



## REGULAR BOARD MEETING AGENDA

Wednesday, April 21, 2021

9:30am

Meeting Room  
Green View FCSS Building

#1	CALL TO ORDER		
#2	ADOPTION OF AGENDA		
#3	MINUTES	3.1 Regular Green View Family and Community Support Services Meeting minutes held March 17, 2021 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 Green View Family and Community Support Services Strategic Plan 2021-2023	4
		6.2 FCSS Manager Report	26
#7	MEMBER REPORTS	7.1 Chair/Member Reports	
#8	CORRESPONDENCE	8.0	
#9	CLOSED SESSION	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 Wednesday, March 17, 2021

**# 1:** Chair Perron called the meeting to order at 9:33 am.  
**CALL TO ORDER**

**PRESENT**

Chair, Member at Large, Greenview	Roxanne Perron
Vice Chair, Member at Large, Town of Valleyview	Teresa Plontke
Board Member, Member at Large, Greenview (teleconference)	Tammy Day
Board Member, Greenview Councillor (teleconference)	Duane Didow
Board Member, Greenview Councillor (teleconference)	Roxie Rutt
Board Member, Member at Large, Greenview	Trina Parker-Carroll
Board Member, Town of Valleyview Councillor	Tanya Boman

**ATTENDING**

FCSS Manager	Lisa Hannaford
Recording Secretary	Corinne D’Onofrio

**ABSENT**

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

**2.0 GREEN VIEW FCSS AGENDA**  
**MOTION: 21.03.11** Moved by: BOARD MEMBER, TANYA BOMAN  
 That the March 17, 2021 agenda be adopted as presented.

CARRIED

**#3.1 REGULAR MEETING MINUTES**

**3.1 GREEN VIEW FCSS REGULAR BOARD MEETING MINUTES**  
**MOTION: 21.03.12** Moved by: BOARD MEMBER, DUANE DIDOW  
 That the Minutes of the Regular Green View FCSS Board Meeting held on Wednesday, February 17, 2021 be adopted as presented.

CARRIED

**#3.2 BUSINESS ARISING FROM MINUTES**

**3.2 BUSINESS ARISING FROM THE MINUTES**

**#4 DELEGATION**

**4.0 DELEGATION**

**#5 OLD BUSINESS**

**5.0 OLD BUSINESS**

#6 NEW  
BUSINESS

**6.0 NEW BUSINESS**

**6.1 FCSS MANAGER REPORT**

**MOTION: 21.03.13** Moved by: BOARD MEMBER, TRINA PARKER-CARROLL  
That the Green View FCSS Board accept the March 2021 Manager'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 PARKER- CARROLL**

- Shared positive feedback on the virtual Mind Up program that is being facilitated at St. Stephen's Catholic School by the Green View FCSS Youth Coordinator

**BOARD MEMBER DAY**

- No report at this time

**BOARD MEMBER DIDOW**

- Attended a FCSSAA meeting virtually on March 5<sup>th</sup>
- Spring regional meeting will be held virtually
- There will be a survey provided to Directors and another survey to Board Members from FCSSAA to determine the overall satisfaction of Family and Community Support Services Association of Alberta

**BOARD MEMBER RUTT**

- No report at this time

**BOARD MEMBER BOMAN**

- No report at this time

**CHAIR PERRON**

- Shared ideas that the Working on Wellbeing (WOW) Committee is implementing in Valleyview and area to improve overall wellbeing for residents of the community
- Spoke of an experience with Legal Aid while supporting an individual navigate the system and the need to investigate the system further

#8  
CORRESPONDENCE

### 8.0 CORRESPONDENCE

#9 CLOSED  
SESSION

### 9.0 CLOSED SESSION

The next Green View FCSS Board Meeting will be tentatively scheduled for Wednesday, April 21, 2021 at 9:30am.

#10  
ADJOURNMENT

### 10.0 ADJOURNMENT

**MOTION: 21.03.14** Moved by: BOARD MEMBER, TANYA BOMAN  
That this meeting adjourns at 11:19 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: **Strategic Plan**

SUBMISSION TO: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES BOARD REVIEWED AND APPROVED FOR SUBMISSION

MEETING DATE: April 21, 2021 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 approve the 2021-2023 Strategic Plan.**

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BACKGROUND/PROPOSAL:  
Green View Family and Community Support Services Board has a strategic plan that is updated yearly. The current plan covers the period of 2021-2023, with the Boards last strategic planning session (including a SWOT analysis- strengths, weaknesses, opportunities, and threats) held in November of 2020. The updated strategic plan is required to ensure administration continues to align with the Boards direction.

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BENEFITS OF THE RECOMMENDED ACTION:  
1. The benefit of approving the strategic plan is to ensure the Board members have opportunities to change or set direction.

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DISADVANTAGES OF THE RECOMMENDED ACTION:  
1. There are no perceived disadvantages of approving the strategic plan.

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ALTERNATIVES CONSIDERED:  
Alternative #1: The Green View Family and Community Support Services Board may choose not to approve the strategic plan. This alternative is not recommended as the strategic plan will set clear direction for administration.

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FINANCIAL IMPLICATION:  
**Direct Costs:** There are no direct costs associated with the approval of the strategic plan.  
**Ongoing / Future Costs: 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**

Choose an item.

**PROMISE TO THE PUBLIC**

Choose an item.

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FOLLOW UP ACTIONS:

N/A

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ATTACHMENT(S):

2021-2023 Strategic Plan



**GREEN VIEW FAMILY AND COMMUNITY SUPPORT  
SERVICES STRATEGIC PLAN  
2021-2023**

**4707 - 50 Street Valleyview, Alberta  
Box 1079 T0H 3N0  
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<https://www.facebook.com/#!/GreenViewFCSS>

[www.mdgreenview.ab.ca](http://www.mdgreenview.ab.ca)

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## **ACKNOWLEDGEMENTS**

Green View FCSS would like to acknowledge those that provided assistance and support in the planning and implementation of our strategic planning:

- Host – M.D. of Greenview
- Facilitation provided by Lisa Hannaford, FCSS Manager

## **STATEMENT OF APPROVAL AND ACCOUNTABILITY**

The strategic plan for the year commencing January 2021 to December 2023 was prepared under the direction of the Board of Green View Family and Community Support Services. Board members present were Roxie Rutt; Teresa Plontke; Duane Didow; Roxanne Perron; Tammy Day; Teresa Parker-Carroll and Tanya Boman. The Board and Staff are committed to achieving the planned results laid out in this plan.

Date of Board Meeting: January 20, 2021

## **VISION**

Building strong communities through positive, caring interaction and mutual respect.

## **MISSION**

Family and Community Support Services is a joint partnership between the Province of Alberta, the MD of Greenview and the Town of Valleyview, that develops locally driven preventative social initiatives to enhance the wellbeing of individuals, families and communities.

We do this through:

- Providing preventative programs for all age groups
- Helping individuals develop independence, coping skills and become more resistant to crisis
- Building interpersonal and group skills
- Providing support that helps sustain individuals as active participants in their communities
- Increasing the community's ability to overcome difficulty and change

## **VALUES**

Green View Family and Community Support Services supports the following beliefs:

- A community's most valuable resources are its people. Investments made in developing and supporting people pay dividends in all areas of community life.
- We can make valuable contributions to our communities and communities need the contributions of all of us.
- Voluntarism is inherently valuable in that it allows us, as citizens, to contribute directly to our community, which in turn is linked to positive outcomes for individual volunteers.
- Partnerships are fundamental to community building.
- Municipalities can support individuals, families and communities by providing well-designed preventive social programs.
- Each municipality has unique programming needs and is best able to determine what its own needs are.

## GREEN VIEW FCSS PROFILE

### History:

The Green View FCSS Board held their first meeting on April 16, 1997. Since that time the programs, services, number of staff and people served have significantly increased. The department moved into its current location in July 2012.

### Access:

Green View FCSS is open Monday to Friday from 8:00-4:30 P.M. The office is closed for lunch from 12:00-1:00, and on statutory holidays.

