



# COMMUNITY 2015 REPORT

SPRUCE GROVE

**FCSS**

Family & Community Support Services



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Serving residents of Spruce Grove and Parkland County

# PROGRAM GOVERNANCE

## 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.

Heather Klimchuk  
Minister of Human  
Services  
September 15, 2014 to  
May 24, 2015



Irfan Sabir  
Minister of 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.

2015 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

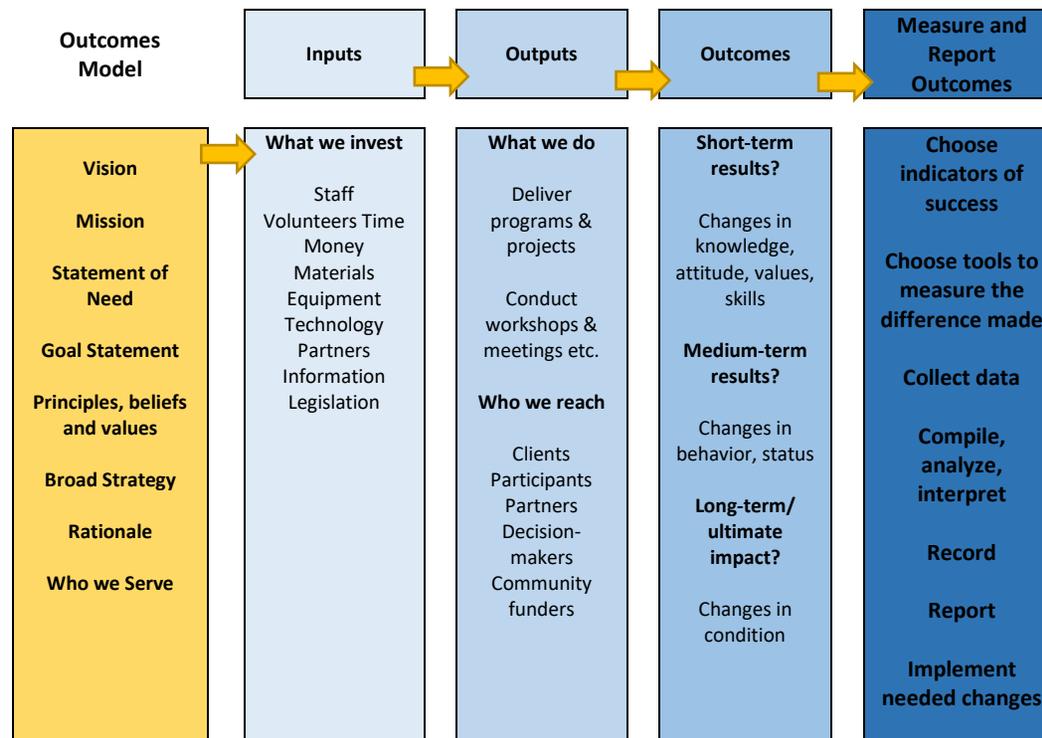
# OUTCOMES

## 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.



# OUTCOMES

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.

*2015 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 541 registered participants of 29 of the preventive social programs offered.  
Social indicators include: resilience; self-esteem; optimism; capacity to meet needs; autonomy; competence; meaning and purpose.

# PROGRAMS AND SERVICES

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**

The Family Life program 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 parented and un-parented programs that connect parents to parents, families to families and families to resources in their 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 SERVICES**

The Youth Services Log Cabin is open to all youth in the community. Daily interaction with those 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-development, social awareness, relationships, skill building, and critical thinking.

## **COMMUNITY DEVELOPMENT**

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

## PROGRAM AND SERVICES

This area also involves the development of a number of information sources, including annually updated resource lists, a local Housing Guide, the 211 information line partnership, and a tri-community resource directory titled "*The Green Book*" which includes resources available in Stony Plain, Spruce Grove and Parkland County.

Many initiatives are multi-agency or volunteer based, and provide opportunities for community involvement.

