



TOWN OF  
**PEACE RIVER**  
ALBERTA

 Family and Community Support Services

# 2017 Annual Report



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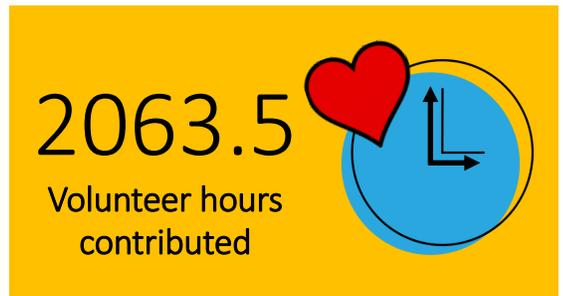
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# 2017 Year in Review



## Economic Contributors

FCSS funding is provided through the Human Services Ministry. The Province of Alberta provides 80% of the funding, and the partnering municipality provides the remaining 20%. The chart below details the breakdown of the total FCSS funding contributions from the Province of Alberta, the Municipality and our Regional Partners. Within the parameters of the FCSS Act and Regulation, each municipality or Métis settlement determines how the FCSS funding they receive should be allocated to best meet the needs of their community.

Local FCSS programs are part of the larger provincial program that collectively helps to ensure Albertans have access to a strong network of prevention supports. Currently, Peace River FCSS projects are funded in five funding categories: Adult, Children and Youth, Families, Seniors and Community Development.

-  Provincial Contribution - **\$183,448**
-  Town of Peace River Municipal Contribution - **\$113,057**
-  Additional Municipal contributions from Northern Sunrise County, Municipal District of Peace #135 and County of Northern Lights - **\$81,928**



# Investing in Preventive Programs and Services

Town of Peace River FCSS invests in preventive programs for residents, visitors and newcomers — to increase access to social supports and enhanced opportunities for personal wellness. Programs are assessed using a rigorous evaluation system in order to measure their overall impact for those participating. Data collected through this assessment process clarifies the various outcomes for each program, and shows the degree of positive change that both direct and indirect programs have created for participants. Services are prevention based and serve to reduce the need for crisis intervention later in life.



## 2017 Town of Peace River Family and Community Support Services Staff

### Community Services Department

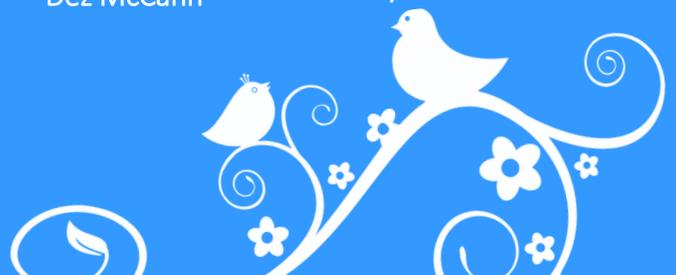
Tanya Bell - Director  
Robbie Schofield - Administrative Assistant  
Laurie Stavne - Community Programs Coordinator  
Amina Usman - Senior Services Coordinator  
Myrna Makkonen - Home Support Program Aid

### Peace Parent Link

Wendy Koene - Coordinator  
Peace Parent Link, Family and Community Support Workers  
Emily Smith  
Melanie Freeman  
Lindsay Gauvreau  
Dez McCann  
Tracey Gerk  
Kyla Lavoie  
Marilyn Gamble-Drouin

### Contracted Services

Alana Bergeron- Project Supervisor of the Northwest Peace Early Childhood Coalition and Volunteer Resource Coordinator



# Supporting Local Programs and Services through **FCSS Grants to Groups** Funding

Town of Peace River FCSS Grants to Groups Program provides funding to groups who provide prevention based services to the community. Programs funded through FCSS must provide services that assist communities to identify social needs and develop responses to meet those needs, such as: services that promote, encourage and support volunteer work in the community; services to inform the public of available services; services that promote the social development of children and families; services that enrich and strengthen family life by developing skills; or services that enhance the quality of life of the retired and semi-retired.

FCSS Grants to Groups Applications are accepted in February each year. Grant applications can be found on the Town of Peace River website [www.peacriver.ca](http://www.peacriver.ca) or you can call 780-624-1000 for more information.

