



COMMUNITY REPORT

2017





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The FCSS Model

Family and Community Support Services 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 well-being 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 for the provision of full access to programs and services for county residents. 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
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.



**Mayor and Council
January – October 2017**

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



**Mayor and Council
October – December 2017**

Pictures left to right: Councillor Wayne Rothe, Councillor Erin Stevenson, Councillor David Oldham, Mayor Stuart Houston, Councillor Michelle Thiebaud-Gruhlke, Councillor Chantal McKenzie, Councillor Searle Turton

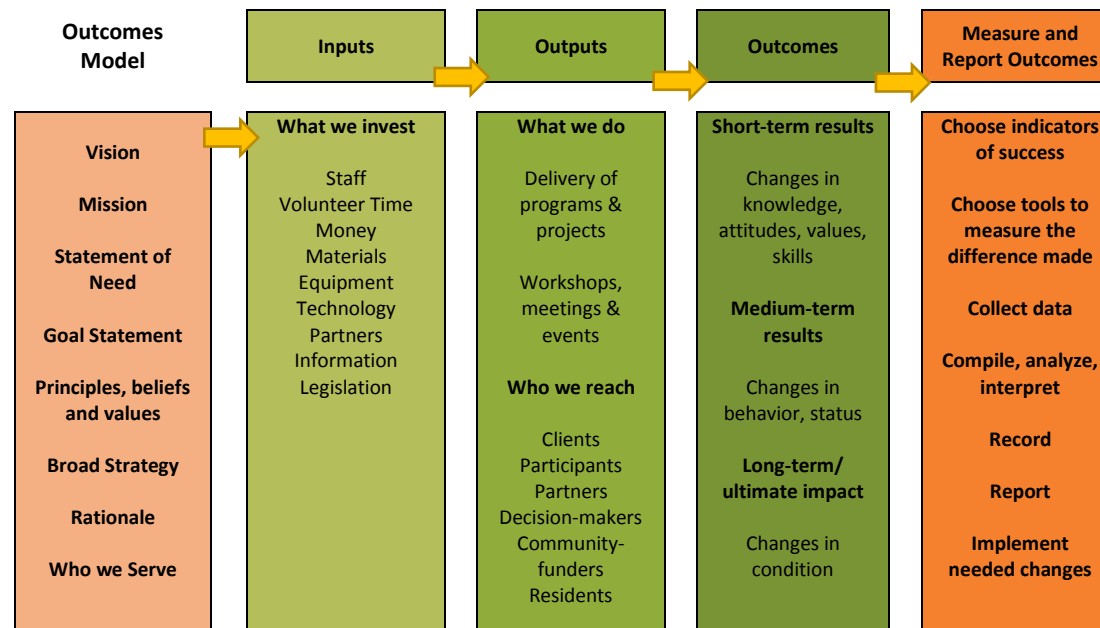
KEY PERFORMANCE INDICATORS

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 and are required as part of the funding agreement.



KEY PERFORMANCE INDICATORS

Working towards a socially sustainable community, our focus is on how we can increase well-being and best meet the social needs of residents. FCSS enhances the social well-being of individuals, families and community through prevention. Outcomes are measured in the following areas:

INDIVIDUALS

Individuals experience personal well-being and children and youth develop positively. This is measured through development of resilience, self-esteem, optimism, capacity to meet needs, autonomy, competence, meaning and purpose.

Participants surveyed experienced increased optimism about their future and are more confident to be themselves.

FAMILIES

Families have social supports. This is measured through the extent and quality of social networks.

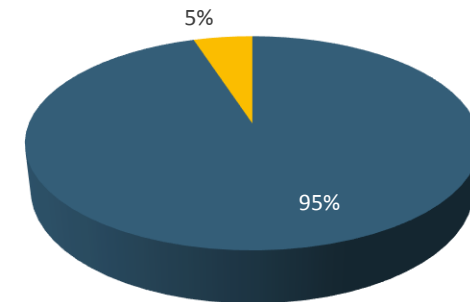
Participants surveyed have met other parents in their neighbourhood/community that they can ask for help and find support.

COMMUNITY

The community is connected and engaged. This is measured through the awareness and use of programs and services available in the community

Participants surveyed indicated that they are more aware of what is happening in their community.

*2017 - 95% 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 644 registered participants of 34 of the preventative social programs offered. Social indicators include: resilience; self-esteem; optimism; capacity to meet needs; autonomy; competence; meaning and purpose.*

TOTAL CONTACTS	26,784
TOTAL PROGRAM PARTICIPANTS (registered and non-registered)	7213

WHO ARE WE SERVING	
Spruce Grove	62%
Stony Plain	13%
Parkland County	12%
Other	13%

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 well-being 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. In 2017 we offered both registered and drop-in programs connecting parents to parents, families to families, and families to community. With the opening of the Spruce Grove Parent Link Centre in 2017, many of these programs are now being offered by Alberta Parenting for the Future with increased accessibility for families.

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

Senior 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

Youth Services, located at the Lions Log Cabin, are offered 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 living in 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.

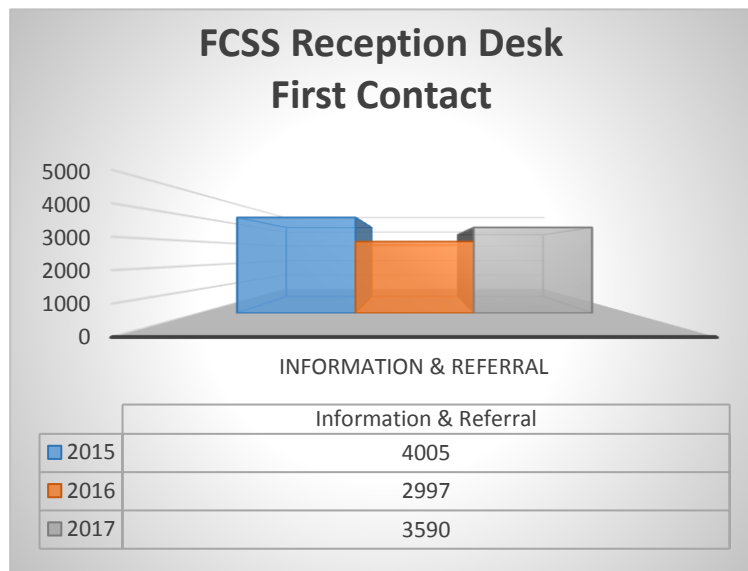
INDIVIDUAL CLIENT SERVICES

FCSS fosters independence and wellbeing for individuals, families and the community by connecting residents to information and resources.

When residents or agencies seek accurate information about available resources to meet their needs, FCSS provides professional Information and Referral (I & R) services connecting 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 can make a significant difference to the overall quality of life for residents by informing and connecting people with appropriate resources.

The FCSS Reception Desk is the first contact for residents and agencies. In-depth initial consultation at this stage allows for more appropriate and timely referrals for clients.

