

SPRUCE GROVE

FCSS

Family & Community Support Services



COMMUNITY REPORT 2016

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The FCSS Model

FCSS is an 80/20 funding partnership between the Government of Alberta and municipalities or Metis Settlements. Provincially the FCSS Program receives its mandate from the *Family and Community Support Services Act and Regulation*. The Regulation sets out the service requirements that a municipality or Settlement must meet to be eligible for funding. At the local level, a municipality or Metis Settlement Council chooses whether to establish a Program and enters into an agreement with the province to jointly fund the Program. Under FCSS, communities design and deliver social programs that are preventive in nature to promote and enhance wellbeing among individuals, families, and communities.

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 adopt healthy lifestyles, thereby improving quality of life and building capacity to prevent and/or deal with crisis situations should they arise.

Locally there are FCSS programs in Spruce Grove and Stony Plain. Parkland County has entered into a funding agreement with the City of Spruce Grove (and four additional municipalities) for the provision of FCSS programs and services for its residents. The agreement gives Parkland County residents full access to Spruce Grove FCSS programs and services. A separate agreement exists with Parkland County for direct program delivery within the community of Parkland Village.

Irfan Sabir
Minister of Community
and Social Services
(previously Human
Services)
May 24, 2015 to
Present



FCSS Service Requirements

Services provided under the program must do one or more of the following:

1. Help people develop independence, strengthen coping skills, and become more resistant to crisis.
2. Help people to develop an awareness of social needs.
3. Help people to develop interpersonal and group skills which enhance constructive relationships among people.
4. Help people and communities to assume responsibility for decisions and actions which affect them.
5. Provide supports that help sustain people as active participants in the community.

2016 Mayor and Council



Pictures left to right: Alderman Ed McLean, Alderman Louise Baxter, Alderman Wayne Rothe, Mayor Stuart Houston, Alderman Bill Kesanko, Alderman Bill Steinburg, Alderman Searle Turton

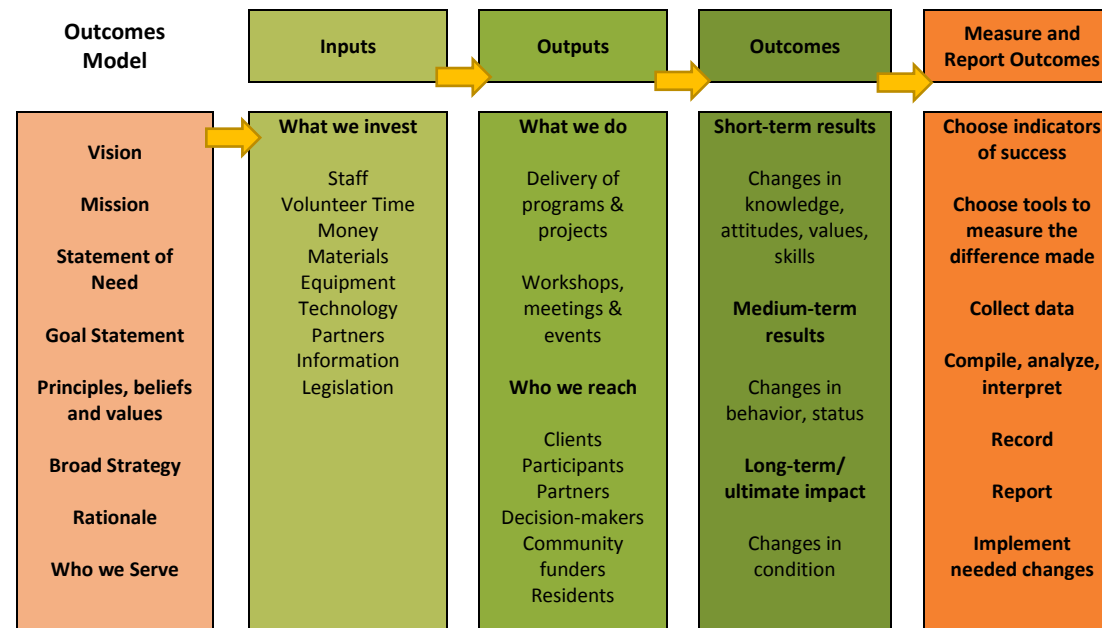
OUTCOMES

FCSS Outcomes

The FCSS Provincial Outcomes Model (The Model) was developed in 2010 and is intended to guide and inform local FCSS programs. The Model includes standardized charts providing provincial outcomes for individuals, families, and the community. The charts depict:

- how local FCSS programs choose programs and projects to address any of the provincial outcomes based on the priorities identified at the local level;
- how the provincial outcomes and the indicators of success fit with the five strategic directions identified in the FCSS Regulation; and
- how these provincial outcomes and the indicators of success contribute to the high-level outcomes of social well-being of individuals, families and community and the over-arching provincial goal for local FCSS programs.

The Model provides a framework within which FCSS programs can choose, then effectively measure, the impact of programs and services locally. These outcomes are formally reported back to the Province annually.



For a socially sustainable community, our focus is on how we can best meet the wellbeing and social needs of residents.
FCSS enhances the social well-being of individuals, families and community through prevention.



**2016 Outcomes:*

97% of individuals surveyed indicated they experienced improved social well-being as a result of the Spruce Grove FCSS program they attended.

*Social well-being was measured by administering post surveys to 586 registered participants of 25 of the preventive social programs offered.
Social indicators include: resilience; self-esteem; optimism; capacity to meet needs; autonomy; competence; meaning and purpose.

(*Data include estimates and are not audited.)

PROGRAM OVERVIEW

Housed under the department of Community and Protective Services, Spruce Grove FCSS and Social Planning provides preventive social services and initiatives to enhance the wellbeing of individuals, families, and the community by focusing on prevention in the following areas:

INDIVIDUAL CLIENT SERVICES

One-on-one client support has become a crucial focus in an ever-expanding world of resources and needs. FCSS provides a valuable service by ensuring residents are referred and matched to appropriate services based on varying levels of complexity and individual need, thereby supporting independence and building capacity to avert and/or manage crisis situations should they arise.

FAMILY LIFE

Family Life seeks to strengthen families and build a healthy community by offering quality programs and services to parents, caregivers, and their growing children. We offer both registered and drop-in programs that connect parents to parents, families to families, and families to community.

ADULTS

Adult Services offers a wide variety of personal development programs that empower, build resiliency, and strengthen individuals and the communities they live in.

SENIORS

Adults and Seniors Services is responsible for the planning, development, implementation, and evaluation of preventive programs and services that support independence and enhance quality of life for individuals that are advancing in years, and for families who are caring for older adults.

YOUTH

The Youth Services Log Cabin is open to all youth in the community. Daily interaction with youth who access the Log Cabin allows for first-hand knowledge of the needs of young residents of Spruce Grove and the greater Parkland region. Programming and special events are planned to address these needs with a focus on self-esteem, social awareness, relationship development, skill building, and critical thinking.

COMMUNITY DEVELOPMENT

Community Development is an essential process by which FCSS and Social Planning can have long term positive effects on community change and evolution. Adhering to the FCSS regulation and mandate, FCSS supports others in coming together to address a common cause by fostering connections, compiling and providing information sources, developing partnerships, building capacity, and acting as a catalyst for new projects or programs.

INFORMATION AND REFERRAL

Sometimes residents lack accurate information about available resources to meet their unique social needs and do not know where to go, or are unable to access the information. FCSS provides professional and skilled Information and Referral (I & R) services to residents and agencies looking to connect with program and service information related to basic needs, financial assistance, emotional and mental health, parenting, child care, youth programs, senior services, recreation, social programs, volunteer opportunities, rental assistance and more. I & R services include one-on-one information and support, publications, and resource lists. I & R services can make a significant difference to the overall quality of life for residents by informing and connecting people with appropriate resources.

