@greenviewfcss.ca)



## Individual Nomination Form

Volunteer's Name: Allyson Busch

Volunteer's Address: Box Grande Cache

Volunteer Phone #: 780.783.0614 [allybusch@gmail.com](mailto:allybusch@gmail.com)

Nominator: Yvonne Rempel

Nominator Phone #: 780.501.0759 [yvonne.rempel@ahs.ca](mailto:yvonne.rempel@ahs.ca)

**List the volunteer activities this person is involved with and why you think this person should be recognized for their volunteer contributions. Please limit description to 250 words.**

I am writing this letter to recommend Allison Busch for Volunteer Appreciation acknowledgment. Allison is a deserving candidate that you would be proud to have her as an advocate for the MD of Greenview.

Over the years I have seen Allison's confidence grow in her own abilities as a youth mentor and youth Leader. Her ongoing drive and commitment not only to be a better person but to give back to her community and her family. She continues to strive towards being a positive example of a good citizen who is committed to academics (in her last year of high School). Her leadership attributes have not changed but her drive and ambition to do and be better has strengthened which include; self-awareness, works well with others, quality communication and problem-solving skills as well as she is an independent thinker. I still strongly believe that Allison as a young person will only continue to grow and gain valuable insights into her strengths, beliefs, and tendencies as a community youth leader and explore new learning opportunities so she will be able to enhance them.

I remain to have a great deal of respect and admiration for Allison's and her demonstrated love for her lifelong learning (at an early age) including her community and the level of commitment necessary to succeed in high school and post-secondary ambitions (her goal is to become a doctor). I cannot think of anyone more deserving and wholeheartedly support Allyson Busch's application to be acknowledged as a community volunteer. Her community Volunteer experience to date:

Summitview School Council

Ottawa Citizen Council

Rotary Club of Grande Cache

Superintendent Youth Council member GYPSD for two years

High School Student Council President

Jr Firefighter

Volunteered her time with the youth rural medicine program in Mongolia

**Volunteer Appreciation will take place on**

**April 21<sup>st</sup> in Grande Cache at (TBD)**

## **Nomination deadline is April 6, 2020**

**Return form to:**

**Green View FCSS – Grande Cache Office**

**1035 – 10001 Hoppe Avenue**

**Phone: (780) 827-4336**

**Fax: (780) 827-2446**

**Email: [Amber.Hennig@MDGreenview.ab.ca](mailto:Amber.Hennig@MDGreenview.ab.ca)**

## Individual Nomination Form

Volunteer's Name: Yvonne Bitz

Volunteer's Address Wild Rose Manor

Volunteer Phone # 780-552-0061 or other \_\_\_\_\_

Nominator: Board Phone# 780-536-6172 or \_\_\_\_\_

List the volunteer activities this person is involved with and why you think this person should be recognized for their volunteer contributions. Please limit description to 250 words.

for years of service on the Executive, the board  
and various other Volunteer positions at the  
Sun Valley Pioneer Centre.

Volunteer Appreciation will take place on  
April 21<sup>st</sup> in Valleyview at the Memorial Hall  
Nomination deadline is April 6<sup>th</sup>, 2020

Return Form To:  
Green View FCSS -  
Box 1079  
4707-50 St. Valleyview  
780-524-7603  
Fax: 780-524-4130  
Email: [lisa.hannaford@greenvviewfcss.ca](mailto:lisa.hannaford@greenvviewfcss.ca)

## Individual Nomination Form

Volunteer's Name: Bonnie McVittie

Volunteer's Address \_\_\_\_\_

Volunteer Phone # 780-524-3753 or other \_\_\_\_\_

Nominator: Boatd Phone# 780-536-6172 or \_\_\_\_\_

List the volunteer activities this person is involved with and why you think this person should be recognized for their volunteer contributions. Please limit description to 250 words.

For many years of Service especially for decorating  
The Centre for the various activities occuring  
at the Pioneer Centre

Volunteer Appreciation will take place on  
April 21<sup>st</sup> in Valleyview at the Memorial Hall  
Nomination deadline is April 6<sup>th</sup>, 2020

Return Form To:  
Green View FCSS -  
Box 1079  
4707-50 St. Valleyview  
780-524-7603  
Fax: 780-524-4130  
Email: [lisa.hannaford@greenviewfcss.ca](mailto:lisa.hannaford@greenviewfcss.ca)

## Individual Nomination Form

Volunteer's Name: Gerry Willis

Volunteer's Address Red Willow Lodge

Volunteer Phone # 780-524-3621 or other \_\_\_\_\_

Nominator: Board Phone# 780-526-6172 or \_\_\_\_\_

List the volunteer activities this person is involved with and why you think this person should be recognized for their volunteer contributions. Please limit description to 250 words.

