

2020

Social Impact Report

COMMUNITY SOCIAL DEVELOPMENT

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Department Profile

COMMUNITY SOCIAL DEVELOPMENT IS STRUCTURED TO HELP BUILD A STRONG COMMUNITY THAT MEETS THE DIVERSE NEEDS OF RESIDENTS, TODAY AND INTO THE FUTURE.

Strong, resilient communities are developed through caring connections where individuals and families support one another. As communities grow and change, more complex needs emerge as does the need for more innovative solutions.

Social sustainability is about ensuring we can collectively meet the needs of residents today as well as into the future. In order to meet that goal, Community Social Development focuses on two functional areas - supporting individuals and families, and supporting community.

Department Mission

Fostering social wellbeing through information, collaboration, capacity building and engagement by supporting community, organizations, and individuals towards enhanced quality of life.

Department Vision

Spruce Grove is an inclusive, thriving community where residents are empowered, resilient, and experience belonging.



Family & Community Support Services (FCSS)

Supports individuals and families through delivery of preventative programs and services aimed at supporting the increasingly diverse needs of residents.

Social Planning

Supports at the community level by focusing on achieving broader social change through collaboration, engagement, community development, research, education, and grants.

Community Social Development operates in accordance with relevant statutes, codes, and regulations, adheres to program standards and best practices, and maintains professional certifications for credentialed staff. Community Social Development provides stewardship of the Social Sustainability Plan and receives a portion of its mandate from the Provincial FCSS Act and Regulation as well as other funding agreements.

Director's Message



The year 2020 was a year unlike any other, and I am proud of our staff and community for their ongoing efforts to support one another in the face of unprecedented challenges. This year, more than ever, it is my pleasure to present the 2020 Social Impact Report, which provides an overview of the accomplishments realized in the face of a global response to COVID-19.

Looking at the challenges and achievements from the past year, it is clear that we have been able to adapt our services while supporting the changing needs of community. Discovering and adapting to the challenges and learnings of virtual services and remote work, creating opportunities for community empowerment and success, and making difficult choices around realignment of resources to effectively further the well-being of our diverse community remained at the forefront.

None of this would have been possible without the collaborative spirit of stakeholders and community partners. Whether it be residents, staff, community organizations, or Council, we worked to ensure the network of services within our community remained collaborative, connected, relevant, and safe.

Looking forward, we are taking stock of our newly emerging environment and preparing to address the needs of the future, equipping residents and civil society with the capacity and resilience necessary for a strong, vibrant community. The future remains uncertain, but together we are strong.

Janine Peter

Janine Peter

2020

8,177

residents served through

113+

programs, services, and initiatives

40+

active partnerships

16

stakeholder engagements

96%

positive outcomes

AT-A-GLANCE

FINANCIALS

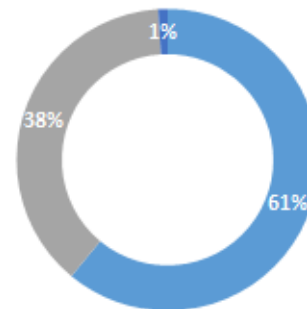
Community Social Development is financed through a combination of government transfers, property taxes, and user fees which fund programs, services, and initiatives supporting the social needs of the community.

In 2020, the department's operations comprised \$1.8 million as outlined below.

2020 Revenue

- Government transfers (\$1.09M)
- Property taxes (\$0.69M)
- Cost recovery and user fees (\$0.02M)

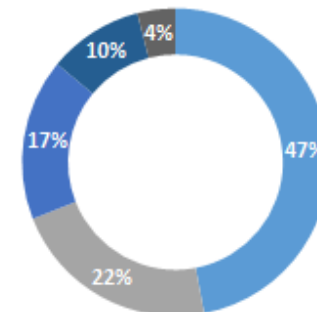
Total Revenue \$1.8M



2020 Expenses

- Programs and services (\$0.84M)
- Community development (\$.39M)
- Facility costs (\$0.31M)
- Administration (\$0.19M)
- Grants to organizations (\$0.08M)

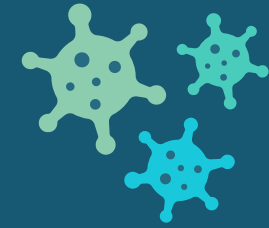
Total Expenses \$1.8M



2020

AT-A-GLANCE

RESPONSE TO COVID-19



THE PATH TO RECOVERY

Out of adversity, a more resilient and sustainable community will emerge.

The City's path to recovery is built on a strategic framework, feedback from residents, and dedicated working groups.