FCSS fosters independence and wellbeing for individuals, families, and community. Front counter information and referral statistics decreased by 25 percent from 4005 in 2015 to 2997 in 2016. This can be attributed to significant service changes undertaken over the course of the year:

- Addition of more comprehensive case management services means clients are not needing to return with new challenges as often as staff are able to provide ongoing supports
- More in-depth initial consultation at the front counter allows for more appropriate and effective referrals for clients from the front end
- New partnership with Primary Care Network includes the addition of expanded case management services for residents, specifically those referred by their family doctor
- Residents with more general inquiries are able to access information and register for programs on line



INDIVIDUAL CLIENT SERVICES

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INDIVIDUAL CLIENT SERVICES

CASE MANAGEMENT

Spruce Grove FCSS case managers follow a person-centered service delivery model for vulnerable residents presenting with complex needs. Case management starts with a formal intake which includes an assessment to determine appropriate resources and supports, and the ability of the individual to access these supports independently. The fundamental belief of case management is that when an individual increases their quality of life, the individual, their family, the community, and overall support systems all benefit. Our case management services are provided to individuals and families who are dealing with social issues such as mental health and addictions, family violence, suicidal ideation, homelessness, and poverty.

Spruce Grove FCSS case managers work collaboratively to assess needs, develop service plans, advocate for multiple supports, and empower individuals and families to have increased knowledge, skills, and supports in order to build resiliency and prevent future crisis from occurring. This often entails multiple appointments and interagency contacts. Spruce Grove FCSS is successful in assisting clients by listening to their story, providing options, respecting privacy, and working with other service providers to ensure clients' needs are met.

In 2016, Spruce Grove FCSS entered into a partnership with Homeward Trust Edmonton to access the Efforts to Outcomes (ETO) software database and to continue conversations on how we can work together to support the community. Homeward Trust Edmonton is a not-for-profit organization that uses a community-based approach toward the goal of ending homelessness. Their primary role is to coordinate responses to housing needs by working together with local agencies and all orders of government.

The year 2016 was the first of a two-year transition implementation for our case management program as ETO was built and customized to meet the unique needs of our program and community. ETO captures service delivery efforts and relates them to our desired outcomes, which will provide us with a clear picture of which efforts are having the greatest impact on the social issues we are striving to address. ETO will transform data into knowledge that we can access through generated reports in order to monitor, measure and optimize our impact.

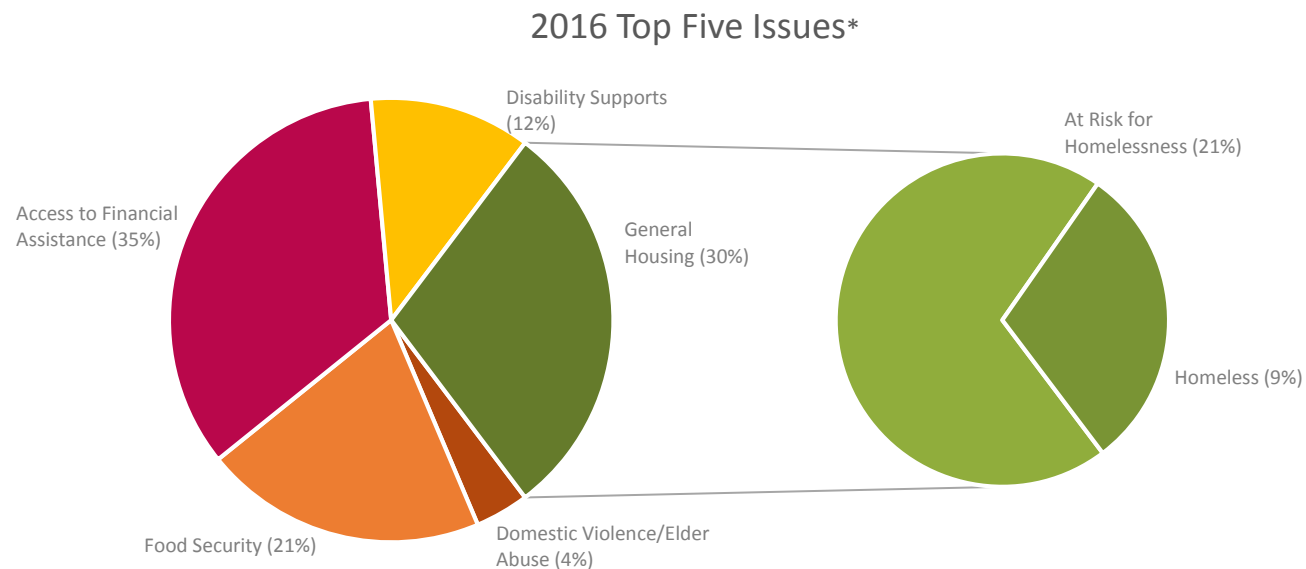
"Thank you so much for all your help, we couldn't find anyone else who would help us."

— Client accessing case management services

INDIVIDUAL CLIENT SERVICES

In 2016 FCSS case managers provided comprehensive services to 257 individuals. A variety of concerns were addressed that are unique to each individual situation, but the main issues included access to financial assistance, housing stability, food security, safety from domestic violence, and disability-related challenges.

Of the clients receiving supported case management services, 70 percent were residents of Spruce Grove, 19 percent resided in Parkland County, 11 percent indicated they were accessing services from a neighbouring First Nation community, and 26 percent self-identified as Indigenous regardless of physical residency.*



In 2016 FCSS Case Managers worked on 257 active case files. Each file consisted of numerous presenting issues.

(*Data not audited.)

INDIVIDUAL CLIENT SERVICES

Affordable Housing

"...affordable housing means housing that is available at a cost that does not compromise a household's ability to attain other basic needs of life, including needs for food, clothing and access to education."

- AUMA

IMPACTS OF HOUSING

More than half of the housing issues addressed in 2016 were related to residents paying more than 50 percent of their total income on rent and as a result not being able to afford basic needs such as food, clothing, utilities, and transportation.

Case managers complete a formal assessment with clients where they explore other housing options, advocate with property managers, or apply for rent subsidies on the client's behalf where the client is unable to do so for him/herself.

Housing programs have long wait lists. With the support of case managers, clients will likely still be in the same housing situation for some time before a space becomes available. By advocating with property managers on a client's behalf, an eviction notice can often be avoided, therefore transitioning the individual successfully.

Unstable housing, poor food security, and poverty have direct impacts on mental health and family violence. When basic needs are addressed, there is a correlated decrease in these secondary health identifiers and an increase in resiliency and independence.

Case managers offer a coordinated and comprehensive service plan while developing community connections to ensure basic needs are met. Some of the key connections include Income Support, Capital Region Housing Corporation, Alberta Health Services, Parkland Food Bank, and NeighbourLink Parkland.

"People living in poverty are more likely to require greater medical services due to chronic health concerns. They are more likely to have lower levels of education and literacy, resulting in fewer opportunities for them. These challenges can lead to desperation and, in the most difficult of situations, lead to criminal activity and risky behaviours, which adds further pressure and costs to our justice and social service systems."

- United Way Alberta Capital Region

Many of our programs are the result of partnerships with local businesses and other agencies. Our partners are acknowledged in individual program descriptions.

MOM'S MORNING OUT

This program brings moms together to learn, share, socialize and support each other. Moms attend sessions that include guest speakers and discussion time while qualified childcare staff care for children aged 15 months and older. This program helps to support the developmental domains of social competence and emotional maturity in children and provides necessary emotional support for moms.



Social Competence



Language & Thinking



Emotional Maturity



Physical Health & Well-Being



Communication Skills & General Knowledge

"Five Domains of Early Childhood Development"



PARENTS' FRIDAY MORNING COFFEE

This program offers parents/caregivers the opportunity to reduce isolation by developing new friendships for themselves and their children, and to share ideas and support. Parents/caregivers are given the opportunity to engage with children in developmentally appropriate activities.

