



## REGULAR BOARD MEETING AGENDA

Wednesday May 18, 2022

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 16, 2022 to be adopted.  3.2 Business Arising from the Minutes	1
#4	DELEGATION	4.0	
#5	OLD BUSINESS	5.0	
#6	NEW BUSINESS	6.1 FCSS Manager Report	4
#7	MEMBER REPORTS	7.1 Chair/Member Reports	
#8	CORRESPONDENCE	8.0	
#9	CLOSED SESSION	9.0	
#10	ADJOURNMENT	10.0	

1

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 16, 2022

**# 1:** Chair Perron called the meeting to order at 9:35 am.  
**CALL TO ORDER**

<b>PRESENT</b>	Chair, Member at Large, Greenview	Roxanne Perron
	Board Member, Member at Large, Greenview	Tammy Day
	Board Member, Member at Large, Greenview	Trina Parker-Carroll
	Board Member, Town of Valleyview Mayor	Vern Lymburner

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

<b>ABSENT</b>	Board Member, Greenview Councillor	Duane Didow
	Board Member, Greenview Councillor	Sally Rosson

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

**2.0 GREEN VIEW FCSS AGENDA**  
**MOTION: 22.03.11** Moved by: BOARD MEMBER , VERN LYMBURNER  
 That the March 16, 2022 agenda be adopted with the addition:  
 6.2 2021 Budget Actual revised PDF

CARRIED

**#3.1**  
**REGULAR**  
**MEETING**  
**MINUTES**

**3.1 GREEN VIEW FCSS REGULAR BOARD MEETING MINUTES**  
**MOTION: 22.03.12** Moved by: BOARD MEMBER, TAMMY DAY  
 That the Minutes of the Regular Green View FCSS Board Meeting held on Wednesday, February 16, 2022 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: 22.03.13** Moved by: BOARD MEMBER , VERN LYMBURNER  
That the Green View FCSS Board accept the March 2022 Manager's report as presented for information.

CARRIED

Chair Perron called the meeting to recess at 11:33am.  
Chair Perron reconvened the meeting at 11:37am.

**6.2 2021 BUDGET ACTUAL (revised)**

**MOTION: 22.03.14** Moved by: BOARD MEMBER, TAMMY DAY  
That the Green View FCSS Board accept the 2021 Budget Actual for information.

CARRIED

#7  
MEMBER  
REPORTS

**7.1 CHAIR/MEMBER REPORTS**

**BOARD MEMBER PARKER- CARROLL**

- April 7<sup>th</sup>- ASQ (Ages and Stages) Screenings will take place in Valleyview

**BOARD MEMBER DAY**

- No report at this time

**CHAIR PERRON**

- No report at this time

**BOARD MEMBER LYMBURNER**

- Notices that with COVID restrictions lifting, services in Valleyview are back in use by residents and the positive effect this is having

#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 20, 2022 at 9:30am.

**#10  
ADJOURNMENT**

**10.0 ADJOURNMENT**

**MOTION: 22.03.15** Moved by: BOARD MEMBER, TRINA PARKER-CARROLL  
That this meeting adjourns at 12:10 am.

CARRIED

---

F.C.S.S. MANAGER

---

F.C.S.S. CHAIR

## REQUEST FOR DECISION

---

SUBJECT: **Managers' Report**

SUBMISSION TO: GREEN VIEW FAMILY AND  
COMMUNITY SUPPORT SERVICES  
BOARD

REVIEWED AND APPROVED FOR SUBMISSION

MEETING DATE: May 18, 2022

GM:

MANAGER: LDH

DEPARTMENT: GREEN VIEW FAMILY AND  
COMMUNITY SUPPORT SERVICES

PRESENTER: LDH

---

RELEVANT LEGISLATION:

**Green View FCSS Policy**– N/A

---

RECOMMENDED ACTION:

**MOTION: That Green View Family and Community Support Services Board accept the May 2022 Managers report as presented for information.**

---

BACKGROUND/PROPOSAL:

Monthly Managers reports are provided to the Board for information.

---

BENEFITS OF THE RECOMMENDED ACTION:

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

---

DISADVANTAGES OF THE RECOMMENDED ACTION:

There are no perceived disadvantages to accepting the report.