The recovery framework serves as the foundation for the community's path to recovery and focuses on achieving a range of short and long-term goals including strengthening the social fabric of the community.

In 2021 and beyond, Community Social Development will continue to focus on reducing barriers to community social supports, community capacity building, and regional collaboration.

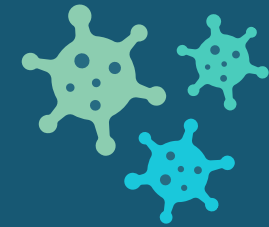
SOCIAL EFFECTS OF COVID-19 REPORT SERIES

COVID-19 is having far-reaching impacts on our daily lives and society. In 2020, Social Planning created a series of reports using data from different sources to help provide a better understanding of the social impacts of COVID-19 in Spruce Grove.

Staying informed on the latest news, trends, and social sciences research helps us to better serve the community and provides service providers with information to help with their own decision-making.

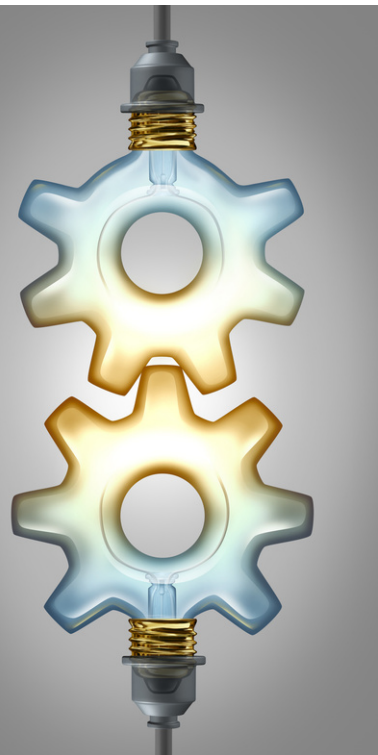
Conducting local research is important in knowing where people are at, where there are gaps, and where there are opportunities.

RESPONSE TO COVID-19



AN INNOVATIVE SHIFT

As provincial public health measures resulted in the requirement for facility closures and many staff to work remotely, technology played a major part in service continuity for residents. Some examples of innovative service changes in response to the pandemic included:



- Distribution of recovery grants and food security vouchers to build capacity for meeting basic needs and social connections for residents
- Hosting of virtual mental health clinics and healthy relationship education sessions for youth and adults to promote social connections and provide tools to support mental wellbeing during difficult times
- Virtual launch of Parkland Connect as a free, single session mental wellness program for Tri-Municipal residents to connect with a local mental health professional over the phone or online
- Virtual access to case management and tax preparation services with accommodation for those requiring in-person supports, ensuring vulnerable residents maintained access to services they need when most needed
- Hosting of free online community development workshop series to help non-profits build their skills and capacity within a pandemic environment
- Launch of the HelpSeeker app to help service providers and residents connect in a rapidly changing environment
- Distribution of Family Wellness Kits to support healthy connections for families isolated together due to the lockdowns
- Development and launch of an Instagram account to support social connections for youth
- Virtual launch of SeniorConnect to provide training opportunities for community members and service providers to identify and connect isolated seniors needing support
- Publication of a series of research reports on the Social Effects of COVID-19 to support understanding of the impacts in Spruce Grove



Social Sustainability Plan Key Areas for Action

Programs & Services

Increase access to social wellness programs, services and supports in the community

Housing

Develop a continuum of housing

Homelessness

Develop supports for the homeless population

Community Engagement

Create sustainability through community engagement

Family & Domestic Violence

Reduce levels of family and domestic violence

Inclusion

Create and sustain Spruce Grove as an inclusive city

Civic Governance

Modify civic governance and administrative practices to incorporate the plan

Transportation is also an identified key area for action. Transportation is managed and delivered by Spruce Grove Transit Services.

PROGRAMS & SERVICES

Increase access to social wellness programs, services and supports

Individual Client Services

Individual Client Services offered through FCSS support individuals and families with a wide range of needs. Accessibility to programs and services proved to be a challenge throughout a global pandemic whereby social distancing was required to maintain the physical health and safety of residents and staff. Adaptation to virtual systems, and accommodation plans to mitigate digital exclusion were implemented to ensure services were available for those who needed them the most.

INFORMATION & REFERRAL (I & R)

I&R makes a significant difference to the quality of life for residents by connecting people to appropriate resources, programs, and service information. Community Social Development reception staff are certified Community Information and Referral Specialists and conduct in-depth consultations to support appropriate and timely referrals at the earliest opportunity.



