



City of St. Albert's Social Master Plan

2016 Annual Report

Cultivating a Community for All

Prepared by: Community & Social Development

Date: April 3, 2017





Introduction

In April 2013, St. Albert's first ever Social Master Plan (SMP), representing the views and ideas of St. Albert residents, was approved. This community plan "Cultivating a Community for All" aims at creating a community that takes care of its most vulnerable, while providing opportunities for everyone to realize their potential in a thriving, caring, and connected St. Albert.

The Social Master Plan reflects on key social issues and themes and provides a roadmap to address priorities. Five important values were identified by community members:

1. **Sense of Community and Connectedness**
2. **Diversity and Inclusion**
3. **Social Responsibility**
4. **Healthy Lifestyle and Well-Being**
5. **Capacity Building and Engagement**

In 2016, the Social Master Plan was aligned to support the six community strategies identified in the City of St. Albert's Community Vision Social Pillar and includes City Council priorities identified for the period 2017-2019.



"We are a friendly and inclusive Community of passionate equals, where everyone feels a sense of belonging. We believe that community starts with the person next door".

This report builds on the 2014 and 2015 SMP annual report data and highlights 2016 achievements for each social master plan value. Analysis of trend lines demonstrate that advancement and progress has been made in the implementation of priority actions identified in the 2013 Social Master Plan.





2016 Highlights

THE SOCIAL MASTER PLAN REMAINS RELEVANT AND RESPONSIVE

Under the direction of the Strategy and Mobilization (SAM) committee, community agencies, working groups and sub-committees continue to work together to identify and respond to social issues in our community while at the same time supporting residents when we need it most.

In addition to discussions that occur all year with community stakeholders, the 2016 annual engagement session focused on identifying emerging trends, community service gaps and establishing priority actions related to the social issues identified in our community. Investment in this process is key and ensures community partners work together and in turn, keeps the SMP relevant and responsive. Input gathered at the engagement session has been incorporated into this report and into the 2017 SMP implementation plan.

POLICY DEVELOPMENT

- In 2016 a Recreation and Culture Subsidy Policy was approved
- A Crisis Fund policy is at the research and development phase
- Work has advanced on a Youth Council Bylaw

“THE COLLECTIVE” OFFICIALLY OPENED IN MAY 2016

During the summer months, The Collective launched the entrepreneur program and the ‘business incubator’ secured a six-month tenant. A promotional campaign is currently underway to make youth aware of these opportunities.

PROGRESS IS BEING MADE ON THE ACTIONS IDENTIFIED IN THE SMP

Majority of the 102 actions identified in 2016 were completed and/or in progress. Some actions will commence in 2017-2018 and others may not proceed until a later date.

102
IDENTIFIED
ACTIONS
in 2016

79%
OF IDENTIFIED ACTIONS
were completed and/or in progress

21%
OF IDENTIFIED ACTIONS
are pending other decisions





Sense of Community and Connectedness

Communities are strongest when residents know their neighbours and feel connected to the community. As residents become better connected, an increased sense of belonging and a reduction in isolation occurs. Through fostering a better awareness of one's neighbours and surroundings, people feel safer, have a sense of belonging and take greater pride in their community. Statement developed from SMP consultations leading up to the approved SMP plan published in 2013 and is from the approved Social Development policy approved in 2014.

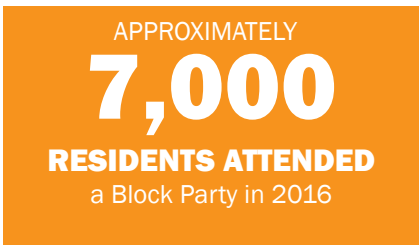
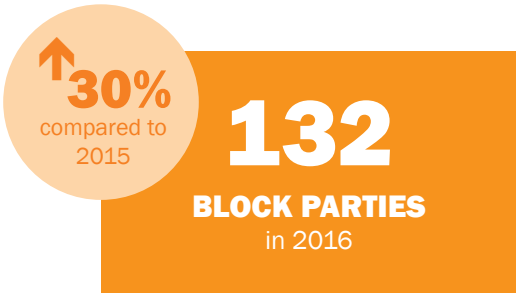
2016 ACHIEVEMENTS

The social pillar of St. Albert's Community Vision states "We believe that community starts with the person next door". In 2016, several Neighbourhood Development initiatives provided opportunities for residents to come together, share ideas, get to know each other and promote crime reduction.

BLOCK PARTIES

Since 2008, [Block Parties](#) have become a big part of living in St. Albert. This active participation in the community has helped build a caring and safe community and promote small town values. Community partners have been integral to the growing and successful block party initiative. Our partners include:

- RCMP
- Citizen's Patrol
- Neighbourhood Watch
- Community Village and Food Bank
- St. Albert Christian Ministerial



THE GOOD NEIGHBOUR PROJECT

In 2016, the [Good Neighbour Project](#) was launched. This is a partnership between the St. Albert Christian Ministerial, Neighbourhood Watch and the City of St. Albert with one simple purpose: *to build neighbouring in our city by encouraging every street in St. Albert to host a block party.*

91

PEOPLE REGISTERED

in 2016 through the
Good Neighbour Project

38

NEIGHBOURS

were connected to host
a Block Party together

CRIME PREVENTION IN ST. ALBERT

In 2014, the Community Satisfaction survey indicated that 92% of residents perceived St. Albert as a safe place to live. To ensure this perception remains strong, Neighbourhood Development initiatives continue to prioritize crime prevention and safety.

