



Family & Community Support Services (FCSS) STRATEGIC PLAN 2011

Vision: Banff is a community that is socially healthy and resilient.

Mission: Banff FCSS acts as a catalyst to strengthen quality of life in our community through the development of preventative social initiatives that build independence, healthy relationships, and enhanced social awareness.

Guiding Principles:

- ❖ A community's most valuable resource is its people
- ❖ Investing in people achieves great returns in all areas of community life
- ❖ Partnerships are fundamental to community building
- ❖ A community has unique needs and is best able to propose solutions and create opportunities to meet them
- ❖ We can all make valuable contributions to our community, and our community needs the contributions of all of us

FCSS Provincial Outcomes:

1. **Prevention** - People develop independence, strengthen coping skills & become more resistant to crisis (individual resiliency)
2. **Community Development** - People develop interpersonal & group skills which enhance constructive relationships among people (individual/ organizational capacity building)
3. **Accountability** - People & communities assume responsibility for decisions & actions which affect them
4. **Local Autonomy** - People develop an awareness of social needs
5. **Volunteerism** - People are sustained as active participants in the community

TABLE LEGEND: P= Primary Outcome met by initiative

S = Secondary Outcome met by initiative

FAMILY SCHOOL LIAISON Initiative	FCSS Outcomes					Evaluation
	1.Prevention	2. CD	3.Accountability	4. Autonomy	5. Volunteerism	
Roots of Empathy	P				S	June 2011
Individual and Family Counselling Support	P		S			June 2011
Banff Mentor Program	P				S	June 2011
CRPS Crisis Response Team Participation		P	S			June 2011
High School Presentations	P			S		May 2011
Sexual Health and Relationships	P		S			May 2011
Suicide Awareness	P		S			Nov 2011
Bow Valley Youth and Family Partnership		P				June 2011
Early Childhood Development Committee		P	S			June 2011
Parenting After Separation	P		S			Ongoing
Go Guys Banff Community High School	P	S				June 2011
Programs responding to cultural diversity	P	S				Dec 2011

SENIORS SUPPORT	FCSS Outcomes					
Initiative	1.Prevention	2. CD	3.Accountability	4. Autonomy	5. Volunteerism	Evaluation
Bow Valley Volunteer Drivers Program	P				S	
Active Living Programs at Senior Centre, Mount Edith & Cascade House	P					Dec 2011
Snow Angels Program (in partnership with Bylaw)	P				S	May 2011
Driving Angels Program					P	Sept 2011
Seniors Week celebrations		P				
Seniors Kitchen (in partnership with AHS)	P					
Monday Lunch (in partnership with AHS)	P					
Income Tax Program	P				S	May 2011
Provide Information for local, provincial and federal programs via workshops & programs	P					
Seniors Bus	P					Dec 2011
Fraud Prevention Workshop	P		S			Ongoing
Wellness Workshops	P		S			Ongoing
Seniors Social/Wellness Evening	P					
Bow Valley Regional Housing liaison				P		

BANFF LIFE (YOUNG ADULT PROGRAMS)	FCSS Outcomes					
Initiative	1.Prevention	2. CD	3.Accountability	4. Autonomy	5. Volunteerism	Evaluation
Mountain Adventure Program	S		P			Dec 2011
“Living Room” Programs (pilates, meditation, yoga, movie/games/knitting nights, bus trips)	P					Dec 2011
Staff Orientations “LIFE in BANFF”	S		P			On-going
Welcome Week	S		P			June 2011
One Cool Winter	S		P			Nov 2011
Pasta Night	P				S	Sept 2011
Christmas Dinner	S	P				NA
Volunteer Ambassador Program			S		P	Nov 2011
Corporate Membership Program & Fund Development			S	P		Dec 2011
Wellness Workshops	P					
Banff Rotary Community Hub Board of Directors				P		NA
Banff Lake Louise Hotel Motel Assoc. Board				P		NA
Parks Canada Partnership				P		NA

COMMUNITY DEVELOPMENT	FCSS Outcomes					
Initiative	1.Prevention	2. CD	3.Accountability	4. Autonomy	5. Volunteerism	Evaluation
Affordability Programs- Community Bus, Low Income Transit Pass, AISH pass, EGTP & Ski	P					Dec 2011
Community Greenhouse - Committee dev.		P			P	Nov 2011
Non Profit & Community Support (facilitation strategic planning, grant & board support, etc)		P	S			TBD
Non Profit Community Orientation		P				Dec 2011
Facilitate Banff Action Group/Sub-groups			S	P		
Rotary Community Hub Support Staff		P		P		
Storytelling & Suicide project sustainability				S		
Youth Engagement Projects		P	S			
FCSS Community Grants Program		S	P			
Non-profit Community Classes		P				Ongoing
Support to Santa's Anonymous Program		P		S		Jan 2012
Corporate Social Responsibility Initiative				P		
Community Resource Directory			P			2011
Playground consultation			P	S		Feb 2010
Multiculturalism Community Strategy		P		S		
Community Winter Potluck	P	S				
TOB Fire Dept Partnership CISM	P	S				
Domestic Abuse Working Group	P					
Provincial contracts – Community Helpers, Housing Outreach, CCIS TFW Support	P	S				April 2011