PARENT AND TOT DROP-IN

This program is a partnership between Alberta Parenting for the Future, Parkland County and the Parkland Village Community Center. It provides an opportunity for parents/caregivers and children to get out and enjoy stories, songs and rhymes that promote and strengthen the bond between parent/caregiver and child in an accessible location.

TODDLER TIME: PLAY, LEARN AND GROW

This is an interactive program for parents and their toddlers ages 1 – 2 ½ to meet and play in a comfortable, stimulating environment. This program offers a center-based play setting that promotes all five domains of child development necessary for early brain development.

YOUNG MOMS

The Young Moms program is for moms ages 16 – 25 who are parenting and/or expecting a baby. It offers a supportive environment to share the experiences, joys, and challenges of parenting as a young mom. This program includes educational sessions that support life skills and parenting as well as opportunities to socialize in order to build and strengthen friendships and reduce isolation. This program is a partnership with Aerials Gymnastics Playschool. Child care and transportation are offered to increase accessibility and eliminate barriers for participants.

ADULTS

COMMUNITY KITCHEN allows participants to gain valuable knowledge regarding nutrition, and increase their skills and self-confidence in food preparation. This is a subsidized program that supports those with a low income and is made possible through funding from The Thrift Shop and Spruce Grove Scotiabank.

YOUNG MOMS COMMUNITY KITCHEN is offered in partnership with the Tri-Community Adult Learning Association (Tri-CALA) and is offered as an extension to the Young Moms program. It supports and educates young moms about the planning and preparation of healthy and affordable meals. Sessions were added over the summer with full attendance. Child care and transportation are offered to eliminate barriers for participants.

"This program is a support resource for me. We discuss other community resources while cooking together."

- Community Kitchen Participant

PROGRAM	PARTICIPANTS
Toddler Time: Play, Learn and Grow	16
Young Moms Drop-in	30
Friday Morning Coffee	88
Parent and Tot Drop-in	122
Young Moms Community Kitchen	8
Community Kitchen	17
Mom's Morning Out	18
Roots of Empathy	45

ROOTS OF EMPATHY is an evidence-based program that seeks to create safe and caring schools by increasing pro-social behavior and decreasing incidents of bullying and aggression. The program uses a community development model where a local parent and baby, together with a trained instructor, work to increase empathy and compassion in the classroom. The baby is the "teacher," and with the help of the instructor, students identify and reflect on their own feelings and the feelings of others. The program educates both the mind and the heart.

In 2016, Spruce Grove FCSS supported the Roots of Empathy program in two classrooms – grade one in Parkland Village Community School and grade four in Ecole Broxton Park School.

ALBERTA HEALTH SERVICES – ADDICTIONS AND MENTAL HEALTH

Alberta Health Services (AHS) provides a range of outpatient services focused on meeting the needs of adults, youth and families who are affected by substance abuse. In 2016 an AHS counsellor met with clients at the FCSS office on a weekly basis to allow greater accessibility for those with transportation issues.

PRIMARY CARE NETWORK (PCN) In 2016 Spruce Grove FCSS entered into a partnership with PCN wherein a Social Services Coordinator provides a range of social supports focused on meeting the needs of referred patients. The Social Services Coordinator supports PCN patients out of the FCSS Queen Street Place location.

COMMUNITY CORRECTIONS provides community based programs to offenders who receive bail orders, probation, community service orders, or other community sentences. A probation officer meets with clients at the FCSS office on a weekly basis to allow accessibility for those with transportation issues in order to support successful outcomes for residents.

COMMUNITY VOLUNTEER INCOME TAX PROGRAM (CVITP)

The CVITP is offered in partnership with Canada Revenue Agency (CRA). Spruce Grove FCSS provides year round 'drop-off' tax preparation services. FCSS organizes and trains volunteers to prepare income tax and benefit returns for eligible individuals with a modest income and a simple tax situation. The CRA provides our volunteers with training and the tax software. FCSS further trains volunteers to identify whether clients may be missing any benefits or financial supports for which they are eligible. The tax service serves to ensure that existing benefits are not disrupted, and also to assist in maximizing financial supports. In 2016 three volunteers gave 165 hours to complete 667 individual taxes.

Community Volunteer Income Tax Program

In 2016, as a result of residents completing their Income Tax and Benefit Return through Spruce Grove FCSS CVITP, 4.7 million dollars were returned to the community, in effect decreasing demands on other assistance programs and supporting local economy.

ADULTS

COUNSELLING SERVICES

FCSS offers short-term, solution-focused counselling services to low-income individuals, families, couples, youth and children. Following an intake to determine eligibility and presenting issues, counselling may be offered through FCSS or in some cases referred to an appropriate resource in the community. Counsellors at FCSS are registered psychologists or psychology and social work students who are completing their practicum and provisional hours as part of their professional training. In 2016 counsellors delivered 341 hours of counselling supports to 48 clients.

Program	Participants
CVITP	667
Counselling Services	48

Program	Hours
CVITP (volunteer hours)	165
Counselling Services	341



The Seniors Services area is responsible for the planning, development, implementation and evaluation of preventive programs and services that support independence and enhance quality of life for individuals that are advancing in years and for families who are caring for older adults.

ADVENTURES IN AGING SENIORS CONFERENCE

The ninth annual conference was held on October 6, 2016 at the Holy Trinity Catholic Church Hall with 170 seniors participating. The purpose of the conference was to reduce social isolation and exercise the mind, body, and spirit through educational workshops (mind), physical activities (body) and socialization (spirit). The conference provided a welcoming environment where attendees enjoyed a meal and entertainment, learned from presentations, networked, and made valuable connections. In 2016, activities included a White Elephant Exchange prompting seniors to visit with others. Of the 119 evaluations returned, many noted the conference brought them a sense of community connection, fellowship, joy of learning, and the opportunity to exercise and share personal stories – 91 percent experienced positive change. Spruce Grove FCSS participated on the organizing committee and provided a \$500 sponsorship to the conference along with registration services and administrative support.

PICNIC IN THE PAST

This event provided an opportunity for isolated seniors to attend a social outing within their community while renewing contact with friends they know from the past. On August 12, 2016, 105 seniors were greeted by youth volunteers and treated to a day of walking and riding museum train tours, live music, lunch and door prizes. The event was intended for isolated seniors, and transportation was provided to and from the Stony Plain and Parkland Pioneer Museum where the picnic was held. Surveys indicated that the majority of seniors felt more connected with others in their community, and some commented on the pleasure of reconnecting with friends from the past. Spruce Grove FCSS sat on the organizing committee and provided a \$160 sponsorship to the event.

SENIORS DANCE NIGHT

Spruce Grove FCSS hosts a Seniors Dance Night once a month (except in June). Live entertainment is provided by local bands that many of the seniors know. A group of seniors who attend help with the set up and clean up. It is an evening of music, dancing, friendship, socializing and fun. Monthly birthdays are celebrated with cake and songs. The December dance is an exciting time of spot dances, door prizes and festive celebrations. There were 703 seniors attending this program in 2016.

SENIORS COFFEE AFTERNOON

Every Tuesday, Seniors Coffee is hosted at the FCSS Office. Throughout the 46-week program, 742 seniors attended. Many are regular attendees and comment that the program is their primary social outing, having developed friendships and increased feelings of inclusion as a result.

EVENT	# of PARTICIPANTS
Adventures in Aging Conference	170
Picnic in the Past	105
Seniors Dance Night	703
Seniors' Coffee Afternoon	742

MEALS ON WHEELS

Spruce Grove Meals on Wheels provides hot, nutritious meals for people who are unable to prepare their own food. Volunteer drivers help keep costs affordable for the people who need this service. In 2016, 2426 meals were delivered by 17 volunteer drivers.