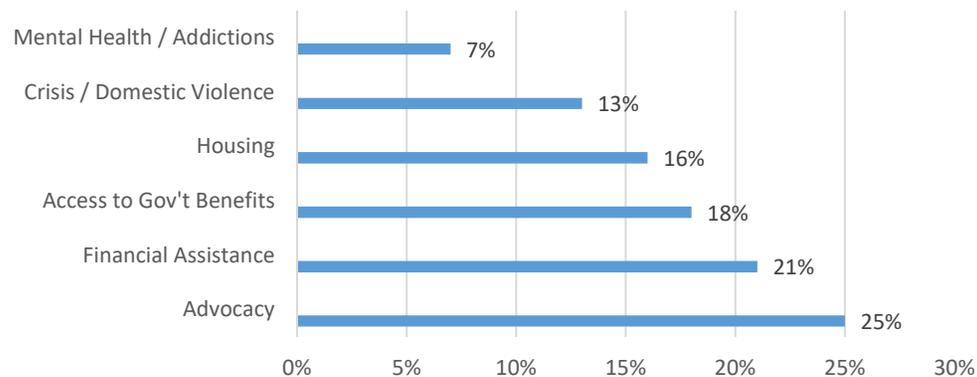
# PROGRAMS AND SERVICES

## INFORMATION AND REFERRAL

Some residents lack accurate information about resources to meet their social needs and do not know where to go, or are unable to access the information. FCSS and Social Planning 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, senior services, recreation, social programs, volunteer opportunities, rental assistance and more.

I & R services includes comprehensive 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 to meet their social needs.

2015 Requests for Assistance by Type



Total Information and Referral: 6690 individual contacts

# PROGRAMS AND SERVICES

## CASE MANAGEMENT

Case Management is a person-centered service delivery model where a formal assessment is completed to determine appropriate resources and supports, and assess the current ability of the individual to access supports independently. It is the fundamental belief of case management that when an individual increases their quality of life, the individual, family, community and support systems all benefit. Case management services are provided to individuals and families who are dealing with social issues such as mental health, family violence, suicidal ideation, homelessness, job loss, and poverty.

FCSS and Social Planning caseworkers work collaboratively to assess individual needs, develop service plans, advocate for multiple services, and empower individuals and families to have an increase of knowledge, skills, and supports in order to build resiliency and prevent future crisis from occurring. This often takes multiple appointments and interagency contacts. FCSS and Social Planning is successful in assisting clients by listening to the client's story, providing choices, doing research, helping with paperwork, monitoring changes in the clients situation, respecting privacy, and working with other service providers to ensure the clients' needs are met.



In 2015, FCSS and Social Planning caseworkers met with over 650 individual residents living in Spruce Grove and Parkland County for the provision of comprehensive case management services. Over 5622 individual contacts were made either with the clients themselves or with partnering service providers on the clients' behalf.

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

**PARENTING AFTER SEPARATION** was offered in partnership with Alberta Justice, and is a full-day program that is mandatory for parents who are separating or divorcing under the Court of Queen's Bench. This program examines how separation and divorce affects children and reviews some of the legal issues such as custody, access and child support. Spruce Grove FCSS offered the Parenting after Separation program twice in 2015 and the January and September sessions had 28 and 17 participants respectively.

### **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 15 months and older. This program helps to support the developmental domains of social competence and emotional maturity in children.

### **PARENTS' FRIDAY MORNING COFFEE**

This program offered parents the opportunity to develop new friendships for themselves and their children, and to share ideas and support one another along the journey of parenthood.

### **PARENT AND TOT DROP-IN**

This program is a partnership between Spruce Grove FCSS and Alberta Parenting for the Future. It provided an opportunity for parents and their children to get out and enjoy games, crafts, songs and rhymes that promote and strengthen the bond between parent and child.

### **MOVING TO THE MUSIC**

This is an upbeat class where children (ages 2-4) and their parents explore music and dance. This program supports building language, thinking, and social competence in children.

### **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 offered a center-based play setting that promotes all areas of child development.

### **YOUNG MOMS**

The Young Moms program is for moms ages 16 – 25 who are parenting or expecting a baby. It offers a supportive environment to share the experiences, joys and the 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.

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*"It was very helpful to have support from moms my own age"*  
*- Young Moms participant - 2015*

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### **POSITIVE DISCIPLINE**

This 10 week course offers an innovative and empowering approach to child discipline. It looks at discipline as being solution focused, respectful and is based on child development principles. Positive Discipline was offered once in 2015 during the winter/spring session.

## FAMILY LIFE

**LITTLE CHEFS** is an interactive program for parents and their 3 – 5 year old children that includes food themed books and activities. Parents and their children spend quality time together while they are introduced to some kid-friendly snack and meal ideas.

**COMMUNITY KITCHEN** allows participants gain valuable knowledge regarding nutrition, and increase their skills and self-confidence in food preparation. This is a subsidized program that supports those with low incomes 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 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. Two sessions were held in the fall for 4 young moms with childcare provided.