FCSS REPRESENTATION/SOCIAL NEEDS AWARENESS	FCSS Outcomes					
Initiative	1.Prevention	2. CD	3.Accountability	4. Autonomy	5. Volunteerism	Evaluation
Facilitation of Bow Valley Interagency		S		P		
Weekly interagency e-letter				P		
BHC Board Participation –non-voting position				P		N/A
Disaster Social Services roles	P					
Facilitation of FCSS Advisory Committee			P	S		Dec 2011
FCSS Provincial Directors Network				P		N/A
Regional FCSS Summits (2/year)				P		N/A
Parent Link Steering Committee				P		N/A
Right from the Start Steering Committee				P		N/A
FCSS Annual Report to Community			P	S		
Community Assessment Summary – statistical & focus on young seniors engagement				P		2011/12
Provincial Contract Management			P			



Family & Community Support Services (FCSS) Project Glossary (to accompany 2011 Strategic Plan)

FAMILY SCHOOL LIAISON

- **Roots of Empathy** - A program where two parent volunteers bring their new born babies into the grade one classrooms. The program teaches the student's emotional literacy and empathy which in-turn reduces levels of aggression and bullying in school.
- **Individual and Family Counselling Support** - Counselling support services are provided to school aged children/youth and their parents. Reasons for referral include; divorce and separation, mental health consultation and referral services, social skills, and parent child conflict.
- **Banff Mentor Program** - A school based mentoring program where a positive adult role model meets with a student for one hour a week. A strength based program aimed at building resilience in children and youth.
- **CRPS Crisis Response Team Participation** - To assist school administrators and staff with threats of violence and worrisome behaviours from students. To provide crisis counselling services as required, and develop protocol and procedures with respect to assessing risk and making referral recommendations for high-risk students.
- **High School Presentations** Enhance school curriculum for health and CALM classes. Provide information regarding local counselling services and resources. This year's presentations covered Media Awareness, Cyber Bullying, Sexual Health, and Suicide awareness.
- **Sexual Health and Relationships** – “Are We There Yet” is a drama presentation that covers a variety topics related to youth sexual health. The program prepares youth to be able to communicate their personal boundaries and how to communicate with their partner if they are in a sexual relationship or are considering a sexual relationship with their partner.
- **Suicide Awareness** - The purpose of the project was to bring awareness to the topic of suicide, while providing injury prevention and intervention strategies to youth.
- **Bow Valley Youth and Family Partnership** - A partnership of eight agencies in the Bow Valley who provide services for children, youth and families, which aims to increase collaboration amongst agency resources and services and identify any gaps in service.
- **Early Childhood Development Committee** - Fraser Mustard Chair in Childhood Development has been working with the Bow Valley community early childhood service providers since 2006. The aim of the committee is to mobilize stakeholders and support Early Years programming in conjunction with the EDI data.
- **Parenting After Separation** – A workshop to assist parents in understanding the process and effects of separation and to encourage parents to make positive choices about how they will continue to parent their children after separation. This seminar is required by the province of Alberta in order for a divorce to be filed with the courts.
- **Go Guys Banff Community High School:** A day of programming for BCHS Jr. high boys, provided in conjunction with Go Girls. The day of programming aims to recognize the boy's strengths and capacities, challenges stereotypes, and encourages active healthy lifestyle choices.
- **Programs responding to cultural diversity:** A variety of different programs/initiatives developed to meet the needs of new Canadians (i.e. ESL programming, new comer packages and personal meet and greet informational sessions).