PROGRAM	PARTICIANTS
Meals on Wheels	2426 meals 17 volunteer drivers 1212 hrs
Home Support	86 households 7 workers 3314 service hrs

HOME SUPPORT PROGRAM

The Home Support Program has been providing services to Spruce Grove and Parkland County residents since 2008. Individuals accessing the program must be unable to complete household tasks due to physical, mental or emotional difficulties. FCSS Subsidy is available to those who meet the low income threshold.

The benefits of the home support program include: residents are able to maintain their independence, feel less isolated and establish a connection with the community. Participants regularly report that they look forward to their worker visits and that they would not maintain their current level of independence without the assistance of their home support worker.

Throughout 2016, seven home support workers provided light housekeeping service to 86 households for a total of 3314 hours.

"The meals are great, I look forward to having my meals every day." – Meals on Wheels client

"My husband and I have been taking Meals on Wheels for over 10 years now. He has passed away and I am still taking Meals on Wheels as I don't have to cook and the meals are excellent." – Meals on Wheels client

"I cannot do all of my housework myself anymore. Instead of having to move I am lucky to have a nice helper come to my home. We visit and catch up on what's going on and it makes me feel happy again." - Homecare Client

"I wouldn't be able to stay in my own home without it." – Homecare Client

ARE YOU STUCK IN A RUT & CAN'T GET UP provides education and support to individuals who want to improve their ability to move forward and attain personal goals, social well-being, and increased resiliency.

BASIC FACILITATION SKILLS is a practical workshop on the art of group facilitation that provides learning through instruction, discussion, small and large group work, practice, and feedback.

BEING AN EXECUTOR: ATTORNEY OR AGENT offers the goal of increasing participants' knowledge on the roles and responsibilities for each of these designations should they be asked to act in any of these capacities.

BUDGET BASICS helps the participant work out where their money is going and to develop an effective spending plan to achieve financial goals and dreams.

COMPASS FOR THE CAREGIVER is a nine-module program that gives caregivers the tools to better manage the unique demands and challenges they face. Topics include self-care, asking for help, stress, and burnout. The program offers a safe place to share experiences.

DEALING WITH DIFFICULT PEOPLE provides participants with the tools to examine and recognize their own social styles and the styles of others when dealing with conflict.

De-CLUTTER YOUR LIFE offers the goal of why you should de-clutter, which will bring life balance and enhance well-being.

ESTATE PLANNING AND WILLS discusses the purpose of writing a will, what is involved in making a will, and what some of the common mistakes are.

FINANCIAL BENEFITS FOR OLDER ADULTS provides updates on information regarding financial benefits for seniors.

FRAUDS AND SCAMS is presented by an RCMP officer and offers the goal of what to watch for so you can better protect yourself, your friends, and your family against common frauds and scams in our community.

GIFTS OF IMPERFECTION offers the goal of increasing participants' self-esteem and recognizing that others need compassion and understanding.

HANDLING ANGER BOOT CAMP (six part series) provides individuals with the skills to understand anger and its negative effects on relationships and community. Skills are taught to change the destructive force of anger into positive energy at home and at work.

MENTAL HEALTH CAREGIVER: WHO IS SUPPORTING YOU? asks the question, "Are you supporting a loved one with mental illness? If so, then who is taking care of you?" The facilitator spends time discussing sharing the care, knowing your capacity, and the Caregivers Bill of Rights.

NEGATIVE THINKING TRAIN shares ways to effectively handle negative thoughts and feelings, reduce stress, and increase self-awareness. Participants learn simple yet powerful cognitive tools to re-train thoughts.

PERSONAL DIRECTIVES & POWER OF ATTORNEY are legal documents you should write in case something medically disabling happens, and you cannot make your own personal or financial decisions in the future. Participants are given information to make informed decisions.

INFORMATION SESSIONS

PRACTICAL WELLNESS SERIES (Six-part series) supports people on a journey of self-improvement in order to develop goals, increase self-regulation and communication skills, develop independence, strengthen coping skills, and become more resistant to crisis.

PRE-RETIREMENT FINANCIAL PLANNING helps you get the most out of your money and reach your goals after you retire. Learn the basics of financial planning and what government benefits are available so you can develop a financial plan that works for you.

The HOME PROGRAM was developed to assist moderate income individuals and families in becoming home owners. This program features education, referrals, one-on-one counselling, down-payment assistance, individual matching with housing products and housing professionals, and ongoing support. Counselling and follow-ups are essential elements of the program to ensure resources, supports, and advocacy are available in the process toward home ownership.

UNDERSTANDING THE RAINBOW: What does LGBTQ stand for? This session helps to break down barriers as the group explores what LGBTQ really means. As we increase our understanding, it will open the door to having conversations in a healthy way.



Programs (Information Sessions of Interest) In partnership with Stony Plain FCSS and Tri-CALA	# of Participants
Are You Stuck in a Rut and Can't Get Up	12
Basic Facilitation Skills	25
Being an Executor, Attorney or Agent	45
Budget Basics	31
COMPASS for the Caregiver	19
De-Clutter Your Life	35
Dealing with Difficult People	13
Estate Planning & Wills	45
Financial Benefits for Older Adults	25
Frauds & Scams	15
Handling Anger Boot Camp	28
Mental Health Caregivers Who Is Supporting You	12
Negative Thinking Train	15
Personal Directives & Power of Attorney	57
Practical Wellness Series	11
Pre-Retirement Financial Planning	20
The Gifts of Imperfection	11
The HOME Program	8
Understanding the Rainbow – What does LGBTQ Mean?	14
TOTAL	441

A long standing partnership between Spruce Grove FCSS, Stony Plain FCSS, Tri-Community Adult Learning Association (Tri-CALA), Alberta Community and Social Services (formerly Alberta Human Services), SAGE, Alberta Caregivers Association, Alberta Culture, local banks and businesses brought 19 free information sessions of interest to our communities. These programs were offered with the goal of supporting people to develop independence, strengthen coping skills and become more resistant to crisis by increasing knowledge, the ability to plan for the future, and increase access to community supports. All (100%) of those surveyed, reported that as a result of attending one of our Information sessions, they now have a greater capacity to plan effectively for the future.

"I didn't realize until a few months ago about the courses/resources available. These workshops and facilitators are an amazing opportunity and I continue to benefit in ways I didn't anticipate"

- Program Participant

YOUTH

CORE PROGRAMS

The FCSS Log Cabin offers a diverse range of learning opportunities focusing on self-esteem, social awareness, engagement, skill building and critical thinking. Programs are ongoing in nature and may be offered as weekly sessions occurring over a fixed period of time. They are facilitated by FCSS Log Cabin staff, contracted professionals, or community partners and volunteers with appropriate expertise.



"I feel more confident babysitting and/or if there was an emergency while babysitting."

"It helped me become more confident and I think it will help other people too."

"I'm excited to babysit and I am confident."

"I feel now I know what to do in the case of an emergency."

The following core programs were offered in 2016.

BABYSITTER TRAINING (ages 11-14): Offered by Kidproof, Canada's number one course in the country. Babysitter Training is designed to increase confidence and provide hands-on experience and skills needed to be a great babysitter.

HOME ALONE & FIRST AID (ages 10+): This fun and active course helps prepare kids to be at home alone and how to respond to medical emergencies.

BULLYPROOFING (ages 7-11): This Kidproof program is designed to be preventative and proactive so that children can avoid being bullied, and if they are bullied, know how to stop it.

CONFLICT RESOLUTION (ages 10-14): This valuable program gives students the ability to resolve or diffuse a situation in a healthy and productive manner before it becomes out of control, dangerous or violent.

JUNIOR GOURMETS (ages 8-12): Youth learn safe and proper ways to prepare nutritious meals and snacks.