PROGRAM	PARTICIPANTS
Mom's Morning Out	41
Parent's Friday Morning Coffee	28
Parent and Tot Drop-In	24
Moving to the Music	13
Toddler Time: Play, Learn and Grow	17
Young Moms drop-in	26
Positive Discipline	7
Little Chefs	8
Young Moms Community Kitchen	7
Community Kitchen	6
Block Party Initiative	340
Counseling	44
Parenting After Separation	45
Roots of Empathy	42

**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 their 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, the students identify and reflect on their own feelings and the feelings of others. The program educates both the mind and the heart.

In 2015, 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.

# ADULTS

## **COUNSELLING SERVICES**

FCSS provides professional, confidential counselling services to low-income families and individuals. Services provided include therapy for families, individuals, couples, youth and children. Following a comprehensive intake, clients are paired with a registered psychologist or one of three students who are completing their practicum or provisional hours as part of their professional training.

## **ALBERTA HEALTH SERVICES – ADDICTIONS AND MENTAL HEALTH**

Alberta Health Services provides a range of outpatient services focused on meeting the needs of adults, youth and families who are affected by substance abuse. An AHS counsellor meets with clients at the FCSS office on a weekly basis.

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

**GIFTS OF IMPERFECTION** was offered with the goal of increasing participants' self-esteem and to recognize that others need compassion and understanding.

**GET HAPPY! (Three part series)** program supported people to develop independence; strengthen coping skills and become more resistant to crisis.

**MINDFUL LIVING** is recognized as an effective way to reduce stress, increase self-awareness, and effectively handle negative thoughts and feelings. Participants learned simple yet powerful tools to help make mindfulness a daily practice.

**DEALING WITH DIFFICULT PEOPLE** was offered to provide participants with the tools to examine and recognize their own social styles, and styles of others when dealing with conflict.

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

*"I learned ways to replace negative thoughts with ones that are more positive."*

- Mindful Living Program Participant

## **COMMUNITY VOLUNTEER INCOME TAX PROGRAM (CVITP)**

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 the volunteers to identify if clients are missing any benefits or financial supports. The tax service serves to ensure that existing benefits are not disrupted, but can also assist in maximizing financial supports.

# SENIORS

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.

## **SENIORS STRAWBERRY TEA**

On June 2, 2015, approximately 200 residents from Spruce Grove, Stony Plain and Parkland County attended the annual Seniors Strawberry Tea. The City of Spruce Grove acknowledges the many contributions that seniors make to our community by hosting the 'Seniors' Strawberry Tea'.

Seniors enjoyed an afternoon of entertainment by The Wardens. They were given flowers and served strawberry shortcake by members of City Council. This was a great opportunity for seniors to be pampered and appreciated; to visit and connect with friends in a warm, welcoming and relaxed atmosphere.

This program transitioned from FCSS in 2015 and will now be hosted by Cultural Services.

## **ADVENTURES IN AGING SENIORS CONFERENCE**

The eighth annual conference was held on October 6<sup>th</sup>, 2015 at the Holy Trinity Catholic Church Hall. The purpose of the conference was to aid in the reduction of social isolation exercising the mind, body, and spirit through educational workshops (mind), physical activities (body) and socialization (spirit). The conference provided a safe environment where attendees enjoyed a meal and entertainment, learned from presentations, networked, and acquired valuable connections. Keynote speakers provided a wealth of information on topics such as *Habits of the Happy 50+*, *Jumpstart Your Adventure in Aging*, *Volunteerism after 60* and *the Importance of Physical Activity related to good health*. Local organizations provided display tables and were available to answer questions during the coffee breaks.

Spruce Grove FCSS sat on the organizing committee and provided a \$500 sponsorship to the conference along with registration services and administrative support. There were 146 attendees and 99 evaluations were returned. Of those surveyed, 93% reported they are more connected with others in their community as a result of attending the conference.

*"The conference gives a sense of community connection"*  
*-Seniors' Conference Participant*

# SENIORS

## 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 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 2015, up to six casual workers provided light housekeeping services to over 68 households. Home support services are non-medical in nature.

## PICNIC IN THE PAST

This event provided an opportunity for isolated seniors to attend a social outing. More than 100 isolated seniors were invited and provided transportation to the event held at the Stony Plain and Parkland Pioneer Museum. On August 13, 2015, 118 seniors were greeted by youth volunteers and treated to a day of tours, live music, lunch and door prizes. Of the 29 completed surveys returned, 83% indicated they felt more connected with others in their community as a result of attending the Picnic in the Past.