**FCSS helps communities build capacity by providing funding to prevention based programs and services.**

Sagitawa Friendship Society - Ground Level Youth Centre

Peace Regional Outreach Student and Daycare Support Society

Peace River Regional Restorative Justice Association

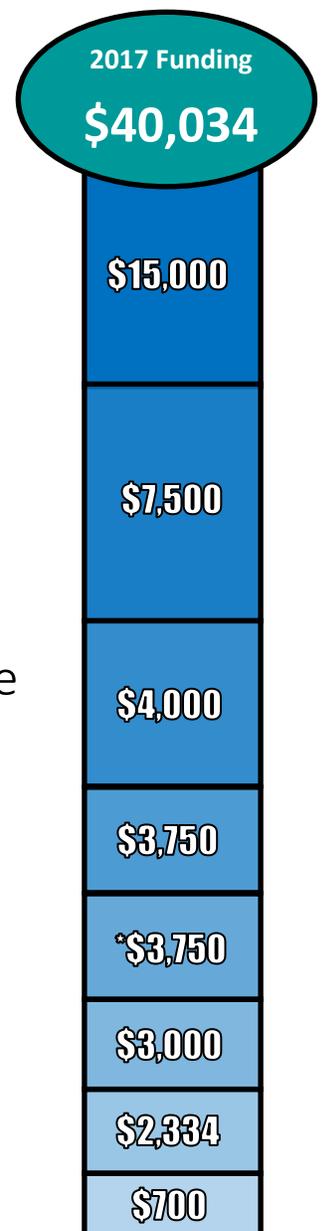
Purple Rung Foundation

Peace Association for Lifelong Learning

Peace River School Division

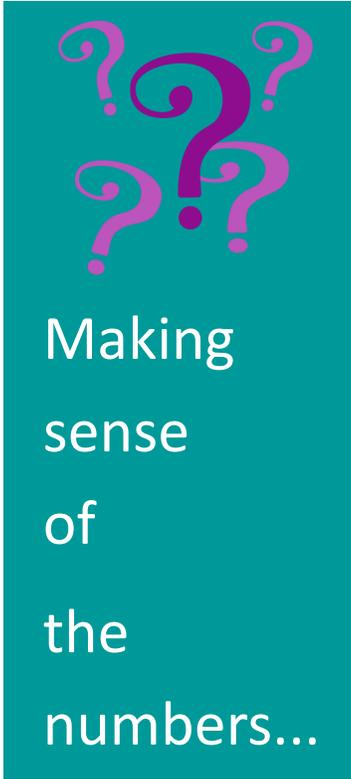
A Touch of a Horse - EAL Program

Beyond the Heart Clubhouse



\*Funding returned

# Grants to Groups - FCSS Funded Programs and Services


  
 Making sense of the numbers...



**FUNDING:** FCSS grant funding towards the operational costs of creating, sustaining or enhancing prevention based services offered by agency/group.



**INDIVIDUALS SERVED:** The number of participants that participated in the services offered by the funded project.



**DESIRED OUTCOME:** The desired change that was to occur through the provision of the funded program.



**RESULTS:** The success stories, numbers, and/or direct quotes from participants that reported having experienced a positive change as a direct result of the program's support services.



**VOLUNTEERS:** The number of volunteers that participated in the project or initiative. \*It is important to note that not all programs are able to utilize volunteers for service provision.



**VOLUNTEER HOURS:** The number of hours that volunteers contributed to the project or initiative.

## Beyond the Heart Clubhouse - Alberta Health Services

**Beyond the Heart Clubhouse** is built upon the belief that every member has the potential to sufficiently recover from the effects of mental illness to lead a personally satisfying life as an integrated member of society. Mental health service users, through the Anti Stigma Campaign, hope to use their experiences to educate people about the true meaning and experience of mental illness.

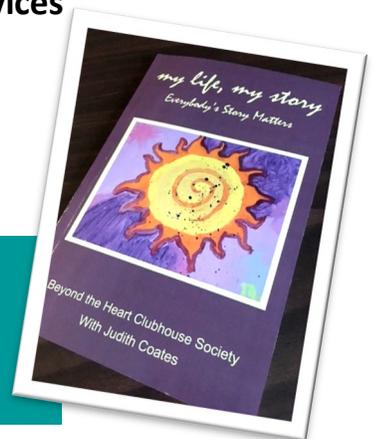
FCSS Grants to Groups funding contributed to the publication of the book, *"My life. My story."* This book was created by members of Beyond the Heart Clubhouse and features stories of hope, strength and courage from the members, as well as individuals from the community who have faced the stigma of mental illness. This is a poignant book of their struggles and shares stories of how they are personally making changes to their lives and overcoming mental health stigma.