The 2017 implementation of the Efforts to Outcomes (ETO) software at the I & R Reception Desk has allowed for the compilation of more accurate statistics from the first point of contact.



INDIVIDUAL CLIENT SERVICES

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CASE MANAGEMENT

Spruce Grove FCSS case managers follow a person-centered service delivery model for vulnerable residents presenting with complex needs. Case management begins with a formal intake which includes a detailed assessment to determine unique needs, appropriate resources and supports to meet those needs and the ability of the individual to access 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 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 a client's needs, develop service plans, advocate for multiple supports, and empower individuals and families to increase their knowledge, skills, and ability to access 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.

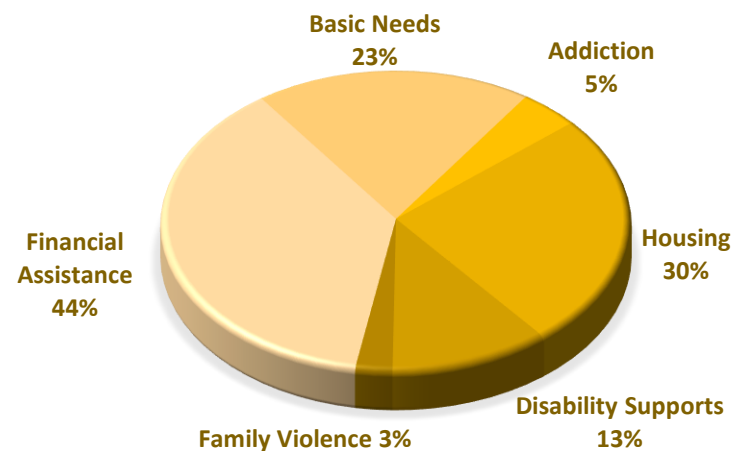
"Coming here, I felt like I had a thousand pound weight on my shoulders and didn't know what to do. Now I feel like my whole life is ahead of me and I cannot thank you enough."

— Client accessing case management services

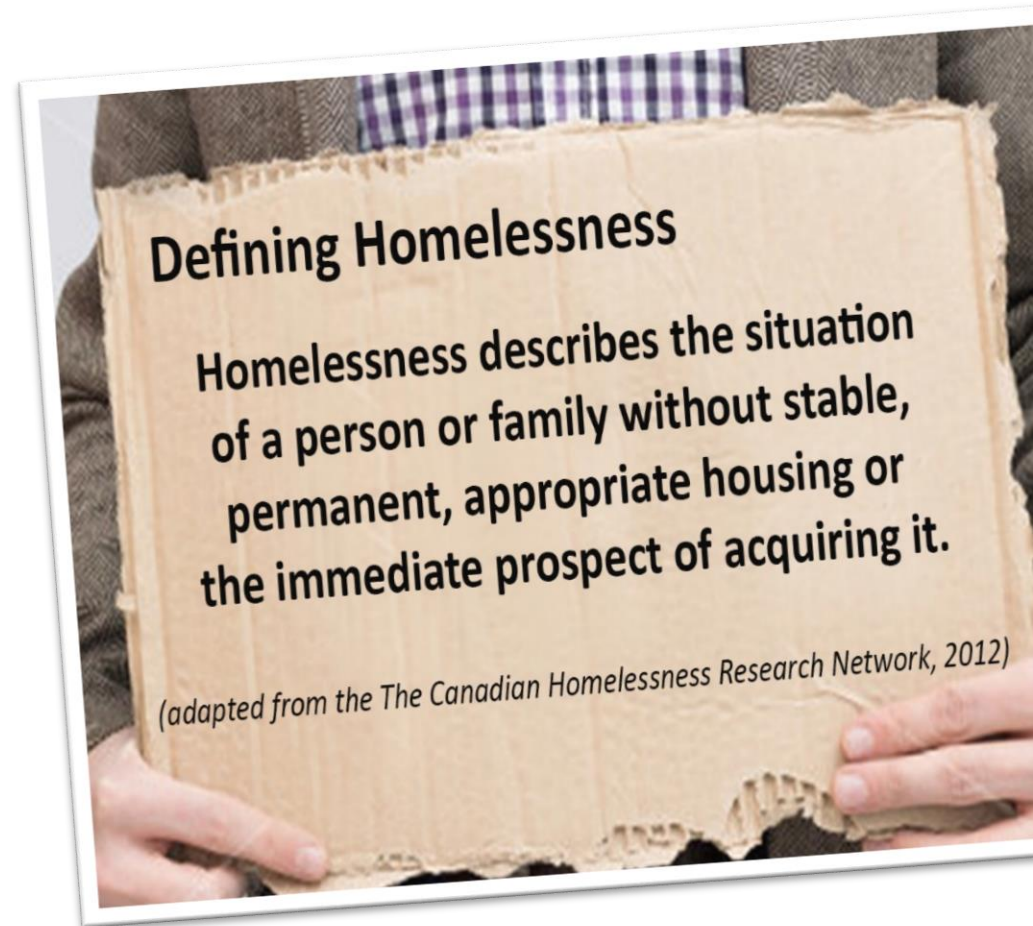
INDIVIDUAL CLIENT SERVICES

In 2017, FCSS case managers provided comprehensive services to 228 individuals with complex needs. Case managers worked collaboratively to link individuals to appropriate support services and housing opportunities. Service plans are unique to each client's situation, but in 2017, the primary presenting issues included: financial assistance, housing supports, basic needs, disability supports, addiction, and safety from domestic violence.

Of the clients receiving supported case management services, 72 percent were residents of Spruce Grove, 19 percent resided in Parkland County, and 17 percent of respondents identified as Indigenous regardless of physical residency.*



In 2017 FCSS Case Managers worked on 228 active case files. Each file consisted of numerous presenting issues. (*Data not audited.)



COMPLEX CASE MANAGEMENT

Spruce Grove 39% Stony Plain 3%
Self-identified as Indigenous 13%

Parkland County 10%

Other 2%

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

What is Core Housing Need?

Statistics Canada and Canada Mortgage and Housing Company (CMHC) consider housing affordable if a household spends 30% or less of their gross income on shelter. For housing to be acceptable, it must not only be affordable, but also adequate (in good repair) and suitable (have enough bedrooms for the household size, according to the National Occupancy Standards).

A household is in core housing need if its housing falls below at least one of the adequacy, affordability or suitability standards and it would have to spend 30% or more of its gross income to find housing that meets all three standards (Canada Mortgage and Housing Corporation).

How can the cost of housing impact individuals and families?

If housing consumes too much of a household's income, individuals or families can be forced to make difficult decisions that can affect their personal health. This may involve:

- sacrifices in the quality of one's diet;
- sacrifices in care for health or dental issues;
- households forced to work extra hours to cover housing costs; or
- sharing of housing leading to overcrowded living conditions.