---

ALTERNATIVES CONSIDERED:

N/A

---

FINANCIAL IMPLICATION: N/A

---

STAFFING IMPLICATION: N/A

---

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.

---

**FOLLOW UP ACTIONS:**

N/A

---

**ATTACHMENT(S):**

- May Managers report

## Green View FCSS Managers Report

May 2022

The Community Volunteer Income Tax program volunteers wrapped up at the end of April. While taxes can be done throughout the year, most people access the service during March and April and in this time period 650 returns were filed between the two offices, bringing back \$3,272,988.00 into the community.

The Volunteer Appreciation dinners in Grovedale and Valleyview were a success. There were approximately forty people in Grovedale and one hundred attending in Valleyview. While there was not a dinner held in Grande Cache, we did receive over ninety nominations from the hamlet and each nominee was appreciated with a \$5.00 gift card to a coffee shop. In 2023, a volunteer appreciation dinner in Grande Cache will be a consideration.

Community Services administration traveled to Nose Creek on April 26. Through conversations with residents, administration is gauging the appetite for another community engagement session, or meet and greet, to take place this early summer. This opportunity is an ideal informal way to build relationships and hear any concerns the community may have.

In the last Managers report to council, it was mentioned that the Calgary Center for Sexuality has selected Green View FCSS to be a scaling site for the WiseGuyz program. WiseGuyz is an evidence-informed participatory program designed to promote healthy relationships and prevent adolescent dating violence. The program provides a safe space for participants to reflect on the impacts of harmful gender stereotypes and build essential relationship skills. These skills aim to promote healthy sexuality and relationship development while decreasing attitudes related to homophobia and gender-based violence. We are currently in conversations with Peace Wapiti School division, Northern Gateway School division, and Grande Yellowhead School division to roll out the program, either in school or community, in the fall of 2022.

The numbers of visits to the Community Resource Centers in the month of April averaged about 50 per day, with a total of 781 visits in April. The top reasons for attending are tax and employment related, as well as technical assistance.

The Mother-Daughter Circle was offered in the month of May. The purpose of this program is to promote a healthy, sustainable bond between mother and daughter during the transitional years from girlhood to young womanhood. The program requires a minimum of 4 Mother-daughter pairs, and unfortunately only one pair signed up so the program will not run at this time.

Partnerships with protective services include an autism sticker that residents can put on the front door of their house alerting first responders that an individual with autism resides in the

home. The goal of this is to ensure first responders are sensitive to potential reactions of residents who are autistic. Stickers are available through the FCSS office and at all fire stations.

Emergency Social Services (ESS) basic training will be provided to all FCSS staff on May 11 through the Alberta Emergency Management Agency. To prepare for flood and fire season, the training will cover aim and scope; what emergency social services is; ESS planning and activation; immediate actions; ESS shelter operations; and re-entry and recovery operations.

Administration is working on the submission of the 2021 outcomes and financial reports to the province, which should be complete prior to the end of May.

Administration attended the Directors Network conference in Lethbridge from May 4-6, and the entire FCSS Board will be attending the Northwest Spring regional meeting in Grande Prairie on May 18 and 19<sup>th</sup>. Provincial updates will be provided at that time.

On a final good note, administration has signed a rent subsidy agreement with the Province of Alberta, which allows us to remain rent free in the Provincial Building in Grande Cache until 2025.

Looking forward to seeing you next week!

Lisa





May 2, 2022

TO: Lisa Hannaford, Manager

FROM: Amber Hennig, Assistant Manager

SUBJECT: May 2022 Grande Cache office report

### **Assistant Manager Overview**

#### **Total of all individuals assisted in March & April: 1052**

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

As of April 4, 2022, Alberta Infrastructure reopened the Provincial Building, allowing FCSS clientele to resume walk-in services. This has allowed clients who have had difficulty accessing the office, because they did not have phones, to get the help they need.

We received 91 volunteer nominations. This number includes 14 individual nominations, 1 youth and 6 organizations. Each nominee received \$5.00 gift card for a local coffee shop. A survey of this years nominees shows 70% would attend an appreciation dinner (if available), 17% prefer the gift card, and 13% have no preference. Responses will be taken into consideration when planning Volunteer Appreciation in 2023.

