



REGULAR BOARD MEETING AGENDA

Wednesday June 19, 2024

9:30 am

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 April 15, 2024 to be adopted.	1
		3.2 Business Arising from the Minutes	
#4	DELEGATION	4.0	
#5	OLD BUSINESS	5.0	
#6	NEW BUSINESS	6.1 FCSS Manager Report	4
#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 Monday, April 15, 2024

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

PRESENT

Chair, Member at Large, Greenview	Roxanne Perron
Board Member, Member at Large, Greenview	Tammy Day
Board Member, Member at Large, Greenview	Gwen Villebrun
Board Member, Town of Valleyview Councillor	Samantha Steinke
Board Member, Greenview Councillor (by Zoom)	Christine Schlieff

FCSS Manager	Lisa Hannaford
Recording Secretary	Corinne D’Onofrio

ATTENDING

ABSENT Board Member, Greenview Councillor Sally Rosson

#2
AGENDA

2.1 GREEN VIEW FCSS AGENDA

MOTION: 24.04.13 Moved by: BOARD MEMBER, TAMMY DAY
 That the April 15, 2024 agenda be adopted with the addition:
 New Business item 6.2 – Home Support Fees

CARRIED

#3.1
REGULAR
MEETING
MINUTES

3.1 GREEN VIEW FCSS REGULAR BOARD MEETING MINUTES

MOTION: 24.04.14 Moved by: BOARD MEMBER, SAMANTHA STEINKE
 That the Minutes of the Regular Green View FCSS Board Meeting held on Thursday, March 14, 2024 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

6.1 FCSS MANAGER REPORT

MOTION: 24.04.15 Moved by: BOARD MEMBER, GWEN VILLEBRUN
That the Green View FCSS Board authorize administration to present a Volunteer Appreciation Certificate to any nominee upon request.

CARRIED

MOTION: 24.04.16 Moved by: BOARD MEMBER, SAMANTHA STEINKE
That the Green View FCSS Board accept the April Manager's report as presented for information.

CARRIED

Chair Perron called the meeting to recess at 11:03 am.
Chair Perron reconvened the meeting at 11:13 am.

6.2 HOME SUPPORT FEES

MOTION: 24.04.17 Moved by: BOARD MEMBER, SAMANTHA STEINKE
That the Green View FCSS Board recommends that Policy 5001 remains unchanged, with the exception of the removal of "the minimum hourly rate is \$5.00 per hour."

CARRIED

MOTION: 24.04.18 Moved by: BOARD MEMBER, TAMMY DAY
That the Green View FCSS Board recommends that Administration consult with the current eighteen Home Support clients in the Cooperatives and Enterprises to consult, notify and assess financial eligibility, under current policy, prior to July 1st, 2025, with no fees to be charged before January 1st, 2025.

CARRIED

Member Schlieff exited the meeting at 12:10 pm.

7.1 CHAIR/MEMBER REPORTS

BOARD MEMBER GWEN VILLEBRUN

- Participated in a Grief Certification program
- Spoke of the Men's Shed and a recent meeting with organizers

BOARD MEMBER STEINKE

- Reported there will be a Town Hall information session on April 29th at 6:30pm at the Memorial Hall

BOARD MEMBER DAY

- No report at this time

CHAIR PERRON

- Attended the three Volunteer Appreciation events in Valleyview, Grovedale and Grande Cache and appreciated being part of the events and being able to recognize all of the volunteers
- Attended the Food Bank Annual General Meeting and was nominated the President

#8
CORRESPONDENCE

8.1 RED WILLOW LODGE

#9 CLOSED
SESSION

9.0 CLOSED SESSION

#10
ADJOURNMENT

10.0 ADJOURNMENT

MOTION: 24.04.19 Moved by: BOARD MEMBER, SAMANTHA STEINKE
That this meeting adjourns at 12:45pm.

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
MEETING DATE: June 19, 2024
DEPARTMENT: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES

REVIEWED AND APPROVED FOR SUBMISSION
GM:
MANAGER: LDH
PRESENTER: LDH

RELEVANT LEGISLATION:
Green View FCSS Policy– N/A

RECOMMENDED ACTION:
MOTION: That Green View Family and Community Support Services Board accept the June 2024 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 provide 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

PROMISE TO THE PUBLIC

Inform

FOLLOW UP ACTIONS:

N/A

ATTACHMENT(S):

- June Managers report

MONTHLY REPORT

MONTH: June

YEAR: 2024

SUBMITTED TO: Green View Family and Community Support Services Board

TITLE: Manager

SUBMITTED BY: Lisa Hannaford

LAST MONTH'S ACTIVITIES:

The FCSS Directors Network conference was hosted by the Northwest Region On May 1,2,3. This conference is an annual professional development opportunity for FCSS Directors from across the province. Green View FCSS administration, along with the County of Grande Prairie and the City of Grande Prairie were an integral part of the planning. Over 90 people attended the conference, and it was a resounding success.

The Northwest Spring meeting was held in Wabasca, May 15th and 16th. This meeting was for staff, Board members and Council. The province provided an update to all and included the new Accountability Framework and well as information on the 5 provincial priorities which include Homelessness and Housing insecurity; Family and Sexual Violence Across the Lifespan; Aging Well in Community; Mental Health and Addictions; and Employment.

Administration hosted a poverty simulation as part of Greenview U on May 13th. A poverty simulation is a unique and powerful experience that challenges perceptions, changes perspectives, and strengthens understanding and empathy. The simulation replicated a month in the life of a family living in poverty. The ultimate mission of each family is to provide food, shelter, and other basic needs with a limited income. Participants experience a range of encounters, obstacles, and challenges while volunteers engage with participants as business owners, teachers, police officers, agency workers, service providers, and government employees. The simulation, facilitated by the United Way, included Greenview staff, Council as well as members of the public, with approximately 80 people attending .

Administration took part in the Emergency Operations Center activation on May 10-14. Only four Greenview households had to be evacuated, with only one person who registered and who did not require additional Emergency Social Services support. A voucher system is now in place for accommodation and meals, which will increase efficiency and financial tracking.

The annual Older Adult Information Day in Grande Cache was hosted on June 5th at the Tourism Centre from 9:15 – 2:00, with 19 people attending. Comments and feedback were very positive.