COUNSELLING SERVICES

Short-term counselling services are offered to low-income residents meeting eligibility requirements. Following a formal intake, counselling may be offered through FCSS or referred to an appropriate resource in the community. In 2020, 28 eligible residents accessed 196 counselling sessions, thereby increasing personal resiliency and optimism for the future. An additional 51 drop-in sessions were accessed through Parkland Connect, offered to support residents through COVID-19.

PROGRAMS & SERVICES

Increase access to social wellness programs, services and supports

Individual Client Services

COMMUNITY VOLUNTEER INCOME TAX PROGRAM (CVITP)

Support with tax returns is an important poverty reduction strategy. A tax return may support individuals with modest incomes maintain or access needed financial benefits, pay off debts, or develop a savings strategy. These supports also inject dollars back into the community as individuals with modest incomes gain more money to spend locally. In 2020, CSD staff along with seven community volunteers supported 700 eligible low-income residents with tax preparation.



HOME SUPPORT

Individuals accessing the Home Support program were able to maintain their independence, feel less isolated, and establish a connection with community through a Home Support worker. In 2020, the Home Support program ran from January to mid-March, at which time the program was paused due to implementation of health regulations resulting from COVID-19. In the ten weeks pre-COVID, 108 registered individuals representing 65 households from Spruce Grove and Parkland County were supported with 641.5 hours of Home Support services.

PROGRAMS & SERVICES

Increase access to social wellness programs, services and supports

Individual Client Services

CASE MANAGEMENT

Case managers assist eligible individuals and families who are facing multiple complex issues such as mental health and addictions, family violence, homelessness and poverty. Case managers work collaboratively with residents and service providers to assess needs, develop service plans, and navigate a wider range of services.

This program empowers individuals and families to increase their knowledge, skills and abilities to access supports on their own wherever possible in order to build resiliency to navigate life's challenges while at the same time preventing crisis from occurring.

When an individual increases their quality of life, the individual, their family, the community, and overall support systems benefit. .

89

new clients

928

client contacts

293

clients supported in accessing sustainable financial benefits

133

clients supported in maintaining current housing (tenancy breakdown prevention)

452

clients reported increased awareness of community resources/supports available to them

PROGRAMS & SERVICES

Increase access to social wellness programs, services and supports

Individual Client Services

REGIONAL HOUSING PROGRAM

Access to secure housing is fundamental to a person's sense of dignity, safety, participation and inclusion within communities. Housing can become insecure when issues arise, such as unaffordable rents or mortgages, job loss, medical conditions and mental health and financial struggles.

Funded through the federal Reaching Home grant, the Regional Housing program was newly launched in partnership with Stony Plain FCSS and the Rural Development Network as a housing break-down prevention and rapid rehousing program offered to eligible residents in the Tri-Region. In July 2020, a dedicated housing coordinator was hired and housed out of Spruce Grove FCSS to support clients meeting eligibility requirements with:

- housing acquisition or housing breakdown prevention
- gaining access to basic needs and other support services
- connecting to other community service providers to support housing sustainability

In fall 2020, this newly-launched program housed 7 individuals/families and prevented housing breakdown for 10 individuals/families.

Communities Served:

60%



Spruce Grove

14%



Stony Plain

12%



Parkland County



A homeless, overwhelmed young mom was supported through the Regional Housing Program to find housing stability for herself and her baby. This mom and baby are now safely housed and doing well.

"Thank-you so much, I don't know what I would have done without your help".

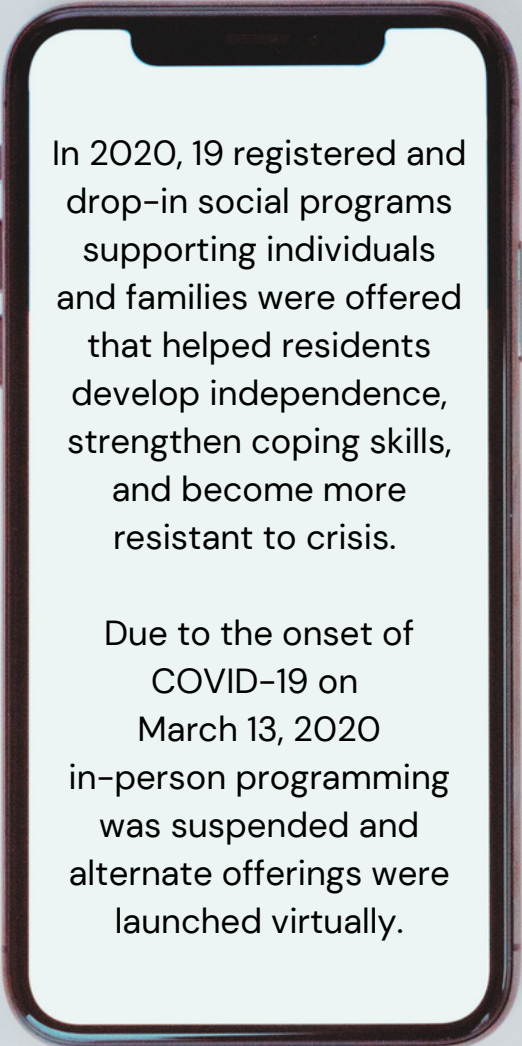
A client who was partially blind and totally isolated due to COVID-19, reached out to FCSS looking for support with rental arrears after receiving an eviction notice. This individual was supported by the Regional Housing Coordinator to seek solutions to pay for their rental arrears and was able to remain in their home.