<https://www.facebook.com/#!/GreenViewFCSS>

### Governance:

Green View FCSS is governed by a board consisting of:

- 1 member of Council from the Town of Valleyview
- 2 members of Council from the M.D. of Greenview
- 4 Community Members at Large

### Human Resources:

Green View FCSS has staff year-round with 10 full time staff members and 11 permanent part time staff. Volunteers also play a role in various programs.

The Green View FCSS Manager (Director) is Lisa Hannaford, who continues to make everyone feel welcome at FCSS.

### Clientele / Community:

The programs and services are offered to all of the Town of Valleyview residents, as well and the residents residing in the MD of Greenview which include DeBolt; Little Smoky; New Fish Creek; Sunset House; Crooked Creek; Grovedale and Grande Cache and area. The total population served is approximately 11,400.00.

### Partnerships:

- FCSS is a unique 80/20 funding partnership between the Government of Alberta and participating municipalities or Métis settlements. Provincially, the FCSS Program receives its mandate from the FCSS Act and Regulation. The Act describes what the Province and municipality/Metis Settlement can do to provide preventive social services. The Regulation describes how services may be provided.

The Regulation sets out the service requirements that a municipality or Métis Settlement must meet to be eligible for funding. At the local level, a municipality or Métis Settlement Council chooses whether to establish a Program and enters into an agreement with the Province to jointly fund FCSS activities. Under FCSS, communities design and deliver social programs that are preventive in nature to promote and enhance well-being among individuals, families, and communities. The programs depend on community resources, and where appropriate involve volunteers in delivery.

The FCSS philosophy is based on a belief that self-help contributes to a sense of integrity, self-worth, and independence. The programs developed are intended to help individuals within their communities to adopt healthy lifestyles, thereby improving the quality of life and building the capacity to prevent and/or deal with crisis situations should they arise.

- Contractual service agreements are held with Alberta Works.

Green View FCSS also has valuable partnerships and provides information and referral to:

- Alberta Health Services
- Victim's Assistance
- MITTA – Drug and Alcohol Counselling
- Northern Gateway Public School Division
- Holy Family Catholic School Division
- Peace Wapiti Public School Division
- Grande Yellowhead Public School Division
- RCMP
- Northern Lakes College
- PACE-Providing Assistance, Counselling and Education
- Suicide Prevention Resource Center
- Seniors Outreach
- AWN Nation (Aseniwuche Winewak Nation)
- Sturgeon Lake Cree Nation
- Northern Lakes College
- Town of Valleyview Library
- Child and Family Services
- ESSNA-Emergency Social Services Network of Alberta
- Sagesse
- John Howard Society
- Mountain Metis Association
- Red Willow Lodge
- Whispering Pines Lodge
- Odyssey House
- Grande Cache Community Learning & Employment Centre
- Family Resource Network
- Valleyview Adult & Family Learning
- Service Canada
- Grande Cache & Area Food Bank
- Valleyview Food Bank
- Alberta Council of Women's Shelters
- Town of Valleyview
- Hinton Friendship Centre

### **PROGRAMMING**

Green View FCSS offers programs and services to people from all ages. We manage the following programs:

- **I Can Handle Anger:** 6-week program for students in grade one and two. This is an age-appropriate anger management program where students learn different ways to handle anger and other difficult emotions.
- **Hands are Not for Hitting:** For kindergarten and grade 1 students. Students will learn how to properly use their bodies when they are experiencing difficult emotions.
- **Why Try:** A ten-week program designed for students in grade 4-12. This program assists children who are frustrated, confused, or angry with life's pressures and challenges. The program stresses to youth that although making good decisions can be difficult, doing so results in more opportunity, freedom and self-respect.

- **Girls Circle/Boys Council:** Curriculum is adjusted to be relevant to the students ages. These programs focus on building students' personal strengths and developing essential social skills. These groups cover a variety of topics, such as self-esteem, teamwork, getting along with others ect.
- **Skills:** designed to assist grade 8 students to gain factual information and to identify and resist pressure to become sexually involved before they are ready or able to cope with the consequences. All grade 8 students throughout the M.D. are invited to attend.
- **Home Alone:** a one-day program that is offered to all grade 4 classes in the MD. This program focuses on safety in the home and prepares children to be left alone for short periods of time.
- **KIDO-** The goal of this program is to create awareness of peer pressure. Themes include bullying, abuse, self-harm, and online safety. This program is for grade six and older.
- **Babysitting Courses:** Green View FCSS partners with service providers who deliver a one-day babysitting course, approx. three times per year for children 11 and older.
- **School Presentations:** Funding may be provided to schools within Greenview to host guest speakers. Topics may include themes such as bullying; digital citizenship; racism etc.
- **Rainbows:** grief and loss classes held in schools. The goal of this program is to deal with separation; loss of a family member; significant change in lifestyle etc. in a healthy positive manner.
- **FCSS Baby Book Bags:** FCSS and the Health Unit partner on this project which has been created to encourage and increase the practice of reading to young children. FCSS provides an educational package for new families to promote bonding and interaction with parents and the child.
- **Life Skills:** For children and youth. Beyond the academic world children require skills that are used in daily life as adults. Areas of learning may include financial literacy, cooking, public speaking, fostering creativity, and navigating social dynamics.
- **Kids Conference:** Hosted in Grande Cache for children and youth aged 5-12. A dynamic 2.5-day conference offers participants session choices from three streams of learning: life skills, creativity, and physical well-being.
- **Mind-Up:** a program that uses mindfulness to teach emotional self-regulation in students.
- **Friendship Groups:** these small group settings are requested by teachers or school Principals to address and support conflicts, issues, or co-operation strategies in the schools.

- **Mother –Daughter Circle:** The purpose of this program is to promote a healthy sustainable bond between mothers and daughters aged 11-14 during the transitional years from girlhood to young womanhood.
- **Miyo Wichihitowin (Good Relations)** -available in Grande Cache for children and youth aged 5-18. Students learn about local Indigenous culture, traditional practices, and have opportunities to connect with Elders and local Indigenous role models. Activities are open to all youth to bridge the gap between cultures.
- **Body Talk:** For students in Grade 5 & 6-participants learn how to communicate effectively within boundaries and sustain healthy relationships. This program addresses anatomy, puberty, hygiene and menstruation.
- **Information, Referral, and Forms Assistance:** We provide referrals that match your need and will assist with completion of forms or applications such as Assured Income for the Severely Handicapped (AISH), Income Support and Seniors Benefits.
- **Welcome Baskets:** The intent of this program is to ensure all newcomers to the M.D. are aware of FCSS and other M.D programs, as well as other community services and businesses in the area.
- **Finding Our Voices:** This is a six-week self-esteem workshop for women.
- **Growth Circle:** this 12-week program is designed for women who have left or are planning to leave an abusive relationship.
- **Balance:** a therapeutic yoga program for seniors, people with disabilities/disease and post-surgery recovery. This program increases strength and flexibility for fall prevention.
- **Volunteer Appreciation:** Green View FCS organizes events to recognize volunteerism in the community.
- **HEART:** Health, Education, and Action in Relationships Team. Stakeholders include the RCMP, Victims Assistance for Valleyview and Sturgeon Lake Cree Nation, Child and Family Services and Green View FCSS.
- **Emergency Social Services:** In times of a disaster, Green View FCSS provides services such as food; housing; childcare; pet care; personal services.
- **Wheels for Meals:** Green View FCSS delivers meals to residents in the Town of Valleyview and Hamlet of Grande Cache. This program is in partnership with local seniors' lodges, who prepares and coordinates meals, while FCSS staff carry out the delivery.
- **Caregiver Workshops-**A variety of workshops give caregivers the tools to manage the unique demands and challenges they face in the are giving role. This can be done individually or in a group setting.