"Households that move frequently due to high housing costs can be challenged to maintain social networks and take advantage of employment opportunities. Children in such households are particularly vulnerable to stress, health problems and educational disadvantages that ultimately perpetuate the poverty cycle. " AUMA

FCSS case managers support individuals and families by helping them access services and subsidies that would reduce the impact of being in core housing need. Case managers advocate with property managers, explore suitable housing options, and assist with subsidy applications.

INDIVIDUAL CLIENT SERVICES

COUNSELLING SERVICES

FCSS offers short-term 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 are registered psychologists or psychology and social work students who are completing their practicum and provisional hours as part of their professional training. FCSS supports the supervision of psychology students completing their practicum and Provisional Psychologists completing their provisional hours. In 2017, counsellors delivered 411 hours of counselling services to 60 clients.

**99% of participants surveyed experienced increased resiliency as a result of counselling services received (*36 post surveys)*

COMMUNITY VOLUNTEER INCOME TAX PROGRAM (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 assists in maximizing financial supports. In 2017, five volunteers gave 241 hours to complete 825 individual returns.

Program	Participants
CVITP	825
Counselling Services	60

Program	Hours
CVITP (volunteer hours)	241
Counselling Services	411

In 2017, as a result of residents completing their

Income Tax and Benefit Return

through the Spruce Grove CVITP,

***6.3 million dollars** were returned to the community,
in effect decreasing demands on other assistance programs
and supporting local economy.*

Family Life seeks to strengthen families and build a healthy and resilient community by offering quality programs and services to parents, caregivers and their growing children. Programs meet one of more of the five domains of early childhood development which supports early brain development and school readiness. Family life programs change as they respond to dynamic needs and trends in the community and many of the following programs have transitioned to the Spruce Grove Parent Link Centre.



In April 2017, Spruce Grove FCSS was pleased to welcome the new Spruce Grove Parent Link Centre, which will be operated by Alberta Parenting for the Future (apfa), to our community. Apfa has successfully offered family programs in the tri-region for many years and will now provide a wide variety of services, including early learning and care, family support and parent education programs, parents and caregivers can participate in a wide variety of activities that will strengthen family connections.

MOM'S MORNING OUT

This program brings moms together to learn, share, socialize and support each other. Qualified childcare staff provide developmentally appropriate activities for children aged 15 months and older while moms attend sessions that include guest speakers and discussion.

PARENTS' FRIDAY MORNING COFFEE

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

PARENT AND TOT DROP-IN

This program offers parents/caregivers and children a place to socialize and connect while enjoying 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 new friends 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.

THE ART OF CREATING

This program provides the opportunity for participants to explore their creativity and increase their social competence as they explore, experiment, problem-solve and create alongside others with a variety of materials and experiences. Through this program families are able to develop their social support networks.

"Five Domains of Early Childhood Development"



Social Competence



Language & Thinking



Emotional Maturity



Physical Health & Well-Being



Communication Skills & General Knowledge



FAMILY LIFE

MAKING SENSE OF SENSORY PLAY

The program creates an environment for children and adults to explore through hands-on experiential learning activities. This program is designed to stimulate the senses and promote early brain development with the goal of helping children develop positively.

KITCHEN SCIENCE

This fun and flavorful program that engages children in an exploration of food science. Taste-bud activating activities help children understand the science behind food and cooking. This program is purposefully designed to support the developmental domains of language and thinking in the early years.

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 focused on supporting life skills and parent education with the intended outcome of increasing independence and connecting participants to information and resources. Opportunities to socialize are offered with the intended outcome of increasing social supports for participants and their families. This program is a partnership with Aerials Gymnastics Playschool. Child care is offered to increase accessibility and eliminate barriers for participants.

FAMILY LAW DAY

This session provides information to help families dealing with separation and divorce work through difficult challenges such as custody and access, guardianship and communication.

DAYS N DAZE: POSTPARTUM DEPRESSION AND ANXIETY

This program discusses the myths and mysteries surrounding postpartum depression. The purpose is for the whole family to gather

information about available resources in the community, strengthen coping skills and build resiliency.

CIRCLE OF SECURITY

Trained facilitators share information and resources with parents and caregivers to understand and support the developmental domain of emotional maturity as it relates to early childhood development and the impact this has on positive family relationships.

KIDS HAVE STRESS TOO

This program offers a comprehensive introduction to key aspects of early childhood and brain development, as well as to the crucial role caregivers and educators play in helping children learn effective stress-management strategies.

ZEN DEN FOR PARENTS/CAREGIVERS

This program supports healthy functioning in families by creating an understanding of anxiety in children and offering practical strategies for parents as they support their child to manage anxiety.

ZEN DEN FOR CHILDREN (ages 7-9)

This is a PD day session where children strengthen their coping skills early by learning about anxiety and adding stress reduction strategies to their mental health toolkit.

POSITIVE DISCIPLINE

Supporting healthy functioning within families through positive parenting, this program offers an innovative and empowering approach to child discipline. Discipline is discussed as being solution-focused, respectful, based on child development principles and what research that has taught us about effective parenting.

"I really learned a lot and my kids are happier for it. They learn things better and easier and our relationship is getting stronger. Thank you"
Program Participant!

PARENTING BLENDED FAMILIES acknowledges that step parenting is difficult and finding your place, finding your fit and finding your identity can feel overwhelming. The intended goal of this program is that the participants come away feeling supported, heard and empowered to deal with anything that comes their way.

COMMUNITY KITCHEN allows participants to gain valuable knowledge regarding nutrition while increasing 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. This important program connects isolated individuals allowing them to experience greater well-being and resiliency.

YOUNG MOMS COMMUNITY KITCHEN is an extension to the Young Moms program. It supports and educates young moms about the planning and preparation of healthy and affordable meals. Child care is offered to eliminate barriers for participants. Young moms develop independence, strengthen coping skills and become more resistant to crisis through participation in this program.

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 facilitator from FCSS, work to increase empathy and compassion in the classroom. The baby is the “teacher,” and with the help of the facilitator, students identify and reflect on their own feelings and the feelings of others. In 2017, Spruce Grove FCSS supported the Roots of Empathy program in one, Grade two classroom at St. Marguerite Catholic School.

SECOND ANNUAL PARENTING CONFERENCE: LIVING A BALANCED LIFE

offered a special day of learning to the parents/caregivers of the tri-region. A variety of free sessions to support the mental health and wellness of families were facilitated by educators and medical professionals to enhance healthy functioning within families and support positive parenting. FCSS participated on the organizing committee to support the conference activities.