The presentations included:

- Scams for Seniors hosted by our local Alberta Treasury Branch
- Parkinson's Association of Alberta information session hosted virtually by the Parkinson's Association of Alberta
- Death Café hosted by our Community Resource Centre Coordinator
- Alberta Seniors Financial Assistance hosted by the Outreach Coordinator
- Active Stretches for Seniors hosted by Greenview Recreation Department

- Alzheimer's Association of Alberta information session hosted virtually by the Alzheimer's Association of Alberta

An Older Adult Information Day will be hosted this fall in Valleyview.

Sturgeon Lake Cree Nation invited Green View FCSS to the health unit to speak about programs and services to the day treatment program attendees. This information was well received, and all the 10 participants had been to the Community Resource Center in the past.

At the last meeting, the Board inquired about what high schools offer in terms of career and employment information. It was confirmed that during the CALM class (Career and Life Management), topics such as financial goals, independent living, services and costs of financial institutions, credit, paying taxes, budgeting, and workplace protocol are all covered. The complete curriculum for CALM can be found at <https://education.alberta.ca/media/160199/calm.pdf>

Currently in Grande Cache 2 clients are utilizing the Wheels for Meals program. The meals are prepared by the Whispering Pines Lodge, and clients are billed directly from the Lodge. In the Town of Valleyview, prior to Covid, a similar service was offered by the Red Willow Lodge, who billed clients directly and meals were delivered by Green View FCSS staff. Since Covid, the Red Willow Lodge has decided not to prepare meals and the service was discontinued. The Lodge will soon have a new Manager, and at that time Green View Administration will reach out to see if they would like to resume this service. In the meantime, if Town of Valleyview residents need meals they can access restaurants for delivery, or have meals prepared through our Home Support Program.

Included in this agenda package for the Board to review are recommended changes to Home Support policy 5001. Also included is information, for discussion, on current charges for transportation to essential services, as well as charges from the Valleyview Taxi Company and Hello Care for comparison and information.

OUTCOMES: The 2023 financial and outcomes reports have been submitted to the province.

HIGHLIGHTS:

Administration was successful in receiving a \$60,000-dollar grant through Healthy Aging Alberta-with funding coming through the United Way. Grant funds will be used to offset costs of client travel to essential services. The timeline for the grant is from August 1, 2024, to March 2026.

UPCOMING:

2024 Ratepayers BBQs have been scheduled. The Grovedale BBQ will take place on June 18, Valleyview June 25, DeBolt June 9 and Grande Cache on June 16. Unless unforeseen circumstance arises, there will be no regularly held Board meetings until September 18.

An Empathy Program was scheduled June 5 to 26 in partnership with the Greenview Multiplex. There were no registrants for the program, and it was cancelled.

Further detail on all recent and upcoming program offerings can be found in the coordinator reports which are included in this report.

MONTHLY REPORT

MONTH: June

YEAR: 2024

SUBMITTED TO: Lisa Hannaford

TITLE: Assistant Manager

SUBMITTED BY: Amber Hennig

Three grants were applied for over the last few months, the Rural Development Network (RDN) 2-year grant extension for the Meadows to Mountains Homelessness Prevention Project was approved, the Healthy Aging Alberta Transportation grant was approved, and the Family Violence Initiative Fund (FVIF) grant application is still under review.

As mentioned in the last report the RDN grant was approved for \$15 000.00. Monies will be used to continue the work of Meadows to Mountains Homelessness Prevention Project. The program works with clients one-on-one to move their situation of at imminent risk of homelessness to stably housed. Clients are active participants in determining solutions through discussions about finances, lifestyle and future planning. So far, every client assisted has remained homed, some have received financial assistance with rental or utilities arrears and others did not require financial assistance.

An update will provide when an answer is given regarding the FVIF grant application. The application requested monies to assist with WiseGuyz program costs, the Purple Night Lights campaign, and, if approved hosting A Night to Lead Change event in Grande Cache.

The Healthy Aging Alberta grant was approved for \$60 000.00 for the next two years. Our proposal entitled Reducing Isolation and Supports Enhancement (RISE) contributes positively to the following determinants of healthy aging, physical and mental health, social environment and engagement, social support, personal well-being and safety and security. Approval of the grant will also provide learning opportunities through Community of Practice meetings, regional meetings, and an annual Healthy Aging Summit.

Green View FCSS offices are seeing an increase in client transportation requests so the timing of the grant approval couldn't be better. It's important to note the grant will supplement our existing service provision through the Home Support program and is not intended to override or replace existing transportation options for older adults like friends and family or public transportation.

There have been several collaborative efforts in relation to youth programming. The Youth Coordinator has been working with Grande Yellowhead Public School Division, Mountain Metis Association and Aseniwuche Winewak Nation. The summer months in Grande Cache see a lot of programming for children and youth of all ages, Administration has been working hard through collaborative efforts to ensure non-duplication of programming.

On Thursday, June 12 all youth programming agencies will attend the Jump Into Summer registration event created and organized by the Bringing Empowered Students Together (BEST) Worker. Green View FCSS will be offering a Babysitting Course, Home Alone, Mother Daughter Circle, and Miyo Wichihitowin featuring Powwow dancing. Dates can be found in the "upcoming" section of this report.

Another collaboration is the Outreach Coordinator's attendance at the Tawow Centre's Walk In Wednesdays program. Indigenous community members attend the Centre for a meal and access to community resources like sexual transmitted infection testing, immunizations, mental health and now with FCSS on site forms assistance, income tax filing, and referrals to supports.

Working with the Grande Cache Community High School students in grades 4 to 12 and parents benefited from 4 presentations facilitated by Madison Cameron, Youth Specialist with the Centre for Trauma Informed Practices. Details about the presentations can be found in the Youth Coordinator section of this report.

Older Adult Information Day took place on June 5 with 19 people in attendance. Session details and outcomes can be found in the Outreach Coordinator section of this report.

In conclusion, much work has been done the last couple of months resulting in improved well-being for people of all ages and increased ability to be responsive to the needs of community.