- **Older Adult Information Day:** This annual event focuses on programs and services available to the senior and older adult population. Event specifics vary as to need and interest, and a variety of guest speakers provide presentations.
- **Home Support:** This program provides light housekeeping and meal preparation to senior and those requiring post-operative care. Currently 100 individuals throughout the M.D. access the program with up to 12 Home Support Workers providing service.
- **Volunteer Income Tax Program:** Volunteers provide this service to seniors and low-income individuals.
- **Just In Case Workshop:** This is a hands on workshop to start preparing the documents and information you will need when you or a family member has a sudden death or emergency.
- **Seniors Supports:** Individuals are provided support in filling out forms, gaining access to federal and provincial supports, advocacy etc.
- **Aboriginal Community Activity Fee Assistance Program:** available to residents from the Cooperatives and Enterprises in the Grande Cache area. For those in addictions recovery, healing after a traumatic experience, or experiencing physical or mental health challenges this program provides access to programs and services available the Grande Cache Recreation Centre.
- **Community Support Worker:** Available to residents in Valleyview and area. Partners collaborate to provide an Outreach Worker from Odyssey House to support clients in the transition from situations of domestic violence to regain independence.
- **Disconnect Boxes:** Families or groups can use these boxes to temporarily store technological devices decreasing online time and increasing their in-person face to face connection.
- **Eating for Your Well-being:** This program provides clients with a 30-day cooking resource with easy-to-read recipes, weekly shopping lists, budget friendly ingredients and daily menus.
- **Career and Employment Resource Services:** Available at the Valleyview location. Residents can access the local job board, career and employment computers for job searching and resume building, internet access for printing government forms and completion of online employment insurance applications.
- **Commissioner of Oaths:** Services provided free of charge.
- **Community Connections:** an evening of community information, registrations and connections to community services and programs

- **Counselling Services:** Green View FCSS offers short term one-on-one mental health appointments with a registered psychologist or professional therapist.
- **Inter-Agency Meetings:** Green View FCSS host interagency meetings in Valleyview (first Tuesday of every month) and in Grande Cache (last Tuesday of every month). Attendees include organizations such as Alberta Health Services, Education, Mental Health, Victims Assistance, Adult learning, RCMP and Children's Services etc.
- **Mountains to Meadows Homelessness Prevention Project:** This project provides crucial supports for individuals and families within Greenview to prevent homelessness. Clients are provided on-going support to navigate systems, access life skills development, and are shown how they are pivotal to their success in stabilizing their living situation. The project is funded through a partnership between Green View FCSS and the Alberta Rural Development Network.
- **Green View FCSS Grants:** The FCSS Board is committed to supporting preventive social programs that positively impact the ratepayers of Greenview and the Town of Valleyview.



## 2021 – 2023 GOALS AND STRATEGIES

The following pages contain the strategic planning components. The Strategic Plan is reviewed annually and may be modified to adapt to emergent situational changes or to take advantage of innovation or new opportunities and strategic alliances. Detailed action plans and short-term emergent strategies at the operational level are the purview of the FCSS Manager, with approval from the Board, and are by necessity adaptive. These are, therefore, not included in this document.

	<b>CORE AREA OF BUSINESS #1</b>	<b>PROGRAM DEVELOPMENT</b>	
1	DESCRIPTION	Programs are implemented and developed depending on community need and issues presented. The provincial association believes in and supports local autonomy.	
2	GOAL	Programs help communities to be attractive, resilient, and adaptive. Quality of life in the community is improved through FCSS programs and services. There is less reliance on intervention and enforcement programs (RCMP, school, etc.) because of our prevention programs.	
	STRATEGIES	TARGETS	MEASURES
3	Older Adult Programs	All senior and older adults are aware of programs they may qualify for.	Residents are knowledgeable about programs and services for older adults.
4	Family Programs	Families, single parents-supported through partnerships with Family Resource Networks	Families have a change in skills, behavior knowledge, values, or attitude.
5	Youth Programs	Youth aged 6-18	Youth have a change in skills, behavior, values, attitude or knowledge.
6	Future Visioning	<ol style="list-style-type: none"> <li>1) New programming regarding empathy, cultural connections; grief and loss for adults and teens; life skills</li> <li>2) Partnerships with Family Resource Networks;</li> <li>3) Domestic violence network in Grande cache similar to HEART</li> </ol>	Discussion ensued around all of the noted topics. More research will be done in regards to these items.

	<b>CORE AREA OF BUSINESS #2</b>	<b>ADVOCACY</b>	
1	DESCRIPTION	Advocacy is important to give a voice to seniors, low income individuals, the unemployed; youth; people with developmental disabilities; minority groups ect.	
2	GOAL	We have a strong voice at the table. Our input is recognized in policy. Councils support FCSS. MLA's understand our communities.	
	STRATEGIES	TARGETS	MEASURES
3	Relationship with Funders	To ensure the relationship with current funders meets reciprocal expectations, and service provision maintains realistic.	We have contracts in place which are proving expected outcomes.
4	FCSSAA Board	To have regular updates to provincial happenings, as well as a representative who can take items to the provincial table.	A representative from the North West region is present.
5	MLA	To ensure local and regional politicians are knowledgeable about programs and services.	MLA is invited to visit the CRC, meetings and overview of services has increased awareness.
6	Directors Network Society	The FCSSAA Board is aware of issues and concerns from both rural and urban perspective	FCSS Manager attends Directors Network Committee meetings

	<b>CORE AREA OF BUSINESS #3</b>	<b>COMMUNITY ENGAGEMENT</b>	
1	DESCRIPTION	Community engagement refers to the process by which organizations and individuals build ongoing, permanent relationships for the purpose of applying a collective vision for the benefit of a community. Our communities are caring communities. We want to involve as many people as we can in the delivery of programs and services. We want to raise awareness around community issues.	
2	GOAL	The Community is aware of our programs and services.	
	STRATEGIES	TARGETS	MEASURES
3	Volunteers	FCSS increases its trained volunteer base. These volunteers actively contribute to specific programs, as well as are on call for ESS service.	FCSS acknowledges and recognizes volunteers in an annual appreciation dinner. We have growing numbers of attendees every year.

4	In-service training	Teachers and Parent Councils	Parents and teachers are aware of FCSS services
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	CORE AREA OF BUSINESS #4	MEASUREMENT/OUTCOMES	
1	DESCRIPTION	Outcomes are the benefits or changes for individuals, families, communities or populations during or after participating in program or project activities. These changes must be measured to prove desired outcomes are reached, and then reported to province.	
2	GOAL	We are able to effectively meet all our mandated measurement requirements.	
	STRATEGIES	TARGETS	MEASURES
3	Tracking and reporting outcomes	All staff are trained in outcomes measures and are familiar with reporting expectations.	Through surveys, interviews and pre/post tests, people have a change in at least one of the following: knowledge; attitude; values; skills; behavior; condition; or status.

	CORE AREA OF BUSINESS #5	CONTRACT MANAGEMENT	
1	DESCRIPTION	We currently have a service contract with Alberta Works, providing employment related services and information out of the CRC	
2	GOAL	We are able to meet the outcomes of our contract. Contracted programs are sustainable, effective and efficient.	
	STRATEGIES	TARGETS	MEASURES
4	Alberta Works	This service contract provides local residents to access income support; employment resources; a job board; employment computers and computer basic classes.	Measure of success include statistical reports indicating the high volume of people utilizing the employment center.

	CORE AREA OF BUSINESS #6	ADMINISTRATION	
1	DESCRIPTION	Administration oversees all staffing supervision, duties, and training; program management; contract management; reporting to province and meeting all provincial expectations; reporting to the FCSS Board; budgetary items; and relations with partners.	
2	GOAL	Contracts and agreements are clear, current and relevant. We are able to effectively work within our budgets. We are effectively able to meet public's needs for social prevention.	
	STRATEGIES	TARGETS	MEASURES
3	Budgets	Administration is able to effectively manage the annual budget.	The annual budget is effectively managed.
4	Agreements	Agreements and service provided meets outcomes and proves expected results.	Agreements and service provisions meet expected results; service agreements and contracts are renewed and or extended.

	CORE AREA OF BUSINESS #7	HUMAN RESOURCES	
1	DESCRIPTION	There are 10 full time employees; 12 part time employees; and approximately 5 volunteers.	
2	GOAL	We have adequate numbers of staff to meet our operational needs..	
	STRATEGIES	TARGETS	MEASURES
3	Volunteer Recruitment	Volunteers are recruited to suit their needs and interests. This varies from program to program, and season to season.	When we have a position requiring volunteers, it is filled.
4	Training and Development	Staff are trained in all areas of need.	Fully trained staff.
5	Human Resources Management	All employees are working effectively and efficiently within their job description. Succession plans are in place, and cross training is provided.	Full and part time staff are well managed and trained.