PROGRAM	PARTICIPANTS
Toddler Time: Play, Learn and Grow	7
Young Moms Drop-in	15
Friday Morning Coffee	58
Parent and Tot Drop-in	12
Young Moms Community Kitchen	4
Community Kitchen	11
Mom’s Morning Out	7
Roots of Empathy	18
The Art of Creating	12
Making Sense of Sensory Play	7
Kitchen Science	5
Second Annual Parenting Conference	61
Family Law Day	5
Days N Daze Postpartum Depression	10
Circle of Security	10
Kids Have Stress Too	8
Zen Den – Parents/Caregivers	9
Zen Den – Children	6
Positive Discipline	5
Parenting a Blended Family	10

We value long standing partnerships between Spruce Grove FCSS, Stony Plain FCSS, Alberta Parenting for the Future (apfa), Tri-Community Adult Learning Association (Tri-CALA), Aerials Gymnastics, the Thrift Shop and Spruce Grove Scotia Bank to support quality, family programs of interest to our communities

ADULT INFORMATION SESSIONS

Programs are offered to develop independence, strengthen coping skills and resilience to crisis by increasing knowledge, the ability to plan for the future and increase access to community supports.

1-2-3 GOAL! supports the participant to clearly define and accomplish their goals through an organized process. The participants experience increased optimism and positive social well-being.

A RESPECTFUL AND INCLUSIVE WORKPLACE presents information on human rights legislation along with discrimination and harassment in the workplace. The session allows the community to be connected and engaged with an increase in positive attitudes toward others and the community.

BASIC FACILITATION SKILLS is a workshop where trained facilitators from Alberta Culture provide instruction on the art of group facilitation and supports learning through instruction, discussion, small and large group work, practice, and feedback.

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

CANADIAN COUPONING provides information on how to coupon in Canada including how to shop smart and stretch their dollars. The participants increase their capacity to meet their household needs.

CASH MANAGEMENT: MAKING THE MOST OF YOUR RETIREMENT provides basic information on pre-retirement financial planning and what government benefits are available to develop a financial plan. Individuals experience personal well-being by knowing more about how to prepare for their future.

COMPASS FOR THE CAREGIVER provides caregivers with strategies to strengthen their coping skills in order to effectively manage their current life circumstance. Topics include self-care, asking for help, stress, and burnout.

DEBT MANAGEMENT presents information on understanding on how to tackle debt in order to develop financial independence. Participants experience increased optimism, resiliency and positive well-being.

De-CLUTTER YOUR LIFE offers information on the benefits of de-cluttering while emphasizing life balance. Participants experience personal well-being and increase their capacity to meet their needs with meaning and purpose.

DISABILITY TAX CREDIT AND REGISTERED DISABILITY SAVINGS PLAN INFORMATION SESSION assists Canadians with disabilities and their families to increase their knowledge about available resources and how to prepare for their future and become more resistant to crisis.

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. Participants increase their knowledge on how to prepare for their future and experience personal well-being knowing how to prepare for their future.

FRAUDS AND SCAMS presented by an RCMP officer who provides information on what to watch for and how to protect against common frauds and scams in our community.

GIFTS OF IMPERFECTION encourages self-insight through thoughtful practical application of key concepts. This program also aims to increase the participants' self-esteem and recognize that others need compassion and understanding.

HANDLING ANGER BOOT CAMP offers participants skills to understand anger and its negative effects on relationships and community. Participants are taught ways to handle their anger in a more constructive manner which supports healthier relationships.

MENTAL HEALTH CAREGIVERS SUPPORT GROUP discusses sharing the care, knowing your capacity, and the Caregivers Bill of Rights. Participants have the opportunity to connect with others and increase their knowledge on how and where to access community resources.

MINDFULNESS: FINDING PEACE AND HAPPINESS IN A FRANTIC WORLD increases optimism and an individual's ability to expect the best possible outcome from any given situation.

PERSONAL DIRECTIVES & POWER OF ATTORNEY presents information on these two legal documents assisting participants to increase their capacity to meet their needs and gain the knowledge on how to prepare for the future.

PLANNING A FUNERAL provides information on making funeral choices in advance to mitigate expense and stress during a difficult time. Participants increase their knowledge and personal well-being and receive information that assists them in planning for the future.

PRACTICAL WELLNESS SERIES (Six-part series) supports individuals on a journey towards positive change and optimism; hopefulness and confidence about the future.

R.A.G.E: RECOGNIZING ALTERNATIVES TO GETTING EXPLOSIVE provides participants with information on how to recognize the signs of anger and implement strategies to prevent escalation. Participants discuss interpersonal skills and how to establish constructive relationships which promotes healthy functioning families.

SPEAK UP! ASSERTIVE COMMUNICATION FOR WOMEN provides information on assertiveness and how to express oneself effectively and stand up for one's point of view, while also respecting the rights and beliefs of others. This program aims to increase self-esteem and confidence in one's own worth or abilities.

UTILITIES CONSUMER ADVOCATE: EMPOWERING ALBERTANS provides consumers with the information, education and advice they need to make informed decisions on how to manage their energy consumption in a cost effective manner. Individuals attending this program increase their capacity to meet needs and to have an increased knowledge on how and where to access community resources.

ADULT INFORMATION SESSIONS

Programs (Information Sessions of Interest) In partnership with Stony Plain FCSS and Tri-CALA	# of Participants
1-2-3 Goal	12
A Respectful and Inclusive Workplace	14
Basic Facilitation Skills	49
Being an Executor, Attorney or Agent	24
Canadian Couponing	19
Cash Management: Making the most of your Retirement	15
COMPASS for the Caregiver	3
Debt Management	3
De-Clutter Your Life	15
DTC and Disability Tax Credit Info Session	13
Estate Planning & Wills	57
Frauds & Scams	18
Handling Anger Boot Camp	23
Mental Health Caregivers Support Group	5
Mindfulness: Finding Peace and Happiness	5
Personal Directives & Power of Attorney	28
Planning a Funeral	13
Practical Wellness Series	22
R.A.G.E: Recognizing Alternatives to Getting Explosive	12
Speak Up! Assertive Communication for Women	10
The Gifts of Imperfection	12
Utilities Consumer Advocate: Empowering Albertans	10

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), Alberta Council on Aging, SAGE, Utilities Consumer Advocate (UCA), Alberta Caregivers Association, Alberta Culture, local banks and businesses brought information sessions of interest to our communities.

"I am glad there are workshops like this. It helps keep us going.

Helps us learn. " Program Participant

SENIOR SERVICES

Seniors Services is responsible for the development, implementation and evaluation of preventive programs and services that support independence and enhance quality of life for older adults.

ADVENTURES IN AGING SENIORS CONFERENCE

The tenth annual conference was held at Holy Trinity Catholic Church Hall with 163 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 and had the opportunity to connect with others. Participants enjoyed presentations on a variety of topics including The Myths and Mysteries of Aging, Reducing Loneliness and Isolation, The Adventures of Movement and Scam Spotting 101. Of the 125 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. Of those surveyed, 83% reported they are more connected with others in their community as a result of attending the conference. Spruce Grove FCSS participated on the organizing committee and provided a \$500 sponsorship to the conference along with registration services and administrative support.

DRIVE SAFELY: TIPS FOR AGING DRIVERS is presented by a representative from AMA and discusses aging and medical conditions that can affect an individual's driving. Participants increase their knowledge on the subject and where to access community resources.