## SENIORS DANCE NIGHT

Spruce Grove FCSS hosts a Seniors Dance Night once a month (except in June). Live entertainment 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 and



fun. We had a record number of 719 seniors attending this program in 2015.

## SENIORS' COFFEE AFTERNOON

Every Tuesday, Seniors Coffee is hosted at the FCSS Office. Throughout the 46 weeks of program time 742 seniors attended. Many are regular attendees and have commented that this is their primary social outing, have made friendships and feel supported.

## GOLDEN AGE CLUB

Scheduled events include: floor curling, carpet bowling, snooker and pool, exercising, Tai Chi, line dancing, Bridge, Whist, Canasta, Euchre, painting, chess, shuffle board, darts, quilting and woodwork.

## 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.



EVENT	# of PARTICIPANTS
Seniors' Strawberry Tea	234
The Art of Aging Seniors Conference	146
Home Support Program	72
Seniors Dance Night	719
Seniors' Coffee Afternoon	742

# PARTNERSHIP PROGRAMS

## INFORMATION SESSIONS

A long standing partnership between Spruce Grove FCSS, Stony Plain FCSS, Tri-Community Adult Learning Association (Tri-CALA), Alberta Human Services, SAGE, Alberta Caregivers Association, Alberta Culture, local banks and businesses brought 22 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, ability to plan for the future and access 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.

<b>Programs (Information Sessions of Interest) In partnership with Stony Plain FCSS and Tri-CALA</b>	<b># of Participants</b>
Dementia and Alzheimer's Information Session	17
Personal Directives & Power of Attorney: Information Session	19
Pre-Retirement Financial Planning Program	14
Healthy Eating Starts Here	9
De-Clutter Your Life	22
Frauds & Scams	22
Mindful Living	10
Start Smart – FREE Money for Your Kids Future Education	15
Homecare & Continuing Care Access	16
COMPASS for the Caregiver	6
Employment as a Mature Worker	16
Handling Anger Bootcamp	10
Being an Executor, Attorney or Agent	24
Get Happy!	15
Dealing with Difficult People	12
Financial Benefits for Older Adults	16
Utilities Consumer Advocate	18
The HOME Program	24
Budget Basics	18
Gifts of Imperfection	12
Are You Stuck in a Rut and Can't Get Up?	6
<b>TOTAL</b>	<b>321</b>

*"I learned that it is OK to have me time. It is OK to be imperfect and I don't have to carry so much shame; that it is OK to let go."*

*- Gifts of Imperfection  
Participant*

*"I was surprised that anger management was as helpful as it was. I came to learn and learned far more about my own self."*

*-Handling Anger Boot Camp  
Participant*

## CORE PROGRAMS

The FCSS Log Cabin offers a diverse range of learning opportunities focusing on self-development, 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 with the appropriate expertise.

The following Core programs were offered in 2015.

- **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.
- **Social Media Netiquette** (ages 10-15): Topics include protecting personal identity, safe online interaction and how to deal with cyberbullying.
- **Junior Gourmets** (ages 8-12): Youth learn safe and proper ways to prepare nutritious meals and snacks.

EVENT	PARTICIPANTS
Babysitter Training	131
Home Alone & First Aid	126
Bullyproofing	14
Conflict Resolution	0
Social Media Netiquette	11
Junior Gourmets	23

*In 2015, 100% of youth who participated in the Kidproof Babysitter Training program reported that since taking this course, they are more confident in their ability to care for a baby or child.*



# YOUTH

## SUMMER PROGRAMS

Summer in the City 2015 was comprised of 3 different programs.

**WEEKLONG ADVENTURE CAMPS** was set up to accommodate 50 participants aged 5-12. We maintained the same camp structure as the last several years which worked extremely well. This included Bike and Hike Tuesdays/Thursdays, Water Wednesdays and Field Trip Fridays. This year Weeklong Adventure Camps had a total of 350 participants attend out of a possible 350 spots available. It should also be noted that we had a total of 14 participants on a waitlist to get into the program. We operated at a 100% occupancy rate for 2015.

**TRAVELLING PLAYGROUND** ran 3 days a week in Spruce Grove (Woodhaven, Jubilee Park and Millgrove) and 2 days per week in Parkland Village. The program ran Monday to Friday from 10 a.m. to 2 p.m. We had from 15 to 90 participants attending this program on a daily basis. The daily average was approximately 30 participants, varying on location and weather. Our most popular location was at Jubilee Park.