UPCOMING:

- Walk-In Wednesdays at the Tawow Community Centre (June 26, then summer break resuming in the fall)
- Jump Into Summer registration event (June 13 at the Grande Cache Recreation Center 4:30 pm – 6:00 pm)
- WiseGuyz parent/participant wrap (June 10 5:30 pm – 7:00 pm)
- Babysitting Course (July 2-5)
- Home Alone (July 9-11)
- Mother Daughter Circle (July 22-26)
- Miyo Wichihitowin (Powwow Dancing) (August 26-30)
- Death Café at the Big Horn Golden Age Club (June 20)
- Compassion Fatigue Workshop, hosted by the Tawow Centre in Grande Cache (June 17 to 18) Adult Coordinator and Assistant Manager to attend.



MONTHLY REPORT

MONTH: June

YEAR: 2024

Home Support (Referrals to)	21	17	13		15								79
Hope Exists in Lots of Places (HELP)	5	2	2	4	2								15
Mountains to Meadows Homelessness	6	0	3	9	4								22
Other Questions/Inquiries	18	12	1	12	15								58
Outreach Coordinator (Referrals to)	73	108	67	87	71								406
Referrals to Other Organizations	22	20	18	21	18								99
Resource Library	0	0	0	1	2								3
Seniors Benefits	8	6	18	21	18								71
Volunteering	0	1	6	9	0								16
Welcome Baskets	2	0	1	0	0								3
Wheels For Meals	0	0	0	3	1								4
Youth Programming (Referrals)	6	13	10	6	8								43
	274	287	430	358	283								1632
Total Clients Using Phone	2	0	0	1	0								3
Total Clients Faxing Documents	6	1	6	8	2								23
Phone Calls	180	188	219	195	175								957
Facebook Inquiries	6	3	3	0	2								14
Walk-Ins	88	96	208	163	106								661

The Community Resource Centre Coordinator worked on, and completed, the “Minute Taking at Meetings” course online. This course was beneficial in helping the CRC Coordinator figure out what is and is not important when taking meeting notes and minutes.

On May 24, 2024, the CRC Coordinator participated in the “Anxiety and Wildfires” virtual presentation, that was put on for Mental Health Week. This presentation was hosted by Ryan Verge of Alberta Health services, and provided valuable information on how to handle anxiety for impending wildfire seasons and other emergencies that may arise.

May saw an anticipated decrease in the number of individuals filing their tax returns, with 54 people across the Municipal District of Greenview, Town of Valleyview, and Sturgeon Lake Cree Nation completing returns, with:

- 27 returns completed from Valleyview
- 16 returns completed from Sturgeon Lake Cree Nation

- 7 returns completed from Municipal District of Greenview
- 4 returns completed from Grande Cache

And:

- 40 people with low income
- 8 seniors
- 6 AISH recipients

In May, \$442,421.06 was brought back to the communities from these returns. In 2024, a total of 806 returns have been completed, bringing back a total of \$7,493,206.72.

HIGHLIGHTS:

An older client came into the centre feeling frustrated and defeated. His home requires repairs, most notably the roof, siding and skirting. Administration informed him about the Seniors Home Adaptation and Repair Program (SHARP) and assisted with the application. He was approved and can move forward with the repairs needed to his home, allowing him to age in place a while longer.



MONTHLY REPORT

MONTH: June

YEAR: 2024

SUBMITTED TO: Amber Hennig

TITLE: Adult Coordinator

SUBMITTED BY: Diana Blaszczyk

LAST MONTH'S ACTIVITIES:

There are currently forty-nine clients enrolled in the Home Support programs. There are thirty-six clients in the Hamlet, thirteen residing in a Cooperative or Enterprise. Eighty percent of clients are over the age of sixty-five, seven percent are families, and eight percent are individuals currently on Assured Income for the Severely Handicapped. Number of clients decreased in the Cooperatives/Enterprises because two clients are moving into Whispering Pines Lodge and one is currently in hospital, with no expected return home date.

There were no new clients for Home Support in the month of May.

Annual reassessments of Home Support clients continue and should be completed by the end of June. During the reassessments the Adult Coordinator discusses the client's current situation to ensure service provision is meeting their needs, to provide referrals to appropriate resources, and to assist with identifying possible subsidies and government benefits based on their current financial status. The most recent reassessments in the Cooperatives and Enterprises helped 27% of clients to access more resources to assist themselves.

On May 1 to 2, 2024, in Valleyview the Adult Coordinator participated in Municipal District of Greenview Leadership Development Session. The session was on Building, Thriving, High Performing Teams through Leadership, Culture and Strategy. The Adult Coordinator found the session informative and was impressed by how much of the information that was shared had already been completed by the Senior Leadership Team. The session was a wonderful opportunity to meet with others in different departments.

Meadows to Mountains Homelessness Prevention Project received no new referrals this month.

Toolbox meetings for Home Support occur at 8:00am-8:30am each morning in the office before the team goes out to see clients. This allows for an opportunity to discuss what Home Support clients may have shared with Home Support staff regarding upcoming medical needs, questions on programs or information relevant to aging.

HIGHLIGHTS:

Adult Coordinator's highlight for May was meeting people in the different departments and putting a name to the face. The exchange of what is currently happening within the Municipal District of Greenview and how much the Senior Leadership team invests in the potential of the employees.



MONTHLY REPORT

MONTH: June

YEAR: 2024

SUBMITTED TO: Amber Hennig

TITLE: Youth Coordinator

SUBMITTED BY: Alexandria Burge

LAST MONTH'S ACTIVITIES:

RSE is Relationship and Sexual Health Education that is delivered to grade 7 to 12 students, this comprehensive program helps youth develop and practice skills needed to make healthy decisions with regards to their sexuality and relationships. The Youth Coordinator finished facilitating with the grade 8 class ending RSE for the rest of the school year

The Youth Coordinator helped the Outreach Coordinator with the Volunteer Appreciation Community Dinner on April 11. The Youth Coordinator helped with set up and serving of the food and take down. The event was well attended, and all attendees said they had a lovely night.

In the month of April, the Youth Coordinator was in attendance for 4 meetings that were about partnership with other agencies for youth programs. These meetings increase communication among service providers to eliminate duplication of programs and increase our ability to leverage local resources (i.e. venues, promotion, increased registration, etc.).

On April 9 the Youth Coordinator completed Emergency Social Services Basics training virtually.