"Thank-you so much, I did not know who to talk to and have been too scared to leave my apartment."

Increase access to social wellness programs, services and supports

Social Programs

PROGRAMS & SERVICES



In 2020, 19 registered and drop-in social programs supporting individuals and families were offered that helped residents develop independence, strengthen coping skills, and become more resistant to crisis.

Due to the onset of COVID-19 on March 13, 2020 in-person programming was suspended and alternate offerings were launched virtually.

Increase access to social wellness programs, services and supports

Social Programs

PROGRAMS & SERVICES

105

family wellness kits distributed

62%

reported their family feels closer to one another

Positive Family Relationships

In 2020 Community Social Development in partnership with Alberta Parenting for the Future, distributed 105 Family Wellness Kits containing a range of activities supporting positive family interactions to isolated families in Spruce Grove during the COVID-19 lockdown.

Positive family relationships help families resolve conflict, work as a team and enjoy each other's company. Positive family relationships are built on quality time, communication, teamwork and appreciation of each other. Children feel secure and loved when they have strong, positive family relationships.

"Because of the partnership this summer, we were able to provide a program we could not have otherwise, and it provided us with strong feedback to address issues that families were experiencing going into the fall and winter during the pandemic. It enabled us to pivot our fall programming to be more intentional to the needs of Spruce Grove families."

- Partnering Agency



Increase access to social wellness programs, services and supports

Social Programs

PROGRAMS & SERVICES

Optimism is a mental attitude that is strongly connected to psychological well-being and personal resilience.

Developing skills, knowledge, and the ability to plan for the future enhances people's quality of life and increases access to vital community supports when they are needed. In 2020, Community Social Development offered 19 programs geared to developing independence, strengthening coping skills, and increasing resiliency. Many programs were offered jointly with local and regional partnering organizations.

93%

experienced increased confidence at handling whatever comes their way

9

programs

1846

participants

People are Optimistic About Their Future

Adult Wellness Webinars

Blanket Exercise

Coffee with a Cop

Community Kitchen

Listening Circles

Managing Anxiety: Top Down & Bottom Up

Mental Health Week 2020

COVID-19 Food Security

Thriving in Tough Times: Coping During COVID-19

"I had the opportunity to really think, listen, and learn new factors that lead to stress during a pandemic but this workshop made me think about myself and dig a bit more deeply into the causes of stress in general... I deeply appreciated how this was run."

- Program Participant

"Thank you for providing this experience, I loved doing this program in Spruce Grove." - Program Participant

Increase access to social wellness programs, services and supports

Social Programs

PROGRAMS & SERVICES

Children and Youth Develop Positively

In 2020 Community Social Development offered a range of drop-in and registered programming both in-person and virtually through FCSS, providing opportunities to find community and build genuine relationships with peers and program staff. When youth feel connected and valued, this promotes a sense of purpose and an optimistic view of the future.

- Youth Mentorship Program
- Parkland Village Youth
- The Studio
- 7 Dimensions for Connected Living
- Healthy Relationships
- Social Emotional Skills & Strategies for Self Regulation
- Tri-Region Youth Mental Wellness
- Understanding Stress & Anxiety
- Youth Social Media Program

9
programs

51
participants

91%
reported feeling
confident to be
themselves

Increase access to social wellness programs, services and supports

Community Development

PROGRAMS & SERVICES

Community Social Issues are Identified and Addressed

In 2020 Community Social Development led or partnered with other community organizations on 23 programs and initiatives geared to collectively identify and address current and emerging social issues, locally and regionally.