The Crime Prevention Round Table includes the RCMP, Neighbourhood Watch, Citizen's Patrol, City of St. Albert Neighbourhood Development who meet twice a year to review current crime statistics, share individual group initiatives and plan ways to collaborate.

CRIME FREE MULTI-HOUSING INITIATIVE (CFMH)

CFMH is an international organization formed in 1992 that helps reduce law enforcement calls to multi dwelling housing units. Owners, managers, residents, police and agencies work together to keep illegal activity out of multi-family dwellings.

St. Albert joined the CFMH program in 2015. Currently there are 3 apartment complexes and 1 condominium that are accredited. Another 2 properties are working toward accreditation.

This initiative aligns with Crime Prevention Through Environmental Design (CPTED) which aims to strengthen the cooperative work in maintaining a safer community.



LITTLE FREE LIBRARIES

[Little Free Libraries](#) is a “take a book, return a book” gathering place where neighbours share their favorite books and literature. Little Free Libraries build community and promote reading and literacy.

18

LITTLE FREE LIBRARIES

created since the launch in 2014
[Click here](#) for an interactive map.

NEIGHBOURHOOD NETWORK

In the spring of 2012, a group of St. Albert residents came together to form the [Neighbourhood Network](#). This group of residents are actively involved in community building activities, developing resources and inspiring others to get involved. The Neighbourhood Network is instrumental in creating that small town feel that St. Albert residents value.

↑
12%
compared to
2015

85

TOTAL NEIGHBOURHOOD NETWORK MEMBERS

in 2016



Diversity and Inclusion

Communities are strongest when they bring together a diverse set of voices, perspectives and backgrounds. There are long-term impacts when people are excluded from participating in the community, be it a result of social, societal or economic pressures. *Statement developed from SMP consultations leading up to the approved SMP plan published in 2013 and is from the approved Social Development policy approved in 2014.*

2016 ACHIEVEMENTS

The City of St. Albert “believes in the advancement of a fair and equitable society that promotes respect for all citizens, strengthens the community, reduces causes of disadvantage and inequality and ensures that all citizens in St. Albert thrive and enjoy the best quality of life possible.”

In 2016, The City of St. Albert received a \$7,500 Community Inclusion Grant from the Alberta Human Rights Commission. It was used to launch the Diversity and Inclusion “It Starts with Me” education and awareness campaign. Strategies identified aimed to address and promote St. Albert as a welcoming and inclusive community.

Training events were delivered in partnership with the City of St. Albert Human Resources team. Other initiatives help raise awareness, start conversations, share resources/best practices and promote a ‘call to action’. Four learning topics included:

- Understanding Race and Culture
- Understanding Disability
- Understanding Mental Health and How to be an Ally
- Understanding LGBTQ2+

68

PARTICIPANTS
attended 4 sessions

75%

OF PARTICIPANTS

agree that “I now have a better understanding of the topic”

79%

OF PARTICIPANTS

agree that “Inclusion and creating a welcoming work environment ‘starts with me’ ”



A one minute animation was created and is being used to help raise awareness and promote St. Albert as welcoming and inclusive community. [Click here](#) to view the animation.

190

VIEWS ON YOUTUBE
in the first six weeks

OTHER COMMUNITY INITIATIVES

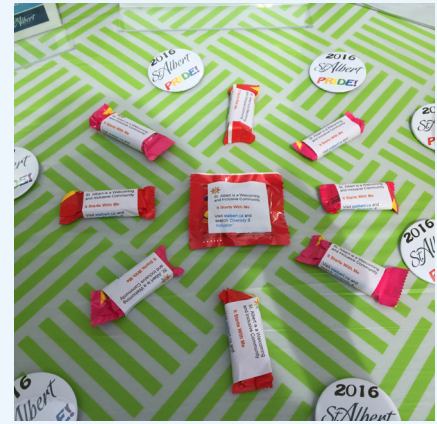
The [Cultural Kitchen](#), an initiative of Community & Social Development and the St. Albert Food Bank and Community Village is a place where ethnically diverse groups of people meet and cook together. This gives participants an opportunity to learn about different cultures, form friendships and learn about community resources.



18
CULTURAL KITCHENS
took place in 2016

↑ **51**
participants
from 2015

337
PARTICIPANTS



The [St. Albert Pride](#) committee hosted the second annual [PRIDE](#) event at Lions Park.

In 2016, the [Welcoming Community Committee](#) updated the Welcome to St. Albert Brochure for Newcomers to Canada brochure and continued to meet to ensure needs of newcomers were met.