The Youth Coordinator also took part in this year's 6th National Centre for Trauma Informed Practices Conference. The conference was about "The Practical Applications of Violence Threat Risk Assessment and Traumatic Event Systems". The Conference was held in Banff Alberta for 2 days.

The Grande Cache Community High School invited the Youth Coordinator and Assistant Manger to the school on April 26 to attend a virtual presentation that was being delivered to all school staff, the presentation was on helping parents and caregivers better understanding of how kids use and perceive social media. The presentation was delivered by Madison Cameron from the Center for Trauma Informed Practices.

Madison also delivered 3 in-person presentations in Grande Cache, they took place at the Grande Cache Community High School, Summitview Middle School and an evening presentation for parents. Green View FCSS partnered with the school division for the presentations by providing \$1000.00 for costs and a venue for the evening presentation. 12 parents were in attendance, some in-person and others online. Like the faculty presentation, the parents were educated on the types of social media. However, in the parent presentation Madison reinforced the importance of connecting in-person with your child to prevent harmful outcomes of social media use.

Delivery of the WiseGuyz program finished in May. Two events will take place to wrap up the year, the first was an evening of virtual golf and board games, held on May 24 with just the participants and the last will take place June 10 at the Eagles Nest Hall. The last event is an informal dinner with the participants and their families. We will discuss the program, highlight the contributions of the participants throughout the program and thank parents for allowing us time with their youth this past year. Outcomes will be collected June 10 and shared in the next Board report.

The Youth Coordinator facilitated I can Handle Anger to K-3 and Home Alone to 4-8 at Susa Creek School, the Youth Coordinator delivered Home Alone on Tuesdays starting on May 7 and was ran until May 28 from 1:15 till 2:15. I Can Handle Anger was facilitated on Wednesday from 1:15-2:15 and it was started on May 8 and would be ran till June 6.

OUTCOMES:

PROGRAM NAME: Relationship and Sexual Health Education (RSE)
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<i>I understand healthy relationships</i>	Agree%84 Neutral%16
<i>I know how to set personal boundaries</i>	Agree%86 Neutral%14
PARTICIPANT QUOTES: <i>"I learned about healthy relationships."</i> <i>"I will try to communicate in a more relax way."</i> <i>"Thank you for answering all my question in the question box."</i>	

PROGRAM NAME: Home Alone	
<i>I feel more confident to stay home alone</i>	<i>Strongly Agree= 55.5%, Agree= 44.4%</i>
<i>I know how to respond in emergencies</i>	<i>Strongly Agree= 11%, Agree= 89%</i>

HIGHLIGHTS:

One of the youths that volunteered for Kids Conference asked the Youth Coordinator to be her reference on application for volunteer work this summer. As a result of her time volunteering with Kids Conference the youth stated she has increased confidence in her ability to work with kids and discovered she likes working with kids.

The grade 4/8 teacher told the Youth Coordinator that he was very pleased with how the kids answered their post surveys from Home Alone and said thank you for coming in and that the Youth Coordinator was great with the kids in his class.



MONTHLY REPORT

MONTH: June

YEAR: 2024

SUBMITTED TO: Amber Hennig

TITLE: Outreach Coordinator

SUBMITTED BY: Raymond Harris

LAST MONTH'S ACTIVITIES:

On April 11, the Outreach Coordinator organized the Volunteer Appreciation Dinner. There were 66 people in attendance, with 71 unique individuals nominated. The Volunteer Appreciation Dinner is an annual event hosted by Green View FCSS with different individuals and groups nominated by the public.

The Outreach Coordinator attended Walk-In Wednesdays at the Tawow Community Centre. The Outreach Coordinator was on site at the Tawow Community Centre to provide forms assistance, tax preparation, and general Green View FCSS inquiries. Connection with Indigenous residents in an environment where they are comfortable has resulted in 4 tax returns filed and 7 individuals received information of resources available in the community.

Whispering Pines Lodge requested the Outreach Coordinator return to the lodge and complete more tax filings for the residents. This past tax season 10 lodge residents filed on site.

The Outreach Coordinator had three new clients through referrals in the month of April, from the Social Worker at the Grande Prairie Regional Hospital, Home Care at the Grande Cache Community Health Complex, and from a current client, respectively. One client was for assistance to the Servus Credit Union, one was for assistance to their appointment, and the final one was for tax preparations. At this moment, the Outreach Coordinator has an active client base of 26 clients, with needs ranging from medication delivery, assistance to appointments, forms assistance, and more.

There is one new client and one returning client for Wheels for Meals.

On May 22, the Outreach Coordinator attended the North Regional Gathering in Hinton for Healthy Aging Alberta. This meeting was held to discuss Healthy Aging Alberta with service providers from the North Region. The Outreach Coordinator gathered valuable information from this event and has continued to network with the other organizations in attendance.

Older Adult Information Day took place on June 5, at the Tourism Centre from 9:15 – 2:00 with 19 individuals in attendance.

The presentations included:

- **Scams for Seniors** hosted by our local Alberta Treasury Branch
- **Parkinson's Association of Alberta information session** hosted virtually by the Parkinson's Association of Alberta
- **Death Café** hosted by our Community Resource Centre Coordinator
- **Alberta Seniors Financial Assistance** hosted by the Outreach Coordinator
- **Active Stretches for Seniors** hosted by the Recreation Department
- **Alzheimer's Association of Alberta information session** hosted virtually by the Alzheimer's Association of Alberta

The Outreach Coordinator had a client request a Just In Case Workshop in their home. Just In Case is a workshop to help prepare documents in the event of an accident, long term hospitalization, or death.

There were two clients for Wheels for Meals in the month of May.