6	Staff Acquisition	Adequate staff for current programming.	All positions staffed.
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	CORE AREA OF BUSINESS #8	BOARD DEVELOPMENT	
1	DESCRIPTION	Boards are responsible for the overarching governance of an organization, and manage its fiduciary, strategic and generative responsibilities. Boards that are functioning optimally set the framework for effective and efficient organizations.	
2	GOAL	The Board is effective and engaged.	
3	Policy Development	The board remains active in their provincial and local meetings and takes things back to the community.	Board Members attend at least 10 meetings per year, attend the fall FCSSAA conference, as well as the spring regional conference. Board members will be active in Volunteer Appreciation events.
4	Program Approval	The board has reviewed and approved all programs.	44 programs approved.
5	Strategic Planning	The board has a completed strategic plan.	Completed Plan
6	Leadership Development (Revised Board Orientation Manual)	The board has an effective and efficient orientation program for new board members.	Completed Orientation Manual

## Goals, Strategies & Timelines

### A. Goal: To provide services that enhance the well-being of individuals, families and community through prevention.

#### 1. Strategy: Develop programs and services to promote positive development for children and youth.

Programs may be implemented in the Valleyview, Ridgevalley, Grovedale and Grande Cache schools for the youth between six (6) to eighteen (18) years of age. All programs may be provided upon the request of the individual school requirements in consultation with the principal. Summer Day Camps may be initiated in Valleyview, DeBolt, Grovedale, Little Smoky, Sunset House and New Fish Creek.

Time Frame	Action	Status as of April 2021
School Year	Deliver "Body Talk"	Completed February 2021
School year 6-week program	Deliver Anger Management program.	Currently running
School year 10-week program	Deliver the "Why Try" program.	Currently running
School year 6 - 10 weeks program	Deliver the "Girls Circle" program.	Available Upon school request
School Year 5-week program	Deliver the Stress Resilience Program	Available Upon school request
School year 10-week program	Deliver the "SKILLS" program.	Available Upon school request
Annually	Deliver "Home Alone" program	Currently running
School year 4 – 8-week program	Deliver the "KIDO" program.	Currently running
July and August	Deliver the Life Skills program.	July/August
Annually	Deliver the "Grief and Loss" program.	Available Upon school request
2/3 times per year	Coordinate Babysitting Courses	April/May

School year 6-8-week program	Deliver "Friendship Groups"	Available Upon school request
School year 4-week program	Deliver the "Hands are Not for Hitting" program	Available Upon school request
School year 6 – 10-week program	Deliver the "Boys Council" program.	Available Upon school request
School Year 4-6 sessions	Deliver Mind-Up Program/Sparks Fly Bikes	Currently at Dt. Stephens
Annually	Kids Conference	On hold due to covid
Annually	Grande Cache youth engagement (primary focus – indigenous youth) – outside school hours	April /May

#### 2. Strategy: Develop programs and services to enhance the lives of individuals and families within the community.

*Enhance the lives of adults and families to promote economic, mental and physical wellbeing. Programs may be available annually and are based upon the needs and requests of clients.*

<b>Time Frame</b>	<b>Action</b>	<b>Status April 2021</b>
Annually	Coordinate the FCSS Baby Book Bags.	<i>ongoing</i>
Annually	Deliver the "Growth Circle" program.	<i>Dependent on need</i>
Annually 6-week program	Deliver the "Mother Daughter Circle" program.	<i>Scheduled April 2021</i>
Annually 6-week program	Deliver the "Finding Our Voices" program.	<i>Offered in March, did not run due to low registration</i>
Annually	Deliver Employment Supports.	<i>daily</i>
Annually	Coordinate access to Income Supports.	<i>daily</i>
Annually	Deliver the "Community Volunteer Income Tax Program."	<i>Currently offered March /April</i>
Spring and Fall Sessions Annually	Coordinate the "Balance Restorative Yoga" program.	<i>Pending covid</i>
Annually	Deliver Emergency Preparedness Workshop	<i>October</i>
Annually	Coordinate Breakfast with the Guys	<i>November 2021</i>
Annually	Host Intergenerational Healing Parenting	<i>Depends on PACE</i>
Annually	Deliver the "Older Adult Information Day."	<i>Planned for October 2021</i>
Annually	Aboriginal Community Activity Fee Assistance Program	<i>ongoing</i>
Annually	Eating for Your Well-being	<i>ongoing</i>

### **3. Strategy: Develop programs and services to enhance the lives of adults and seniors within the community.**

*Enhance the lives of adults and seniors to promote economic, mental and physical wellbeing. These programs may be delivered annually as part of the ongoing operations.*

<b>Time Frame</b>	<b>Action</b>	<b>Status As of April, 2021</b>
Annually	Deliver the Home Support program.	<i>Ongoing 100 clients</i>
Annually	Deliver the "Wheels for Meals" program within the Town of Valleyview and Hamlet of Grande Cache	<i>Running in Grande Cache on hold in VV due to Covid</i>
Annually	Deliver individual support with forms and subsidy applications.	<i>ongoing</i>
Annually	Deliver Just in Case File workshop	<i>Planning for May</i>
	Seniors Learn at Lunch	<i>On hold due to Covid</i>
Annually	Contracted Counselling Services (H.E.L.P.)	<i>ongoing</i>



**B. Goal: Promote and provide services with various stakeholders for the benefit of residents within the community.**

**1. Strategy: Explore partnerships with various stakeholders to meet residents' needs.**

*Partnerships are vital in the community so as the residents' needs may be addressed in cooperation with various stakeholders. The stakeholders may be consulted on an annual basis to review possible partnership opportunities.*

<b>Time Frame:</b>	<b>Action:</b>	<b>Status:</b>
Reviewed annually	Alberta Health Services Partnership - "Mental Health Services" and Lunch and learns; Older Adult info day	<i>Ongoing</i>
Reviewed annually	Victims Assistance	<i>Ongoing</i>
Reviewed Annually	Northern lakes College	<i>Ongoing</i>
Reviewed annually	Alberta Health Services-Mental Health Therapist	<i>Ongoing</i>
Reviewed annually	Red Willow Lodge- Wheels for Meals	<i>Ongoing</i>
Reviewed annually	Alberta Works Contract- Employment Services	<i>Ongoing</i>
Reviewed annually	Provide Preventative Community Grants to non-profit agencies or organizations.	<i>Ongoing</i>
Reviewed annually	Northern Gateway School Division	<i>Ongoing</i>
Reviewed annually	Holy Family Catholic School Division	<i>Ongoing</i>
Reviewed annually	Peace Wapiti School Division	<i>Ongoing</i>
Reviewed Annually	Northlands School Division	<i>Ongoing</i>
Reviewed annually	Grande Yellowhead School Division	<i>Ongoing</i>
Reviewed Annually	Odyssey House- Outreach worker services	<i>Ongoing</i>
Reviewed annually	PACE	<i>Ongoing</i>
Reviewed annually	Seniors Outreach	<i>Ongoing</i>
Reviewed annually	ESSNA-Emergency Social Services Network of Alberta	<i>Ongoing</i>



Reviewed annually	Peer Support Services for Women-Sagesse	<i>Ongoing</i>
Reviewed annually	W.J. Stelmach and Associates (WJS)	<i>Ongoing</i>
Reviewed annually	Town of Valleyview Library	<i>Ongoing</i>
Reviewed annually	Royal Canadian Legion	<i>Ongoing</i>
Reviewed annually	Suicide Prevention Resource Center	<i>Ongoing</i>
Reviewed annually	Sturgeon Lake Cree Nation	<i>Ongoing</i>
Reviewed annually	Town of Valleyview	<i>Ongoing</i>
Reviewed annually	RCMP	<i>Ongoing</i>
Reviewed annually	Mountain Metis Association	<i>Ongoing</i>
Reviewed annually	Child and Family Services	<i>Ongoing</i>
Reviewed annually	Family Resource Network	<i>Ongoing</i>
Reviewed Annually	Service Canada Outreach	<i>Ongoing</i>
Reviewed Annually	Grande Cache Food Bank	<i>Ongoing</i>
Reviewed Annually	Community Outreach Program Enhancement (C.O.P.E)	<i>Ongoing</i>
Reviewed Annually	Evergreens Foundation (Whispering Pines Lodge)	<i>Ongoing</i>