The [St. Albert Blanket Exercise Committee](#) hosted 16 [KAIROS Blanket Exercises](#) in our community. The workshops provide awareness, education and cultural teachings to the community and supports the Truth and Reconciliation Commission of Canada.

This committee is comprised of representatives from Michif Cultural Connections, St. Albert United Church, St. Albert Family Resource Centre, St. Albert Community & Social Development and community volunteers.



TRANSPORTATION

An inclusive community ensures that transportation options exist for users of all ages and abilities and are accessible for everyone. The Transportation Master Plan supports the SMP through prioritizing access to transit and active transportation while supporting safety and mobility.





Social Responsibility

Communities are strengthened when residents are actively involved and feel that they have an opportunity to contribute to the well-being of the community and to be involved in the decisions that impact their lives. All residents have a role to play in addressing the issues that we face as a community; residents need to be informed of the many ways in which they can get involved in building a vibrant community. *Statement developed from SMP consultations leading up to the approved SMP plan published in 2013 and is from the approved Social Development policy approved in 2014.*

2016 ACHIEVEMENTS

Poverty has been demonstrated to have both a financial and social cost to communities and individuals. Individuals and families receiving income support still struggle to meet basic needs.

The City of St. Albert offers several subsidy programs to help residents meet their basic needs, promote an active and healthy lifestyles, and to achieve financial security. In 2016, the [Recreation and Culture Subsidy Policy](#) was approved and a Crisis Fund was established. The [Rental Assistance Program](#) provided much needed assistance to renters and the [Utility Relief Grant](#) was extended and included an increase of grant amounts.

TOTAL INVESTMENT

	2016
Recreation and Culture Subsidy	\$45,920
Rental Assistance	\$95,404
Utility Grant	\$20,975*
Crisis Fund	\$15,432
TOTAL	\$177,731

*since September 2015

RENTAL ASSISTANCE PROGRAM

The St. Albert Rental Assistance Program provides individuals and families with the ability to sustain appropriate housing. The program provides rental assistance for low to moderate income families and individuals to assist with monthly rent payments up to a max of one year.

Since 2011 this fund has supported more than 273 individuals and families of all age and circumstance. Through this program, recipients are navigated to prevention programs such as financial literacy and have access to outreach workers who provide a wholistic sustainability plan. Originally funded by the province, it is anticipated that this fund will be depleted in late fall of 2017.



RECREATION AND CULTURE SUBSIDY

164
SUBSIDIES
APPROVED

↑
35%
increase
compared to
2015



UTILITY RELIEF GRANT

Introduced in September 2015, The City of St. Albert is collaborating with the St. Albert Community Village to offer the Utility Relief Grant to households. The grant is dependent on housing type. The second round of grant applications opened November 15, 2016 and are accepted on a continual basis up until September 15, 2017.

150

APPLICATIONS APPROVED
since September 2015

CRISIS FUND

In 2016 (started mid-year), 18 casefiles were approved. 29 residents received a variety of supports (transportation, utilities, rental/accommodation, medication or other) for a total amount of \$15,431.00.

CRISIS FUND

	2016
Transportation	\$816
Medications	\$57
Utilities	\$352
Rent/Accommodations	\$10,134
Personal items	\$60
Other (bed, lawyer fees)	\$1,012
Floats for agencies	\$3,000
TOTAL	\$15,431

THE ST. ALBERT FOOD BANK AND COMMUNITY VILLAGE

The [St. Albert Food Bank and Community Village](#) assists disadvantaged residents to reach or return to a state of independence, personal safety and improved quality of life. The Community Village Community Liaison Program provides outreach and community-based supports, guidance, and referral services to individuals in social crisis which could include, housing and food insecurities, abuse and unemployment.

FOOD HAMPERS

In 2016, the St. Albert Food Bank prepared 2,730 food hampers, the highest number of food hampers in the last five years.

- In December 2016, the Community Village and Food Bank prepared 357 food hampers for individuals and families in need. 49% of those who received a food hamper reported that they were paying 50% of their monthly income on rent.

1,630

REFERRALS

provided by the Outreach Worker

8,280
INDIVIDUALS
FED

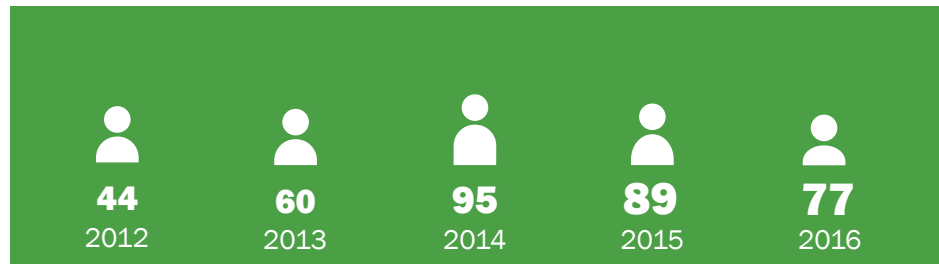
2,730
FOOD HAMPERS
PREPARED

↑
37%
increase
compared to
2015

ENSURING RESIDENTS HAVE A PLACE TO LIVE

In 2016, the [Temporary Residential Services Committee](#) (TRS) continued research and development from funding received from Alberta Rural Development Network (ARDN) in 2015. The two-year research grant aimed to develop a strategy to prevent homelessness in the urban and rural areas of the City of St. Albert and Sturgeon County. Community strategies for 2017 will be developed and implemented based on the recommendations from findings and funding available to do so.