**LEADERS-IN-TRAINING** program offered the youth of our community, 13 years and older, a chance to be a volunteer at Summer in the City alongside our senior and junior leaders. These volunteers are given a full day orientation and must complete a minimum of 35 hours of volunteer time with the Weeklong Adventure Camps. Upon completion, the volunteers are given a certificate and a letter of reference. This is a great staff feeder program as many of our junior leaders are LT's for a summer before they become paid staff. This year we had 18 LIT's sign up and 13 complete the program.

EVENT	PARTICIPANTS
Summer in the City	350
Leaders-In-Training	16
Traveling Playground	1890

# YOUTH

## YOUTH MENTORSHIP PROGRAM

Youth are invited to drop in for one of our 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 2015, the 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 the youth to try something new and have fun while developing social skills during those critical after school hours & evening hours. The Youth Mentorship program sees between 10-40 youth a day to utilize the programs. The concession is open to youth and members of the public.

### Weekly Programs:

**Cravings:** Create many culinary dishes including breakfast, lunch, supper and dessert recipes.  
10-15 participants per session

**Ultimate Challenge/Game of Skate:** Youth enter in 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 instruments 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, tye-dye and craft supplies.  
10-20 participants per session



# YOUTH

## SPECIAL EVENTS

Special events are opportunities to connect with our community youth. Popular events for 2015 included the first annual Ping Pong Palooza where youth participated in the tournament for prizes. Fear Factory challenged youth to face their fears and the Skate Wake-a-thon/Competition had youth show off their gifts and abilities for prizes at the Spruce Grove Skate Park.

EVENT	PARTICIPANTS
Ping Pong Palooza	30
Skatewake	50
Fear Factory	15

## 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 have the opportunity to develop and participate in the activities offered. Youth will experience positive programming that will allow them to develop healthy relationships with positive adult role models and introduce and engage them in numerous activities such as: movie nights, trips to the TransAlta Tri-Leisure Centre, cooking, indoor/outdoor games, attending local youth events and volunteering. This group ran once per week.

### PARKLAND VILLAGE GIRLS GROUP

Girls Group (ages 12-17) is a group similar to the Parkland Village youth group, but targeted specifically towards girls. This group ran once per week.

### PARKLAND VILLAGE BOYS GROUP

Boys Group (ages 12-17) is a group similar to the Parkland Village youth group, but targeted specifically towards boys. This group ran once per week.

*“When we’re out there, I’m showing them how to skateboard, but they are also learning important life skills like, commitment, persistence and respect, which is cool to see, whether they know it or not.”*

*-Brendan Kronewitt  
(staff)*

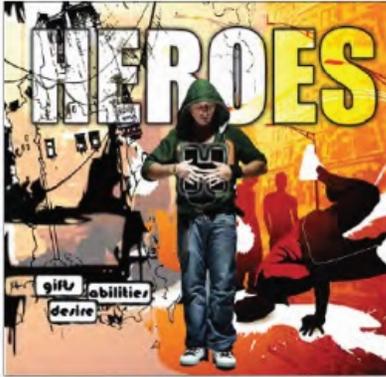
*“We are here to have a positive influence on our youth, which often results in them having a positive influence on their peers.”*  
*-Kristi Starling (staff)*

PROGRAM	PARTICIANTS/SESSION
Parkland Village Youth Group	18
Parkland Village Girls Group	6
Parkland Village Boys Groups	6

# 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 the following Community Partners: 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 in Stony Plain.

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

### BOYS BREAK

#### **Woodhaven Middle School, Greystone Centennial Middle School and Ecolè Broxton Park.**

Boys group is a program run in collaboration with school administration. School administration select specific students to participate in this small boys group (10-12 students). The group focused on building positive relationships, self-esteem, and leadership; also give the students an opportunity to connect socially in a structured and supportive atmosphere.

### GIRLS GROUP

#### **Greystone Centennial Middle School & Woodhaven School (Grade 5 and 6)**

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 some sort of activity or craft.

### CREATIVE EXPRESSIONS

#### **Greystone Centennial Middle School (Grade 7)**

The goal of the Creative Expression program was to present a diverse range of artistic opportunities to youth in a positive and welcoming environment. Through building positive relationships with youth the classes give youth the opportunity to try new artistic hobbies to express themselves as individuals. The arts are an essential tool in developing healthy ways of coping with everyday stress and pressure.