FINANCIAL BENEFITS FOR OLDER ADULTS provides updates on information regarding financial benefits for seniors with the expected outcome of increasing knowledge, competency and how to prepare for the present and future.

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. Participants have reported that they would have great difficulty accessing private housekeeping supports due to prohibitive costs and feelings of vulnerability.

The benefits of the home support program include: residents are able to maintain their independence, isolation is reduced, and connections to the community are maintained. 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. In 2017, nine home support workers provided light housekeeping service to 84 households for a total of 2890 hours.

"I'm 92 and I just can't keep up with my housework anymore. I am so grateful for the wonderful help and with a payment amount I can manage. I really love staying in my own home." - Home Support Client

LET'S TALK DEMENTIA is presented by the Alberta Council on Aging to provide information, including community resources available to live a more resilient life. Participants will improve their coping skills allowing them to better handle life's hardships.

SENIORS

MEALS ON WHEELS

A review of the Spruce Grove Meals on Wheels program was completed in April 2017 where it was determined that there are adequate existing resources available in the community to meet this need. In June, the program was successfully transitioned from a volunteer based service to the private sector. Residents can now choose from a variety of vendors who provide healthy, frozen meal options. Residents can continue to have meals delivered to their home and can now choose the type of meal they receive at a comparable cost.

PICNIC IN THE PAST provided an opportunity for isolated seniors to attend a social outing within their community and renew contact with friends. 105 seniors were treated to a day of walking and riding the museum train, tours, live music, lunch and door prizes. Surveys indicated that the 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 \$400 sponsorship to the event

RETIREMENT: LIFE'S BEST STEPS shares ways for participants to discover their strengths, values and passions in the planning of their retirement. Participants experience personal well-being, optimism and confidence about planning for the future.

SENIORS DANCE NIGHT

Spruce Grove FCSS hosts a Seniors Dance Night once a month in Parkland Village. Live entertainment is provided by local bands that many of the seniors know. It is an evening of music, dancing, friendship, socializing and fun where monthly birthdays are celebrated with cake and songs. 647 seniors attended this program in 2017.

SENIORS COFFEE AFTERNOON is hosted Tuesdays at the FCSS Office. Many seniors are regular attendees and have commented that they have developed friendships and support networks that e the program. All of the seniors who completed a survey reported that as a result of attending Seniors Coffee they feel more connected to others in the community.

EVENT	# of PARTICIANTS
Adventures in Aging Conference	163
Drive Safely: Tips for Aging Drivers	16
Financial Benefits for Older Adults	20
Home Support Program	84 households
Let's Talk Dementia	20
Meals on Wheels	1018 meals
Picnic in the Past	105
Retirement: Life's Best Steps	11
Seniors Dance Night	647
Seniors' Coffee Afternoon	777

CORE PROGRAMS

Spruce Grove FCSS Youth Services offers a wide range of programming relating directly to self-confidence, self-development, social awareness, engagement, skill building, and critical thinking. All of these assets help youth to develop a positive and optimistic view of their personal future. The programs are facilitated through FCSS Youth Services, community partners, or contracted professionals.

The following core programs were offered in 2017.

BABYSITTER TRAINING: Offered by Kidproof, Canada's number one course in the country, youth ages 11-14 will enhance their positive identity and sense of personal power. The participant will be better able to handle whatever comes their way, feel that they have control over what is happening and acknowledge they have something valuable to offer.

HOME ALONE & FIRST AID: This fun and active program helps prepare kids, ages 10+, to be at home alone and how to respond to medical emergencies. Participants' gain a sense of empowerment and enhanced responsibility as it relates to being "Home Alone" and acting appropriately in an emergency situation.

BULLYPROOFING: Children ages 7-11 grow in positive peer influence as they model responsible behavior and place a high value on caring for other people. Children learn to be preventative and proactive about bullying.

CONFLICT RESOLUTION: Youth ages 10-14 learn peaceful conflict resolution for resolving or diffusing conflict in a healthy and productive manner.

JUNIOR GOURMETS: Youth ages 8-12 gain confidence, build self-esteem and develop other supportive adult relationships as they learn to prepare nutritious meals and snacks.

SOCIAL MEDIA NETIQUETTE: Youth ages 10-15 learn social competence skills such as making good decisions online such as protecting personal identity, safe online interaction and how to deal with cyber bullying when using different forms of social media.

YOUTH CORE PROGRAMS	PARTICIPANTS
Babysitter Training	248
Home Alone & First Aid	177
Bullyproofing	35
Conflict Resolution	7
Junior Gourmets	47
Junior Achievement	9
Social Media Netiquette	8
The Studio Girls Group	15

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



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



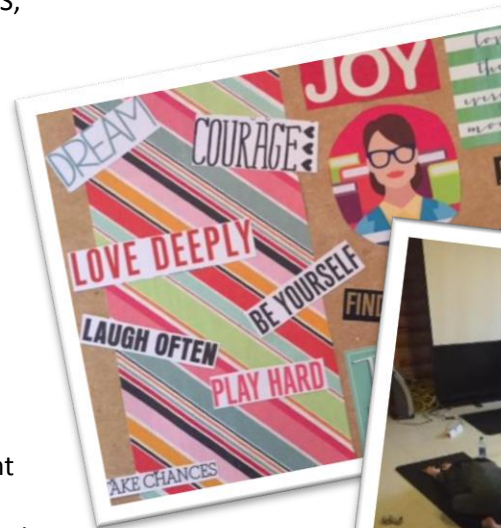
YOUTH

THE STUDIO: GIRLS GROUP (ages 14-18)

This tiered mentorship program is offered in collaboration with FCSS, community partners, and local RCMP. Participants are enrolled through school and community referrals. High school students participate in mentorship training through Big Brothers Big Sisters Society and are contributing to their community and positively giving back through mentorship. After the training, they become mentors of the Jr. High students within the program. All youth have the opportunity to participate in planning with topics including: self-esteem, community, safety, goal setting, mentorship, and volunteerism.

JUNIOR ACHIEVEMENT (ages 15-18)

In partnership with local community volunteers, Junior Achievement was an after-school program that had youth working together to operate their own business venture. The group met at the FCSS Youth Services Lions Log Cabin, developed a company and sold “Bliss Boards” as their product. Participants were given the opportunity to collaborate, explore planning and decision making and develop interpersonal competencies as they related to working together as a group to develop the product.



YOUTH MENTORSHIP PROGRAM

The purpose of drop-in activities is to encourage youth to try something new, have fun, and develop social skills during the critical after school and evening hours.

WEEKLY DROP-IN PROGRAMS:

Youth have the opportunity to participate in a variety of creative activities to build self-esteem, resiliency, and create sense of purpose with the support of Mentorship staff. Staff within the program are role models to support the youth and encourage them to seek social supports if necessary. Through the Youth Mentorship drop-in programs, youth are exposed to the idea that this community values them and they have a safe place in Spruce Grove.

