



**TOWN OF HINTON**

**FAMILY &  
COMMUNITY  
SUPPORT  
SERVICES**

**WE'RE HERE TO HELP.**

**2024 SERVICE GUIDE**

**Phone: 780-865-6036 | Email: [fcss@hinton.ca](mailto:fcss@hinton.ca)**



**[hinton.ca/fcss](https://hinton.ca/fcss) | [Facebook.com/TOH/FCSS](https://Facebook.com/TOH/FCSS)**

# MEET OUR TEAM



Caryn Bouchard  
FCSS Manager



Torrie Gunia  
FCSS Asst. Manager



Randy Smith  
Individual Supports



Lisa Brett  
Community Connections



Brooke Alden  
Family Life



Jackie Delves  
Caregiver Education



Alyza Konopka  
HKFS Supervisor



Margo Salcedo  
HKFS Coordinator



James Everitt  
Youth Centre

FCSS Admin

# FCSS SERVICES FAQ

## **What is FCSS designed to do?**

Family & Community Support Services (FCSS) is a joint municipal-provincial funding program designed to establish, administer and operate preventive social services. FCSS emphasizes prevention, volunteerism, and local autonomy.

## **What types of services are available?**

FCSS is here to help with a wide range of services that are designed to support everyone in our community - from parents to teens to seniors to low-income residents!

The following pages outline the programs that FCSS currently offers - if you're looking for a different type of support, let us know! We want to work together to ensure Hinton residents have the help they need to thrive in our community.

## **What do services cost?**

Most of our programs are offered to the community for FREE! There are a few programs, such as Lifeline and Home Support, that have low fees.

## **Who is eligible to access services?**

Anyone looking for help! While a few programs have eligibility requirements, there are FCSS supports for everyone in our community. We are here to serve all residents, regardless of factors such as age, address, or level of need.

## **How can I learn more or register?**

There are lots of ways to get in touch! You can:

- Visit our webpage at [hinton.ca/fcss](http://hinton.ca/fcss) for registration links
- Check out our Facebook Page @TOHFCSS for updates & calendars
- Send an email to [fcss@hinton.ca](mailto:fcss@hinton.ca) to connect with a team member
- Give us a call at 780-865-6036 to chat with someone

A photograph of three young children of African descent, smiling and cheering with their arms raised. They are outdoors, with trees in the background. The photo is partially covered by a green diagonal banner.

Subsidy  
eligible

# HINTON KIDS FOR SUCCESS OUT-OF-SCHOOL CARE

If you have a 5-12 year-old in need of reliable, professional, and fun out-of-school care, look no further! Our licensed childcare facility offers child care after school, on non-school weekdays, and throughout the summer with Discovery Camp! As a licensed program, we offer subsidy options. Check out Hinton Kids for Success on Facebook!

Offering Home Alone and Babysitter courses throughout the year.

**WHEN:** After school from 3:00 pm-6:00 pm.

Non school days 7:45 am - 6:00 pm.

**WHERE:** The West Fraser Guild (upstairs)

**CONTACT ALYZA KONOPKA TO LEARN MORE**  
**AKONOPKA@HINTON.CA | 780-223-9217**







FREE

# CAREGIVER EDUCATION

Being a parent can be a tough job. We're here to work through challenges, find solutions, and celebrate successes!

We offer workshops, support groups, and 1-1 support for caregivers of children ages 0-18. Get connected, learn new skills, and build your parenting community! Check out Family Resource Network on Facebook!

**WHEN:** This program runs year-round. Reach out to Jackie for specific program schedules.

**WHERE:** Set up a 1-1 phone, video, or in-person meeting.



**CONTACT JACKIE TO LEARN MORE**  
**JDELVES@HINTON.CA | 780-223-2273**





**FREE**

## **HINTON YOUTH CENTRE**

Teens need a safe space to relax, connect, learn, & get support. The Hinton Youth Centre is here for all teens ages 13-18 with a drop-in space to call their own.

We've got computers, video games, pool and air hockey! We cook, we eat, we get homework done, we watch movies, and we play board games! We share resources and offer support for the challenges teens face. We've got it all - drop in to see for yourself. Check out Hinton Youth Centre on Facebook!