23

programs & initiatives

3400

participants

100%

reported their organization is better able to service the people in their community

COMMUNITY GRANTS

Increase access to social wellness programs, services and supports

Community Capacity Building

Community Social Development helps the community to thrive through administering grants. The Community Grant Program expanded in 2020, and was able to provide local and regional agencies the opportunity to flex and expand their services to virtual offerings during COVID-19.

\$40K- FCSS Community Recovery Grant

CommunityAIM - Empowering Citizens with Disabilities Society
Big Brothers Big Sisters
Change Health Alberta

\$15K - FCSS COVID Food Security Grant

Parkland NeighbourLink (Food Vouchers)
Community Church (Winter Emergency Response Support)

\$30K - CSD Domestic Violence Reduction Grant

Parkland Turning Points Society
The Today Family Violence Help Centre
Edmonton Violence Prevention Centre

Grant Application Support

Community Social Development provided support to local organizations accessing one-time provincial FCSS funding administered through the Family and Community Support Services Association of Alberta, bringing in \$205K to five local community organizations offering supports to Tri-Region residents throughout COVID-19.

Youth and adults benefited from opportunities provided through Change Health Alberta. Free online psychological services were provided to women and families, free yoga sessions to women and caregivers, and support to Indigenous women through Ribbon Skirt Making were accessible as a result of the FCSS Community Recovery Grant.

Boys and Girls Clubs Big Brothers Big Sisters of Edmonton and Area were able to attract new mentors to their program for Spruce Grove through increased marketing and a shift to online mentoring.

Purchasing technology and mentor recruitment were made possible for Community AIM as well.

Food security and support with domestic violence programming also continued.

HOUSING

Develop a continuum of housing

Housing Needs and Supports

2020 Tri-Region Housing and Service Needs Estimate

The Tri-Region, along with 26 other rural Alberta communities, collected data to estimate housing and service needs for vulnerable populations, providing a snapshot of who is experiencing homelessness in Spruce Grove, Stony Plain, and Parkland County. The City of Spruce Grove, in collaboration with regional local service agencies, completed surveys with community residents throughout the month of October. In total, 359 surveys were completed and findings from the survey are to be published in 2021. The project saw 41% participation increase from the launch in 2018.

Federal ReachingHOME Funding

The City of Spruce Grove, in partnership with Stony Plain FCSS, received Federal funding administered through the Rural Development Network to address housing supports in the Tri-Region. The total award amount brings over \$400,000 to the Tri-Region in 2020 – 2023 and helped establish the Regional Housing program, including a Housing Coordinator and rent subsidies for eligible residents.

Tri-Municipal Regional Plan: Affordable Housing Strategy and Needs Assessment

Research is an important step in understanding complex social issues. In 2020 and 2021, the City of Spruce Grove, Town of Stony Plain and Parkland County worked together to develop the Affordable Housing Strategy and Needs Assessment as part of the broader Tri-Municipal Regional Plan. The goal of the Housing Strategy is to “provide for a complete Tri-Municipal community by ensuring adequate, affordable and diverse housing options in support of more diverse neighborhoods, improved employment, accessibility, and overall social and economic health”.



HOMELESSNESS & POVERTY REDUCTION

Develop supports for the homeless population

Community Winter Emergency Response

For the second year, community stakeholders worked collaboratively to plan and implement a community Winter Emergency Response (WER) within Spruce Grove. The response is intended to mitigate risk for individuals that are vulnerable to serious, critical, or potentially fatal health impacts as a result of extreme cold weather exposure. Risk of exposure is due to several factors, but in particular, this response focused on unsheltered persons experiencing homelessness and is activated when a cold-weather threshold is reached.

The WER committee completed a gap analysis identifying lack of evenings and weekend spaces during extreme cold weather. The focus was to address the after-hours gap in a manner adhering to COVID-19 public health measures, and Alberta Health Services was consulted to ensure compliance.

Other goals implemented in the cycle included grant acquisition to hire a seasonal Program Coordinator, identify suitable community space for the Late Night Café model, developing formalized training for volunteers working at the Late Night Café, and developing transportation options to enhance access to the program.

In 2020 there were three activations of the response over 12 days. The response involved:

- Outreach
- Distribution of cold weather kits
- Transportation
- Warming locations

The response is planned and implemented collectively by community stakeholders in Spruce Grove, and is convened and co-lead by Community Social Development. Active partners of the WER include:

- RCMP
- Spruce Grove Community Church
- Congregational Christian Fellowship Church
- Engage Church
- Tri-Region Pay Forward Kindness Society
- TransAlta Tri-Leisure Centre
- Rotary Club of Spruce Grove
- Spruce Grove Public Library
- City of Spruce Grove Protective Services & Community Social Development

HOMELESSNESS & POVERTY REDUCTION

Develop supports for the homeless population

Champions Table: Hope&Home Tri-Region Poverty and Homelessness Reduction Initiative

PathwaysHOME seeks to build on already existing community strengths through regional collaboration and collective action. Coordinating resources, formalizing partnerships, and developing shared vision and goals are key first steps.