## LEADERSHIP GROUP

### St. Thomas Aquinas (Grade 9)

This was a blended program offered at the Log Cabin and the middle school in partnership with Spruce Grove Enforcement Services. Various leadership topics were discussed, facilitated activities were implemented and it was an opportunity to discuss and complete the City of Spruce Grove Social Sustainability survey to an engaged group of youth.

## LIGHT UP YOUR MIND – CANADA MENTAL HEALTH PRESENTATION Woodhaven Middle School (Grade 6-9) and Ecole Broxton Park School (Grade 8)

Facilitators from Canada Mental Health joined two Middle Schools in Spruce for a 1.5 hour presentation to explore the concept of stress, symptoms of stress and to build coping skills.

## CYBER SAFETY PRESENTATION

World renowned “Cyber Safety Expert” Rob Nickel awakens audiences to the dangers that are lurking online. Rob is a former 14 year veteran of the Ontario Provincial Police who spent over half of his career working online undercover. He is globally recognized as an expert in the field of undercover investigations as they related to the Internet. The investigations Rob conducted included face to face meetings with pedophiles in an undercover capacity as well as working undercover online. Rob has also lectured and trained officers throughout Canada and the world on online undercover techniques. Rob Nichol presented to Woodhaven Middle School, Greystone Centennial Middle School, Ecole Broxton Park and St. Thomas Aquinas in Spruce Grove as well as Gramania School in Parkland County. In addition to the session for Students G5-G9, Rob also did a presentation for parents from all schools at Ecole Broxton Park.

This presentation was a collaborative partnership with Parkland School Division #70, Evergreen Catholic Separate Regional School Division No. 2, FCSS and Safe City with the City of Spruce Grove.

*“The Log Cabin allows us to build authentic relationships with the youth in our community, and because they have built rapport with us and it’s a familiar environment, it creates an opportunity for them to open up or ask for help if needed. They may feel more comfortable confiding or disclosing to us when they are dealing with a difficult situation and then we can provide that encouragement or assistance. We are not here for us, we are here for them.”*

- Kristi Starling (Staff)

EVENT	PARTICIPANTS
Heroes & H2	516
Boys Break	38
Girls Group	37
Creative Expression	12
Leadership Group	25
Cyber Safety Presentation	1125

# COMMUNITY DEVELOPMENT

Community Development and partnerships is an integral role that FCSS plays in the community. In 2015, FCSS developed new partnerships and enhanced ongoing ones through a collaborative community development process. Building relationships & developing partnerships with key select organizations that would increase FCSS's capacity to serve its clients through additional resources and funding was key focus.

## **SPRUCE GROVE SOCIAL SUSTAINABILITY**

Social, or community, sustainability focuses on the links and connections between the economy, the environment and society and how they can 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 arise, ensuring the health and resiliency of residents and the larger community.

In developing a social sustainability plan for Spruce Grove, the City's other strategic, corporate and community planning frameworks will be reviewed to ensure a comprehensive and collaborate approach is achieved.

**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 orders of government. The goals of Homeward Trust Edmonton are to:

- increases access to housing by funding the development of new units and accessing market units
- coordinates the provision of support services
- undertakes community planning and research
- raises awareness in the community through events and initiatives that promote ending homelessness in Edmonton

Homeward Trust Edmonton is providing FCSS the *Efforts to Outcomes* Data base, SPADT, 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 their case notes, demographics, tracking staff efforts/activities, needs and how we can better serve them, etc. In addition, ETO will be made specific for our needs and has the ability to grow as we grow. Homeward Trust will provide the software, the 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 individuals or family's homelessness. This tool is used around the globe.



# COMMUNITY DEVELOPMENT

## **URBAN INITIATIVES, ABORIGINAL RELATIONS (Government of Alberta)**

FCSS lead conversations with the Government of Alberta Aboriginal Relations Department with respect to the increase of on and off reserve Aboriginal residents accessing services. In support of the high needs we were seeing and that the GOA Community in Crisis Team is active at Paul Band, we were invited to submit a grant application for a regional community project that would remove barriers and strengthens economic and social opportunities for urban aboriginal people in Spruce Grove while enhancing partnerships.