**WHEN:** Tuesday to Saturday 3:00 pm- 9:00 pm

**WHERE:** Dr. Duncan Murray Rec Centre (upstairs)

**CONTACT JAMES TO LEARN MORE**  
**JEVERITT@HINTON.CA | 780-865-6029**







# DISCOVERY CAMP

Subsidy  
eligible

Make your 5 to 12-year-old's summer one to remember by enrolling them in Discovery Camp!

Over July and August, each day brings new adventures by exploring our own rocky mountain backyard by participating in various water sports, field trips, crafts and free play. Our team is dedicated to making every day exciting while providing full-day, top-notch child care. Check out Discovery Camp on Facebook!

**WHEN:** July - August on weekdays: 7:45 am - 5:30 pm

**WHERE:** Around the community



**CONTACT ALYZA KONOPKA TO LEARN MORE**  
**AKONOPKA@HINTON.CA | 780-223-9217**



**FREE**

# ANNUAL REGISTRATION & INFORMATION FAIR

This annual event provides an opportunity for non-profit and for-profit organizations to showcase their offerings, provide information, and accept registrations for various programs and/or activities that appeal to people of all ages. Get plugged into your community today!

**WHEN:** First Wednesday of September 6 pm-8 pm

**WHERE:** Hinton Community Centre

**CONTACT BROOKE TO LEARN MORE**  
**BALDEN@HINTON.CA | 780-817-4881**







Bursary  
Awarded

# HINTON YOUTH ADVISORY COUNCIL

Teens have so much to offer our community. The Hinton Youth Advisory Council is the perfect learning experience for youth that care about our community and want their voices heard.

This committee operates through a partnership between the Town of Hinton and the Northern Rockies Museum of Culture and Heritage to provide youth with mentorship opportunities and a platform to provide input into municipal processes.

**WHEN:** Applications open each September

**WHERE:** Contact James to learn more



CONTACT JAMES TO LEARN MORE  
JEVERITT@HINTON.CA | 780-865-6029



**FREE**



# HELLO HINTON! PROGRAM

Are you new to Hinton?

Now that you're here, we want you to stay! Whether you're looking for information on schools, churches, sports teams, daycares, parks, or mental health services, FCSS staff can help you find it.

**WHEN:** Anytime! This program runs year-round. Offering town driving tours Monday or Friday by appointment.

**WHERE:** Set up a phone, video, or in-person meeting.

**CONTACT LISA TO LEARN MORE**  
**LBRETT@HINTON.CA | 780-865-2670**







# HINTON FAMILY CENTRE

FREE

If you have a little one between the ages of 0-6, join us at the Hinton Family Centre to build connections with other families, to strengthen your bond with your child, and to access parenting supports, referrals, and education.

**WHEN:** Find our monthly calendar on Facebook at Family Resource Network-Hinton

**WHERE:** Located at 805 Switzer Drive (East side of the Dr. Duncan Murray Recreation Centre- across from the Rotary Play and Spray Park)



**CONTACT LISA TO LEARN MORE**  
**LBRETT@HINTON.CA | 780-865-2670**



**\$200**  
provided

# NEIGHBOURHOOD BLOCK PARTY PROGRAM

How well do you know your neighbours? Often times, we don't know people in our own community. Take the lead to change that in your neighbourhood by signing up to host a Block Party! We'll provide funds and support, and you provide the neighbours! Some conditions may apply.

**WHEN:** Anytime! This program runs year-round.

**WHERE:** In your own neighbourhood!



**CONTACT LISA TO LEARN MORE**  
**LBRETT@HINTON.CA | 780-865-2670**



## NEED INDIVIDUAL SUPPORTS?



### You need Randy!

[rsmith@hinton.ca](mailto:rsmith@hinton.ca) | 780-865-6023

Randy, our FCSS Coordinator: Individual Supports, is here to help with Lifeline, paperwork, referrals, the Friendly Visitor Program, and more!

## NEED TRANSPORTATION?



### You need Transit Services!

[fcss@hinton.ca](mailto:fcss@hinton.ca) | 780-865-6036

FCSS runs the Hinton Transit System, which runs Monday - Saturday. Plan your trip through Google Maps!

## NEED AFTER SCHOOL CHILD CARE?



### You need Hinton Kids for Success!

[akonopka@hinton.ca](mailto:akonopka@hinton.ca) | 780-223-9217

We've got licensed childcare for 5-12 year-olds! Alyza, Margo and Patty will offer top-notch care for your family.