For years of Service on the Executive and Volunteer  
at the Sun Valley Pioneer Centre

Volunteer Appreciation will take place on  
April 21<sup>st</sup> in Valleyview at the Memorial Hall  
Nomination deadline is April 6<sup>th</sup>, 2020

Return Form To:  
Green View FCSS  
Box 1079  
4707-50 St. Valleyview  
780-524-7603  
Fax: 780-524-4130  
Email: [lisa.hannaford@greenviewfcss.ca](mailto:lisa.hannaford@greenviewfcss.ca)

## Program summary report template (2018):

FCSS Program/Project Summary Report: 2019				
Program/Project Name: Pace: Community Support, Sexual Assault & Trauma Centre Sexual Violence Awareness Program				Date: March 26, 2020
This program/project was delivered: a) Directly by the FCSS program OR <input checked="" type="checkbox"/> b) Indirectly by a community agency funded by the FCSS program				
Primary Target Population: <input checked="" type="checkbox"/> Children/Youth      Adults      Seniors      Families      Community				
# of Participants: _89_			# completing measurement tool: _83_	
Outcome(s):	Indicator(s) of Success:	Measure(s):	FCSS Measures Bank Number:	Alignment with The FCSS Outcome Model: Chart of Outcomes and Indicators:
1. Children/Youth's knowledge has increased regarding sexual violence.	1. Gr.7-12 Students indicate an increased understanding of sexual violence.	1. <i>As a result of the Sexual Violence Presentation I have a greater understanding of sexual violence.</i>	PM1	Outcome: Community Social Issues are identified and addressed.  Indicator: <i>Understanding of Community Social Issues</i>
		# completing measure: 81 # experiencing a positive change: _81		
		2. <i>As a result of the "Sexual Violence Awareness Program", my students have a greater understanding of Sexual Violence.</i>	PM1 (Modified to say "my students")	
		# completing measure: 5 Staff on behalf of their 81 students # experiencing a positive change: 4 Staff on behalf of their 81 students		

Outcome(s):	Indicator(s) of Success:	Measure(s):	FCSS Measures Bank Number:	Alignment with The FCSS Outcome Model: Chart of Outcomes and Indicators:		
2.	1.	1.		Outcome:		
		# completing measure: _____		Indicator:		
		# experiencing a positive change: _____				
		2.				
	2.	1.			Outcome:	
				# completing measure: _____		Indicator:
				# experiencing a positive change: _____		
				2.		
					# completing measure: _____	
					# experiencing a positive change: _____	
					2.	
<b>Additional Information:</b>						
<b>Identify Measurement Tool(s) Used:</b> <input checked="" type="checkbox"/> Survey <input type="checkbox"/> Interview <input type="checkbox"/> Checklist <input type="checkbox"/> Observation <input type="checkbox"/> Focus Group						
<b>When Measurement Tool(s) Used:</b> <input type="checkbox"/> Pre-test/post-test : Both before and after your activities. <input checked="" type="checkbox"/> Post-Only: After activities <input type="checkbox"/> During your activities.						
<b>Other output information related to this program/project:</b> <ul style="list-style-type: none"> <li>➤ Number of reported participants last year 550 vs. 89 this year</li> <li>➤ 4 Schools in Greenview received programing in 2018. Therefore, numbers will be lower for 2019/2020 since schools only want programing every 2-3 years.</li> <li>➤ # of schools in Greenview that received presentations: 1-Hillside High School (CALM Classes).</li> <li>➤ # of classes that received 2 Who Do You Tell Presentation: 0</li> </ul>						

- # of staff sitting in on Who Do You Tell Presentations: 0
- # of classes that received 2 Sexual Violence Presentations: 0
- # of classes that received 1 Sexual Violence Presentation: 4
- # of staff sitting in on Sexual Violence Presentations: 5
- # of classes that received 1 Sexual Violence Presentation: 4 (2 classes per semester)

Please note other ways Pace is involved with Greenvue 2019:

- Community needs being met through Trauma therapy for clients and family's weekly
- Inter-Generational Healing: A Trauma Informed Approach to Parenting: 10 participants registered, 7 graduated.

In Grande Cache:

- Responded to a Critical Incident request
- Sexual Assault/Sexual Abuse, Applied Suicide Intervention Skills Training (ASIST): 2-day session

**Volunteer involvement related to this program/project only: (if applicable)**

**# of volunteers:** \_\_\_\_\_ **# of volunteer hours:** \_\_\_\_\_

**Stories - please share a story that describes the significant impact for the participants.**

(Note: Include this story in the annual report for your program and/or submit to the FCSS Storybook. The province will be using the FCSS Storybook to gather stories.)

**Grade 10 student wrote “that it was open and it didn’t feel uncomfortable.”**

**Grade 10 student wrote “I liked everything about it. Wasn’t boring”**

**Grade 10 student wrote “My favorite part was the whole thing because it was presented very well overall”**

**Grade 10 student wrote “I know a little better the signs of danger which will help with avoiding assault, whether it be me or a friend.”**

**Grade 10 student wrote “I don't need to apply anything to my life at this moment, but I feel I will be able to assist someone in need.”**

**A teacher replied to the question: What do you consider to be strengths of the workshop? “was not judgemental”**

**Continuous Quality Improvement:**

After analyzing the information, should we continue with this program/project? Why or why not?