## **UNITED WAY OF ALBERTA CAPITAL REGION**

Ongoing Conversation and meetings were and continue to be held with the Director and Community Investment Specialist of United Way of the Alberta Capital Region with respect to a pilot project **Bridges Out of Poverty** - a community support program that provides a family of concepts, workshops, and products to help employers, community organizations, social service agencies, and individuals address and reduce poverty in a comprehensive way. Bridges brings people from all sectors and economic classes together to improve job retention rates, build resources improve outcomes, and support those who are moving out of poverty.

## **PURPOSE OF THE INITIATIVE**

- To help stabilize and improve the lives of under-resourced individuals in the community providing them the capacity to expand their own resource bases and achieve self-sufficiency
- To enable resourced\* individuals to better understand the realities faced by individuals who are under-resourced
- To build a future story for community sustainability by bringing all classes to the decision-making table

- To provide more accurate data on the social risk factors that can impact a community both positively and negatively
- To inform resourced individuals of the current realities so they will advocate for better policy

**FIRST FIVE FOREVER** is 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. The local coalition, 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. One of the highlights of the coalition's work in 2015 was hosting an Early Childhood Educators Appreciation event. This day-long session focused on raising awareness and sharing knowledge about the importance of healthy brain and child development to lifelong health outcomes. The event was a collaborative effort between the Alberta Family Wellness Initiative and our local First Five Forever coalition and reached 60 participants.



# COMMUNITY DEVELOPMENT

**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 15 residents to register also received a \$100 food voucher to be used for purchasing grocery items for their event. In 2015, the Block Party Initiative supported 26 block parties in the City of Spruce Grove.



**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 people. The City of Spruce Grove FCSS not only provides Neighbourlink with in kind office space, 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 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 the 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 but to address the gaps in services. The Parkland Food Bank offers much more than just food.

## **CRITICAL CONNECTIONS**

FCSS has always had a leadership role when it comes to leading the regional 'interagency'. The goal of this committee is to discuss complex issues happening in the region, seek out solutions, enhance partnerships and provide an opportunities for professional /educational development on programs and services.

## **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

*"Block parties open up conversation and make for a friendlier neighbourhood."*  
-Block Party Participant  
2015

# COMMUNITY DEVELOPMENT

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 (NGO) 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 2015 FCSS supported this program by providing leadership and participating on the Board Executive.

**PARKLAND AND AREA COMMUNITY PARTNERSHIP** is a collaboration of human service agency representatives who meet

quarterly in order to cultivate stable inter-personal relationships between our key stakeholders, and to work toward inclusive planning of services and programs. A Vision, a Mission and a Strategic Plan were developed to be used as a guideline to achieve Partnership goals. Their *Vision* Statement is to promote healthy resilient children, families, and communities in order to achieve their full potential. Their *Mission* is to identify existing services, trends, strengths and gaps with a main goal of working toward an enhanced continuum of supports and services for children and families in this region. In order to fulfill their mandate, four sub-committees were formed from the main partnership group. Those sub-committees are: Administration Committee, Critical Connections, the Parkland and Area Response to Family Violence Committee and First Five Forever, which has replaced the Parenting Support Committee.

## **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 Board as a representative of the City of Spruce Grove.

## **TRI-MUNICIPAL DRUG STRATEGY COALITION (DSC)**

A community development project 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 continually 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)**

# COMMUNITY DEVELOPMENT

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 crises, trauma, violence and conflict.

In 2014, the two School Divisions worked together to recruit members from community organizations to form a committee and develop a VTRA protocol that would assist in creating and maintaining an environment where students, staff, parents and the community feel safe. 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. The VTRA committee meets on a quarterly basis.

## **PARKLAND COUNTY & PARKLAND VILLAGE COMMUNITY LEAGUE**

A partnership to implement the Parkland Village Youth group and Travelling Playground. Ongoing communication insures transparency and effective implementation of programs. The partnership involves hall bookings, attendance at a yearly board meeting and constant communication about all programs occurring in Parkland Village as delivered by FCSS.

## **REGIONAL COORDINATORS COMMITTEE**

A meeting and constant communication with other Regional Coordinators to network, promote programs, collaborate for training opportunities and to learn about upcoming programs.



## **ADDITIONAL PARTNERS**

Parkland School Division #70  
Evergreen Catholic Separate Regional Division  
Living Waters Christian Academy  
R.C.M.P.  
City of Spruce Grove Enforcement Services  
TransAlta Tri-Leisure Centre  
Probation  
Mental Health  
Unlimited Potential Community Services (*formerly BOSCO homes*)  
EIYSA (Edmonton Interagency Youth Services Association)  
Community Empowering Youth for Success (CEYS)  
Alberta Parenting for the Future (APFA)

## PUBLICATIONS AND RESOURCE DIRECTORIES



211 provides Information and Referral services to Spruce Grove, Stony Plain and most of Parkland County, with a 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.