The first stages of Wise Guyz implementation are underway. This includes marketing timelines and conversations with Aseniwuche Winewak Nation and Grande Yellowhead Public School Division. Promotion will start in June, engagement sessions with parents and male identified youth in the fall. The program will run immediately afterschool with the day of the week, location, and start date yet to be confirmed, but estimated start will be late September 2022.

Administration continues to collaborate with Grande Yellowhead Public School Division, Grande Cache Municipal Library, Mountain Metis Youth Connections, Grande Cache Visitors Information Centre and Grande Cache Recreation Centre on development of a summer program calendar. This summer will provide many opportunities for youth and will kick off with a summer program registration night in late June. The event, spearheaded by the Bringing Empowered Students Together coach, will include all partners in this collaborative group.

### Community Resource Center Coordinator

Information, assistance & referrals (phone calls & office visits) 2021	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YEAR TOTAL
Alberta Supports	8	7	7	8									30
AISH	9	9	11	2									31
Seniors Supports	4	3	17	6									33
Referrals	30	10	23	11									74
Other	385	259	284	270									1195
<b>Total Client Visits</b>	<b>436</b>	<b>288</b>	<b>342</b>	<b>297</b>									<b>1363</b>
<b>Residence Break Down:</b>													
Grande Cache	354	224	289	249									1116
Cooperatives & Enterprises	43	45	40	27									155
Other	39	19	13	21									92
<b>Total</b>	<b>436</b>	<b>288</b>	<b>342</b>	<b>297</b>									<b>1363</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	36	57	62	68								
CVITP	1	12	40	20								
Eating for Your Well-Being	0	0	0	0								
Hope Exists in Lots of Places (H.E.L.P)	3	2	1	1								
Wheels for Meals	1	1	1	1								
Adopt a driveway	0	0	0	0								
Welcome Packages	0	0	0	0								

The Community Volunteer Income Tax Program has had a total of 74 returns filed so far in 2022, bringing \$238 000.00 into the community. With the filing season deadline on April 30, 2022, we do expect to see the number of individuals accessing the program to slow down, while a few will continue to trickle in throughout the rest of year.

## UPCOMING:

- Facilitating Learn at Lunch at Big Horn Golden Age Club May 11, 2022, topic 72 Hour Emergency Preparedness

**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
Creative Grief and Loss Support	4	10	10	14								
Home Support (Cooperatives & Enterprises)	18	18	18	18								
Home Support (Hamlet of Grande Cache)	29	29	30	30								
Meadows to Mountains Homelessness Prevention Project	5	1	0	0								

Creative Greif and Loss clientele increased this past month. 8 individuals are participating in a group and the remaining individuals receive one-on-one care. A client identified through her art project that she could see her progress in her grief relationship, noting how darkness in her art was no longer dominate. She is on her healing journey, having completed half of work.

The Home Support Coordinator has completed the COMPASS Caregiver training and this past month completed on boarding of a Home Support Worker.

**Outreach Coordinator**

Current active clients total 26 with average age of 50 years. Clients have been aided with forms completion, transportation, medication delivery and pre/post hospitalization assistance. Facilitating Boys Council and co-facilitating SAFE Spaces was conducted over the last couple of months as well.

Participants of Boys Council built relationships with one another. An example of the learning; one boy stated he did not like to show sadness because his friends will think less of him, another boy responded with, "It's okay, we all feel sad sometimes, I'm your friend and I won't think any less of you." The emotional growth seen in the participants was incredible to witness.

A highlight this month is the support being given to older adults during difficult periods of their life journey. One client, recently discharged from cancer treatments was assisted with senior benefits applications, navigation of resources for support, and signing up for the FCSS Home Support Program. Another client, with no family or friends in our community, transitioned from the lodge to continuing care in the hospital. Alberta Health Services Home Care requested FCSS support to lessen the client's anxiety and with our assistance have seen a notable improvement in the client's mood.

## Youth Coordinator

SAFE Space (GSA) currently offered at the FCSS office will be partnering with Summitview Middle School starting in May. Combining the two GSAs will provide increased opportunities to develop supports with one another. The school welcomes the experience and support FCSS will be providing and look forward to our GSAs combining.