After analyzing the information there is continued evidence that this program is benefiting many students as well as teachers and caregivers. Students, teachers, and caregivers report increased knowledge of sexual violence and how to recognize and respond to it if someone they know experiences it. Due to the Sexual Violence Awareness Program, there have been reports made to Child Services and/or RCMP that may not have been made without this program, and students have felt that they were believed by the facilitators during the disclosures and will then speak to their caregivers as a direct result of the presentations. Therefore, more individuals are receiving the help that they need. As well, we have been experiencing requests from schools wanting the program and, at times, to speak to specific topics such as consent or sexting. Therefore, there is a demand for our Sexual Violence Awareness Programs.

What improvements can we make to the program/project?

1. Caregivers are not receiving enough education on the topic. Information sessions are offered to caregivers; however, attendance is always quite low. A practical alternative is to create short online videos for the caregivers to access with a code. This would make it possible for them to receive the information needed to make an informed decision while also learning about sexual violence at their convenience. Having these videos available would have a two-fold benefit: it would give more caregivers access to the information, and it will allow us to be in schools sooner, as we would not have to wait to present at the monthly parent council meetings.
2. Each school principal has the discretion to decide whether the program is offered in their school, and some principals choose not to, and many are so busy that they struggle to respond. This means that it is challenging to bring the program into schools that have not had the program before or who have not received it in a few years.
3. Additionally, there has been a 40% turnover in new principals in our region in the 2019/2020 school year, which has dramatically impacted our numbers as the new principal are not inviting us into present to their school because of the reasons previously stated.
4. Often, we receive feedback that teachers want more activities in all of our presentations, but due to Calgary Communities Against Sexual Abuse's licensing, we are unable to change the 'Who Do You Tell' program. When we updated the 'Sexual Violence Awareness' presentation, we made the presentation as interactive as possible, while also maintaining the safety of the students and our staff. Since, it is unsafe for us to practice interactive presentations where students are up and moving around because it can put us at risk of harming a child. Therefore, having the students engage in collaborative conversation is our best option, while keeping them safe and connecting with them. To ensure the safety of the students, we have been letting the teachers know about the potential risks during the staff meetings. During the revamp of the 'Sexual Violence Awareness' presentation, we identified this learning opportunity that had been missed to educate the teachers on the triggers of sexual violence trauma. As well, we had Pace's therapists, an RCMP member from the Caribou Centre, and the Chief Crown Prosecutor view the updated presentation to ensure that the information was not triggering for students and so that students

did not feel singled out.

What improvements can we make to the outcome measurement process?

1. Imbed each outcome, indicator, measures bank number in the document so it is clearer (drop down window). Not everyone has a clear understanding of this document.
2. Continue to find ways to help the Gr. 2-3 understand and fill out their evaluations.

**Successes:**

We read every completed evaluation; not only from the teachers and adults but also from every student and as a team, we review the information thoroughly. In the evaluations from the Sexual Violence Awareness Program (Gr. 7-12), the youth have been asking for more inclusive statistics pertaining to different demographics, such as the LGBTQ2S++ community, the Indigenous community, and persons with disabilities. Therefore, we updated and included new content in the Sexual Violence Awareness presentation for Gr. 7-12 over the summer of 2019. This information is vital to our community as we most certainly do not want to exclude any individuals, and the feedback from the evaluations helped us to cater our presentations to the needs of the students and the community. We also included definitions around sexual grooming, love bombing, sextortion and any statistics on topics that are impacting students in our community. We also added a few more videos that pertain to the topic of discussion, such as 'Do Not Get Sextorted.' These updates have been well received and appreciated by the youth. After updating this presentation, and before being brought back into the schools, it was viewed by Pace staff therapists, Caribou Centre Staff, and the Chief Crown Prosecutor.

**Changes to be made (if any):**

We are currently creating a new presentation to compliment the 'Sexual Violence Awareness' presentation called 'Creeping Yourself Safe,' which will provide information to youth on the topic of sexual exploitation which includes human trafficking, sexual grooming, risk factors, and red flags. The presentation concludes by focusing the conversation on identifying healthy relationships and boundaries in the student's lives.

We will have three presentations to offer schools "Who Do You Tell?" Gr K-6, "Sexual Violence Awareness" Gr 7-12, "Creeping Yourself Safe" Gr 7-12

**Completed by: Kathy Dube**

**Date completed: March 26, 2020**

**Reported to:**

**Date reported:**

<b>Staff</b>	
<b>Clients</b>	
<b>Community</b>	
<b>Board</b>	
<b>Council</b>	
<b>Municipality</b>	
<b>Provincial FCSS</b>	