OUTCOMES:

PROGRAM NAME: Older Adult Information Day	
<i>As a result of Older Adult Information Day, I am more confident that I can overcome life's challenges.</i>	<i>Strongly Agree – 69%</i> <i>Agree – 31%</i>
<i>As a result of Older Adult Information Day, I know more about how to take actions towards improving my life.</i>	<i>Strongly Agree – 54%</i> <i>Agree – 46%</i>
<i>As a result of Older Adult Information Day, I am more aware of resources and supports in my community.</i>	<i>Strongly Agree – 92%</i> <i>Agree – 8%</i>
PARTICIPANT QUOTES: <i>“An excellent day of information and where to go for more!”</i> <i>“I really enjoyed the session on dementia”</i> <i>“This program helped me so much with dealing with some issues. Great job!”</i>	

HIGHLIGHTS:

The Outreach Coordinator helped bring a client to Servus Credit Union, for an appointment. The client had not been out of the hospital in a while and was very thankful that the Outreach Coordinator was able to help. The client asked if they could spend a bit of extra time to visit with the Outreach Coordinator because the client was relocated to Grande Cache by Alberta Health Services and has no friends or family in the area.



MONTHLY REPORT

MONTH: June

YEAR: 2024

SUBMITTED TO: Lisa Hannaford

TITLE: Adult Coordinator

SUBMITTED BY: Tracy Dennis

LAST MONTH:

As of May 31, 2024 assistance was given with employment resources, income supports, referrals, mental health, and various other community services that are accounted for on the Community Resource Centre Coordinator's report.

The Adult Coordinator's duties include home assessments, expense claims, and time sheets. The Home Support program provides basic housekeeping, meal preparation, and transportation to essential services. Currently, there are 88 Home Support clients; 57 from the Municipal District of Greenview and 31 in the Town of Valleyview. During April and May, 11 clients signed on to the program and 9 clients have signed off.

The Home Support program provides transportation for essential services such as grocery shopping, medical appointments and banking. In April and May, the Home Support team provided transportation 24 times. There has been a consistent upward trend for essential transportation services and requests. The Home Support program is trying to accommodate this client need and be fiscally responsible in satisfying the increasing demand.

Other Adult Coordinator's duties are organizing, setting up, and registering people for the Balance Restorative Yoga program. Balance Restorative Yoga is a strength and core-building yoga designed to assist in fall prevention and injury or post-surgery recovery. In April and May, there was a total of 10 sessions and 20 people registered to attend classes. Sessions will continue until the end of June.

The Adult Coordinator attended the leadership training session on Building High-Performing, Thriving Teams. This was a valuable training.

January 2023		Residence			35
Support Needs	MD	VV	SLCN	Explanation/ Example	
Admin Assist	0	0	0	Faxing, Photocopying, Scanning or Typing for someone	
Advanced Planning	0	0	0	Personal Directives, Guardianship, Funeral Planning	
Advocacy/ Mediation	1	1	0	With anyone, Family, Businesses, Government	
Aging in Place	0	0	0	Utilizing resources, preplanning to remain	
Alberta Benefits	4	3	0	Alberta Supports, Blue Cross, Alberta Health, AISH	
Caregiver Supports	1	0	0	Info on programs, strategies, referrals to other	
Commissioner/ Notary	8	3	13	guarantor included	
CRA Inquiry	2	2	2	any Income Tax inquiries, not filing	
Elder Abuse	0	0	0	Queries and advise	
Estate Planning/ Handling	1	0	0	Power of Attorney, Wills, Paperwork after a funeral	
Federal Benefits	0	0	0	GST, Canada Child Tax Benefit, Guaranteed Income	
Federal Pensions	0	0	0	CPP, CPP Disability, OAS	
Home Support	32	26	0	Queries, home visits	
Information	8	4	1	other misc. inquiries	
Legal	3	3	2	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	1	1	0		
Supportive Listening	3	0	0		
Technology Assistance	5	2	5	cell phone, internet, CRA accounts, email- etc.	
Monthly Total				137 - April and May	

HIGHLIGHTS:

A highlight for the Adult Coordinator was receiving a call from a client needing information regarding wills and estates. As the Adult Coordinator spoke with the client it was evident that the client was emotionally struggling with the recent loss of their partner. Information was gathered for the client to come to the office for pickup. This provided the Adult Coordinator a chance for connection, supportive listening, and referrals to programs, resources, and supports available to help them better cope if needed.



MONTHLY REPORT

MONTH: June

YEAR: 2024

SUBMITTED TO: Lisa Hannaford

TITLE: Community Resource Centre Coordinator

SUBMITTED BY: Corinne D'Onofrio

LAST MONTH'S ACTIVITIES:

There was a total of 440 client visits in May 2024 compared to the previous 690 visits in April. The decrease of client visits to the Community Resource Centre in May, were largely due to the Community Volunteer Income Tax program ending at the end of April. Clients did continue to utilize the CVITP throughout May, however many of the needs returned to "normal" such as Food Bank, Income Assistance, employment support etc. In May, 67 clients were residents of the Municipal District of Greenview, 106 were residents of Sturgeon Lake Cree Nation, and 267 were residents of the Town of Valleyview. Of the total clients, 5 were new clients to the Resource Centre.

In May, 43 clients came to the Community Resource Center for employment assistance. Clients received support with creating new resumes, updating existing resumes, emailing, and faxing documents to potential employers. Clients viewed the job board and discussed employment opportunities with coordinators and were also referred to various trainings needed, such as First Aid.

40 client visits were regarding Income Support. Coordinators supported clients with the online application process and prepared individuals by informing them of the application requirements in advance. Clients also received support with monthly reporting, and emailing and faxing workers with documentation that was required for their files. In May, two community intakes were scheduled with the assistance of supervisors at Alberta Supports to assist individuals who were not able to complete the online application and lacked the option of accepting a phone call outside of the office. Both situations were complex and required much assistance and advocating of the CRC Coordinator and Support Coordinator.

Clients continued to utilize the Community Volunteer Income Tax program although the deadline for taxes was the end of April. 88 client visits consisted of questions regarding their completed taxes, and clients needing to file their taxes. Clients also required coordinators to fax or email completed taxes to various programs that required this information such as Income Support, AISH, and Heart River Housing.

Other needs seen to at the Resource Centre include Food Bank (21), AISH support (15), Housing (5), CPP/ CPP Disability (5), OAS and GIS applications (8), AB Seniors (17), Service Canada (5) Canada Revenue Agency (14), program inquiries (10) and legal in nature assistance (36).

94 clients accessed support with technology at the CRC in May. This includes accessing and printing important documents from clients' devices and emails, assisting with documents that needed to be "e-signed", emailed, faxed, reformatted for various online applications etc. Clients also utilize the phones, and computers for various tasks. The client phone room that was completed recently, in the front portion of the Community Resource Centre, has been a welcome addition for clients to utilize when only a phone is needed.