### 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 and Stony Plain Town Office. 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 being extremely low and affordable rentals more challenging to find, this community resource is in constant demand. FCSS is currently developing a new housing guide that will be available in January 2017

### 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 options. This sought-after resource is updated annually.

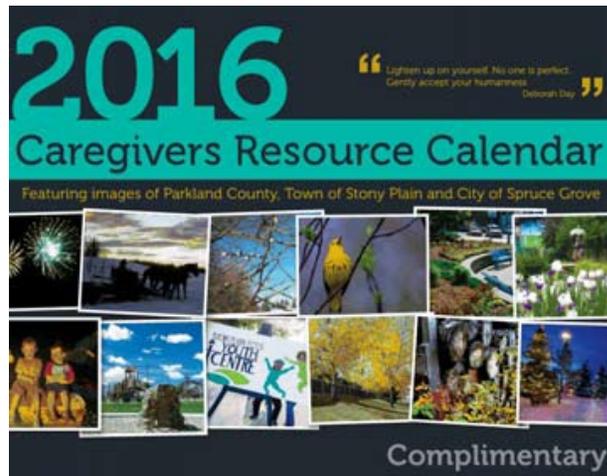
### RESOURCE LISTS

FCSS and Social Planning produces *Resource Lists* for individuals, families, and agencies in the Parkland area. These resource lists are closely modeled after the lists compiled by 211, but also include relevant information on resources specific to the Parkland region. Resource lists are printable, comprehensive information sources for various groups of community members. These quick reference lists are updated annually.

# COMMUNITY DEVELOPMENT

**2015 CAREGIVERS RESOURCE CALENDAR** is a partnership between the City of 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 eight 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.



# COMMUNITY DEVELOPMENT

## VOLUNTEERISM

### NATIONAL VOLUNTEER WEEK

In 2015 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** FCSS partnered with PAVAC, Stony Plain FCSS and Parkland County to host the regional volunteer appreciation event held on April 14, 2016 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.

### COMMUNITY VOLUNTEER INCOME TAX PROGRAM (CVITP)

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 the volunteers to identify if clients are missing any benefits or financial supports. The tax service serves to ensure that existing benefits are not disrupted, but can also assist in maximizing financial supports.

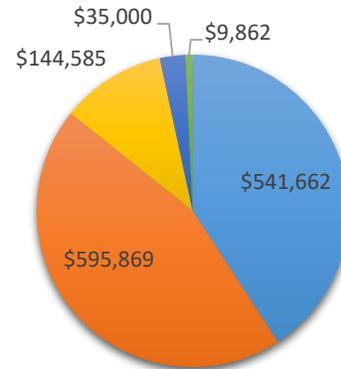
In 2015, five local volunteers were trained and assisted with the completion 500 of e-filed income tax returns.



# FINANCIAL

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 Human Services provides an 80% grant portion, and the City of Spruce Grove provides a minimum 20% grant portion. The City of Spruce Grove has increased its contribution over and above the 20% minimum requirement 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.

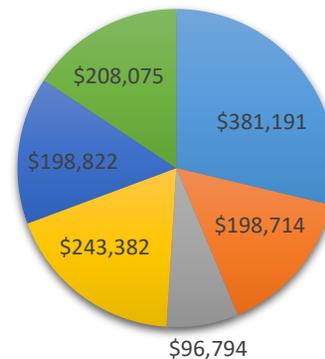
Funding for FCSS programs is set in accordance with the *FCSS Act and Regulation* and is separated into specific program categories which include: Children/Youth, Families, Adults, Seniors, Community Development, and FCSS Management.



## FCSS Revenue

- Alberta Human Services
- City of Spruce Grove
- Parkland County Access Agreement
- Parkland Village Program Agreement
- Other

Total Revenues: \$ 1,326,978



## FCSS Expenses

- Children/Youth
- Families
- Adults
- Seniors
- Community Development
- FCSS Management

Total Expenses: \$ 1,326,978

# STAFF

**FCSS Director**  
Loraine Berry

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Brenda G. Smith (P/T)

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Beverley Barker

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Shelley Tunney

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**Community Development Coordinator – Youth**  
Megan Levitt

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[www.sprucegrove.org/fcss](http://www.sprucegrove.org/fcss)

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