EVENT	PARTICIPANTS
Babysitter Training	181
Home Alone & First Aid	169
Bullyproofing	12
Conflict Resolution	17
Junior Gourmets	18



SUMMER PROGRAMS (transitioning to Recreation Services)

Summer in the City offers three recreational programs to the Spruce Grove residents. These programs, Weeklong Adventure Camps, Travelling Playground and Leaders in Training, have been highly successful with slight modifications over time to adapt to staffing and participant needs. The most significant change took place in 2016 with a corporate initiative to move the program from FCSS to Recreation Services. To create a smooth transition for both staff and participants and to stay within the corporate initiative guidelines, the program management for 2016 was shared with both FCSS and Recreation Services. The objective was to continue to deliver high-quality programming, provide clear communication to registrants of the program changes, and to review the program for any changes that would assist future programming.

WEEKLONG ADVENTURE CAMPS program offers a weekly camp experience to children who require weekly scheduled activities throughout July and August. Using the same format as previous years, the program served 50 participants/week between the ages 5 – 12 years of age. The program structure remained the same with Bike and Hike Tuesday/Thursday, Water Wednesdays and Field Trip Fridays. The program operated at full capacity with a total of 350 registered and a waiting list of 53. Many of the registrations took place online, with a 40 percent increase over the last two years. Spruce Grove's Realty Executive Leading provided subsidies through the "Support Our

Youth" program for a maximum of \$200/child. This program

provided a total of \$1140 which assisted between 5 - 10 children with registration fees.

TRAVELLING PLAYGROUND offers a free, drop-in play program to the community throughout July and August. In 2016 programs were held at Woodhaven Middle School, Living Waters Christian Academy, Jubilee Park, Century Crossing playground, and Millgrove School. The two new locations (Century Crossing playground and Living Waters Christian Academy) provided a service to the East and West sides of the community. Attendance of the drop-in Travelling Playground program doubled in 2016, with an average of 63 children per day. The increase in attendance may be related to the two new locations as the attendance in Parkland Village was less, although highly received by the participants.

LEADERS-IN-TRAINING offers training and development skills to volunteers ages 13 and up. Volunteers receive a full day of orientation before beginning the program, where they work along the senior and junior leaders. When 35 hours are completed, a certificate of completion and letter of reference is provided. Volunteers were capped at 4 weeks of volunteer hours to assist with scheduling. A total of 20 volunteers completed the program.

With Summer in the City transitioning to Recreation Services, look for a new program lineup developed to enhance the social well-being of youth in summer 2017.



EVENT	PARTICIPANTS
Summer in the City	350
Leaders-In-Training	20
Traveling Playground	Average of 63/day

YOUTH

YOUTH MENTORSHIP PROGRAM

Youth are invited to drop in for regular programmed activities or just come hang out with friends!

Drop in activities are offered free of charge to any youth who wish to participate. In 2016, FCSS Log Cabin staff organized and facilitated a total of 250 drop in activities for youth. The purpose of drop in activities is to encourage youth to try something new and have fun while developing social skills during those critical after school and evening hours. The Youth Mentorship program sees between 10 - 40 youth per day utilizing programs. The concession is open to youth and members of the public.

WEEKLY DROP-IN PROGRAMS:

TYE DYE: Create many tie dye masterpieces to brighten your wardrobe!
10-15 participants per session

ULTIMATE CHALLENGE/GAME OF SKATE: Youth enter into challenges against our experienced staff in ping pong, pool, and games of S.K.A.T.E.
10-20 participants per session

MOVIE NIGHT: Enjoy a movie on comfy couches. Free popcorn included.
5-15 participants per session

JAM NIGHT: Bring your own instrument or use a variety on instruments available at the Log Cabin to create your own your own tunes and rhythms!
10-20 participants per session

SKATEBOARD EDUCATION: Study videos and discuss the different types of style's and tricks in skateboarding!
5-15 participants per session

CRAFT CORNER: Chill in the Log Cabin and let your creativity run wild, using the many drawing, painting, and craft supplies.
10-20 participants per session



SPECIAL EVENTS

Special events are opportunities to connect with our community youth. Popular events for 2016 included the second annual Ping Pong Palooza. Fear Factory challenged youth to face their fears, and the Skate Wake-a-thon competition had youth show off their gifts and abilities. Movie Night in Central Park was a new addition for 2016 as a Summer Event. Youth Services ran two movie nights: one in July and another in August. Popcorn was provided free of cost with snacks being sold inside the Log Cabin. Many families attended this event.

EVENT	PARTICIPANTS
Ping Pong Palooza	30
Skatewake	50
Fear Factory	20
Movie Night in Central Park	Approx. 500

PARKLAND VILLAGE DROP-IN ACTIVITIES

PARKLAND VILLAGE YOUTH GROUP

Parkland Village Youth (ages 12-17): A safe, supervised, youth-driven program for the young people of Parkland Village and Parkland County. Youth experience positive programming that allows them to develop healthy relationships with positive adult role models and introduces and engages them in numerous activities such as movie nights, trips to the TransAlta Tri-Leisure Centre, cooking, indoor/outdoor games, attending local youth events, and volunteerism. This group ran once per week, and in September of 2016, this program grew to run two times a week.

PARKLAND VILLAGE GIRLS GROUP

Girls Group (ages 12-17) is a group similar to the Parkland Village youth group, but is targeted specifically towards girls. This group ran once per week from January through June 2016. It then ran alternating weeks September through December 2016.

PARKLAND VILLAGE BOYS GROUP (January – June)

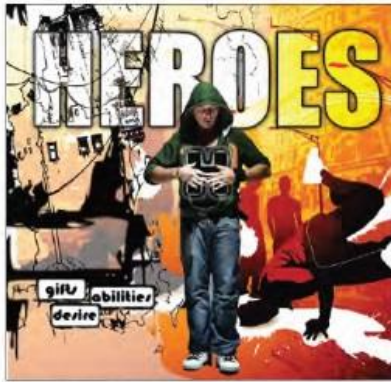
Boys Group (ages 12-17) is a group similar to the Parkland Village Youth Group, but is targeted specifically towards boys. This group ran once per week. Due to decreasing attendance, the program only ran through the end of June 2016.

PROGRAM	PARTICIANTS/SESSION
Parkland Village Youth Group	21
Parkland Village Girls Group	9
Parkland Village Boys Groups	5

YOUTH

IN-SCHOOL PROGRAMS

HEROES® & H2



The HEROES® program is a simple but effective twelve-session, character-building experience that helps youth discover the greatness inside them. The program is based on evidence suggesting that positive behaviour follows a positive self-concept. The focus of HEROES® therefore, is within every youth's unique gifts and abilities.

The FCSS Log Cabin Youth Services, in collaboration with Impact Society, Spruce Grove Community Church, Parkland School Division, Evergreen School Division, Living Waters Christian Academy, Stony Plain FCSS Youth Services, and the Town of Stony Plain, delivered the Heroes program to students in Spruce Grove and Stony Plain.

Participating Spruce Grove schools included Woodhaven Middle School, Ecole Broxton Park, Greystone Centennial Middle School, St. Thomas Aquinas Catholic Middle School, and Living Waters Christian Academy. Log Cabin Youth Services staff connected with 516 youth when teaching HEROES® at these participating schools.

SKATE BREAK

Greystone Centennial Middle School (Grade 8 and 9)

Skate Break is a program run in collaboration with school administration. School administration selects students who have an interest in skateboarding and gives them the opportunity to learn how to skateboard in a controlled environment. The facilitator provides daily activities for the students and emphasizes topics such as goal setting and character building.

GIRLS GROUP

Greystone Centennial Middle School & Woodhaven School (Grade 6 and 7)

Girls Group is a program run in collaboration with school administration. School administration selects specific students to participate in this small girls group (10-12 participants). Girls and the facilitator discuss various topics such as self-esteem, friendship, goal setting, and nutrition. Discussion topics are typically followed by an activity or craft.