*"Many members did not feel that their story is worthwhile, but when many people requested copies of the book, two members were surprised that others would even want to read it. They reported feeling valued and important because people care."*

*"Through many discussions with participants, we discovered how much resilience we have and how we have found the courage to talk about our mental illnesses."*



People with mental health illness are able to share their stories and reduce the stigma surrounding mental illness within our community.



89% of participants reported that as a result of this program they are more aware of the need to bring awareness/make changes in our community about the stigma that surrounds mental illness.



94% agree that after writing their own story, could see how their courage and strength may be able to give someone else hope and the courage to seek help.



\$700



30+ participants



30+ volunteers



180+ hours

## A Touch of a Horse—Equine Assisted Learning Program (EAL)

Through the **Equine Assisted Learning (EAL) Program** participants engage in team based, objectively driven exercises and find themselves learning valuable life skills in a fun and exciting atmosphere while working with horses.

Some of these skills are communication, confidence, trust, respect, appropriate assertiveness, teamwork and leadership. Equine-Assisted Learning can be a very powerful journey that facilitates participants in learning alternative skills to draw from when faced with difficult challenges or negative influences.

Participants in this program had a variety of needs and challenges such as verbal/written communication, behaviour, motivation and self confidence.

**Why horses?** Horses are very sensitive, constantly responding to stimulus and they are looking for strong leadership. They respond to confusion, contradictory behaviours, frustration and

passiveness; which encourages participants to identify what changes they need to make in themselves for the horse to respond positively. No riding is involved; this is not a recreational, but an educational program.



Families communicate positively with one another.



“The sessions have taught us to work together a lot better. It built trust between us and we bonded over the love we had for the horse we worked with.”



“Working with horses was more effective than any other therapies we tried before, this program was the only one to yield positive, lasting results”



\$2,334



6 participants

## Peace River School Division—Youth Education Support Worker Program

Approximately 2,000 students across the PRSD #10 participated in universal (group based) programming, small targeted group support, or one-on-one emotional mental health supports. School staff, including educational assistants and teachers, benefitted from the programming provided in the classrooms as it informed their practice and built staff capacity for helping students manage mental health issues. Funding from FCSS contributed to the staffing costs for this program.

Mental health workers on-site in schools are in a position to intervene and support students who are experiencing problems that interfere with their ability to attend class and to learn.

Children and youth who have a basic understanding of mental health issues, and who are given alternatives for behaviours, feel supported, connected and valued.

“Teachers reported an increase in their own self-awareness about the mental health issues that students may be coping with, and were better able to recognize the signs that a student may be struggling with emotional/psychological issues.”



“Suicide ideation/attempts is an enormous issue for children and youth in communities. ASIST trained workers often intervene on-site to support the student, to report to relevant authorities, and to connect students and family with outside mental health services. The YES worker follows up to ensure that the student is safe and helps facilitate a safe return-to-school plan.”



\$3,000



2000+ students

## PurpleRung Foundation - Homelessness Initiative

The objectives for Purple Rung as outlined in their FCSS Grants to Groups funding proposal were three-fold:

- 1) To increase community awareness of homelessness in Peace River ("Us&Them" Movie Screening Event)
- 2) To provide training opportunities for committee volunteers around successful homelessness initiatives in communities of similar size as Peace River (ARDN Conference)
- 3) To identify the scope of hidden homelessness in Peace River by way of agency surveys and data collection. (Homelessness Survey)

FCSS funding was utilized to help bring the film Screening of "Us&Them" by Director, Krista Loughton which provided a powerful look into the lives of four individuals as they lived with and experience chronic homelessness. Those that attended the screening were keen on assisting the committee with their work and sought out further information from the committee. Funding was also utilized for a committee member to attend the

ARDN (Alberta Rural Development Network) Conference to learn about Rural Homelessness programs and supports.

In addition to these initiatives, Purple Rung utilized the connections with local non profits that exist within the FCSS Family and Youth Inter-Agency Committee and the Peace River Aboriginal Inter-Agency committee to link with social service providers and collect data on local homeless and those at risk of becoming homeless in the community.

\*This information was summarized from the information that was provided in the PurpleRung Foundation's Grants to Groups Summary Report.



**\$4,000**



**120 participants**



**3 volunteers**



**200 hours**

Community is more aware of homelessness as an important issue in Peace River.