In fall of 2016, Community & Social Development initiated a cross departmental conversation to explore the value of establishing a working group that would concentrate on a housing diversity strategy for St. Albert. A committee has been created and work in 2017 will identify priority actions.



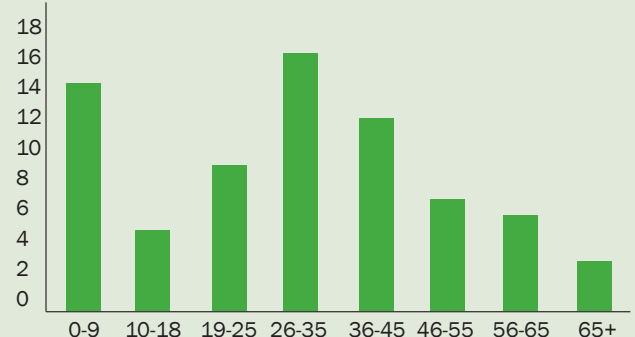
HOMELESSNESS IN ST. ALBERT

In 2016, there were 77 people in the community who are considered 'absolute' homeless. Although there was a reduction in the number of homeless families, there was an increase in the number of visits from absolute homeless clients. The numbers at risk of becoming homeless has more than tripled since the St. Albert Food Bank/Community Village began keeping track of the situation.

Homelessness affects a wide diversity of individuals and families – particularly youth from 16 to age 24, adults over 55, seniors on fixed incomes, and women leaving abusive relationships.

For the first time in 2016, a Census taking initiative for the homeless was piloted. A trained census taker worked with the Community Village and Food Bank to collect census data from five residents who do not have a permanent residence or fixed address in St. Albert.

2016 ABSOLUTE HOMELESS BREAKDOWN BY AGE



DOMESTIC VIOLENCE

Family and domestic violence is a complex issue and is a priority in our community. In 2016, education and awareness initiatives were implemented to help residents recognize signs of abuse and how to refer and access support and resources.

Since 1989, the [Stop Abuse in Families](#) (SAIF) Society has provided services to clients that are experiencing abuse and its devastating effects to the family unit. SAIF offers support groups,

and provides educational prevention programs to schools and groups in our community.

In 2016, the "Make It Our Business" and "Cut It Out" programs focused on domestic violence prevention and intervention. These programs aim to help people recognize and respond to warning signs and risk factors of domestic violence, and how to refer people to the available resources.





Healthy Lifestyle and Well-Being

The overall well-being of the community is impacted by the physical, emotional and mental health of its members. As community members move through the various stages of life, it is important that a strong system of supports is in place to ensure all residents remain active and can engage in the community.
Statement developed from SMP consultations leading up to the approved SMP plan published in 2013 and is from the approved Social Development policy approved in 2014.

2016 ACHIEVEMENTS

Mental Health, a theme cross-cutting and common to all, continues to be a priority in our community. In 2016 several Mental Health and Addictions education and awareness events took place to help raise awareness and provide information and resources to those who need support. [Your Life Matters](#) posters and postcards distribution campaign continued and a [mental health snapshot](#) was developed and published as part of the “[It Starts with Me](#)” Diversity and Inclusion campaign.

400

PARTICIPANTS

at the Second Annual Caelin Porter
Mental Health Awareness Walk

165

ATTENDEES

Dr. Lynn Miller’s
“Worries and Woes” – 2 sessions
were held due to high demand

75

ATTENDEES

“Anxiety in Children”
panel discussion

BUILDING COMMUNITY CAPACITY

- Three Community & Social Development staff members are trained to deliver [Mental Health First Aid](#) (MHFA) and another Community & Social Development staff member is trained to deliver [Applied Suicide Intervention Skills Training](#) (ASIST)

109

ATTENDEES

at 9 MHFA sessions

46

ATTENDEES

at 3 ASIST sessions

YOUTH

In May 2016, over 80 people attended The Collective opening. The Collective is a shared space involving and supporting young people through service, business and collaboration. The facility combines support services, space for community groups to gather, and opportunities for young people to develop a retail business.

In June 2016, a community intake worker was hired to be onsite to support and advocate for young people who need resources. The Collective provides direct support to youth and young adults through information and referral, initial assessment and consultation, and outsources links to community resources and advocacy. The networking efforts of the community intake worker with community partners has resulted in 24 casefiles being opened since June 2016.