**2. Strategy: Explore opportunities that may enhance resident access to services within the community.**

*Create a relationship with all relevant stakeholders so as programs and services may be coordinated to meet the community's needs.*

<b>Time Frame:</b>	<b>Action:</b>	<b>Status:</b>
Annually September to June	To participate in interagency meetings to share information and identify social service gaps within the community.	<i>Ongoing-first Tuesday of every month</i>
Annually 3 to 4 meetings per year	FCSS Manager be a member of the Directors Network	<i>Minimum 3 meetings per year</i>
Annually Twice a month	Provide an Odyssey House support worker	<i>ongoing</i>
Annually	Deliver the "Welcome Basket" program.	<i>Ongoing-upon request</i>
Annually	Host Service Canada Outreach Clinics in the CRC	<i>Ongoing</i>
Annually	Coordinate the Community Information Board.	<i>Ongoing</i>
Annually	Deliver Information and Referral services.	<i>Ongoing</i>
Annually	Provide Community Training Sessions.	<i>Ongoing</i>
Annually/ weekly	Coordinate Mental Health out of the CRC.	<i>Ongoing</i>
Bi- Annually	Host HEART Domestic Violence Conference	<i>On hold -maybe 2022</i>

Annually	Host Breakfast with the Guys	<i>Scheduled for November</i>
Annually	Community Connections Night	<i>On hold -Covid</i>

**C. Goal: Provide opportunities whereby residents are actively engaged within the community.**

**1. Strategy: Promote resident participation and engagement within the community.**

*Community engagement and connection contributes to improved social wellbeing. Residents are encouraged to assist in various deliverable opportunities.*

<b>Time Frame:</b>	<b>Action:</b>	<b>Status:</b>
Annually / November	Deliver the "Red Silhouette" program.	<i>Completed in 2020</i>
Annually	Host Volunteer Appreciation events.	<i>Plan in place for April 2021</i>
Annually	Provide residents with volunteer opportunities to assist with various deliverable programs.	<i>Have volunteers in place</i>

**D. Goal: Provide service excellence to residents within the community.**

**1. Strategy: Develop actions that enhance Green View FCSS service deliverable excellence.**

<b>Time Frame:</b>	<b>Action:</b>	<b>Status:</b>
Annually	Review the Green View FCSS Strategic Plan annually.	<i>Completed In January 2021</i>
Annually	Provide measurable outcomes where applicable for programs and services.	<i>Ongoing</i>
Annually	Ensure that staff has access to effective training opportunities.	<i>Ongoing</i>
Annually	The Green View FCSS Manager will draft and present the annual budget to the respective Councils.	<i>2021 update complete.</i>
Annually	Staff performance appraisals will be administered annually to all staff.	<i>Completed December 2020</i>

# 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 21, 2021** 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 March 2021 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 Mangers Report

Regular Board Meeting April 21, 2021

A meeting with MLA Toews and Allard was held on March 30. This meeting provided an opportunity for FCSS Directors in Green View, County of Grande Prairie, City of Grande Prairie, Wembley, Hythe and Beaverlodge to follow up on the advocacy infographic sent last month. Both Minister Toews and MLA Allard were very impressed with the work FCSS is doing in the region and were not aware of the many programs and services offered to constituents. They have requested that each program submit “good news stories” so they can share with their colleagues.

FCSS administration in conjunction with the Regional Fire Chief were scheduled to meet with stakeholders of Cooperatives and Enterprises to develop an emergency response plan for residents living outside of the Hamlet of Grande Cache. The meeting will provide an opportunity to meet with key individuals and explain the role FCSS plays in emergency social services. Unfortunately, this event had to be postponed due to the new Covid-19 restrictions and has been rescheduled to May 25.

The Green View FCSS Volunteer appreciation event in 2021 will take place on April 23 & 24 at the Grande Sunset Theatre in Grande Prairie. This drive-in movie night will provide a safe, socially distanced opportunity for volunteers and their families to gather in a central location. The film on Friday is “Hotel for Dogs”, and Saturday evening “Instant Family” will be screening. The movies begin at 9:30 each night, and 3 volunteers from Green View are required on Friday night only. If you are interested in volunteering, please let me know and we can discuss further details.

Green View FCSS, in partnership with the provincial association, has continued to host Youth and Adult coordinators sharing circles with very positive feedback and attendance from colleagues throughout the province. The last zoom session for Youth Coordinators was held on March 29, where a guest speaker spoke about supporting 2SLGBTQ+ Youth in the community. This session was very popular, and many coordinators requested the same speaker to come back next month and speak about initiating gay straight alliance groups, particularly in rural settings. The next Adult Coordinators zoom session is scheduled for May 4<sup>th</sup>. The Assistant Manager of Green View FCSS hosted a session on April 1 called “fostering creativity.” This session was very well received, and the content was excellent. The final zoom session for adult coordinators will be held on May 4<sup>th</sup>.

Staff capacity building is enhanced with continuous collaboration between the two FCSS offices within Greenview. The Adult Coordinators are collaborating on updating all documents and procedural guidelines contained in the Home Support Manual, as well as engaging in initial planning of the Older Adult Information day, which has not been delivered in Grande Cache before. While we hope to have in person facilitation in both locations on two separate days, the opportunity to host one virtual event for all older adults from Greenview is another alternative. The Youth Coordinators are working together to develop content for the Life Skills Day Camps the department will offer this summer. Collaboration and alignment of programs will continue to strengthen teams and ensure positive outcomes for residents.

The FCSS Spring Regional meeting will be held virtually on May 5, administration has sent Board members zoom links. Please let me know if you require any more information about this meeting.

The Directors Network Conference will be held virtually this year and is scheduled for June 4<sup>th</sup>. While hosts for this conference typically rotate from region to region, the Southeast region will resume the host once covid passes, as the organizers did not feel a virtual conference will do justice to their region. The four Directors who sit on the FCSSAA board will take the lead in Directors Network conference planning for 2021.

The Directors Network Committee is currently reviewing the Program Advice Inventory Listing and will submit all recommendations to the province. Ken Dropko, former Executive Director for community and social services, has been replaced by Karen Rhonko who the FCSSAA board is excited to meet.

The provincial conference will be hosted virtually in 2021, and the awards committee has decided to forego the FCSSAA achievement awards this year. The committee has decided to move away from achievement awards and is considering replacing them with an opportunity to spotlight each region through a video. More information on how regions will be spotlighted will be available once the planning committee has an opportunity to formalize a plan.

The finalized Green View FCSS strategic plan has been included in the report and has a Request for Decision for final Board approval. This latest document includes updates on core areas of business; historical background; staffing; and a list of program offerings. While we hope to facilitate all programs in the strategic plan, Covid-19 restrictions may prohibit certain programs from being delivered in 2021. Additionally, the Coordinators reports and further updates from Grande Cache are included for Board information. On a final note, policy #5004 has been included for review. This is the last policy up for Board review, as all previous ones reviewed by the Board this year have been submitted to the Policy Review Committee.

I look forward to seeing you on April 21 @ 9:30 by zoom.

Warm regards,

Lisa

**Title: FAMILY AND COMMUNITY SUPPORT SERVICES (FCSS) VOLUNTEER RECOGNITION**

**Policy No: 5004**

**Effective Date: March 24, 2016**

**FCSS Motion: 16.03.36**

**Supersedes Policy No: (None)**



**Purpose:** To recognize the significant contribution of (individual or group) volunteers in FCSS programs.

### **POLICY**

1. Green View FCSS shall recognize and celebrate the significant contribution(s) (individual or group) volunteers made toward improving the quality of life in Greenview.