HOT CHOCOLATE WITH A COP: A monthly drop-in program offered throughout 2017 at the Lions 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. This program breaks down barriers and promotes positive relationships. This program ran six times throughout the year and saw approximately 10 participants each time.

YOUTH MENTORSHIP PROGRAMS	PARTICIPANTS /SESSION
Tye Dye Tuesday	10
Ultimate Challenge / Game of Skate	15
Movie Night	15
Jam Night	15
Skate Board Education	15
Craft Corner	20
Hot Chocolate with a Cop	Avg. 10
Royal Road Hockey	10

IN-SCHOOL PROGRAMS

SKATE BREAK

Greystone Centennial Middle School (Grade 8 and 9)

Upper Junior High students experience confidence, character building and develop healthy relationships with each other as they learn how to skateboard in a controlled environment.

MESS WITH STRESS

Broxton Park (Grade 6), Greystone Centennial Middle School (Grade 7) and St. Thomas Aquinas

Created by FCSS Youth Services and supported by Canada Mental Health, this program consists of eight sessions which explore concepts of stress, symptoms of stress, and building coping skills. Youth are better prepared to handle adversity, manage emotions, and will have improved communication skills.

YOUTH IN-SCHOOL PROGRAMS	PARTICIPANTS
Skatebreak / SkateED	8 participants (10 sessions)
Mess with Stress	131

YOUTH

PARKLAND VILLAGE DROP-IN ACTIVITIES

PARKLAND VILLAGE YOUTH GROUP (ages 12-17) is 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 each other and with positive adult role models. Youth are engaged 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 program ran once a week on Tuesdays and alternating Wednesdays for 2017.

PARKLAND VILLAGE GIRLS GROUP (ages 12-17) facilitates the development of healthy relationships and positive role models through group activities and volunteerism. Girls discuss self-esteem topics and work to develop empowerment and positive identity. This program ran alternating Wednesdays for the duration of 2017.

PARKLAND VILLAGE DROP-IN PROGRAMS	PARTICIANTS/SESSION
Parkland Village Youth Group	23
Parkland Village Girls Group	11



YOUTH MENTORSHIP SUMMER PROGRAMS

For the summer, the Youth Mentorship Program is in full swing and runs special events and socially preventative summer camps for youth. These programs are opportunities to connect our youth to the community and engage youth with positive peer and adult role model experiences.

CHANGE ADVENTURE CAMP (ages 9-12): A preventative social summer camp program run in collaboration with the Change Adventure Camp society, this week-long nature experience focuses on goal setting, decision-making, interpersonal competence, positive peer-influence, team building and setting yourself up for an active and positive life style. Registration was not open for this program, but was specifically targeted through school counsellors (in Parkland School Division and Evergreen Catholic School Division) and Spruce Grove FCSS referrals.

CHANGE ADVENTURE CAMP



SUMMER SPECIAL EVENTS

PING PONG PALOOZA offers opportunity to compete in a healthy environment amongst their peers and positive adult role models in this annual table tennis tournament. Social competence skills such as: decision-making, interpersonal competence, resistance skills, and peaceful conflict resolution are developed through this event.

SKATE WAKE-A-THON engages youth with both peer and adult role models. Encouragement is given to try something new, improving self-power. After the competition, youth have the option to skateboard or bike over night at the Spruce Grove skate park.

FEAR FACTORY provides youth the opportunity to develop friendships through a variety of fun and creative challenges. This program highlights positive peer-influence and team building.

SCOOPS WITH A COP is the summer edition of our popular Hot Chocolate with a Cop. Free ice cream was served to encourage Youth to engage in conversations with local enforcement officers in Spruce Grove. This program ran once in July and once in August.

YOUTH SUMMER PROGRAMS	PARTICIPANTS
Ping Pong Palooza	20
Skate Wake-A-Thon	50
Fear Factory	20
Change Adventure Camp	40 (2 sessions)
Scoops with a Cop	16 (2 sessions)

COMMUNITY DEVELOPMENT

Community Development is an integral role that FCSS plays in the community. Building relationships and developing partnerships with 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.

8 Key Areas for Action



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

Spruce Grove FCSS has 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 as needs grow.

In 2017, the Efforts to Outcomes (ETO) database was launched enabling front line staff to record their efforts and case notes as well as capture demographic information regarding the clients we serve. ETO captures service delivery efforts and relates them to our desired outcomes, which provides us with a clear picture of which efforts are having the greatest impact on the social issues we are striving to address. ETO transforms data into knowledge that we can access through generated reports in order to monitor, measure and optimize our impact. With this understanding we can adjust our service model, identify and replicate best practices, and report on our successes.



“NEW BEGINNINGS” – AN INDIGENOUS ENGAGEMENT IMPROVEMENT STRATEGY

The City of Spruce Grove FCSS engaged the consulting services of In Synch Consulting Inc. (ISCI) to assist in furthering the work accomplished in Phase One of the New Beginnings Project to develop a tri-regional strategic response to the increasing number of Indigenous families and individuals seeking services from the City of Spruce Grove, Town of Stony Plain and Parkland County area in general. The project’s overall goal is to:

- address ways to remove barriers and strengthen relationships with the urban Aboriginal 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 crisis intervention services.

It was determined very early on that the project would involve multi-stakeholders and included a number of complicating factors to be considered, namely:

- Hearing the voice of the First Nations, Metis and Inuit peoples,
- Gaining the respect and trust of the Indigenous community,
- Support, input and guidance from the City of Spruce Grove, Town of Stony Plain and Parkland County,
- Input from the various service organizations whose work touches the lives of the Indigenous community,
- Community awareness and engagement and
- Developing relationships with the First Nations, Metis local and Inuit representative organizations.

The objective of the Project was to determine the challenges, concerns and opportunities facing the Indigenous community members. As well, bringing the community together to develop a

community plan that incorporated strategies that, if implemented, would improve program and service delivery and build relationships with this population base.

ABORIGINAL DAYS

National Aboriginal Day recognizes and celebrates the cultures and contributions of the First Nations, Metis and Inuit Peoples of Canada. Working in partnership with the Native Counselling Services of Alberta, McMan, the Alberta Government, the City of Spruce Grove, Parkland School Division 70, The Town of Stony Plain, Parkland County, Paul First Nation, Paul First Nation Health, Enoch Cree Nation and Alexander First Nation, the 18th Annual Aboriginal Day Celebration - Get Up and Dance - took place at the Heritage Pavilion in Stony Plain. Contemporary and traditional songs, drumming, dancing, cultural teachings, activities and a free BBQ contributed to a successful community event.

FIRST FIVE FOREVER

First Five Forever works 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. In 2017, First Five Forever secured funding to carry on the coalition work. The coalition continued to offer support to childcare and early learning staff including a successful “Play, Grow, Connect, Shine” professional development event. The coalition was highly visible throughout 2017 and attended several events such as the “Stronger Together” parent conference and the “Adventures in Aging” seniors’ conference. First Five Forever printed 500 sets of 24 Vroom activity cards with effective and easy ways to promote learning and bonding for children birth through 5 years. The cards promote early brain development with simple age-appropriate activities on one side and what the child is learning on the other side.