After initially convening in fall 2019, the Champions Table was formalized in March 2020, establishing a structured partnership between stakeholders in the Tri-Region to advance poverty and homelessness reduction work. The City of Spruce Grove provides backbone support and co-chairs the Champions Table.

In 2020, the Champions Table focused on developing a common agenda to advance the work regionally by establishing common definitions, identifying Tri-Regional challenges, and developing a common agenda for addressing poverty and homelessness regionally, culminating in formalization of the Hope&Home Tri-Regional Homelessness & Poverty Initiative.

"Life is full of possibilities. I am grateful and humbled to be able to work with individuals affected by poverty and homelessness in our community, and extend that work on a broader level, by being a part of the Tri-Region Champions Table and Home & Home initiative. Poverty and homelessness are complex issues, and through the Tri-Region Champions Table, we are working to break down the issues and widen the lens to impact local systems change. It is possible to strengthen our neighbours and community, celebrate what we are doing well, and consider what we can do better to reduce poverty and homelessness."

*- Tracy Woodman-Raymond
Executive Director, NeighbourLink Parkland
Champions Table Member*

Create sustainability through community engagement

Neighbourhood Development

COMMUNITY ENGAGEMENT

The Community is Connected and Engaged

CONNECT THE BLOCK

A new initiative to help build and support positive neighbour-to-neighbour relationships was launched in fall of 2020. Connect the Block was developed as a way to help residents strengthen their neighbourhoods and make connections with those who live around them.

When people know their neighbours, it helps create safer neighbourhoods, allows people to feel connected, and increases the likelihood that they will help provide social supports to one another during difficult times.

SPRUCE GROVE NEIGHBOUR NETWORK

Knowing your neighbours is vital to creating resilient, safe and connected communities. The Spruce Grove Neighbour Network was launched in 2019 to provide residents with access to resources, ideas and neighbourhood building tools to help grow the connections on their blocks and in their neighbourhoods. The Neighbour Network transitioned online for 2020, and there were 5 interactions with this virtual platform.

"We wanted to encourage people to get to know their neighbours and create a sense of belonging on their block."

- Karyn Hurlbut, Community Developer

Create sustainability through community engagement

COMMUNITY ENGAGEMENT

SENIORCONNECT

SeniorConnect launched in 2020, empowering residents to recognize and respond to seniors in need through free online training. In 2020, 144 community members signed up for training, 305 learning modules were completed, totaling 190 hours of learning and a 60% completion rate..

144
participants

305
modules

190
learning
hrs

100%

reported increased
knowledge to help
support seniors in
our community

487

isolated seniors
supported with
caring connections

SENIORS APPRECIATION WEEK

Seniors Appreciation week was celebrated June 1-7, 2020. To acknowledge our Senior community during the COVID-19 pandemic, 487 carnations were donated by Save-on-Foods and delivered to area seniors at various locations by Community Social Development staff.

**The Community is
Connected and Engaged**

COMMUNITY ENGAGEMENT

Create sustainability through
community engagement

Non-Profit Development

Fundamentals of Fundraising

Thriving non-profits are key to a healthy, resilient community that can effectively address local needs. CSD supports capacity building for non-profits and their boards through workshops, strategic planning, and grant-writing support.

In 2020, Community Social Development hosted *Fundamentals of Fundraising*, an online workshop on virtual fundraising attended by thirteen not-for-profits, facilitated two strategic planning sessions, and supported over ten local not for profits with grant writing support.

Tri-Community Adult Learning Association (Tri-CALA)

Community Social Development is a member of the Tri-CALA Board of Directors. Tri-CALA's mission is to provide literacy and foundational learning opportunities to the Tri-Community area so that learners are able to participate actively in society and pursue further learning.

In 2020, the Tri-CALA board completed a three-year strategic plan with input from members and stakeholders. The number of board meetings increased from three per year to monthly, which will help facilitate a bylaw review and ongoing policy reviews. The Community Adult Learning Program (CALP) updated its guidelines in May 2020, and the guidelines were used in the creation of the strategic plan.