## Peace River Region Restorative Justice Association

The Restorative Justice Association has made leaps and bounds since being established in 2016. Restorative Justice is a mediated approach to crime that seeks to determine who has been hurt, what their needs are, and how these needs can be addressed. RJ uses processes that are collaborative and inclusive to all parties affected—victim, offender and community.

Funding for volunteer training complemented the FCSS Volunteer Enhancement mandate and so FCSS funding was allocated to the volunteer training component of their organization's activities.



### What are the benefits of RJ?

Victims have the opportunity to be heard and ask questions; offenders understand the impact of their actions, accept responsibility and accountability and together, victims

and offenders determine how to repair the harm. Communities can be empowered to gain a better understanding of the root causes of crime, engage in a process to express and reduce their fears, and contribute to an understanding of the wider impacts of crime. This program also helps to alleviate some of the wait times and case load burdens that our courts currently face.



**\$4,000**



**22 participants**



**23 volunteers**



**528.5 hours**

Program volunteers have the training / support they require to fulfill their volunteer role as Restorative Justice facilitators.

"100% of participants report that as a result of their training, they and the organization has more of the necessary skills and knowledge to help address this community social issue. They also feel that they are better able to serve the people of their community as a result of receiving Restorative Justice Facilitator Training.

"I came away from training believing that everyone should take it just for the life experience. Seeing how simple conversation could make such a difference in the outcome of people's lives was eye opening. Just even within relationships and families this could be life altering in my opinion." - Association Volunteer

## Peace Regional Outreach — Peace Regional Youth Support Services



Outreach Youth Support Services provides short-term student counseling and referrals to support agencies, programs and services. The Youth Support Counselors assess the student's supports, strengths and challenges and then quickly provide essential services and referrals, helping to create hope and support for the youth. This engagement of connection in a supportive counselor/student relationship is a critical component of the program and increases the possibility of success for youth.

**Several positive outcomes were experienced as a result of the services provided.**

**Increases in:**

Positive parent relationships by **35%**  
 Positive peer relationships by **4%**  
 Support network by **25%**  
 Connection to community by **38%**  
 State of emotional balance by **25%**  
 Anger management skills by **17%**  
 Coping skills by **19%**

**Decreases in:**

Potential need for crisis intervention by **35%**  
 Suicide risk by **27%**

**Other:**

**24** Workshops  
**18** Presentations  
**445** Referrals



**\$7,500**



**146 participants**



**30 volunteers**



**40 hours**

**"The Outreach program included over 445 referrals this year. Counselors record the number of referrals made during the year. Many youth were referred to more than one agency to help address their multiple barriers. The numbers are reflective of short term counselling and advocacy for the youth."**



**"Outreach offered 24 workshops and 18 presentations to youth. Counselors organize weekly life skills workshops and career presentations to support students' personal development and career exploration."**

## Sagitawa Friendship Society - Ground Level Youth Centre

This valuable resource for youth provides Ground Level Youth Centre participants with learning opportunities and a chance to connect with positive, caring and supportive adult role models who assist them in enhancing their strengths and encourage them to be the best that they can be. All activities are structured so that youth learn strategies for addressing life's challenges in a safe, secure and culturally sensitive environment.

The Youth Centre is open to all youth and provides countless positive outcomes for youth in Peace River including but not limited to:

- an increase in positive identity, and ability to make positive choices;
- a safe haven where youth are accepted regardless of gender, sexual orientation, ethnic background or disability;
- increase in confidence, leadership skills and resiliency;
- And an increase of knowledge around healthy relationships, drug and alcohol awareness, bullying and suicide prevention through presentations and connections with local support services.



**Youth are connected with positive, caring and supportive role models.**

The Youth Centre typically sees between **195** different youth, with upwards of **2600** service visits this year.



**"During the last couple of months of this year, we had a variety of new youth that came through our doors. One youth approached our worker and wanted to share her story. The youth stated, " I know I haven't been here that long but everyone else here trusts you so I feel like I can trust you." the youth continued to talk to the worker and has since joined multiple sports clubs outside of the youth centre. This particular youth continues to come to the youth centre daily."**



**\$15,000**



**195 youth**



**16 volunteers**



**166 hours**

## FCSS Program Overview

FCSS Departments across the province differ vastly on the types of services and programs that they fund. Each FCSS agency is given full spending autonomy which allows funding to be allocated to where need is greatest. In Peace River we are very fortunate to have a wide array of services that are provided by local non profit agencies. In addition to our Grants to Groups Funded Programs, our department provides information and referral as well as various in-house programs and services to residents.