SENIORS SUPPORT

- **Bow Valley Volunteer Drivers Program-** On a cost-recovery basis, the Volunteer Driver Program will provide transportation for seniors and persons with disabilities to medical appointments in Calgary, Canmore and Banff. Others requiring rides for medical purposes will be accommodated as resources allow.
- **Active Living Programs at Senior Centre, Mount Edith & Cascade House-** Fitness on Tuesday and Thursday mornings at Mount Edith, fitness at Cascade House on Friday mornings, fitness at the Seniors Centre also on Tuesday and Thursday. Seasonal Crafts done at all three locations.
- **Snow Angels Program-** Matches seniors with volunteers to shovel their walks and driveways
- **Driving Angels Program-** Recognizing drivers in our community who has provided outstanding service to seniors. A driver can be a volunteer such as a neighbour, friend, family member who takes seniors to medical appointments, to essential services and on errands, and to social/recreational activities.
- **Seniors Week celebrations-** Free lunch and bocce tournament hosted by FCSS annually in June
- **Seniors Kitchen (in partnership with AHS)-** Program runs the second and fourth Thursday of the month. The program is directed primarily towards isolated seniors.
- **Monday Lunch (in partnership with AHS)-** Runs the second and fourth Monday of the month held at the Seniors Centre
- **Income Tax Program-** Volunteer program that offers simple income tax preparation free of charge for low income families and seniors.
- **Provide Information on local, provincial and federal programs via workshops & programs –** Select a variety of different programs to profile each year, depending on input from seniors and recent inquiries.
- **Seniors Bus-** Runs Monday, Wednesday and Fridays. This is a free service to outings, programs and shopping for seniors.
- **Fraud Prevention Workshop-(in partnership with the RCMP) -** This workshop will educate seniors on the different types of fraud and ways to avoid becoming a victim.
- **Wellness Workshops** (i.e. H1N1, fall prevention, Alzheimer's)
- **Seniors Social/Wellness** (i.e. promoting evening programming in order decrease isolation for vulnerable seniors)
- **Bow Valley Regional Housing Liaison** (Onsite services provided at Mount Edith House and Cascade House (i.e. fitness programming, commissioner of oaths work, assist with government applications and paper work).

BANFF LIFE (Young Adult Programming)

- **Mountain Adventure Program (MAP) -** This program introduces young adults to mountain sports with certified guides from the Association of Canadian Mountain Guides. It teaches them how to travel safely in the backcountry & grows passion for mountain sports.
- **“Living Room” Programs (pilates, meditation, yoga, movie/games/knitting nights, bus trips) -** These programs are a way for young adults to get out and learn something new, get fit, meet new people and develop a social network
- **Staff Orientations “LIFE in BANFF” –** This 1 hour or 30min presentation introduces new & seasoned staff to the community services available to them, volunteer opportunities it's a formal welcome to Banff and shows them all that is available in the community.
- **Welcome Week -** A 1 week orientation full of fun and educational activities designed to introduce new and seasoned staff to what life in Banff has to offer.
- **One Cool Winter -** An evening orientation to the community services & activities available to young adults
- **Pasta Night -** A social networking evening where young adults can get out of staff accommodation, eat a home cooked meal, meet new people and learn about available programs and services.
- **Christmas Dinner -** A social networking evening where young adults can eat a home cooked meal with their friends, meet new people and learn about available programs and services.

- **Volunteer Ambassador Program** - A 3 month training program, to build a stronger volunteer base for BanffLIFE.
- **Corporate Membership Program & Fund Development**
- **Wellness Workshops**- In partnership with Alberta Health Services Mental Health and Addictions as well as Bow Valley Victim Services
- **Banff Rotary Community Rotary Board of Directors participation** – In keeping with the Community Hub philosophy of sharing and support, FCSS sits as an active board member on this partner organization.
- **Banff Lake Louise Hotel Motel Assoc. Board participation**– Human Resource directors from many hotels meet to discuss challenges and topics facing the hotel sector – FCSS staff participate in these meetings.
- **Parks Canada Partnership** – Discuss the different challenges facing Parks Canada today as well as research updates, Parks Management Plan, and different ways of educating the young adult population on Parks Canada messaging – FCSS staff participate in these meetings.