COMMUNITY ENGAGEMENT

Create sustainability through community engagement

Community Social Issues are Identified and Addressed

CRITICAL CONNECTIONS Interagency Coalition

Community Social Development has been a leader in the development and backbone support for the Critical Connections Interagency Coalition since 2014 and is chaired and supported by CSD staff. The interagency exists to enhance relationships between social service agencies for the benefit of the community by promoting collaborative engagement, and identifying strengths and opportunities in community service needs.

In 2020 the interagency met 9 times and supported the development of four Community Action Groups to help identify and address the needs of residents emerging during the COVID-19 pandemic.

Stakeholders consist of a wide range of government, non-profit and business with over 26 participants.

HelpSeeker

At the beginning of the COVID-19 pandemic, an increased demand for supports within a rapidly changing social service landscape was noted. Community Social Development worked with other City departments and partners across the Tri-Region to deliver a pilot project bringing the HelpSeeker app to residents and service providers alike.

There were 2,373 unique searches in the app, with the top categories being COVID-19, food security, mental health, and counselling. Local services were accessed 332 times by users of the app.

HelpSeeker is a directory for social services including mental health supports, crisis helplines, food delivery services, and more. Residents are able to search for the specific support they need and service providers are able to update service information in real time.



FAMILY & DOMESTIC VIOLENCE

Reduce levels of domestic violence

Domestic Violence Grant Funded Programs

The Spruce Grove Domestic Violence Grant offers funding opportunities to agencies providing services and supports to victims, offenders, and children exposed to domestic violence. Funded agencies provide direct services to residents in the Tri-Region and have adapted to COVID-19 protocols to deliver services safely.

A total of \$30,000 was awarded through the Domestic Violence Grant in 2020.

Regionally, 139 clients were supported through 335 service hours.

Edmonton Violence Prevention Centre

- 74 participants
- 60 hours

Parkland Turning Points Society

- 14 women's group participants
- 42 individual client participants
- 240 hours

Today Family Violence Help Centre

- 9 participants
- 35 hours of sessions



FAMILY & DOMESTIC VIOLENCE

Reduce levels of domestic violence

November is Domestic Violence Awareness month. In 2020, community organizations throughout the Tri-Region collaborated to bring awareness to the issue of domestic violence. Virtual events and activities included a ***Breakfast with the Boys*** to engage men and boys in domestic violence prevention, a ***Supporting Friends*** information session, ***Coffee with the Community***, and a ***Light a Path Virtual Walk***.

Community Social Issues are Identified and Addressed

Breakfast with the Boys focused on social awareness. Of the 26 participants, the majority acknowledged increased awareness that domestic violence presents in different ways and is an issue in the community.

Coffee with the Community was an opportunity to hear from, and talk with, an individual with lived Domestic Violence experience as a victim. Ten people attended the session, however only three responded to the survey with 100% indicating increased awareness that family violence is an issue in the community.

The Community is Connected and Engaged

Twenty four people attended the ***Supporting Friends and Family through Domestic Violence*** session. As a result of the session, 100% of those surveyed indicated increased awareness of how to help other people in their neighbourhood/community.

FAMILY & DOMESTIC VIOLENCE

Reduce levels of domestic violence



Safe Horizon Society for Abuse Response (formerly Parkland & Area Response to Family Violence Committee) is a non-profit society that works collaboratively with other organizations and the community towards reducing relationship violence and abuse in the tri-municipal region through education, awareness, resources and supports.

"When Safe Horizon Society for Abuse Response approached the City of Spruce Grove - Community Social Development about assisting our non-profit organization in a strategic planning session for Nov.5/20, our Board (Safe Horizon Society for Abuse Response) had already been through a previous strategic planning session on Jan.9/20 but felt that we didn't have a plan that was clear, workable or achievable. Safe Horizon also had several internal organizational changes that made the task of dealing with a vague three year plan more than daunting.

The expertise of the Community Social Development team in assisting us to drill down to define our "real" priorities and develop a clear set of goals, action plans, timelines and who was going to do the work over a period of one year (rather than three years) really made a huge difference for us. With this plan, we now had the blueprint for success that was achievable, had accountability measures built in and would definitely move us forward.

[The social planning team] demonstrated their commitment to making our strategic planning day successful in the work they did prior to the session by getting to know who we were and where we had come from as well as where we thought we wanted to be. When they arrived on the day of the session, they were well prepared for the day and established an easy rapport with the group, making it not only productive but enjoyable.

We are very grateful for the assistance and guidance that [the social planning team] has provided to Safe Horizon, and we look forward to working with either or both of them in the future."