Girls Circle was successful. By the end of the program youth were respectfully and openly sharing how they feel. All three outcomes were achieved: increased self-esteem, teamwork, and getting along with others.

Body Talk is currently being provided to grade 5 students at the middle school and will run until the beginning of June. We are confident positive outcomes will be achieved.

Partnering with a local Elder and an Indigenous artist, Miyo Wichihitowin featured ribbon skirt knowledge learnings. Thirty minutes after advertising, the program filled a second session was added to eliminate a waiting list. Indigenous and non-indigenous youth came together and created their own ribbons skirts, a symbol of womanhood in indigenous culture and learned lessons of adaption and survival.

### UPCOMING:

- Safe Spaces (GSA) – Tuesdays at Summitview Middle School
- Body Talk – Thursdays at Summitview Middle School
- Home Alone (May 25<sup>th</sup> – 27<sup>th</sup>) 3:15 pm – 4:30 pm
- Babysitting Course (June 6<sup>th</sup> – 9<sup>th</sup>) 3:15 pm – 4:15 pm

To: Lisa Hannaford, Manager  
From: Coordinator, Adult  
Subject: April/ May 2022 Coordinators Report

- 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. During the tax months the program completed 576 returns. There have been 120 more returns done in 2022 than at this time in 2021.

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	2022								
212	88	276									
Senior	AISH	Low Inc	GST	CCB	#children	CWB	CAI	AB Benefit	GIS	REFUND	TOTAL
174	54	348	\$ 239,084.00	\$ 879,941.00	123	\$ 55,404.00	\$ 333,735.00	\$ 372,584.00	\$ 941,506.00	\$ 212,734.00	\$ 3,034,988.00
576											

**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. In 2022 this will be paid out in quarterly payment like the GST benefit.

- 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 71 clients, 47 from the MD and 24 in Valleyview. In March and April transportation was provided 19 times for essential services.

The Home Support staff have been attending NorQuest College's online Caregiver Wellness Initiative workshops.

### **Effective Communication**

- Explore barriers to effective communication and methods used to avoid them.
- Discuss techniques that promote effective communication.
- Discuss causes of conflicts and how to resolve them.
- Apply information and communication strategies to own caregiving situation.
- Discuss Trauma-Informed Communication.

### **Palliative and End of Life Care**

- Explore the concepts of palliative and end of life care (terminology, palliative scales).
- Explore MAID, conscious sedation, advanced directives, and goals of care to make informed decisions to meet care recipient needs.
- Identify and utilize strategies to comfortably take on the caregiver role at end-of-life.
- Explore how to meet the needs of the care recipient and caregiver.
- Discuss signs of approaching death and symptom management at end-of-life.
- Describe the impact that grief can have on a person.
- Discuss culture and palliative care.
- Explore communication in palliative care.

### **Navigating the Healthcare System**

- Examine the Alberta Health Services' care system
- Explore differences between care facilities within the healthcare system
- Examine the different caregiver roles and determine their functions within the healthcare system including the role of family caregiver
- Summarize steps to take to plan for care needs and preparing for healthcare appointments
- Discuss and implement CSNAT (Carer Support Needs Assessment Tool) approach and how it is used to determine specific supports for caregivers
- Outline resources available to support caregivers and how to access them

- **Balance- Restorative Yoga**

Balance is a restorative yoga program. This program is a support (chair) based yoga designed to restore or improve flexibility, strength, and balance.

In DeBolt, Balance started on Jan 25<sup>th</sup>, and ran once a week.

In Valleyview, Balance ran twice a week for 5 weeks. 100 % of the respondents reported that the Balance Program has contributed to their ability to remain in their home. 100% of respondents reported that the Balance Program has helped them believe that they have the ability to improve their life.

- **Adult Support and Referral**

The Support and Referral Program supports clientele in multiple ways. Clients are supported by finding appropriate programs or assisting with applications and or advocacy. The majority of staff time is spent assisting people with caregiver supports, estate paperwork, and advanced planning tasks such as doing Wills, Power of Attorney's, and Personal Directives, this can take multiple phone calls and meetings. In the months of March and April, 88 people with 169 distinct needs were assisted.