Peace River FCSS programs and services are available to everyone and include the following:



### Grants to Groups Funded Programs

Children	Youth	Families	Adults	Seniors
Active Playtime Program	Ground Level Youth Centre	A Touch of A Horse Program	Beyond the Heart Clubhouse	Government Programs Application Assistance
Peace Parent Link Programs and Services	Peace River School Division- Youth Education Support Workers	Parenting supports through Peace Parent Link	PurpleRung Foundation Homelessness Survey	Meals on Wheels Program
Early Childhood Development Coalition Coordination	Peace Regional Outreach Student and Daycare Support Society	Connecting parents and caregivers to community resources	Peace River Regional Restorative Justice Volunteer Training	Volunteer Income Tax Program for low income seniors
Roots of Empathy Program	At Home Alone Safely Course			Senior's Fair and Senior's Week Celebrations
← Youth Sport and Activity Funding Support →				Home Support Program
				Snow Shoveling Program
← Information and Referral Services →				

Volunteers	Community
Volunteer Hub: Provides the community with the ability to post volunteer opportunities, and shares learning resources and training opportunities for not profit organizations.	Parade of Programs Events
Volunteer Week	Family and Youth Inter-Agency Committee and Email Network and e-Newsletter
Volunteer Awards Program	Snow Angels Award Program
Volunteer e-Newsletter	FCSS Online Community Directory
← Information and Referral Services →	

# Direct FCSS Services for Children, Youth and Families

In addition to funded programs, FCSS also provides programs that are directly offered by FCSS staff, contractors and program facilitators.

Program	# of Workshops # of Participants/Volunteer Hours	Outcomes
Information and Referral	An average of <b>25</b> inquiries per month	Clients who called, emailed or came into the Community Services Department were directly assisted through information sharing or were referred to local services.
Roots of Empathy Program	<b>3</b> Classrooms <b>54</b> students <b>3</b> families <b>3</b> instructors <b>174</b> hours	Outcomes for this program are collected by Roots of Empathy.
Home Alone Program	<b>4</b> workshops <b>44</b> youth participated	<b>100%</b> of participants passed the Home Alone exam and learned about basic safety to prepare them to be at home on their own for short periods of time.
Early Childhood Coalition	Connected with <b>1121</b> families, caregivers and agencies across the region.	Families, caregivers and agencies gained information about community programs, services and supports that are available for children under 6 years of age.
Canadian Tire Jumpstart Program	<b>47</b> Funding applications were processed by the Community Services Department	Community Services Department assisted families with applying for the program resulting in over <b>\$14,059.00</b> being contributed towards recreation based activities for youth.
Community Scholarship Program	<b>20</b> funding applications were processed by the Community Services Department	Community Services Department provided <b>\$1827.00</b> of funding for youth to participate in arts, culture and recreation based activities.
Parade of Programs Events	<b>2</b> events were hosted Over <b>250</b> families attended each event	Families collected information about program and services and registered for the programs and activities of their choice.

## Roots of Empathy Program

Peace River FCSS coordinates the Roots of Empathy Program in local schools and staffing 3 program instructors in 2016. All training is provided through program funding and additional instructors are welcome.

Families with babies that were born in July or August before the school year participate in this program by bringing their babies to monthly classroom visits. Each visit is facilitated by a trained Roots of Empathy Instructor where students are taught about empathy, kindness and anti-bullying strategies. This program is an award winning, internationally recognized program created by Mary Gordon. More information about this program is available at [www.rootsofempathy.org](http://www.rootsofempathy.org).



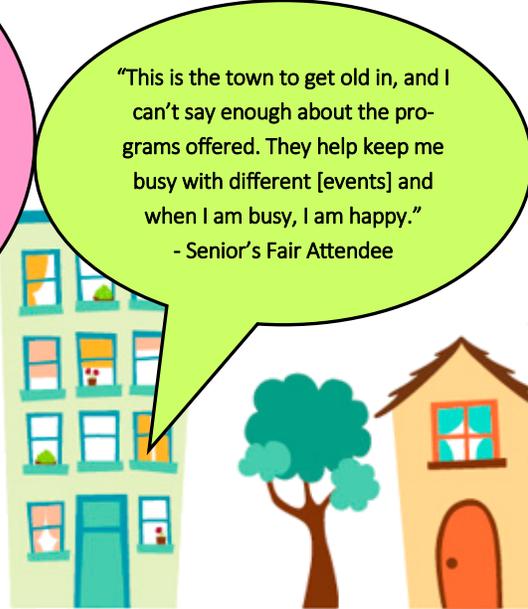
# Direct FCSS Programs & Services for Seniors

FCSS also provides programs for seniors that help to improve their financial, physical, emotional and social well-being.