24
CASEFILES
opened by
Community Intake Worker



[Building Assets and Memories \(BAM\)](#) is a program that encourages youth to believe they have the power to be heard and the abilities to pursue their dreams in our community. BAM provides a positive environment where youth can come together and create exciting initiatives, events and experiences. BAM for youth helps connect youth to each other, as well as their community.

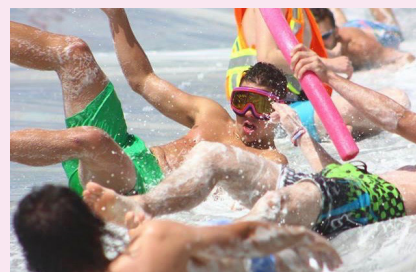
APPROX.
6,000
HOURS
BAM volunteer hours

5,000
DOLLARS
raised for Canadian Mental Health
and Sick Not Weak

700
ATTENDEES
at the Annual Slip 'N Seven event

110
BAM VOLUNTEERS
in 2016

50
HIGH SCHOOL STUDENTS
mentored elementary
students weekly



[Asset Development](#) – City Council has endorsed the 40 Developmental Asset approach for working with youth. The Search Institute describes the 40 Development Assets as building blocks: positive experiences and personal qualities that young people need to grow up healthy, caring and responsible.

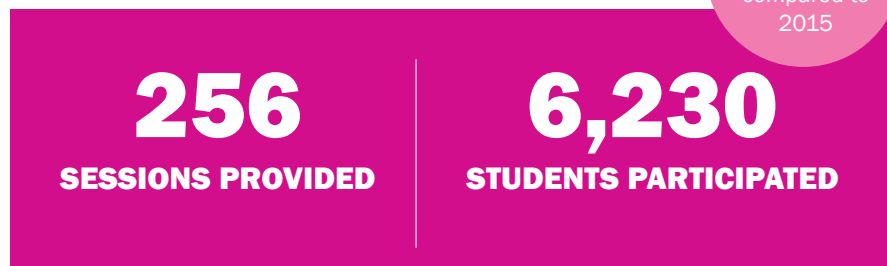
↑ **61%**
compared to
2015

79
ASSET 101 SESSIONS
held in 2016

2,390
PARTICIPANTS ATTENDED
Asset 101 sessions

↑ **66%**
compared to
2015

The **School Resource Team** coordinated services to assist schools in supporting the emotional and social needs of students. This program promotes a school culture of mutual care and respect.



The **Community Information and Volunteer Centre (CIVC) Sidekicks Mentoring** program matches community volunteers to school-aged children between the ages of 6 to 16 with the goal of providing these children with positive mentors and role models to be their friends.



Stop Abuse in Families (SAIF) provides a safe environment for anyone wishing to discuss a problem of abuse in a non-threatening atmosphere. SAIF provides educational, skill development and awareness workshops/presentations to school-aged children and youth in various topical issues such as relational aggression, bullying and violence.



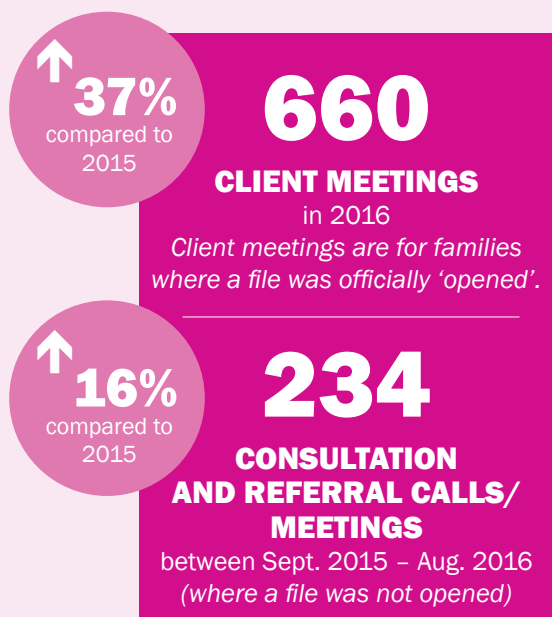
The **Wrap-around program** is a process consists of a multi-disciplinary team that provides support children and families who have complex needs.



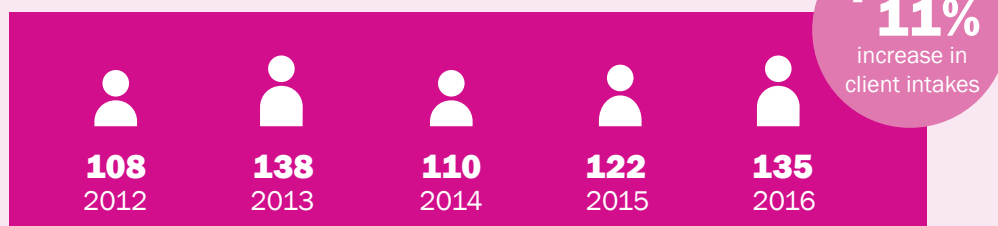
City of St. Albert Community & Social Development Family and School Liaison Program is a family-centered resource providing support to individuals and families whose children may be experiencing difficulties, either at school or at home. The program also provides a liaison between families and schools.