COMMUNITY DEVELOPMENT

Block Party Program

SPRUCE GROVE

The population in 2017

34,881

SAFE CITY

\$3,300

Save-On-Food vouchers were given to Block Party hosts for food & beverages to off-set expenses

2017 BLOCK PARTIES

33

The program has seen a 10% growth since 2015

This was the 10th anniversary for the Ventura Street block party. Always enjoy meeting both old and new neighbours. The kids anxiously wait for the day when we can block off the street for playing."

Block Party Participant

This was our first block party with many more to come. It provided a greater sense of community spirit.

Block Party Participant



BLOCK PARTY supports and encourages residents to organize and host a get-together in their neighbourhood. Everyone who registers their block party with the City of Spruce Grove receives a helpful kit full of tips and tools including invitations, a host checklist and a few Block Party SWAG items. This program is a partnership between Spruce Grove FCSS and the Safe City initiative.

NEIGHBOURLINK PARKLAND (NLP) is a Christian charity funded by the support of local organizations, churches and residents committed to supporting and providing practical help to those in need while respecting their dignity and self-worth. NLP assists with those who have exhausted all other services available to them in the greater Parkland area. 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 services include: referrals, emergency food assistance, clothing, basic needs, rental and utility assistance and emergency prescriptions. Prayer support and short term counseling with referrals to pastoral and psychological services is also a part of the mandate.

PRIMARY CARE NETWORK (PCN) has a partnership with Spruce Grove FCSS wherein a PCN Social Services Coordinator provides a range of social supports focused on meeting the needs of referred PCN patients. The Social Services Coordinator works 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.

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. Parkland 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 coordinated and comprehensive system of service delivery. Agencies share current resources, connect with partners, discuss difficult cases, identify trends and gaps in service and reduce duplication. With increased agency collaboration residents receive a timelier and complete service.

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 working collaboratively towards ending relationship violence and abuse in the tri-municipal region through education, awareness, resources, and supports. 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 to domestic violence. In 2013, PARFVC received a grant through the Victims of Crime Fund to hire a Court Caseworker to enhance the Domestic Violence Support Team. This position is housed out of the RCMP detachment and 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 2017, the RCMP referred 264 domestic violence related files to the PARFVC Court Caseworker.

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)

The Tri-Municipal Drug Strategy Coalition is a community coalition dedicated to creating a process that engages the community, provides education opportunities, promotes communication and offers support. This coalition 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-region and contribute to the well-being of

COMMUNITY DEVELOPMENT

community members. Formerly known as the Tri Municipal Drug Strategy Council (DSC).

UNITED WAY ALBERTA CAPITAL REGION

FCSS is proud to partner with The United Way Alberta Capital Region. Poverty continues to be one of the leading issues that 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.

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 aftermath strategies for crisis trauma, violence and conflict.” (<http://www.cctatr.com>)

ACHIEVING COMMUNITY TOGETHER – ACT (formerly PARKLAND STRONGER)

This working group is compiled of service providers in the Spruce Grove, Stony Plain, Parkland County, and Paul Band areas. The vision 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.

SPRUCE GROVE GAY STRAIGHT ALLIANCE (GSA)

The goal of the Gay Straight Alliance is to provide a safe, supportive environment for lesbian, gay, bisexual, queer/questioning youth and their allies. This program started as a community driven initiative with FCSS support in 2017.



COORDINATED SUICIDE PREVENTION PROGRAM, PARKLAND REGION (CSPP)

The Coordinated Suicide Prevention Program works to reduce the number of suicides in our area through a number of projects including: Suicide Awareness and Prevention presentations geared to schools, businesses and organizations; events that promote awareness of Suicide and projects that support those suffering a loss by suicide. CSPP has partnered with FCSS Youth Services on several programs to promote the message of suicide prevention and awareness.

DUKE OF EDINBURGH INTERNATIONAL AWARD

The Duke of Edinburgh's International Award is a global program with the goal of challenging, empowering and recognizing young people between the ages of 14 and 24. The award is driven through volunteer experience and mentorship within the community with the vision to inspire and promote lifelong improvement for all young Canadians by encouraging personal development and achievement. Youth Services has collaborated with the program to promote the award.

BEYOND SUMMIT

Youth Services was one of the supporting partners assisting Beyond Summit in developing their Youth Change Summit. This event was created as a spin-off of the 2016 Change Summit as an initiative to gather youth interest. The goal was to create conversations and

develop solutions to address the issues facing young adults in Parkland County and youth were empowered to use their strengths and abilities to enhance their sense of purpose to make a difference in the community. The event was held at the Elks Hall in Spruce Grove. There were approximately 50 young adults in attendance.

CHAMPIONS OF GOOD

Thirty-nine youth, ages 12-18 were honoured for their contributions to the community through a volunteer recognition event held on April 18th, 2017. Youth in attendance signed the “Champions of Good” sign which was placed on the south-side of the Log Cabin in Central Park for nominees and citizens of Spruce Grove to enjoy. This event helped youth to realize that through volunteerism and mentorship, they are making their community a better place. Goodwill ambassador and Olympic silver medalist, Cheryl Bernard, gave an inspirational presentation about achievement and resilience to the attendees.



Supported by the Rotary Club of Spruce Grove, Goodwill Industries of Alberta, the City of Spruce Grove and Spruce Grove FCSS, local youth were nominated and recognized on April 18th, 2017 for their outstanding examples of service in their community. Representing the City of Spruce Grove and FCSS, Mayor Stuart Houston and Kristi Starling.

In 2017, Spruce Grove FCSS accepted an invitation from the Alberta Government to meet and be a voice in discussing social issues impacting the greater Tri-Municipal region. Representatives



included: Minister of Municipal Affairs, Shaye Anderson, MLA Leduc-Beaumont; Trevor Horne, MLA Spruce Grove-St. Albert; Spruce Grove City Council Members; Sturgeon County and Spruce Grove FCSS

“The measure of a person is more in how they handle defeat than how they handle success.

Everyone will face stress and disappointment in life, but one’s response to that is what really counts.”

“Failure in life is inevitable – how you choose to view it is not. You will never truly know yourself or the strength of your character until both have been tested by adversity. You either take what has been dealt to you and you allow it to make you a better person or you allow it to tear you down.

The choice does not belong to fate – that choice belongs to you.”

Cheryl Bernard – Olympic curler & guest speaker at the Champions of Good event.