Sturgeon Lake Cree Nation:

Year End Report 2024	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	2	3	5	3	6								19
Employment Supports	16	16	13	12	9								66
Other Clients		154	265	204	91								714
Total Clients Visits	209	173	283	219	106								990
Residence Break Down:													
Sturgeon Lake Cree Nation	209	173	283	219	106								990
New	1	8	5	4	0								18
Returning	208	165	278	215	106								972
Total Clients Visits	209	173	283	219	106								990
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	209	173	283	219	106								990
NO	0	0	0	0	0								0
Community Social Issues Identified													
CFS	0	5	1	0	0								6
Food Bank	10	1	2	6	2								21
Mental Health	1	4	4	2	0								11
Canadian Child Tax Benefits	3	1	1	3	0								8
AISH	10	9	8	3	2								32
Income Support	2	3	5	3	6								19
Alberta Adult/Child Health Benefit	1	0	3	3	0								7
Housing/ Heart River Housing	2	3	0	4	0								9
Alberta Id	0	1	1	0	0								2
Service Canada	9	3	6	2	0								20
CPP/ CPP Disability	0	3	6	3	1								13
OAS and GIS	3	5	7	1	0								16
Sr. Special Needs/ AB Seniors	2	2	3	1	2								10
Seniors Information	1	0	1	1	0								3
CVITP related	8	34	188	125	19								374
Canada Revenue Agency	8	6	2	8	3								27
Employment Supports	16	15	13	12	9								65
WCB(Workers Compensation Board)	0	0	0	0	0								0
Technology Assistance	46	27	18	33	34								158
Childcare subsidy program inquires	0	0	0	0	0								0
Legal (faxes, forms, calls)	2	1	1	0	0								4
Other questions/inquires	56	11	3	10	11								91
Mountains to Meadows	15	5	4	10	12								46
	0	0	0	0	0								0

HIGHLIGHTS:

The Community Volunteer Income Tax program was very successful again this year, assisting hundreds of individuals to complete their taxes for no fee and in a very timely manner. These clients were able to complete processes that required taxes to be filed and apply and receive benefits that without this information, they would not have been eligible for. Clients continue to voice their appreciation of the Community Volunteer Income Program and have reported that they have been sharing the information with friends and family that are newer to the area, filing for the first time, or are experiencing difficulties with finances due to changes in economic conditions.

The CRC Coordinator completed First Aid in April and submitted the year end report for the Alberta Works Contract in April. In May, the CRC Coordinator attended a webinar on Labor Market Partnership Grant Funding Program, and a webinar on a new training geared towards Career and Employment Consultants called Effective Employer Engagement Training by a company called Prospect.

As the First Nations Drinking Water Settlement legal action deadline passed and the tax season came to an end, client visits to the Community Resource Centre were reduced. The CRC Coordinator was able to complete approximately 20 Welcome Baskets that had accumulated over the new year with the assistance of the Northern Lakes College Social Work Student, that has been completing practicum hours at Green View FCSS. Only a few baskets are left to distribute to newcomers.

UPCOMING:

In June, the CRC Coordinator will be working on compiling approximately 60 Green View FCSS Baby Book Bags to have ready to distribute to the Health Unit when needed. This will also be another opportunity to engage the practicum student in another program that Green View FCSS offers.



MONTHLY REPORT

MONTH: June

YEAR: 2024

SUBMITTED TO: Lisa Hannaford

TITLE: Support Coordinator

SUBMITTED BY Kristine Gavin

LAST MONTH'S ACTIVITIES:

The Northern Lakes college practicum student continues working at Green View FCSS. She participated in the Poverty Simulation, attended this month's FCSS Inter-Agency meeting and went with the Youth Coordinator to Relationship and Sexual Health Education youth programming for grades 7 and 9 at Hillside High School.

In the Community Resource Center, assistance was given with employment resources, income supports, referrals, mental health, Community Volunteer Income Tax Program, seniors benefits and various other community services that are accounted for on the Community Resource Coordinator's report.

HIGHLIGHTS:

- The Support Coordinator completed an Income Support Community Intake with a local long-standing houseless person who has significant addiction and homelessness issues. This person was connected with Alberta Income Support benefits including emergency transportation to a social care agency in Edmonton where he will be connected with further supports.

UPCOMING:

- Northern Lakes college student practicum placement will continue until June 21, 2024.



MONTHLY REPORT

MONTH: June

YEAR: 2024

SUBMITTED TO: Lisa Hannaford

TITLE: Youth Coordinator

SUBMITTED BY: Amanda Roy

LAST MONTH'S ACTIVITIES:

Body Talk – Teaching Sexual Health was completed in April for grades 4, 5, and 6 students at Penson School in Grovedale. Topics covered are puberty changes, coping with puberty, anatomy and the reproductive system, and healthy relationships.

Grade 8 students at Penson School in Grovedale participated in an all-day SKILLS program on April 23. Content included healthy relationships, consent, contraception, media literacy, and the effects of pornography on the brain.

Grade 2 students from Ridgevalley School participated in I Can Handle Anger, an age-appropriate anger management program where students learn ways to handle anger and difficult emotions.

Harry Gray Elementary School requested the Rainbows Grief and Loss program for 7 youths, grades 4-6. Rainbows is a facilitated peer support program for children who have experienced separation, divorce, death, or other painful transitions with their family. Assisting youth to sort through their pain and confusion, build self-esteem, and learn positive coping strategies to deal with their loss.

The Relationship and Sexual Education program is a comprehensive sexual education program designed to help students develop the skills needed to make healthy decisions about their sexuality and relationships. The Relationship and Sexual Education program relates to three core domains: 1. Sexual and reproductive health promotion and education; 2. Healthy and respectful relationship education; and 3. Violence prevention. This program ran from April to June 3 at Hillside Junior Senior School. 98 students, two classes each of grades 7s, 8s, and 9s participated in the program.

Empathy and Play in partnership with the Greenview Multiplex will be on June 5 and run every Wednesday till the end of the month. The Empathy Program provides stories, songs, and activities that enhance empathetic development for children ages 3-5. This parented program is a collaboration with Greenview Regional Multiplex.