LEADERSHIP GROUP

St. Thomas Aquinas (Grade 9) and Greystone Centennial Middle School (Grade 7) This is a blended program offered at the Log Cabin and the middle school. Various leadership topics are discussed, and facilitated leadership focused activities are implemented.

MESS WITH STRESS

Broxton Park (Grade 6), Greystone Centennial Middle School (Grade 7) and St. Thomas Aquinas This program is created by FCSS Youth Services and supported by Canada Mental Health. The program consists of eight sessions which explore concepts of stress, symptoms of stress, and building coping skills.

HOT CHOCOLATE WITH A COP A drop-in program offered at the Log Cabin in partnership with Youth Services, Perks, RCMP, and Enforcement Services. This program is an opportunity for youth to engage with our RCMP/Enforcement Services partners in a positive environment over a cup of hot chocolate and snacks.

"I think we should teach this all around the world!"

- "Mess with Stress" Program Participant



EVENT	PARTICIPANTS
Heroes & H2	591
Skatebreak / SkateED	8 participants (10 sessions)
Girls Group	10 participants (10 sessions)
Mess with Stress	140
Leadership Group	42
Hot Chocolate with a Cop	30

COMMUNITY DEVELOPMENT

YOUTH ENGAGEMENT FRAMEWORK

In 2015 a desire to have youth more engaged in decision making for the City of Spruce Grove was identified in order to allow Council to be more informed on social issues that affect youth. A corporate initiative was developed to explore what has taken place in the past, what is happening currently, and various alternatives for increased youth engagement for the future.

A methodology was implemented which included a literature review and individual discussions with neighbouring municipalities within the Capital Region undertaking similar initiatives, and best practice was identified.

A survey was developed and distributed to youth through Parkland School Division, Evergreen Catholic School Division, and afterschool FCSS Youth Services direct programs. A focus group discussion was conducted, and a second survey was developed targeting adult service providers. Lastly, individual interviews were conducted with both youth and adult service providers, the results of which have been compiled into a video format.

Youth acknowledged that engagement through activities such as youth events, volunteerism, babysitter groups, and connections with their schools all helped them feel like they were involved and making a contribution to the City of Spruce Grove.

Some of the challenges youth identified as preventing them from being involved included labelling, lack of transportation, difficulties in balancing school and work, and the ability to handle stress and pressure effectively. Increasing youth violence and drug/alcohol issues

were identified as a concern, and positive law enforcement relationships were deemed important.

When asked how the City of Spruce Grove could work with youth to make the City a better place for young people, the most underlined items included planning and attending annual youth events, continuing to offer programs in partnership with their schools, and greater prospects for diverse volunteer opportunities.

Building on these findings, recommendations moving forward include:

1. Continuing to support youth driven programs and events in partnership with schools and other community based organizations;
2. Exploring and supporting diverse volunteer opportunities for youth in conjunction with the greater community;
3. Ensuring youth engagement is incorporated when developing and implementing strategies pertaining to the Social Sustainability Plan, Cultural Master Plan, Municipal Development Plan, and Community Development Framework; and
4. Ensuring annual reporting on youth engagement activities occurs through the FCSS Annual Report and Social Sustainability Plan reporting processes.

Community Development is an integral role that FCSS plays in the community. Building relationships and developing partnerships with key select organizations that increase FCSS's capacity to serve residents through additional resources and funding continues to be a key focus.

SPRUCE GROVE SOCIAL SUSTAINABILITY

Social sustainability focuses on the links and connections between the economy, the environment, and society, and how these connections work together to achieve long-term prosperity and continued quality of life for present and future residents. A social sustainability plan examines those connections, identifies local values, social issues and capacities, and develops goals, including steps to achieve those goals, to meet the needs of residents and help them prosper in a supportive and healthy environment.

The intent of the plan is to ensure a policy structure and strategies are in place to anticipate and respond to changing social needs in a rapidly growing community. This plan will help the City identify and address social issues as they emerge, ensuring the health and resiliency of residents and the larger community.

HOMEWARD TRUST EDMONTON is a not for profit organization that uses a community-based approach toward the goal of ending homelessness in Edmonton. Their primary role is to coordinate responses to housing needs by working together with local agencies and all levels of government. The goals of Homeward Trust Edmonton are to:

- increase access to housing by funding the development of new units and access market units
- coordinate the provision of support services
- undertake community planning and research
- raise awareness in the community through events and initiatives that end homelessness

Homeward Trust Edmonton is providing FCSS with access to the *Efforts to Outcomes* Data base, training, mentorship, feedback and continued conversations on how they can support our community. Efforts to Outcomes (ETO) is used to track client data and progress being made locally to end homelessness.

A case management tool, ETO allows front line workers to record case notes, demographics, staff efforts/activities, and helps to determine how we can better serve clients. In addition, ETO is being customized specific to our needs and has the ability to grow as we grow. Homeward Trust provides the software, training, and staff administrator.

The SPADT is an evidence informed tool for assessing the needs of homeless individuals and families and for deciding the appropriate level of intervention to resolve each individual's or family's homelessness. This tool is used around the globe.



COMMUNITY DEVELOPMENT

“NEW BEGINNINGS” – AN INDIGENOUS ENGAGEMENT IMPROVEMENT STRATEGY

Through a grant from Alberta Indigenous Relations, FCSS engaged the consulting services of InSynch Consulting Inc. (ISCI) to assist in developing a strategic response to the increasing number of indigenous families and individuals seeking services from the City of Spruce Grove and Parkland County Area. The project’s overall goal is to:

- address ways to remove barriers and strengthen relations with the urban indigenous people in the area;
- enhance regional cooperation with nearby First Nation Communities, The Government of Alberta and the Federal Government; and
- build upon current collaborative programs and services to improve current access, service delivery and social policy initiatives while continuing to provide access to crisis intervention services.

UNITED WAY OF ALBERTA CAPITAL REGION

FCSS is proud to partner with The United Way Alberta Capital Region. Poverty continues to be one of the leading issues clients seeking FCSS services struggle with. The mission of the United Way Alberta Capital Region is to mobilize collective action and create pathways out of poverty. In 2016 United Way provided \$15,000 to tri-municipal residents in need through FCSS and NeighbourLink Parkland.

“Addressing poverty is not something that one organization or order of government can take on alone – it takes a truly collaborative effort.”

- United Way Alberta Capital Region

FIRST FIVE FOREVER

This a local coalition that grew out of the Early Child Development (ECD) Mapping Initiative, a province-wide, five-year research project looking at factors that influence healthy child development. The initiative results are being used to support community agencies and families in ensuring that all children have the best possible start in life. First Five Forever, headed by a Coalition Coordinator, has worked towards an increased awareness of the importance of the early years of childhood development and the need for community collaboration to improve outcomes in the Parkland region. One of the highlights of the coalition’s work in 2016 was hosting two professional development workshops for the tri-region early childhood educators – “Brain Smart Strategies” and “Providing Quality Interactions”. In October, the coalition hosted and organized a business breakfast and invited Alberta’s Promise to speak to businesses about their role in helping children get a healthy start in life.



PAPER TIGERS SCREENING

On November 16, 2016, Spruce Grove FCSS hosted a screening of Paper Tigers, an award winning film that offers raw and valuable insight into the hearts and minds of teens dealing with the realities of a difficult childhood. The event attracted 87 attendees from diverse backgrounds and generated a lot of interest and discussion around adverse childhood experiences and the use of a trauma informed care model as a means to mitigate their impact.