RESOURCE PUBLICATIONS

PUBLICATIONS AND RESOURCE DIRECTORIES

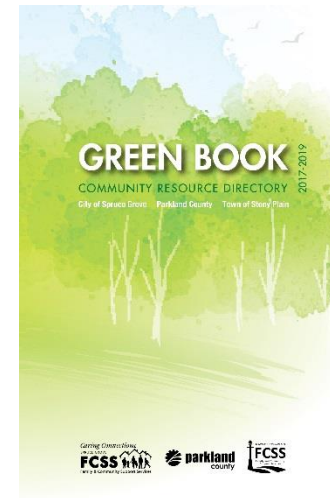


211 provides Information and Referral services to Spruce Grove, Stony Plain, and most of Parkland County. 211 is a residents' single point of access to comprehensive information through trained, certified professionals on a 24-hour-a-day, 7-days-a-week basis. Spruce Grove FCSS and Social Planning, Stony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

In 2017, approximately 562 calls were received with the highest calls involving shelter/housing, financial needs, specialized counseling and mental health.

EXAMPLE OF A 211 REGIONAL CALL:

Adult called from Spruce Grove looking for resources for a sexual assault they had experienced. The police were already involved and the 211 Information and Referral Specialist was able to assess the current safety of the caller, normalize and validate their feelings. Resources were given to two organizations that offer comprehensive sexual assault support. The 211 Information and Referral Specialist talked to the caller about safety planning and the caller felt they were no longer at risk from this individual.



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 in Spruce Grove and the surrounding area; also included in the guide is an accommodation comparison worksheet, and a monthly budget worksheet. The guide is available in print form or online for easy access.

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, Indigenous supports, mediation, addiction, mental health, family violence, and subsidized counselling. This sought-after resource is updated annually.

RESOURCE LISTS

For many years, FCSS produced resource lists for residents and agencies in the tri-municipal area that were closely modelled after the lists compiled by 211. A review of the Resource Lists was completed in 2017, where it was decided that FCSS will no longer produce these lists as The Green Book: Community Resource Directory captures the information for the tri-municipal area.

CAREGIVERS RESOURCE GUIDE was developed in partnership between Parkland County, Stony Plain FCSS, Servus Credit Union, Caregivers Alberta and Spruce Grove FCSS. The Caregivers Resource Guide is an easy to read booklet that identifies and acknowledges the work caregivers do and gives inspiration and useful advice to support caregivers on their journey with their loved ones. A total of 300 copies were distributed throughout the tri-region with many positive comments.



VOLUNTEERISM

CANADIAN RED CROSS – VOLUNTEER RECRUITMENT INFORMATION NIGHT

In 2017 the City of Spruce Grove partnered with the Canadian Red Cross for the purpose of training local volunteers in disaster management. Canadian Red Cross volunteers may be called upon to perform emergency social services should a disaster occur impacting our community. To raise awareness around this volunteer opportunity and the Canadian Red Cross' recruitment process, Spruce Grove and area residents were invited to attend a Volunteer Recruitment Information Night. Of the 50 individuals in attendance, the Red Cross successfully on-boarded 20 new volunteer candidates from the tri-municipal region.

VOLUNTEER APPRECIATION EVENT

FCSS partnered with Parkland and Area Volunteer Action Committee (PAVAC), Stony Plain FCSS, and Parkland County to host the regional volunteer appreciation event held at the Pavilion at Heritage Park in Stony Plain. In 2017, the event had 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 connects Spruce Grove agencies needing the support of volunteers to enhance, support or deliver agency programs and provides a central point of access to the volunteer community by bringing together people and community needs.

Program	Volunteers	Hours
Community Kitchen	1	84
CVITP	5	241
Junior Gourmet – Youth Services	6	72
Meals on Wheels	16	508
Multiples Play Group	1	17.5
Roots of Empathy	1	13.5
Seniors Conference	16	42
Seniors Dance Night	10	220
The Studio Girls Group – Youth Services	3	180
TOTAL	59	1378

59

Volunteers involved in
FCSS funded programs

1378

Volunteer hours

\$40,706 K

Estimated value of volunteers' work engaged in
FCSS funded Programs¹

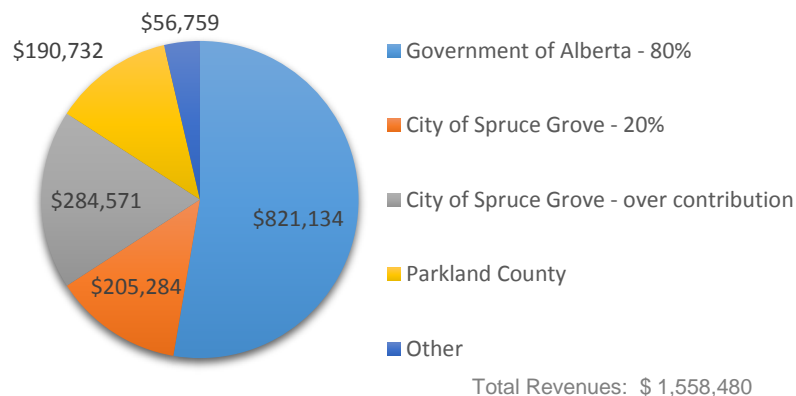
¹ The value of volunteer contributions to FCSS programs is based on the overall wage using data from the 2017 Statistics Canada Summary for Albertans aged 15 years and over. (Alberta, 2017) <http://www.statcan.gc.ca/tables-tableaux/sum-som/l01/cst01/labr69j-eng.htm>

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.

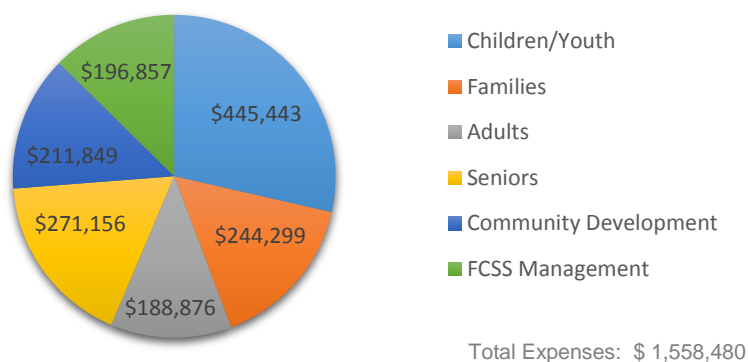
Funding for FCSS programs is set in accordance with the *FCSS Act and Regulation* and is separated into specific program categories which include: Children/Youth, Families, Adults, Seniors, Community Development, and FCSS Management.




FCSS Revenue



FCSS Expenses





www.sprucegrove.org/fcss
twitter: @sprucegrovefcss

Staff

Director

Janine Peter

Administrative Assistants

Voirrey Manning & Brenda G. Smith (P/T)

Supervisor – Adults & Families

Beverley Barker

Community Development Coordinator – Seniors

Lynne Bossmann

Community Development Coordinator – Complex Needs

Linda Bernicki *(to August 2017)*

Sabrina Morrison

Information & Referral Coordinator

Shelley Tunney

Program Coordinator – Families

Suzanne Fenwick (P/T)

Supervisor – Youth Services

Kristi Starling

Community Development Coordinator – Youth

Megan Levitt

Youth Mentorship Program Facilitator

Brendan Kronewitt