Sandi Johnson, Chair
Safe Horizon Society

INCLUSION

Create and sustain Spruce Grove as
an inclusive city

MEASURING MUNICIPAL INCLUSION PROJECT

Gender-based analysis plus or GBA+ is an analytical tool used to understand how work may benefit or exclude different diverse groups of people. The "plus" in the name highlights that GBA+ goes beyond gender and includes the examination of other intersecting identity factors such as education, age, geography, culture, race, physical or mental ability, etc.

The City of Spruce Grove was awarded the Measuring Municipal Inclusion Grant from the Alberta Urban Municipalities Association (AUMA). This grant evaluates and benchmarks the City's level of inclusiveness by identifying strengths and areas for improvement. In 2020, the project team implemented the 2020-2021 action plan by completing an audit of administrative policies and rolling out GBA+ training to Council and City staff.

- Council and 244 staff completed GBA+ training
- 3 Human Resource policies were reviewed through an Equity, Diversity and Inclusion lens

RECONCILIATION

Working towards Truth and Reconciliation in Spruce Grove is important. Calls to Action from the Truth and Reconciliation Commission and National Inquiry into Murdered and Missing Indigenous Women and Girls help set a path forward. Building on the work from New Beginnings, we support Indigenous rights to self-determination and will work with Indigenous partners to co-create an equitable future together. Ways that we supported reconciliation in 2020 include:

- Participation in the Treaty Relationship Renewal Network and Connecting with Indigenous Neighbours committees
- Hosting Listening Circles and Community Blanket exercises
- Bringing awareness to Orange Shirt Day
- Beginning the Community Social Development department staff meetings with land acknowledgements.

Modify civic governance and administrative practices to incorporate the plan

CIVIC GOVERNANCE



CONVERSION THERAPY

Everyone has a right to be safe in their community. In early 2020 at Council's direction, Community Social Development brought forward the Conversion Therapy Bylaw C-1103-19 to ensure LGBTQ2S+ individuals in Spruce Grove were protected from this harmful practice. The bylaw was passed by Council in April 2020, and prohibits the practice, offering, or advertising of Conversion Therapy within the City of Spruce Grove.

POLICY AUDIT

In 2020 through work done as part of the Measuring Municipal Inclusion project, an Administration Policy Audit Report was completed that highlights gaps in policies and modifications required to support equitable and inclusive culture at the City of Spruce Grove.

Based upon the findings, a Domestic Violence in the Work Place Policy and Procedure was drafted, and work had commenced to update the Staff Dress Code, update the definition of 'family', and update policies with gender-inclusive language.

LOOKING AHEAD

2021: Our Path Forward

Emerging trends are shaping our community and will continue to define how we support each other individually and collectively in the future.

Meaningful and effective social programs and services are critical for the overall health and wellbeing of our residents, and social sustainability is about ensuring we can collectively meet those needs now and into the future. By investing in capacity development of organizations and community while continuing to focus on vulnerable individuals and families, we can help ensure our community is engaged, equipped, and ready to meet current and future complex needs.

Priorities for 2021 as determined by Council's approved Corporate Plan, stakeholder engagement activities, and research include:

- Homelessness and Poverty (PathwaysHOME)
- Reconciliation, Equity, and Inclusion (Community Inclusion Initiative)
- Mental Wellness for Youth and their Families
- Neighbourhood and Community Development
- Client Services Supporting Vulnerable Individuals and Families
- Advancing Tri-Regional Work

Council's vision is that Spruce Grove is the best place to live, to experience community, and to grow a strong, successful business. As the social landscape continues to evolve resulting from previous growth interrupted by a global pandemic, Community Social Development will continue to focus on supporting the social needs of Spruce Grove residents through information, collaboration, capacity building and engagement, thereby supporting community, organizations, and individuals towards enhanced quality of life.

2020 Department Staff

Director, Community Social Development – Janine Peter
Senior Administrative Assistant – Brenda G. Smith

Manager, FCSS – Beverley Barker
Office Coordinator – Voirrey Manning
Supervisor, Individual Client Services – Shelley Tunney
Case Manager – Lynne Bossmann
Case Manager – Sabrina Morrison
Regional Housing Coordinator – Marlene Gall
Supervisor, Programs – Kristi Starling / Carly Stobbs
Program Coordinator – Brendan Kronewitt

Manager, Social Planning – Erin Rutherford
Community Developer – Karyn Hurlbut
Community Developer – Emma LaFreniere
Community Developer (temporary secondment) – Sylvia Miller
Community Developer (temporary secondment) – Megan Frigon

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