COMMUNITY DEVELOPMENT

- **Affordability Programs**- these programs are offered to individuals/families in Banff living at or below the LICO.
 - **Community Bus**- offers free service between Banff and Canmore two days per week.
 - **Low Income Transit Pass**- provides transportation within the Banff town-site
 - **AISH pass**- 10 free swim passes for the Sally Borden pool
 - **EGTP**- opportunities for families to access local leisure activities i.e. museums, pool, bowling for free.
 - **EGTS**- free ski/snowboard equipment; hosted by a number of community partners including the Eddie Burger bar, BCHS, BES and Abominable Sports.
- **Community Greenhouse** – initial project management with community committee development for greenhouse construction and long-term greenhouse/garden projects.
- **Non Profit & Community Support (strategic planning, facilitation, grant support, board development, conflict res)** ongoing support to some groups & as needed with others. Over 80 non-profit groups in Banff. Email list serve on funding, training, relevant issues. Add info about community
- **Non Profit Community Orientation**
- **Facilitate Banff Action Group/Sub-groups** This Group meets three times a year to proactively look at opportunities, issues, gaps and partnerships in Banff. 69 members including non profits, social agencies etc.
- **Rotary Community Hub Support Staff**- ongoing support to staff at the non-profit hub in the areas of non-profit management, development and community engagement.
- **Storytelling and Suicide project sustainability** – Final phase of CD support enabling the project to carry on. Sourcing ongoing funding solution, identifying partner roles etc..
- **Youth Engagement Projects**- creating a youth voice in the community of Banff through a variety of connections ranging from student representative council, youth drop in programs, youth art, youth activity newsletter and a youth granting program.
- **FCSS Community Grants Program**- Provides small grassroots organizations funding opportunities with an emphasis on prevention, social initiatives that enhance the well being of the community
- **Non-profit Community Classes**- provision of learning opportunities to non-profits related to non-profit management. These sessions are based on identified needs.
- **Support to Santa's Anonymous Program**-work with committee/staff to handle incoming applications and financials as well as addressing issues of low income/poverty relief and year round challenges indicated by the recipients that affect their social well being.

- **Corporate Social Responsibility Initiative-** Banff Lake Louise Tourism initiative that will develop a comprehensive package of non-profit organizations/projects that destination management companies (DMC's) can use when corporate groups want to “giveback “and get involved in the core of our community.
- **Community Resource Directory/ Magazine** Updating listings of all agencies, non-profits. Exploring new format for this.
- **Playground consultation** Community involvement for a new Middle Springs Neighbourhood Park
- **Multiculturalism Community Strategy & Support** Working with agencies, businesses & workers to develop a summary of resources/ supports for this audience & an action plan to meet gaps and needs. CCIS \$
- **Community Winter Potluck** A gathering of community residents to share a meal together as well as
- **TOB Fire Dept Partnership CISM** The provision of crisis response and debriefing of traumatic events for fire department members.
- **Domestic Abuse Working Group** facilitating partners work on task identified by the working group – awareness & information publicity
- **Provincial contracts – Community Helpers, Housing Outreach, CCIS TFW Support –** staff support, funder liaison, project planning, contract reporting, and evaluation.

FCSS REPRESENTATION/SOCIAL NEEDS AWARENESS

- **Facilitation of Bow Valley Interagency** Co-facilitated by Banff and Canmore FCSS for non-profit and social organizations across the Bow Valley to receive professional development opportunities, and share about various initiatives going on in our communities. Ad-hoc sub groups are also pulled together as needed to address social issues.
- **Weekly interagency e-letter** Information from non-profits and social agencies for working professionals – sent out every Friday by Banff FCSS to a list serve of over 200 individuals.
- **BHC Board Participation –non-voting position** Banff FCSS participates in the meetings of the BHC to provide a social perspective at the table, and to learn about the ongoing activities of the BHC.
- **Emergency Social Services roles** As part of the Municipal Emergency Plan, Disaster Social Services provides support for evacuees during an emergency. The FCSS team all play a role in the DSS function, and the FCSS Supervisor is responsible for the ongoing maintenance of the DSS plan and the training program for team members.
- **Facilitation of FCSS Advisory Committee** The advisory committee is comprised of 6 members of the public who provide input, advice and feedback regarding our programs and services. The committee meets 6 times a year.
- **FCSS Provincial Directors Network** A professional development network for FCSS Directors across the Province. The FCSS Supervisor attends to learn about best practices and share information and hear from the Province. (twice a year)
- **Regional FCSS Summits** A one day gathering, twice a year for FCSS Directors in the Calgary/Bow region to share program information and best practices.
- **Parent Link Steering Committee** Banff is one of 3 municipal partners in the Parent Link program, which provides programming for families with children 0-6. The steering committee provides feedback and support to the staff team and assists in setting direction for future initiatives based on community need.
- **Right from the Start Steering Committee** A Bow Valley wide mental health capacity building program operating in the elementary schools. FCSS participates in this committee to keep abreast of the programs and services and to provide a prevention perspective.
- **FCSS Annual Report to Community** A compilation of outcomes and program statistics, pictures and stories to report on the activities of FCSS each calendar year. The report is posted on the banff.ca website and is also available in print.
- **Community Helpers Program** - A peer helping program that identifies community members that young adults and youth

already turn to for help, the program offers these “natural helpers” training and support.

- **Community Assessment-** Summary & follow up of the 2006 Community Social Assessment as well as an update of the statistics in the report.
- **Provincial Contract Management-** CFSA, Community Helpers, FCSS and other as required.