March/ April 2022		Residence			88
Support Needs	MD	VV	SLCN	Explanation/ Example	
Admin Assist	6	6	3	Faxing, Photocopying, Scanning or Typing for someone	
Advanced Planning	2	1	0	Personal Directives, Guardianship, Funeral Planning	
Advocacy/ Mediation	2	2	0	With anyone, Family, Businesses, Government	
Aging in Place	2	0	0	Utilizing resources, preplanning to remain	
Alberta Benefits	3	5	3	Alberta Supports, Blue Cross, Alberta Health, AISH	
Caregiver Supports	2	3	1	Info on programs, strategies, referrals to other	
Commissioner/ Notary	6	6	3		
CRA Inquiry	11	13	4	any Income Tax inquiries, not filing	
Elder Abuse	0	0	0	Queries and Advise	
Estate Planning/ Handling	4	4	0	Power of Attorney, Wills, Paperwork after a funeral	
Federal Benefits	3	3	0	GST,Canada Child Tax Benefit, Guaranteed Income	
Federal Pensions	1	0	0	CPP, CPP Disability, OAS	
Home Support/ Wheels for Meals	19	4	0	Queries, home visits	
Information	15	9	3		
Legal	0	0	1	Queries, Paperwork,	
Maintenance Enforcement Prog	0	0	0	Queries, form assistance	
Other FCSS Prog	0	0	0	Referral to another program or worker within FCSS	
Referral to other Agency	3	1	0		
Supportive Listening	5	3	1		
Technology Assistance	5	1	0	cell phone, internet, CRA accounts, email- etc	
Monthly Total	89	61	19	169	

*Michelle Hagen*  
*Adult Coordinator*



May 4, 2022

TO: Lisa Hannaford, Manager

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

SUBJECT: May Coordinator report

### Stats Report for April 2022:

Green View FCSS Community Resource Center assisted a total of 581 client visits in the month of April 2022.

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	42	46	40	20	0	0	0	0	0	0	0	0	128
Employment Supports	70	53	81	50	0	0	0	0	0	0	0	0	204
Other Clients	306	355	702	511	0	0	0	0	0	0	0	0	1363
<b>Total Clients Visits</b>	<b>418</b>	<b>454</b>	<b>823</b>	<b>581</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1695</b>
<b>Residence Break Down:</b>													
MD	103	90	165	95	0	0	0	0	0	0	0	0	358
Sturgeon Lake	90	125	258	178	0	0	0	0	0	0	0	0	473
Town	225	239	400	308	0	0	0	0	0	0	0	0	864
New	5	10	9	6	0	0	0		0	0	0	0	24
Returning	413	444	814	575	0	0	0	0	0	0	0	0	1671
<b>Total Clients Visits</b>	<b>418</b>	<b>454</b>	<b>823</b>	<b>581</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1695</b>

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

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



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

Year End Report 2022	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	7	6	12	2									27
Employment Supports	17	6	20	14									57
Other Clients	79	78	133	79									369
<b>Total Clients Visits</b>	<b>103</b>	<b>90</b>	<b>165</b>	<b>95</b>									<b>453</b>
<b>Residence Break Down:</b>													
MD	103	90	165	95									453
New	1	3	2	1									7
Returning	102	87	163	94									446
Total Clients	103	90	165	95									453
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	103	90	165	95									453
NO	0	0	0	0									0
Community Social Issues Identified													
CFS	1	1	0	0									2
Food Bank	3	7	1	2									13
Mental health	1	0	1	0									2
Canadian Child Tax Benefits	0	0	0	0									0
AISH	0	4	5	3									12
Income Support	7	6	12	2									27
Alberta Adult/Child Health Benefit	1	2	3	0									6
Housing/ Heart River Housing	0	2	3	0									5
Service Canada	3	4	4	2									13
Seniors Information	6	11	2	7									26
CVITP related		6	65	22									93
Canada Revenue Agency	2	3	7	6									18
Employment Supports	17	6	20	14									57
WCB (Worker's Compensation Board)	0	2	0	0									2
Technology Assistance	22	16	22	12									72
Childcare subsidy	0	0	1	0									1
program inquires	6	6	7	10									29
Legal (faxes, forms, calls)	0	3	7	7									17
Other questions/inquires	10	10	6	6									32
Mountains to Meadows		4	0	0									4