BLOCK PARTY PROGRAM is a partnership between Spruce Grove FCSS and the Safe City Initiative. It supports and encourages residents to organize and host a get-together in their neighbourhood. Everyone who registers their block party with the City receives a helpful kit full of tips and tools including invitations, a host checklist, and a few swag items. The first 27 residents to register also received a \$100 food voucher to be used for purchasing grocery items for their event. In 2016, the Block Party Initiative supported 31 block parties involving approximately 1381 Spruce Grove residents.



"We have created a neighbourhood group on Facebook to report suspicious activity and just general news/babysitting."

-Block Party Participant

NEIGHBOURLINK PARKLAND is a Christian organization committed to supporting and providing practical help to those in need in a manner which respects their dignity and self-worth. They assist with those who have exhausted all other services available to them in the greater Parkland area. NeighbourLink Parkland is a charity funded by the support of local organizations, churches and residents. The City of Spruce Grove FCSS not only provides NeighbourLink Parkland with in-kind office space and reception, but services complement each other and fill gaps. Examples of service and assistance include referrals, emergency food assistance, clothing, basic needs, furniture moving, rental and utility assistance, and emergency prescriptions. Prayer support and short term counseling with referrals to pastoral and psychological services is also part of the mandate.

ST. ALBERT SALVATION ARMY

FCSS continues to partner with St. Albert Salvation Army to provide assistance and supports to the residents of Spruce Grove and Parkland County. Residents that do not qualify for other benefits or programs may be able to receive direct financial assistance. FCSS completes a financial assessment and ensures that all opportunities for supports have been accessed prior to making application to Salvation Army. In addition, FCSS supports the Christmas Kettle Campaign.

PARKLAND FOOD BANK

The goal of the food bank is to provide emergency food assistance, although many residents rely on the food bank as a main source of food security. The Food Bank and FCSS work very closely to ensure individual needs are being met and to address gaps in services. The Parkland Food Bank offers much more than just food.



CRITICAL CONNECTIONS INTERAGENCY

Critical Connections Interagency is a collaboration of front line human service representatives who are committed to the development of a more complete continuum of service delivery. This is more than a traditional 'interagency' meeting. It is a coordinated effort to share up-to-date resources, connect with partners, discuss difficult cases, and identify trends and gaps in service and to provide clients with a more coordinated and complete service.

COMMUNITY DEVELOPMENT

PARKLAND AND AREA VOLUNTEER ACTION COMMITTEE (PAVAC) PAVAC exists for the purpose of enhancing the efforts of volunteer managers for the benefit of the community. FCSS has one representative that is a member of PAVAC who works collaboratively with regional partners to promote volunteer engagement and recognition in the region.

EMERGENCY SOCIAL SERVICES NETWORK OF ALBERTA (ESSNA)

The purpose of ESSNA is to exchange knowledge and resources among communities, municipalities, and regions in order to enhance Emergency Social Services for Albertans. FCSS participates in ESSNA regional meetings along with key stakeholders, including Human Services, Alberta Emergency Management Agency (AEMA), Alberta Health Services (AHS), Alberta Emergency Management Agency (AEMA), Non-Government Organizations (NGOs) Council, and the ESSNA Executive Committee.

PARKLAND AND AREA RESPONSE TO FAMILY VIOLENCE COMMITTEE (PARFVC) is an interagency coalition committed to promoting safety from family violence through education, accountability, and supports for all Parkland area individuals and families affected. PARFVC was formed in 2009 as an ad hoc community-justice agency coalition, and through continued growth and development obtained formal society status in December 2012. Participants include representatives from numerous government and community support agencies who deal with domestic violence offenders, victims, and children exposed. In 2013, PARFVC received a grant through the Victims of Crime Fund to hire a Court Caseworker to enhance the Domestic Violence Support Team. Housed out of the RCMP detachment, this position works closely with RCMP, Probation, Victim Services and community service providers to deliver comprehensive supports to victims whose partner is involved in the Criminal Justice System.

In 2016, PARFVC coordinated and hosted “Creating Awareness and Building Hope,” a two day conference sponsored by Spruce Grove Safe City and the RCMP Family Violence Initiative Fund. The conference was sold out with over 200 community and justice based agency representatives in attendance from the Capital Region and across the province. Speakers included Michael Kaufman, Dr. Linda Chamberlain, and Jan Reimer, and a personal story was shared from a victim’s perspective. FCSS supports PARFVC by providing leadership, managing grants, and participating on the Board Executive.

SPECIALIZED TRANSIT SERVICES (STS)

STS is a non-profit, door-to-door public transportation services for seniors (55+) and persons with mobility challenges. STS is available for use by residents of the City of Spruce Grove, Parkland Village, and defined limits of Parkland County. FCSS participates on the Volunteer Management Board as a representative of the City of Spruce Grove.

TRI-MUNICIPAL DRUG STRATEGY COALITION (DSC)

DSC is a community coalition dedicated to creating a process that engages the community, provides education opportunities, promotes communication and offers support. This Council is a member of the Alberta Drug Strategy Coalition and has been operating in the Tri-Region since 2005. The DSC is a registered society that is continuously evolving to best serve the Tri Community and contribute to the wellbeing of community members. Formerly known as the Tri Municipal Drug Strategy Council (DSC).

VIOLENCE THREAT RISK ASSESSMENT COMMITTEE (VTRA)

This group is comprised of community agencies and professionals who collaborate together to achieve a common goal: “To support agencies and professionals in every community to develop collaborative multi-disciplinary teams focusing on early intervention, prevention, and after math strategies for crisis trauma, violence and conflict.” (<http://www.cctatr.com>)



The VTRA protocol is a document that outlines the three phases of a seamless multidisciplinary VTRA assessment and intervention. The goal of the VTRA committee is to have a protocol in place at every youth venue and community activity.

PARKLAND COUNTY & PARKLAND VILLAGE COMMUNITY LEAGUE

A partnership to implement the Parkland Village Youth group and a Girls Group program. The partnership involves hall bookings, attendance at an annual board meeting, and constant communication regarding all programs occurring in Parkland Village as delivered by FCSS.

YOUTH REGIONAL COORDINATORS COMMITTEE

This provides a networking opportunity with other Regional Coordinators to network, promote programs, collaborate for training opportunities, and learn about upcoming initiatives regarding youth.

PARKLAND STRONGER

This working group is compiled of service providers in the Spruce Grove, Stony Plain, Parkland County, and Paul Band areas. The vision for this working group is to strengthen community development and wellness for these communities. Members planned and implemented the Change Summit as well as obtained grants for the Mental Health Navigational Coordinator and Indigenous Project Manager positions. Youth Services also participated in research and data collection as part of the Alberta Health Services Cancer Research Project.

RESOURCE PUBLICATIONS

PUBLICATIONS AND RESOURCE DIRECTORIES

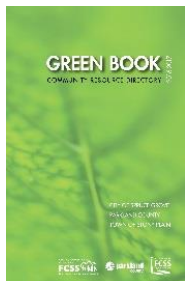


211 provides Information and Referral services to Spruce Grove, Stony Plain, and most of Parkland County. 211 is a residents' single point of access to comprehensive information through trained, certified professionals on a 24-hour-a-day, 7-days-a-week basis. Spruce Grove FCSS and Social Planning, Stony Plain FCSS, and Parkland County contract Alberta Mental Health to provide 211 services in the tri-region.

In 2016, approximately 1257 calls were received with the highest calls involving shelter/housing, financial needs, specialized counseling and mental health.

EXAMPLE OF A 211 REGIONAL CALL:

Female youth calling 211 from Spruce Grove looking for supports. Her biggest need is financial support so that she can reduce the number of hours she needs to work in order to complete her high school. The 211 Information & Referral Specialist was able to discuss options with the caller and was given the number for Alberta Supports Contact Centre as well as some advocacy information for speaking with people if she feels she is not being heard when communicating.