In 2016, the Family and School Liaison program has seen a 40% increase in referrals and 11% increase in client intakes.

Issues are multi-faceted and are increasingly more complex. For the first time, a waitlist was established for FSL and at one point, there were 22 families waiting to meet with a Family School Liaison Counsellor.



Reasons for Referral	% of Caseload
Emotional	66%
Behavioural	47%
Parent Support	45%
Concerns at School (attendance/academic)	21%
Separation/Divorce	30%
Family Conflict	20%
Peer Interactions	21%
Other	16%
Family Violence	4%
Substance Use	2%



SENIORS

On September 21, 2016, the City of St. Albert and St. Albert Seniors Association officially opened Red Willow Place, the newly refurbished and expanded home of the former St. Albert 50+ Club. The redesigned City facility is almost 17,000 square feet and is a gathering place, resource centre and recreation and arts centre for people aged 50 and over in St. Albert and surrounding areas.

A range of information, referral, outreach and supports to seniors help avoid isolation by connecting them to their peers, required resources and social opportunities.

The [Seniors Working Group](#) provides collective advocacy to advance and support community initiatives on behalf of the St. Albert seniors and senior serving agencies. In 2016, the priorities included transportation and Elder Abuse. The transportation committee successfully completed and achieved the goals set out and will only meet should a need be identified. Work continues to support Elder Abuse initiatives.

↑ **50%**
in comparison
to 2015

SENIOR OUTREACH SERVICES

↑ **46%**
in comparison
to 2015

5,248
PARTICIPANTS

3,667
ACTIVITIES

3,829
HOURS

76
VOLUNTEERS

↑ **49%**
in comparison
to 2015

99%

OF PARTICIPANTS

agree that "As a result of senior outreach services, I know more about how to access community resources."

86%

OF PARTICIPANTS

agree that "As a result of senior outreach services, I feel better about my ability to overcome life's challenges."



The [Elder Abuse Protocol Committee](#) has been successful in receiving funding for the 3rd year, with the Solicitor General/Justice Department Victims of Crime Fund, for 2017 through 2019. As well, funding from Alberta Seniors was approved for evaluation and formalizing our case conference process; this will help improve our service and measure the impact we have made in the region.

The Elder Abuse Protocol Committee continues to work with provincial groups as secretary for the Alberta Elder Abuse Awareness Council and as a member of the Alberta Coordinated Community Response Network. The Elder Abuse Protocol committee are educators with Its Not Right; Neighbors, Friends and Family, and have an important role in prevention with the Seniors Financial Empowerment Network.

In 2016, on World Elder Abuse Awareness Day we hosted a performance of the GeriActors at the Eagles Hall, for 30 community members.

128

SENIORS ATTENDED
in 7 Seniors Financial
Series sessions

76

**CASES OF ABUSE
RESPONDED**
in the community

83

PEOPLE HELPED
through calls, additional counselling
and support provided

FAMILIES

[The Family Working Group](#) explores the strengths and challenges of St. Albert families through a collaborative approach. This group meets regularly for interagency meetings to enhance the promotion of programs and services for families.

In 2016, The Family Working Group created monthly newsletters which were distributed to families through schools and agencies; the focus was on supports for families experiencing financial difficulties. A family violence subcommittee was formed and this group held a community event during family violence awareness month. In the coming year, the Family Working Group will concentrate their efforts on raising awareness on mental health, addictions and family violence, whilst promoting programs and services to assist families experiencing challenges.



THE EARLY YEARS COALITION INITIATIVES INCLUDED:

26

ATTENDEES

Purposeful Play Workshop
for early childhood educators

31

ATTENDEES

at 3 parent information sessions

47

ATTENDEES

Super Kids Event
and Ventriloquist show

The [St. Albert Family Resource Centre](#) offers parent education and support through courses, parent coaching, home visitation and support groups on an in-house and outreach basis. In 2016, the Family Life Education Program enhanced parenting skills and provided much needed support to families. Early childhood development programs both parented and un-parented; child and youth programs; outreach programs and community and family events were promoted and well attended.

8,255

CHILDREN (0-12 YRS)
helped in 2016

↑ **38%**
increase in
2016



4,625

PARENTS

helped in 2016

1,235

ADULTS

helped in 2016

↑ **30%**
in comparison
to 2015

89

**FACE TO FACE
INTERACTIONS**
in 2016

23

HOME VISITS
in 2016

↓ **66%**
decrease in
2016



Capacity Building and Engagement

Social Programs do not simply respond to immediate crises but must build the skills and strengths that an individual will need to better manage any future crisis. By building capacity within our community through residents, service providers and community groups, we build a social safety net that is strengthened over time. By building a community where residents feel supported, residents know where to turn for help and can offer support to their neighbours and fellow community members.