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 2022	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	33	29	24	13									99
Employment Supports	36	30	46	31									143
Other Clients	156	180	330	264									930
<b>Total Clients Visits</b>	<b>225</b>	<b>239</b>	<b>400</b>	<b>308</b>									<b>1172</b>
<b>Residence Break Down:</b>													
Town of Valleyview	225	239	400	308									1172
New	3	5	6	5									19
Returning	222	234	394	303									1153
Total Clients Visits	225	239	400	308									1172
Information and Referral Indicators													
As a result of Green View FCSS Information and Referral program, I know more about how to access the													
YES	225	239	400	308									1172
NO	0	0	0										0
Community Social Issues Identified													
CFS	2	0	0	0									2
Food Bank	17	19	9	12									57
Mental Health	1	1	1	7									10
Canadian Child Tax Benefits	3	0	2	0									5
AISH	8	16	10	15									49
Income Support	33	29	24	13									99
Alberta Adult/Child Health Benefit	3	4	1	3									11
Housing/ Heart River Housing	4	10	5	4									23
Service Canada	8	6	4	9									27
Seniors Information	0	1	15	4									20
CVITP related		24	207	105									336
Canada Revenue Agency	13	22	41	17									93
Employment Supports	36	30	46	31									143
WCB(Workers Compensation Board)	0	0	1	0									1
Technology Assistance	50	72	35	52									209
Childcare subsidy	0	1	0	0									1
program inquires	11	18	10	13									52
Legal (faxes, forms, calls)	5	21	20	10									56
Other questions/inquires	20	26	10	11									67
Mountains to Meadows		3	3	0									6

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

Year End Report 2022	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	2	11	4	5									22
Employment Supports	17	17	15	5									54
Other Clients	71	97	239	168									575
<b>Total Clients Visits</b>	<b>90</b>	<b>125</b>	<b>258</b>	<b>178</b>									<b>651</b>
<b>Residence Break Down:</b>													
Sturgeon Lake Cree Nation	90	125	258	178									651
New	1	2	1	0									4
Returning	89	123	257	178									647
Total Clients Visits	90	125	258	178									651
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	90	125	258	178									651
NO	0	0	0	0									0
Community Social Issues Identified													
CFS	1	0	0	0									1
Food Bank	2	1	1	2									6
Mental Health	0	1	1	1									3
Canadian Child Tax Benefits	0	1	2	0									3
AISH	7	5	8	3									23
Income Support	2	11	4	5									22
Alberta Adult/Child Health Benefit	0	0	1	1									2
Housing/ Heart River Housing	1	0	0	0									1
Service Canada	3	9	9	6									27
Seniors Information	0	2	1	0									3
CVITP related		30	148	83									261
Canada Revenue Agency	12	23	19	5									59
Employment Supports	17	17	15	5									54
WCB(Workers Compensation Board)	0	0	0	0									0
Technology Assistance	27	19	32	33									111
Childcare subsidy	0	0	0	0									0
program inquires	0	1	1	0									2
Legal (faxes, forms, calls)	14	14	16	19									63
Other questions/inquires	12	11	17	19									59
Mountains to Meadows		2	1	0									3

Employment supports decreased in April. 50 individuals viewed the job board, updated and created resumes, and received support faxing, emailing and completing online applications.

Income support numbers also decreased in April. Twenty individuals were assisted with calling AB Supports, photocopying and emailing documents to workers, and filing monthly reports to continue receiving benefits.

Many clients accessed the tax service as soon as it became available in March. Therefore client visits pertaining to the Community Volunteer Income Tax program decreased in April to 210 from the

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

previously reported 420. 28 client visits in April were for assistance with Canada Revenue Agency, not related to filing 2021's Income Tax.

Coordinators have noted an increase of support being provided to individuals needing to complete their Metis applications. 5 clients were assisted with this process. There have also been individuals seeking assistance with passports applications, and information about Service Canada and passport photos.