### **PROCEDURE**

1. The Green View FCSS Board shall, annually, establish a budget for the Volunteer Recognition Program.
2. The Green View FCSS Board shall recognize the contributions of its (individual or group) volunteers during the provincially recognized Volunteer Week via a recognition night event or articles in newsletters.
3. The FCSS Board Chair will emcee the recognition night event or, if unavailable, shall appoint an emcee.
4. Each nominee shall receive an invitation to attend the appreciation event.
5. Calls for (individual or group) nominations shall be limited to 250 word descriptions of the volunteer's contributions as they will be read at the recognition night event or summarized in newsletters.
6. The amount spent on volunteer appreciation gifts shall be determined annually and depend on the number of nominations as well as the annual budget.

### **APPENDIX**

1. FCSS Volunteer Recognition Nomination Form







April 12, 2021

TO: Lisa Hannaford, Manager

FROM: Amber Hennig, Assistant Manager

SUBJECT: April 2021 Grande Cache Office Monthly Report

### **Assistant Manager Overview**

#### **Total of all individuals assisted in February: 390**

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

Conversations with Alberta Rural Development Network have concluded regarding formatting of the Homelessness Estimation report. The new deadline for a final, shareable report is set for end of April.

The Assistant Manager is completing fiscal year end reporting the Alberta Rural Development Network/Reaching Home grant. Demographics and number of people helped will be provided in the May report.

April 1, 2021 the Assistant Manager delivered a virtual Fostering Creativity webinar through FCSSAA. The following was covered in the presentation: physical and human factors, creativity killers, and a selection of activities that can increase creativity in the workplace. One of the activities asked participants to provide a song that inspires them. The list of songs was then compiled into a Spotify FCSSAA Creativity Playlist. The list can be found at this link:

<https://open.spotify.com/playlist/3b0JfXjKw4YpLCUXcp3U8X?si=TOoLQSGQSfKH4SCTLiRVlg&nd=1>

Prevention, raising awareness, and decreasing stigma on the issue of family violence plan is progressing nicely. The Assistant Manager has just about completed an environmental scan of supports locally and in the Yellowhead region. She has also been in touch with Transition House (women's shelter in Grande Cache) and will be meeting with their Executive Director in April to discuss collaboration. With the potential of Breakfast with the Guys taking place for the first time this fall in Grande Cache the networking happening currently will contribute to a successful event.

The March Interagency meeting brought good news from Alberta Supports. Last spring, due to the pandemic, residents in this area were required to call a central intake number and unable to access in-person assistance. Any client with employment barriers was assigned a worker located in Edmonton. Effective April 13, 2021 existing employment barriered clients and new clients will be assigned a worker located in the Hinton office. Alberta Supports is hopeful that in-person, in Grande Cache, support will be provided later this year.

With confirmation that Youth Programming will not be able to take place in schools we are proceeding with offering programming afterschool. The programs are educational and as such able to happen in

person. COVID protocols will be followed, limited group size, sanitization, masks, and social distancing. More information about the programs is provided in the Youth Coordinator's report.

Upcoming:

- Attending (virtually) the Hinton Domestic Violence Committee meeting
- Completion of ARDN/Reaching Home fiscal year end
- First Responder to Sexual Assault and Abuse training (May 1&2)
- Co-facilitation of Mother Daughter Circle

### 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	0	9	1										10
AISH	0	10	6										16
Seniors Supports	4	4	0										8
Referrals	12	20	22										54
Other	123	220	197										540
<b>Total Client Visits</b>	<b>139</b>	<b>263</b>	<b>226</b>										<b>628</b>
<b>Residence Break Down:</b>													
Grande Cache	92	191	157										440
Cooperatives & Enterprises	15	28	50										93
Other	32	44	19										95
<b>Total</b>	<b>139</b>	<b>263</b>	<b>226</b>										<b>628</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	29	29	33									
CVITP	0	8	28									
Eating for Your Well-Being	0	0	0									
Hope Exists in Lots of Places (H.E.L.P)	2	3	4									
Wheels for Meals	1	1	1									
Adopt a driveway	0	0	0									
Welcome Packages	0	0	0									

March saw the official start of the 2020 income tax filing season, with 28 tax returns being filed throughout the month. Due to COVID restrictions, the Community Resource Centre Coordinator has been able to use “Auto-Fill My Return” and “Represent-A-Client” services, provided by the Canada Revenue Agency, to help ensure that all T-slips were present for every client; this includes any that have been misplaced, or not received. With these 28 returns, over \$120, 000 has been brought back into the Municipal District of Greenview.

The Eating for Your Wellbeing Cookbook has been reformatted and is currently going through proof reading. It is anticipated to be ready by the middle of April for distribution to any individuals who may request a copy.

There has been a noticeable increase in clients reaching out to the Community Resource Centre for mental health appointments with the Hope Exists in Lots of Places program, with all appointment slots full during March.

Upcoming:

- Commissioner of Oaths exam and application
- Welcome Baskets revamp is a work in progress, local businesses will be contacting in April for their information to be included. Prior to 2021 the Grande Cache office provided Welcome Packages (envelope containing handouts, menus, commonly requested local phone numbers etc.). We are transitioning to Welcome Baskets which will mirror baskets provided from the Valleyview office.

**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)	14	14	14									
Home Support (Hamlet of Grande Cache)	19	19	17									
Meadows to Mountains Homelessness Prevention Project	2	1	2									

We still have a vacant Home Support Worker position. An interview was conducted in April, but the search continues. Two more interviews will be conducted in April. The remaining Home Support Workers have been filling the gap until a suitable replacement can be found. There has been no disruption to services.

This past month two of our clients have postponed service provision indefinitely due to hospitalization (falls) and one is on temporary hold due to COVID exposure.

There were two inquires related to the Meadows to Mountains Homelessness project, time was spent with the clients and preliminary assistance provided.

Upcoming:

- Development of one Green View FCSS Home Support Manual working collaboratively with the Adult Coordinator in Valleyview.
- Scheduling of a monthly Home Support meeting to be hosted virtually. The meetings will be co- led by Home Support Coordinator and the Adult Coordinator and all Home Support staff (Grande Cache & Valleyview) will be in attendance.
- Working with Assistance Manager in learning the reporting structure for Alberta Rural Development grant and Reaching Home grant.

## 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	8	8	8									
Hamlet of Grande Cache	12	12	7									
Whispering Pines	3	3	7									
TOTAL NUMBER OF CLIENTS	23	23	22									

Reasons for clients referred to the program remain consistent and include isolation, forms assistance, physical disabilities, transportation barriers, family concern, seeking additional connection to supports not provided by FCSS, and cultural connection.

The Outreach Coordinator assisted one client in March with transitioning into Whispering Pines Lodge. The client was resistant to moving into the Lodge despite his failing health and no family supports. Conversations with the Outreach Coordinator eased his transition.

During the month of March 2021, the Outreach Coordinator was able to provide delivery of medications, assisted with Wheels for Meals. The Outreach Coordinator collaborated with the Grande Cache Municipal Library and a local resident to present the Indigenous sharing. The Outreach Coordinator was available to assist with the CVITP program delivering packages. The Outreach Coordinator was also available to assist seniors who were not able to find transportation to get COVID-19 inoculations.

The Outreach Coordinator was able to have ten in person visits with isolated clients while delivering or picking up CVITP forms, and forty-three phone visit/check in calls. Delivered and mailed twenty-eight letters to clients who are isolated and or lonely. The Outreach Coordinator has received notes and words of appreciation for the kind words, pictures and puzzles which help fill the lonely times. Some of these clients cannot read or write so the Outreach Coordinator has found other ways to include these clients.

The Outreach Coordinator has collaborated with the Grande Cache Municipal Library to conduct a Mystery Read and activity twice monthly at Whispering Pines seniors lodge, which has proven to be a bit of a challenge as some of these clients cannot hear too well. The purpose of the activity is to provide opportunity to exercise the brain. At the last session one participant, diagnosed with dementia, was the only participant to recall the facts from the story to complete the activity. While observing the clients during the reading time they all appeared to be listening and the client with Dementia was really thinking back to a time in her life which the story related.

### Upcoming:

- Third partnered Grande Cache Municipal Library reading and cognitive functioning activity.
- Indigenous activity – hunting, trapping, and local food sources.
- Planning of Older Adult Information Day for fall 2021.
- Exploring a collaboration related to senior's mental health with a local psychologist.
- In-home Just in Case assistance with house bound client.