Statement developed from SMP consultations leading up to the approved SMP plan published in 2013 and is from the approved Social Development policy approved in 2014.

2016 ACHIEVEMENTS

In 2016, community capacity building initiatives continued to support and strengthen community partnerships, networks and working groups. Engagement strategies provided opportunities to obtain stakeholder and resident input to ensure that the SMP remains relevant and responsive. Communication initiatives included education and awareness related to the pressing social issues in our community.

COMMUNITY PARTNERSHIPS / STAKEHOLDERS / WORKING GROUPS

The St. Albert Strategy and Mobilization Committee (SAM) continues to ensure that the identified and emergent needs of the community are served through a coordinated, facilitated and supported community response. As well, SAM continues to provide oversight and leadership to the overall implementation of the Social Master Plan. In 2016, the SAM committee met 10 times and members also facilitated stakeholder discussions at the annual SMP engagement session.

Under the direction of SAM, all working groups, committees, sub-committees, ad-hoc groups and community organizations have worked together to ensure effective and efficient service delivery to residents.



COMMUNITY WORKING GROUPS

- St. Albert Youth Working Group
- St. Albert Family Working Group
- St. Albert Seniors Working Group
- Temporary Residential Services Committee
- Welcoming Community Committee

FUNDED AGENCIES

At the December 12, 2016 Council Meeting, St. Albert City Council approved five operating grants to community organizations from the Family & Community Support Services Program Grant. In total, \$698,957 was allocated to these community organizations to deliver preventative social services to residents in our community.

The commitment to the Social Master Plan remains strong. Working together to build healthy relationships and provide opportunities for residents to participate in their community and programs is integral to building a strong community.



ENGAGEMENT

On October 12, 2016, over 40 community representatives (including residents) attended the third annual SMP engagement session. An update on the progress made on actions was provided, followed by an opportunity for feedback and input.

COMMUNITY INFORMATION AND VOLUNTEER CENTRE

The Community Information and Volunteer Centre (CIVC) Information and Referral Program is geared at connecting people to community resources available. Community information available includes St. Albert quick resource lists, rental accommodations, babysitting referrals, InformAlberta updates and resource directories.

Volunteers are an integral part of St. Albert and are crucial for creating healthy, vibrant, and connected communities. Volunteering is an opportunity to connect with others in your community and create a positive impact.

In 2016, the Community Information and Volunteer Centre (CIVC) Volunteer Centre program, continued to connect people to volunteer opportunities and organizations to volunteers. On November 19th, 2016, the ninth annual Volunteer Fair that was held.

Each year the Volunteer Fair has approximately 50 organizations exhibiting their services and provide information on how community members can get involved.

27,059
INFORMATION REFERRALS
made in 2016

33
EDUCATION AND
AWARENESS EVENTS

96%
OF PARTICIPANTS
agree that "As a result of the Information and Referral program, I know more about how to access the community resources I need."