The Gay Straight Alliance (GSA) is a youth-led program that creates 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, GSA has five regular attendees and two new participants. June is Pride Month and in celebration, the GSA youth have elected to paint a temporary Pride flag on the sidewalk in front of the Valleyview Municipal Library.

OUTCOMES:

PROGRAM NAME: Body Talk	
30 MD of Greenview Students Surveyed Grovedale	
After attending the Body Talk program, I know more about how bodies change during puberty.	93% of youth surveyed know more now about how their bodies change during puberty after taking Body Talk
After taking the Body Talk program, I agree that learning about human sexuality and reproduction is a normal part of growing up.	100% of students surveyed agree that learning about human sexuality and reproduction is a normal part of growing up.
<p>PARTICIPANT QUOTES:</p> <p>What was the most important or biggest thing you learned in Body Talk?</p> <p>“I learned lots of stuff that I didn’t know.”</p> <p>“Learning about giving consent.”</p> <p>Teacher Feedback</p> <p>“I really liked that the program was very engaging. Students felt comfortable asking questions. I also liked the different activities to keep the class learning and engaged.”</p> <p>“Students learned things that they did not know before. They became more comfortable asking questions and talking about puberty.”</p> <p>“I was very impressed with how the facilitator related to the kids.”</p>	

PROGRAM NAME: SKILLS	
10 MD of Greenview Students Surveyed Grovedale	
Because of SKILLS, I know what a healthy relationship looks like.	100% of students know what a healthy relationship looks like after taking SKILLS.
Since taking SKILLS I know the warning signs or red flags of an unhealthy relationship.	100% of students know the warning signs of an unhealthy relationship after taking SKILLS.
<p>PARTICIPANT QUOTES:</p> <p>“This was a good class.”</p> <p>“It was really fun I enjoyed it a lot.”</p>	

PROGRAM NAME: I Can Handle Anger	
20 MD of Greenview Students Surveyed	
After taking I Can Handle Anger, I know ways in which I can cool down and control my anger.	90% of student know ways to cool down and control their anger after taking I Can Handle Anger.
Since taking I Can Handle Anger, I am better at using my words to tell people how I am feeling.	95% of students are better at using their words to tell people how they are feeling after taking I Can Handle Anger.

PROGRAM NAME: WiseGuyz	
8 Youth Surveyed	
My approach to relationships has changed.	75% of students feel their approach to relationships has changed since taking WiseGuyz.
<p>PARTICIPANT QUOTES:</p> <p>What did you like most about WiseGuyz?</p> <p>“Was fun and enjoyable.”</p> <p>“The WiseGuyz program showed what other people go through and how to help them.”</p> <p>“The respect of others' opinion, the careful thought, and the snacks.”</p> <p>“Funny interactions”</p> <p>“Our teacher was really good and respectful and understanding.”</p>	

PROGRAM NAME: Relationship and Sexual Health Education (RSE)	
98 students surveyed	
I understand healthy relationships.	95% of students understand healthy relationships after taking Relationship and Sexual Education.
<p>PARTICIPANT QUOTES:</p> <p>Choose 1 – 3 participants quotes from surveys and enter here</p>	

UPCOMING:

-
- Online Safety at Harry Gray Elementary School for grades 5 & 6 in June
 - Home Alone at St. Stephens and Harry Gray Elementary School
-

Title: Home Support

Policy No: 5001

Effective Date: April 27, 2021

Motion Number: 21.04.226

Supersedes Policy No: NONE

Review Date: April 27, 2024



Purpose: The purpose of the Home Support Policy is to provide guidelines on how to administer the Green View Home Support program

1. DEFINITIONS

- 1.1. **Essential Services** means grocery shopping, medical appointments, and banking.
- 1.2. **Green View FCSS** means Family and Community Support Services provided by the M.D. MD of Greenview in partnership with the Town of Valleyview.
- 1.3. ~~Minimal Respite Care~~ means care provided on a short term basis that is provided during regular work day hours. **Private residence** means living accommodations not within or a part of medical facilities, long term care, or senior lodges.
- 1.4. **The Board** means the Green View Family and Community Support Services Board.

2. POLICY

- 2.1. Green View FCSS believes it is appropriate to provide home support **Home Support** service based on a variable cost **sliding fee scale**. associated with the independent needs assessment to allow people to remain in their own homes.
- 2.2. Annually, the Board will establish a budget for the Home Support Program.
- 2.3. **The Board may make policy recommendation to Greenview Council. Greenview Council must approve any recommended policy before they come into effect.**
- 2.4. To protect staff and the municipalities from liability, Home Support workers may not provide current Green View Home Support clients service outside of agreed upon number of hours per week.
- 2.5. All services will be provided based on a maximum of 4 hours per week per client. Requests for additional hours may be approved by the Home Support **Adult** Coordinator or the **Green View** FCSS Manager.
- 2.6. Eligibility of clients is based on, but not limited to, the following factors individual assessment, availability and/or access to other resources.

- 2.7. Services to be provided may include, but are not limited to:
- A) Assistance with light housekeeping
 - ~~B) Minimal respite~~
 - C) Meal preparation
 - D) Travel to essential services
3. Responsibilities
- 3.1. Staff
- A) ~~The Home Support Coordinator~~ Administration will advertise and promote Home Support services through newsletters, brochures, health agencies and other community groups.
 - B) The ~~Home Support~~ Adult Coordinator will conduct an interview and complete an assessment form, which will include, but not be limited to, the following:
 - i. Income
 - ii. living and medical expenses
 - iii. insurance and utilities
 - ~~iv. vehicle expenses~~
 - C) When a client is approved for the program, the ~~Home Support~~ Adult Coordinator will coordinate services with the Home Support Worker
 - ~~D) The Manager of FCSS~~ Administration will report to the Board on the number of clients, types of services provided, and hours worked in the Home Support Program. Home Support Program statistics.
 - E) The ~~Home Support~~ Adult Coordinator will provide the client with written notice prior to removing them from the program.
- 3.2. Board
- A) In the event a client is removed from the program and disagrees with the decision of the Adult Coordinator, they may appeal in writing to the Board within seven (7) days of the discontinued service.
 - B) The Board will, within thirty (30) days, meet to hear any appeals from clients who have been removed from the program. The Board's decision is final and binding to all parties.
 - C) The Home Support fee is to be reviewed and approved annually by the Board.
- ~~3.3. Members of the Public~~
- ~~A) Individuals or family members may request support through this program by contacting the Home Support Coordinator.~~
 - ~~B) In the event a client is removed from the program and disagrees with the decision of the Home Support Coordinator, they may appeal in writing to the Board within seven (7) days of the discontinued service.~~