## Youth Coordinator

In March, schools had asked we check back in April to explore program delivery. Unfortunately, all schools in Grande Cache stated with the challenges they are experiencing due to COVID we will not be able to deliver programs this school year. Northlands School Division (Susa Creek School) will be contacted at the beginning of May to set dates for outdoor deliver of programs. Specific programs are yet to be determined.

Green View FCSS Youth Coordinators will be working together on development of lesson plans for the Life Skills series being offered this summer in addition to ensuring all program materials are up to date and accessible to both.

Miyo Wichotowin (Good Relations) will start this month. The intent of the program is to break down racial stereotypes held by non-Indigenous children. Indigenous and non-Indigenous children will be in attendance. We were pleased to discover, during registration, an interest from Indigenous families who are disconnected from traditional knowledge for their children to attend to learn about their culture.

North American Center for Threat Assessment and Trauma Response certification and Brain Story certification have been completed.

### Upcoming:

- Why Try – starting April 22 and will run once a week for 5 weeks. Being offered to grade 5 and 6 students. At time of this report 4 children have registered.
- Miyo Wichotowin – starting April 23 and will run for 5 weeks. Featuring traditional beading and teachings. At time of this report program is full with one child on the waiting list.
- Mother Daughter Circles are slated to begin May 3 and will run once a week for 6 weeks. Advertising for this program will start mid-April.
- First Responders to Sexual Assault and Sexual Abuse training offered through PACE (May 1 and 2)

To: Lisa Hannaford, Manager  
From: Coordinator, Adult  
Subject: April 2021 Coordinators Report

- **Learning Opportunities**

Several Health and Safety trainings were attended in March, Incident Investigation, Occupational Health and Safety Act, Hazard Assessment and Control, Workplace Harassment and Violence Prevention and Supervisors Role.

In April, the Adult Coordinator will be attending a training on the new My Alberta Emergency Registration System, which will allow persons to self-register during an emergency or evacuation.

- **Home Support**

The Home Support program provides basic housekeeping, meal preparation, limited respite and transportation to medical appointments or other essential services. Currently there are 66 clients, 39 from the MD and 27 in Valleyview.

The Home Support staff had a very busy March, attending Health and Safety trainings. WHMIS is scheduled in April.

- **Adult Support and Referral**

The Support and Referral Program supports clientele in many ways. Commonly clients are supported by finding appropriate programs or assisting with applications and or advocacy. In March, 49 people with 84 different needs were assisted. More time has been spent explaining the tax and benefit implications for those that used the Canadian Emergency Recovery Benefit. Most people did not realize that being a taxable benefit it can cause them to owe taxes. Clients may even have some of their benefits such as the Guaranteed Income Supplement, Child Tax Benefit and Alberta Seniors Benefit to be negatively affected for this upcoming year.

March 2021		Residence			49
Support Needs	MD	VV	SL IR	Explanation/ Example	
Admin Assist	1	1		Faxing, Photocopying, Scanning or Typing for someone	
Advanced Planning		2		Personal Directives, Guardianship, Funeral Planning	
Advocacy/ Mediation				With anyone, Family, Businesses, Government	
Aging in Place				Utilizing resources, preplanning to remain	
Alberta Benefits		8		Alberta Supports, Blue Cross, Alberta Health, AISH	
Caregiver Supports				Info on programs, strategies, referrals to other	
Commissioner/ Notary	1	4			
CRA Inquiry	11	12	6	any Income Tax inquiries, not filing	
Elder Abuse				Queries and Advise	
Estate Planning/ Handling	3	2		Power of Attorney, Wills, Paperwork after a funeral	
Federal Benefits	2	4		GST, Canada Child Tax Benefit, Guaranteed Income	
Federal Pensions		2		CPP, CPP Disability, OAS	
Home Support/ Wheels for Meals		6		Queries, home visits	
Information	7	6			
Legal				Queries, Paperwork,	
Maintenance Enforcement Prog				Queries, form assistance	
Other FCSS Prog				Referral to another program or worker within FCSS	
Referral to other Agency	1	2			
Supportive Listening	1	1			
Technology Assistance	1			cell phone, internet, CRA accounts, email- etc	
<b>Monthly Total</b>	<b>28</b>	<b>50</b>	<b>6</b>	<b>84</b>	

- **Community Volunteer Income Tax Program (CVITP)**

The CVITP program utilizes volunteers to prepare income tax and benefit returns for people with modest income and simple tax situations. The program cannot complete returns for self employed or deceased taxpayers. The Climate Action Incentive is a bit higher for 2020, up to \$539 from \$488 the previous year.

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

VV	MD	SL										2021
Senior	AISH	Low Inc	GST	CCB	#children	CWB	CAI	AB Benefit	GIS	REFUND	TOTAL	
79	35	42										
79	11	66	\$ 53,417.00	\$ 138,680.00	\$ 19.00	\$ 6,808.00	\$ 70,557.00	\$ 174,714.00	\$ 407,397.00	\$ 41,693.00	\$ 893,266.00	
156												

**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.

\*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 6, 2021

TO: Lisa Hannaford, Manager

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

SUBJECT: April Coordinator report

### Stats Report for March 2021:

Green View FCSS Community Resource Center assisted a total of 658 client visits in the month of March 2021.

The breakdown can be seen below.

Year End Report 2020	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	Year TOTAL
Income Support	12	12	23										
Employment Supports	38	22	39										
Other Clients	226	252	596										
<b>Total Clients Visits</b>	<b>276</b>	<b>286</b>	<b>658</b>										
<b>Residence Break Down:</b>													
MD	69	76	158										
Sturgeon Lake	64	52	158										
Town	143	158	342										
New	10	3	9										
Returning	266	283	649										
Total Clients Visits	276	286	658										

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 2021	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	3	4	2										9
Employment Supports	15	2	11										28
Other Clients	51	70	145										266
<b>Total Clients Visits</b>	<b>69</b>	<b>76</b>	<b>158</b>										<b>303</b>
<b>Residence Break Down:</b>													
MD	69	76	158										303
New	3	0	4										7
Returning	66	76	154										296
Total Clients	69	76	158										303
<b>Information and Referral Indicators</b>													
As a result of Green View FCSS Information and Referral program, I know more about how to access the community resources I need.													
YES	69	76	158										303
NO	0	0	0										0
<b>Community Social Issues Identified</b>													
CFS	0	0	0										0
Food Bank	3	4	2										9
Mental health	1	0	2										3
Canadian Child Tax Benefits	0	0	0										0
AISH	2	5	15										22
Income Support	3	4	2										9
Alberta Adult/Child Health Benefit	1	0	0										1
Housing/ Heart River Housing	0	1	1										2
Service Canada	9	7	6										22
Seniors Information	3	11	22										36
Canada Revenue Agency	9	21 (18 CVITP)	73 (65 CVITP)										103 (83 CVITP)
Employment Supports	15	2	11										28
WCB (Worker's Compensation Board)	0	0	0										0
Technology Assistance	2	7	5										14
Childcare subsidy program inquires	0	0	0										0
Legal (faxes, forms, calls)	2	0	5										7
Legal (faxes, forms, calls)	4	9	9										22
Other questions/inquires	11	17	18										46

The category “other” can represent clients coming into the Resource Center, calling for information, or referrals to various agencies and organizations. Technology assistance can mean assisting a client to access their emails or print out documents from a website, send out an email, create a document online, or set up an online account such as creating online banking.