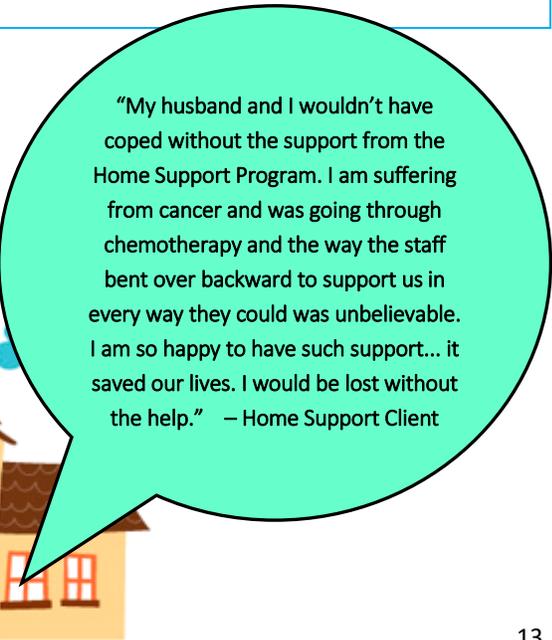
Program	# of Participants # of Volunteer Hours	Impact
Government Programs Application Assistance for Seniors	38 individuals	Clients who called, emailed or came in to our office received assistance with applying for OAS, Senior's Benefits, and other senior supports.
Adopt a Grandparent Program	Over 70 Grandparents received a gift bag of donated items from 47 individuals, families and organizations	Low income seniors received donated items for the holidays decreasing their feeling of isolation from their community.
Volunteer Income Tax for Seniors	127 Seniors 10 Volunteers 89 Volunteer hours	94% participants reported reduced stress and an increase in their ability to keep up with financial commitments/access to government funding programs.
Seniors Fair and Seniors Week Celebration	235 Seniors attended these event combined 20 Organizations shared information about their programs and services	94% of survey respondents agreed that by attending they have access to more resources and a better understanding of the topics presented.
Meals on Wheels Clients receive hot, nutritious meals delivered to their door.	11 Clients 1,477 Meals (hot & frozen) 373 hot soups 3 Volunteers 30 Volunteer Hours	100% of clients report a decrease in feelings of isolation and an increase in connectedness with their community.
Home Support Program	27 Clients Served 1 Staff 1,170 Staff Hours	81% of clients reported improved social well being because of the services provided through the Home Support Program.
Snow Shoveling Program	41 Clients 6 Volunteers 245 Volunteer hours	As a result of this program, Seniors report feeling safer entering and exiting their homes during the winter months.



“ [The Home Support Program has] allowed me to stay in my own home with much less effort and work. Thank you very much for your organization for offering the MOW Program.”  
- Meals on Wheels Client



“This is the town to get old in, and I can't say enough about the programs offered. They help keep me busy with different [events] and when I am busy, I am happy.”  
- Senior's Fair Attendee



“My husband and I wouldn't have coped without the support from the Home Support Program. I am suffering from cancer and was going through chemotherapy and the way the staff bent over backward to support us in every way they could was unbelievable. I am so happy to have such support... it saved our lives. I would be lost without the help.” – Home Support Client



## Direct FCSS Volunteer Development Programs and Services

FCSS expanded its services this year to include more resources for volunteers. The Volunteer Development initiative provides resources, training and personal development opportunities for local non profits and volunteers. Organizations can access these resources to help strengthen their volunteer base and train volunteers which in turn, helps to strengthen our local non-profit organizations.