THE GREEN BOOK: COMMUNITY RESOURCE DIRECTORY

Spruce Grove FCSS and Stony Plain FCSS have worked collaboratively to develop the *Green Book: Community Resource Directory* since 2004. This directory contains a summary of the community resources and support groups in the tri-region and is a valuable tool for anyone looking for services. The *Green Book* is available free of charge at Spruce Grove FCSS, Stony Plain FCSS, Spruce Grove City Hall, Stony Plain Town Office, and Parkland County. Beginning 2017 the Green Book will be produced biennially.

SPRUCE GROVE HOUSING GUIDE

The *Spruce Grove Housing Guide* provides information on rental units, an accommodation comparison worksheet, and a monthly budget worksheet. With vacancy rates extremely low and affordable rentals more challenging to find, this community resource is in constant demand. FCSS is currently developing a new housing guide.

COUNSELLING RESOURCE BROCHURE

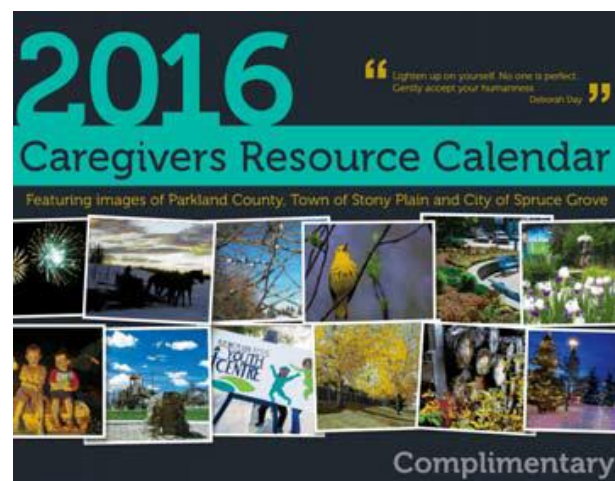
The *Counselling Resources* brochure includes a list of counselling options in the Tri-Region including those in private practice, Christian-based counselling, Aboriginal supports, mediation, addiction, mental health, family violence, and subsidized counselling . This sought-after resource is updated annually.

RESOURCE LISTS

FCSS and Social Planning produces resource lists for residents and agencies in the Parkland area. These resource lists are closely modelled after the lists compiled by 211, but also include relevant information on resources specific to the Parkland region. Lists include resources for youth and young adults, seniors, parents, family violence, children, basic needs and crisis events. Resource lists are printable, comprehensive information sources for various groups of community members. These quick reference lists are updated annually.

2016 CAREGIVERS RESOURCE CALENDAR is a partnership between the Spruce Grove FCSS, Stony Plain FCSS, Stony Plain Public Library, Coordinated Suicide Prevention Program, Parkland County, the Town of Stony Plain, Anderson Pharmacy, Light Up Your Life Tri Community Palliative/Hospice Care Society and the Alberta Caregivers Association.

FCSS and nine partners collected information and resources related to caregiving for the calendar content. Project partners all indicated that their organization enhanced their knowledge on how to address this social issue, and all report a better awareness of the impact of caregiving in our communities. A total of 2000 calendars were distributed throughout the tri-region with many positive comments.



VOLUNTEERISM

NATIONAL VOLUNTEER WEEK

In 2016 approximately 5000 “Coffee Cards” were distributed to volunteers in our community as a token of our appreciation for the services they provide to our residents. The cards entitled volunteers to a free cup of coffee, tea, or hot chocolate at one of the 15 participating coffee shops and restaurants in Spruce Grove.



VOLUNTEER APPRECIATION EVENT

FCSS partnered with PAVAC, Stony Plain FCSS, and Parkland County to host the regional volunteer appreciation event held at the Pavilion at Heritage Park in Stony Plain which saw 420 volunteers from the tri-region in attendance.



VOLUNTEER CENTRE

Spruce Grove residents seeking volunteer opportunities can contact the Stony Plain Volunteer Centre to be connected with local, available volunteer opportunities. The Centre also connects Spruce Grove agencies needing the support of volunteers to enhance, support or deliver agency programs. The Centre provides a central point of access to the volunteer community by bringing together people and community needs.

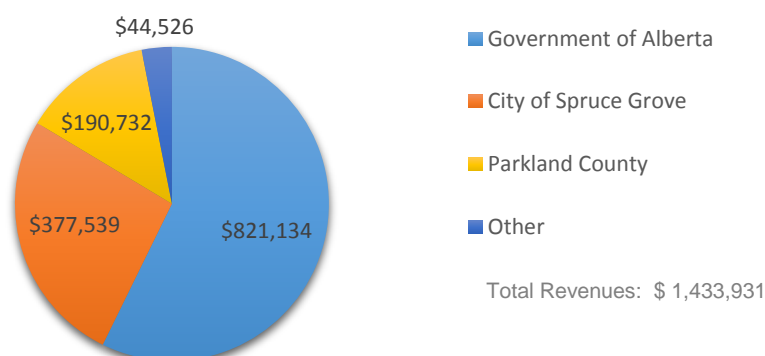
Program	Volunteers	Hours
Meals on Wheels	17	1212
Seniors Conference	2	21
Seniors Dance Night	8	176
CVITP	3	165
Roots of Empathy	2	16
Young Moms Community Kitchen	1	20
Young Moms Support Group	5	9
TOTAL	38	1619

Family and Community Support Services (FCSS) is a cost-sharing partnership between the City of Spruce Grove, Parkland County, and the Government of Alberta. In accordance with the *FCSS Act and Regulation*, Alberta Community and Social Services (formerly Alberta Human Services) provides an 80 percent grant portion, and the City of Spruce Grove provides a minimum 20 percent grant portion. The City of Spruce Grove has increased its contribution over and above the 20 percent minimum in order to ensure FCSS programs are able to effectively meet the needs of residents. Parkland County provides funds in the manner of a general access agreement in addition to funding specifically allocated for the purpose of direct program delivery within Parkland Village. This successful partnership ensures quality programs and services are available to Parkland County and Spruce Grove residents alike.

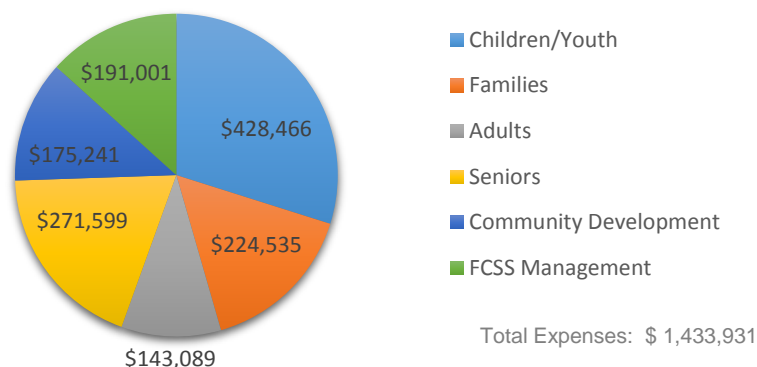
Funding for FCSS programs is set in accordance with the *FCSS Act and Regulation* and is separated into specific program categories which include: Children/Youth, Families, Adults, Seniors, Community Development, and FCSS Management.




FCSS Revenue



FCSS Expenses





Staff

Director

Janine Peter

Administrative Assistants

Voirrey Manning

Brenda G. Smith (P/T)

Supervisor – Adults & Families

Beverley Barker

Information & Referral Coordinator

Shelley Tunney

Community Development Coordinator – Seniors

Lynne Bossmann

Program Coordinator – Families

Suzanne Fenwick (P/T)

Community Development Coordinator – Complex Needs

Linda Bernicki

Supervisor – Youth Services

Kristi Starling

Community Development Coordinator – Youth

Megan Levitt

Youth Mentorship Program Facilitator

Brendan Kronewitt

www.sprucegrove.org/fcss

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