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

Year End Report 2021	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	6	7	16										29
Employment Supports	12	13	18										43
Other Clients	125	138	308										571
<b>Total Clients Visits</b>	<b>143</b>	<b>158</b>	<b>342</b>										<b>643</b>
<b>Residence Break Down:</b>													
Town of Valleyview	143	158	342										643
New	6	2	5										13
Returning	137	156	337										630
Total Clients Visits	143	158	342										643
Information and Referral Indicators													
As a result of Green View FCSS Information and Referral program, I know more about how to access the													
YES	143	158	342										643
NO	0	0	0										0
Community Social Issues Identified													
CFS	0	1	0										1
Food Bank	10	11	10										31
Mental Health	1	1	4										6
Canadian Child Tax Benefits	0	1	1										2
AISH	6	4	13										23
Income Support	6	7	16										29
Alberta Adult/Child Health Benefit	3	2	3										8
Housing/ Heart River Housing	5	6	9										20
Service Canada	10	11	13										34
Seniors Information	4	1	7										12
Canada Revenue Agency	11	28(18CVITP)	172(140CVITP)										211 (158 CVITP)
Employment Supports	12	13	18										43
WCB(Workers Compensation Board)	0	1	0										1
Technology Assistance	3	13	32										48
Childcare subsidy	0	0	0										0
program inquires	1	2	8										11
Legal (faxes, forms, calls)	1	20	33										54
Other questions/inquires	36	13	21										70

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

Year End Report 2021	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	3	1	5										9
Employment Supports	11	7	10										28
Other Clients	50	44	143										237
<b>Total Clients Visits</b>	<b>64</b>	<b>52</b>	<b>158</b>										<b>274</b>
<b>Residence Break Down:</b>													
Sturgeon Lake Cree Nation	64	52	158										274
New	1	1	0										2
Returning	63	51	158										272
Total Clients Visits	64	52	158										274
Information and Referral Indicators													
As a result of Green View FCSS Information and Referral program, I know more about how to access the community resources I need.													
YES	64	52	158										274
NO	0	0	0										0
Community Social Issues Identified													
CFS	1	0	0										1
Food Bank	0	1	1										2
Mental Health	0	0	2										2
Canadian Child Tax Benefits	0	0	2										2
AISH	0	1	2										3
Income Support	2	1	3										6
Alberta Adult/Child Health Benefit	0	1	0										1
Housing/ Heart River Housing	0	0	3										3
Service Canada	2	2	4										8
Seniors Information	0	2	5										7
Canada Revenue Agency		27 (12 CVITP)	121 (113 CVITP)										168 (125 CVITP)
Employment Supports	11	7	10										28
WCB(Workers Compensation Board)	0	0	0										0
Technology Assistance	1	3	16										20
Childcare subsidy program inquires	0	0	0										0
Legal (faxes, forms, calls)	0	1	2										3
Legal (faxes, forms, calls)	4	6	10										20
Other questions/inquires	12	2	10										24

Employment support numbers increased in March 2021. 39 client visits to the Community Resource Center received support to update, print, fax and email resumes. Clients also viewed the job board and received assistance with online applications.

In March there were 23 visits to the Resource Center regarding Income Support where clients may have been referred to AB Supports or assisted directly with their requests. Occasionally the need to send in documentation by fax or email occurs and coordinators are able to assist when the need arises.

Many clients have been calling the Resource Center in regards to the Community Volunteer Income Tax Program. They require information about the program, and assistance to complete the tax forms for drop off. In March, 366 clients needs were regarding Canada Revenue Agency. 318 of these CRA needs were regarding the Community Volunteer Income Tax program. The other 48 CRA needs consisted of setting up CRA accounts, filing for CRB (Canada Recovery Benefit) and CRSB (Canada Recovery Sickness Benefit) as well as general income tax inquires.

In March, 23 client visits in person or by phone were related to Service Canada. These clients were either filing for Employment Insurance, completing on line bi-weekly reports, or calling for information about Employment Insurance.

In March, 30 visits were regarding AISH (Assured Income for the Severly Handicapped). AISH applications can require numerous visits to complete, and sometimes 4-8 hours to work with a client to complete the paperwork. One such application that was completed with the assistance of a Green View FCSS Coordinator in the last couple of months, was recently accepted and the client is now approved for a guaranteed income until the Old Age Security Pension starts at age 65. For clients with major medical concerns this can be life changing, as part of AISH includes health benefits such as prescription coverage, dental, eye wear, medical trip assistance and other benefits.

The CRC Coordinator completed training through PACE and Grande Prairie Regional College called The Impact of Empathy on March 25<sup>th</sup>. The CRC Coordinator is scheduled to complete the practical portion of First Aid on April 12<sup>th</sup>, and My Alberta Emergency Registration System (MAERS) training on April 15<sup>th</sup>. The CRC Coordinator will also be continuing to work on the NACTATR training over the next few months. Also scheduled for the month of April will be to complete the yearly report for the Alberta Works contract requirement.

The Support Coordinator participated in training on invoice handling and the approval process, Workplace Harassment & Violence Prevention, Who is Creeping Your Kids, and the Impact of Empathy. In April, the Support Coordinator will complete Effective Minute Taking by Zoom through the Grande Prairie Regional College.

Respectfully submitted,

Corinne D'Onofrio and Breanne Major



TO: Lisa Hannaford

FROM: Amanda Roy, Youth Coordinator

SUBJECT: April Youth Coordinator's Report

### **Online Programming in April 2021**

Ridgevalley School

- I Can Handle Anger – a 6-week program where grade 2 students will learn how to handle their anger in a socially acceptable way and how to deal with difficult emotions.
- Hands are Not for Hitting – a 4 week program where Grade 1 students will learn how to use their bodies appropriately when they have difficult emotions.
- Mind Up – grade 3's will participate in a 6-week program on way to cultivate a positive attitude and building healthy relationships. Modules will include Choosing Optimism, Perspective Taking and Appreciating Happy Experiences.
- Body Talk – grades 5 & 6 will participate in a 4-week program learning about anatomy, reproductive systems, puberty, hygiene, consent and menstruation.

St. Stephens Catholic School

- Skills – the grade 8 students will participate in a 5-week program where they will learn about healthy relationships, communication skills, dating violence & consent.
- KIDO – a five-week program where the students will learn about bullying, domestic violence, consent, healthy relationships, self-harm and online safety.

### **In Class Programming in April 2021**

Penson School

- Home Alone – the grade 4 students will participate in a full day, in person class preparing them to be left alone for short periods. This program also provides them with information on online safety, how to handle an emergency and basic first aid.

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### Green View FCSS Resource Centre

- Mother Daughter Circle - starting April 7<sup>th</sup>, four groups of mothers & daughters will join in an after school program promoting healthy and sustainable bonds during the transitional years from girlhood to young womanhood. Focussing on empathy and understanding, healthy communication skills and more.

### Continuing Programs

#### St. Stephens Catholic School

- Mind Up – grade 3’s will be finishing up their 6-week program on ways to cultivate a positive attitude and building healthy relationships. Modules will include Choosing Optimism, Perspective Taking and Appreciating Happy Experiences.
- Why Try! – grade 5 students will be finishing up their 6-week program teaching them that although making good decisions in life is hard it is worth it for them to earn more opportunity, freedom and self respect.

### Programs Completed in January & February 2021

Program	# of Completed Surveys	Outcomes
KIDO	22	77% of students know where to find help after taking KIDO.
Body Talk	31	96% of students know more about puberty and body changes after taking Body Talk.

### Continuing Online Courses

- North American Centre for Threat Assessment and Trauma Response (NACTAR) met goal to have a third of course done in first quarter, 33% completed.
- Brain Story Certification 32% completed

### Other:

- Green view FCSS held the third Youth Programmer Meeting on March 29<sup>th</sup>. Guest speaker Michael Green from altView Foundation for Gender Variant and Sexual Minorities spoke to approximately 65 registrants on 2SLGBTQ+ terminology and statistics, including discussions on concepts like gender, intersex and two spirit people. Inclusive language, what it is and tangible ways to incorporate it into our daily activities was also covered. We had good feedback from the presentation and are looking into having him back to discuss ways to support the 2SLGBTQ+ youth in our community.
- Youth Programmer attended The Power of Play webinar on March 26<sup>th</sup>. This presentation spoke about the power of connection with children at all ages of their childhood.
- On March 26<sup>th</sup>, Youth Coordinator completed Stopping Violence Before It Starts: Why Primary Prevention Matters. A session about how educating our youth on healthy relationships is one of the primary preventative actions we can take on future domestic violence.
- Youth Coordinator completed a course on Online Grooming: How Schools Can Recognise, React and Respond to a Continuing Threat March 29<sup>th</sup>. Information shared in the course highlighted the importance of parents being involved with their child's online usage at all times, knowing the risks of closed online social groups and what online grooming looks like.

Respectfully Submitted,

Amanda Roy

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