Transportation Rates		VV-GP	VV-WC	VV-HP VV-FC	DB-VV DB-GP	GD-GP
Rate Based on HS Fee		avg. km 235	avg. km 350	avg. km 185	avg. km 115	avg. km 60
up to \$5.00	40% off	\$ 78.00	\$ 114.00	\$ 60.00	\$ 38.00	\$ 20.00
\$6-\$9	30% off	\$ 91.00	\$ 133.00	\$ 70.00	\$ 44.00	\$ 23.00
\$10-\$14	20% off	\$ 104.00	\$ 152.00	\$ 80.00	\$ 50.00	\$ 26.00
\$15-\$20	full fee	\$ 130.00	\$ 190.00	\$ 100.00	\$ 62.00	\$ 32.00

Home Support Fees

Discretionary Income	Client Rate
\$0 - \$200.00	\$5.00 per hour
\$201.00 - \$400.00	\$8.00 per hour
\$401.00 - \$600.00	\$10.00 per hour
\$601.00- \$900.00	\$15.00 per hour
\$901.00 and up	\$20.00 per hour

Currently there are no mileage fees charged for transportation provided within the Town of Valleyview or the Hamlet of Grande Cache. Any transport to essential services within the Hamlet of Grande Cache is provided by the Outreach Coordinator who uses a Municipal District vehicle for transportation. Clients needing to go to Hinton or Grande Prairie can access the community bus which is not overseen by Green View FCSS.

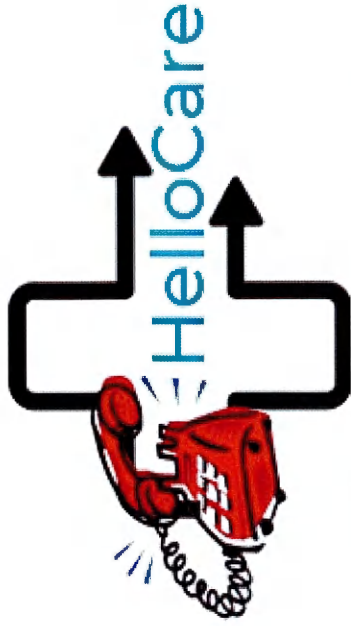
On this side of the mountains Home Support workers use their own vehicles to transport clients to essential services.

There is also a community bus that clients on this side of the mountains can use. The Municipal District of Greenview bus runs the 1st and 2nd Wednesday of the month and is free of charge to clients 55 years and older. Also, Smoky River FCSS has a bus that travels to Grande Prairie the last Wednesday of every month for a fee of \$40 per trip. Residents in Valleyview, DeBolt and Ridgevalley can access this bus by contacting Smoky River FCSS directly.

Currently there are no hourly fees charged for travel, regardless of destination or time taken to travel to essential services outside of the Town of Valleyview, however there is a four-hour limit per week for all Home Support services including travel to essential services. There is a round trip flat fee charge based on a sliding scale.

VALEYVIEW TAXI RATE

MINIMUM CHARGE INSIDE VALLEYVIEW CITY	\$15
MINIMUM CHARGE STURGEN LAKE	\$30
VALLEY VIEW TO FOX CREEK	\$175
VALLEY VIEW TO HIGH PRAIRIE	\$175
VALLEY VIEW TO GRANDE PRAIRIE	\$210
VALLEY VIEW TO GRANDE PRAIRIE AIRPORT	\$235
VALLEY VIEW TO PEACE RIVER	\$275
VALLEY VIEW TO WHITECOURT	\$325
VALLEY VIEW TO EDMONTON AIRPORT	\$725
VALLEY VIEW TO JASPER	\$725



NON-EMERGENCY MEDICAL
TRANSPORT

Safe and professional
non-emergency medical
transportation service.

Care. Trust. Dependability.

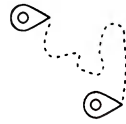
Services we offer



Wheelchair accessible transportation available. Offering door to door service.



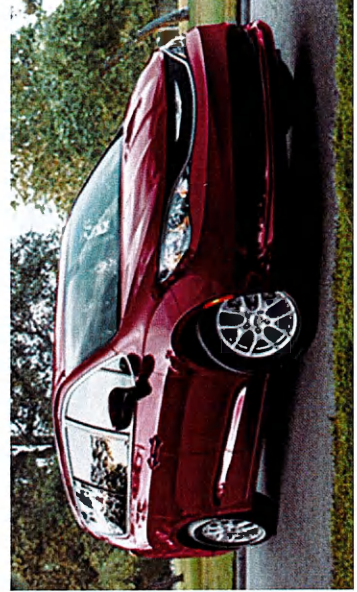
Transportation to and from Alberta Health Care facilities, health care centres, clinics, health specialists, long-term care facilities.



Serving all of Peace Country!

Service Areas Peace Country

- Beaverlodge
- Rycroft
- Spirit River
- Saddle Hills County
- Fairview
- Hines Creek
- Fox Creek
- Grande Cache
- Grande Prairie
- Grimshaw
- Berwyn
- High Level
- High Prairie
- Hythe
- Manning
- Nampa
- Northern Sunrise County
- Peace River
- Sexsmith
- Buffalo Lake
- Teepee Creek
- Donnelly
- Falher
- Valleyview
- Girouxville
- Including First Nations Communities



- ✓ Fully trained and insured
- ✓ Modern comfort van
- ✓ Available 24/7

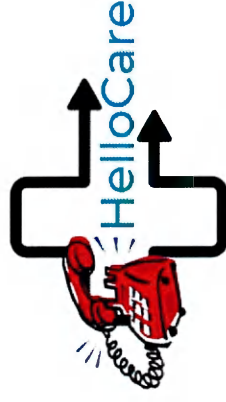
Contact us!



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