Program	# of Meetings/Workshops # of Participants/Volunteers	Impact
<b>Workshops for Clubs, Sports and other non profit Organizations and Volunteers</b>	<b>3</b> Volunteer Leadership Development Workshops - Creating a Volunteer Pitch -Attracting and Retaining Volunteers -Building a Volunteer Culture -Alberta Gaming and Liquour Commission’s GAIN Workshop -Little Warriors Workshop -E-Newsletters shared	<b>100%</b> of workshop attendees experienced positive change.  -7 Participants -2 Participants -2 Participants -29 Participants  - 11 Participants -7 e-newsletters (June to December)
<b>Volunteers registered with the Volunteer Hub—As of December 2017</b>	<b>48</b> Volunteers Registered	Email subscribers receive monthly updates on regional volunteer opportunities, training announcements and other volunteer related topics.
<b>Volunteer Awards Program</b>	<b>28</b> Nominations Received <b>76</b> Attended the Awards Celebration	Life Long Achievement Award— <b>Ivan Schell</b> Volunteer of the Year Award — <b>Nicole Soucy</b> Emerging Leader Award — <b>Shealynn Berreth</b> A \$500 donation was made in the recipient’s name to each of the following groups: <b>Peace Region Dance Society, PurpleRung Foundation and Peace Regional Victim Services.</b>
<b>Town of Peace River Event Volunteering</b>	Canada Day— <b>17</b> volunteers Light Up the Park Celebration— <b>15</b> Volunteers	T.A. Norris Top Wolves consistently volunteered at our events in 2017 and provided assistance with our children’s treat bags and helping with children’s activities.
<b>Annual Volunteer Event Cup O’ Joe Promotion</b>	<b>151</b> Free hot beverage cards requested by organizations to give to their volunteers	<b>34%</b> (52 out of 151) of the cards provided were returned for free beverage at Java Domain.

# Direct FCSS Community Development Programs and Services

FCSS programming is also delivered on a community-wide basis and serves to inform and support the general community rather than a specific age group.

Program	# of Meetings/Workshops # of Participants/Volunteers	Impact
Family and Youth Interagency (Email Network, Resource Sharing and Networking for Non Profit Agencies)	5 bimonthly networking meetings held 120 Email Network Subscribers	Email network averages <b>10-15</b> email shares a month with information about regional non profit programs, services, courses and workshops. We will be moving to E-Newsletters in 2018 to reduce this number to 1-2 emails a month, containing multiple resource links and program announcements.
Online Community Directory	Accessed <b>64</b> times 156 listings have been uploaded and published	Providing the community with a free online resource directory for information about local sports, clubs, programs and services. Groups can input their information and the public can use this searchable database to find information about local supports and services.
Parade of Programs Events April and September 2017	2 events held annually Over <b>500</b> participants attend annually 46 agencies/clubs participated	Participants have increased access to community resources and program information, and can sign up for activities at one convenient location, date and time.
Psychological First Aid Course March 2017	15 Participants	<b>100%</b> of participants reported that as a result of this training, they now have a better understanding of how they can help those that have been affected by an emergency or disaster.
Mental Health First Aid Course May 2017	20 Participants	<b>100%</b> agency representatives (course participants) reported that they learned skills that would help them to better support their clients.

## What did our participants think about our Psychological and Mental Health First Aid Courses?

**“The Psychological First Aid Course was a great opportunity to learn about disaster preparedness and emergency response, while also being able to have a role to play in the community.”**

**“The Mental Health First Aid Course really opened my eyes to what a person with mental health issues goes through.”**

**“Enjoyed the interactive activities and I am happy to have this resource to support me in my continued work with families.”**



# PEACE PARENT LINK

## Our Vision

All families will have equal opportunities to be the best they can be.

## Our Mission

Working with families to give children the best start in life.

## Our Participant Statistics:

- 594 Caregivers
- 622 Children ages 0-6
- 136 Children ages 6-17

## Ages and Stages:

The Ages and Stages Screening Tool was distributed to 97 Families  
The Ages and Stages Screen Social Emotional Tool was distributed to 75 Families



## Early Learning Development and Care:

Parent Link provides early learning programs in over 20 communities throughout the Peace Region. Program activities are designed for children to learn through play and for caregivers to understand that early learning is the foundation children need to be ready for school.

## Parent Education:

The core education services we provide during the year are Triple Positive Parenting (research based), Circle of Security (research based), Kids Have Stress Too and Baby Signs.

This past year, we have also held programs such as Prenatal Classes, Baby's Day Out, B.O.O.K.S. (Books Offer Our Kids Success), and Fun Friends.



## Partnerships:

This year, we partnered with over 35 other community agencies and services. Some agencies include multiple partnerships in various areas.





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