The CRC Coordinator completed the Annual Report to Alberta Works in April, and will be participating in two upcoming trainings- Workplace Harassment and Violence Prevention and ESS Basics in May.

The Support Coordinator is scheduled to attend Defensive driving in May, and will complete the ESS Basics course in May.

Respectfully submitted,

Corinne D'Onofrio and Breanne Major



TO: Lisa Hannaford

FROM: Amanda Roy, Youth Program Coordinator

SUBJECT: May Youth Coordinator's Report

### **May Programming**

#### **St. Stephens 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 kindergarten students will learn how to use their bodies appropriately when they have difficult emotions.
- **Why Try** - Grade 5 and 7 students will partake in a 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.
- **SKILLS** -The grade 8 and 9 class will participate in an offsite SKILLS program at the Green View Resource Centre. Content will include healthy relationships, how to resist peer pressure to become sexually involved before they are ready or able to cope with the consequences. A presentation from Northreach Centre in Grande Prairie on STIs and contraception, dating violence and the effects of pornography on the brain.
- **Home Alone** – Grade 4 students will participate in a 4-week program, 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

#### **Hillside High School**

- **SKILLS** - The grade 8 class will participate in the SKILLS program. Content will include healthy relationships, how to resist peer pressure to become sexually involved before they are ready or able to cope with the consequences. A presentation from Northreach Centre in Grande Prairie on STIs and contraception, dating violence and the effects of pornography on the brain.

#### **Greenview Regional Multiplex**

- The Empathy Program - This program provides stories, songs and activities that enhance empathetic development for children ages 3-5. This program will be held at the Greenview Regional Multiplex, partnering with them to provide The Empathy Program along with a Play Program afterwards. April 28-May19

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

### FCSS Resource Centre

- Mother Daughter Circle - starting May 10, 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.

### GSA - Gay Straight Alliance

This afterschool program allows 2+LGBTQ, two spirited, lesbian, gay, bisexual, transgender, queer and questioning youth a safe place to meet and form new friendships with like minded youth. This program runs every Wednesday from 3:30-5:30 at the Valleyview Public Library. Currently the GSA has seven regular attendees and three new drop-ins.

- GSA students will be working with the Valleyview Library to paint new murals on the library windows.

### Outcomes

<b>Program</b>	<b># of Completed Surveys</b>	<b>Outcomes</b>
Body Talk	27	92% of students surveyed know more about how bodies change during puberty after taking Body Talk.
		29% of students feel more comfortable talking about puberty to people close to them after taking Body Talk.
Why Try!	24	92% of students are more likely to do what they believe is right even when it is challenging.
		83% of students report that since taking Why Try they are trying harder at school.
Girls Circle	10	90% of youth feel Girls Circle has helped them to feel they have control over things that happen to them.
		90% of youth report Girls Circle has helped them to believe that they can make a positive difference in other people's lives.

Gay Straight Alliance	9	100% youth surveyed feel safe when they are at GSA.
		100% of youth attending GSA feel it has helped them feel good about themselves more often.
		100% of youth attending GSA feel it has helped them create more healthy relationships.
Home Alone completed at Ridgevalley School	11	82% of youth report feeling confident staying home alone after Taking the Home Alone Course.
		72% of youth report they know how to respond to an emergency situation after taking Home Alone.

### **Youth Post Test Comments**

GSA

"I feel like GSA is a very comforting space, I hope it continues."

"I absolutely love this program, keep up the good work!"

Girls Circle

"I'm not one to talk about myself, but in the circle I sort of opened up and kind of learned things about other people."

"The best part of Girls Circle was being able to just talk without being judged."

"The best part of Girls Circle was the openness and judge free environment."

### **Upcoming June Programming**

#### **Harry Gray Elementary School**

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

Other

- Due to the pandemic teachers are noticing a significant difference in the behaviours and emotional development of the children. After consulting with the teachers, the Youth Program Coordinator has started implementing the younger programs to the grade above. For example, I Can Handle Anger is a grade 2 program but was implemented in the grade 3 classroom as well. This will likely continue for the 2022/2023 school year.
- Youth Program Coordinator has been updating the Body Talk content to reflect updates to the Alberta Education curriculum.

Respectfully Submitted,

Amanda Roy

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