COMMUNITY & SOCIAL DEVELOPMENT AND ALL FUNDED AGENCIES VOLUNTEER NUMBERS

↓ **12%**
compared to
2015

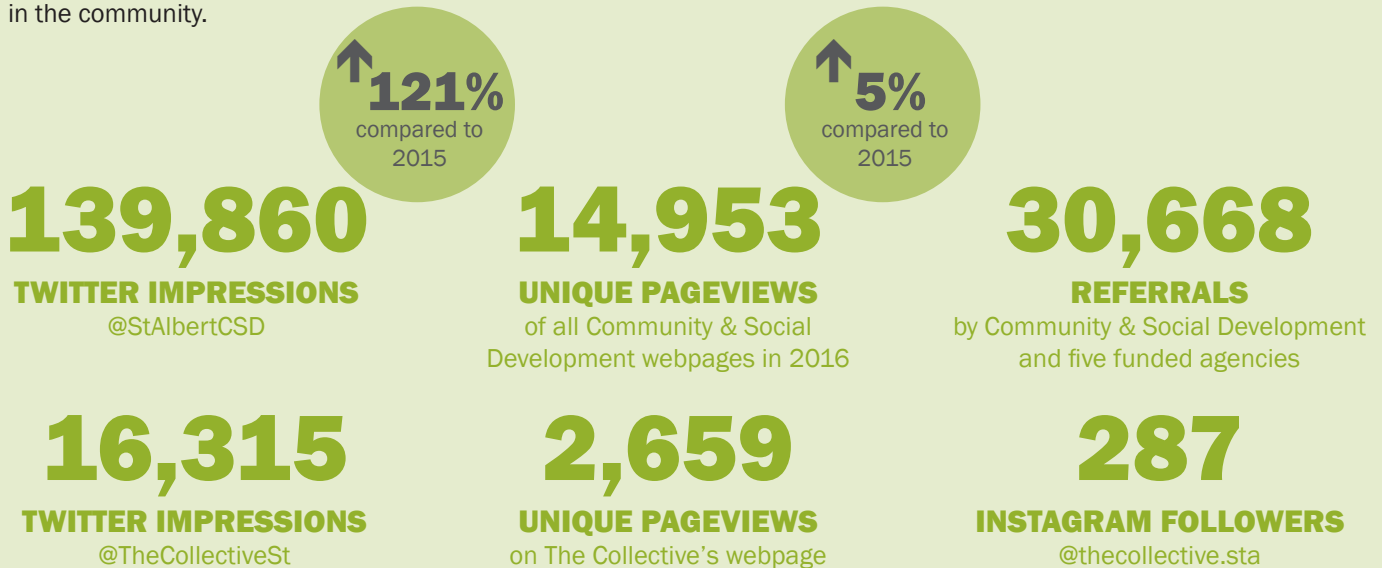
711
TOTAL VOLUNTEERS

↓ **31%**
compared to
2015

17,840
VOLUNTEER HOURS

COMMUNICATION

Through out 2016, there were many education and awareness initiatives implemented to provide residents with information on community resources and how to access them. These efforts aim to raise awareness of the social issues and successes in our community while at the same time provide opportunities for residents to engage and participate in the community.



EMERGENCY PREPAREDNESS AND EMERGENCY SOCIAL SERVICES

Alberta's Emergency Management Act mandates local authorities to prepare for and respond to emergencies that occur within their boundaries. The City of St. Albert has an Emergency Social Services plan in place to mitigate the impact of an emergency by providing essential services to meet immediate survival needs, and emotional and psychological support.

Community & Social Development is responsible for managing the operations of the Emergency Reception Centre, and providing a safe location for people who have been displaced in an emergency. In 2016, several initiatives took place aimed at building capacity in emergency preparedness and Emergency Social Services, including responding to the Regional Municipality of Wood Buffalo (RMWB) wildfires in May.

A total of 125 people (internal staff and community volunteers) attended 5 training events with the objective of providing knowledge, skills and practice in operating the Emergency Reception Centre.

In May 2016, the City of St. Albert Community & Social Development Emergency Social Services response to the RMWB wildfires included:

- As requested by the Province, the Emergency Reception Centre (ERC) was set-up in anticipation of supporting RMWB evacuees; this was not activated and was taken down
- helping 24 families access basic needs and emergency funds
- deploying one Community & Social Development staff member to provide emergency social services to Ft. McMurray and one staff member to work in the Provincial Operations Centre located in Edmonton



125

ATTENDEES
at 5 training events

200+

**RMWB
EVACUEES HELPED**
with information, referrals
and supports

70

RMWB EVACUEES
attended the community BBQ

IN MAY 2016

600

HOURS
Community & Social Development
staff hours helped in the
response to RMWB wildfires



Conclusion and Next Steps

SUMMARY

The Social Master Plan remains relevant and responsive. The 2016 annual engagement session provided crucial input from stakeholders and residents to inform community strategies into 2017. Annual engagement strategies and opportunities are on-going and will continue.

Progress is being made on the actions identified in the Social Master Plan. Actions completed in 2016 have been removed, some actions have been re-focused and new ones have been added to the implementation plan for 2017, which is now in progress.

Advancements in policy development signify the importance of the Social Master Plan in this community. Current and future policy work will help create a community where residents thrive, feel connected with one another and can enjoy the best quality of life possible.

The Social Master Plan alignment with the Social Pillar, other master plans and City Council Priorities will continue to occur. The six community strategies identified in the Social Pillar will guide our work forward.

The City of St. Albert's Community & Social Development department would like to thank all our partners, stakeholders, and community groups for their contribution to this report.

FUTURE DIRECTION FOR 2017 AND BEYOND

- **Sense of Community and Connectedness**
 - Promote small town values; create opportunities for residents to gather and make connections; participate and promote Canada 150 initiatives
 - Integrate and promote crime reduction strategies in neighbourhood initiatives
- **Diversity and Inclusion**
 - Promote St. Albert as a welcoming and inclusive community
 - Develop a Diversity and Inclusion policy
- **Social Responsibility**
 - Support individuals and families who need help with basic needs
 - Advocate for funding to support Homelessness Prevention
- **Healthy Lifestyle and Well-being**
 - Promote Mental Health events and initiatives
 - Support and promote The Collective, including the establishment of a Youth Council
 - Develop and implement a Youth Engagement Plan
 - Engage and support youth, seniors and families
 - Support domestic / family violence sub-committee work
- **Capacity Building and Engagement**
 - Conduct annual SMP and Youth Engagement Session
 - Enhance engagement opportunities with community partners and residents
 - Promote volunteerism
 - Continue to build community capacity and resilience in relation to emergency preparedness and emergency social services

CLOSING COMMENTS

In 2016, the Social Master Plan achievements were significant and provide momentum moving forward. The Strategy and Mobilization Committee; as well as the various community-based committees will continue to champion the Social Master plan action items. The strength of our community partners continues to be a strong change agent in solidifying the values of the Social Master Plan. Community partners and residents are encouraged to continue their commitment and engagement into community; the success of embedding the five values relies on the sustainable efforts of all.

To stay connected:

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