## NEED PARENTING SUPPORT?



### You need Jackie!

[jdelves@hinton.ca](mailto:jdelves@hinton.ca) | 780-223-2273

Jackie our Caregiver Education Coordinator, has workshops, programs, and 1-1 support for all caregivers with children ages 0-18!

## NEED COMMUNITY SUPPORTS?



### You need Lisa!

[lbrett@hinton.ca](mailto:lbrett@hinton.ca) | 780-865-2670

Lisa, our FCSS Coordinator: Community Connections, is here to help with the Hinton Family Centre, Block Parties, support for volunteerism, and more!

## NEED YOUTH SUPPORTS?



### You need the Youth Centre!

[jeveritt@hinton.ca](mailto:jeveritt@hinton.ca) | 780-865-6029

Teens ages 13-18 are invited to visit the Youth Centre for games, crafts, video games, movies, 1-1 support, referrals, cooking, snacks, and so much more!

## NEED FAMILY SUPPORT?



### You need Brooke!

[balden@hinton.ca](mailto:balden@hinton.ca) | 780-817-4881

Our Family Life Coordinator, is here to help with family and elder abuse prevention, family/community events, support for families, and the Rural Mental Health Project.

## NEED HELP WITH HOUSEKEEPING?



### You need Home Support!

[rsmith@hinton.ca](mailto:rsmith@hinton.ca) | 780-865-6023

Weena, our Home Support Worker, can come to your home for affordable light housekeeping to keep your home tidy!



# FCSS 2023 ANNUAL EVENTS

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February

Annual Family Dance

March, April  
October &  
November

Babysitter & Home Alone  
Course

April

National Volunteer Week

June

Senior's Week

FCSS Open House

July

Kids Can Catch

July & August

Discovery Camp

September

Registration & Information Fair

December

Snowflake Parade



# The Mental Health Continuum Model



We all have mental health. By recognizing when we are experiencing the physical or emotional effects of stress, we can take steps to return to a healthy and regulated state of mental wellbeing. Check-in with yourself often and take steps when you are not okay.

## HEALTHY

"I got this!"

- Normal changes in mood
- You take things in stride
- You can laugh at funny things
- You are able to do the things you usually do in a day
- You are physically active and connecting with people in some way
- You have confidence in yourself and in those around you
- Drinking alcohol or consuming cannabis in moderation, or not at all

- Keep doing what you are doing.
- Stay focused on the positive things in your life.
- Understand how you react to stress
- Call or text 211 to understand resources before they are needed

## REACTING

"Something isn't right."

- Nervousness, irritability
- Sadness, overwhelmed
- Displaced sarcasm
- Procrastination
- Forgetfulness
- Trouble sleeping
- Low energy
- Muscle tension, headaches
- Dismissing responsibilities
- Activities and relationships you have enjoyed in the past seem less interesting
- Drinking or consuming cannabis regularly or in binges to manage stress

- Recognize your limits
- Remember it's ok to not feel ok, reach out
- Take breaks often
- Seek support by talking to someone you trust
- Call or text 211
- Text "CONNECT" to 686868

## INJURED

"I can't keep up."

- Anxiety, anger
- Ongoing sadness, crying, hopelessness
- Negative attitude
- Difficulty concentrating
- Trouble making decisions
- Decreased performance at work or school
- Regularly missing appointments
- Not sleeping well
- Avoiding conversations and interactions with friends or family
- Increased use of alcohol or other substances – hard to control

- Talk to your doctor
- Keep connected with people you know
- Talk to someone you trust, ask for help
- Call the Rural Distress Line 1-800-232-7288
- Text "CONNECT" to 686868

## ILL

"I can't survive this."

- Excessive anxiety
- Panic attacks
- Easily angered
- Depressed mood/numb
- Cannot concentrate
- Cannot make decisions
- Cannot sleep/exhausted
- Continually feeling tired or ill with no known reason
- Withdrawing from contact with friends and family
- Suicidal thoughts or intent to harm yourself
- Hearing or seeing things not there
- Alcohol or other addictions

- If you are in immediate harm Call 911
- Talk to your doctor
- Call the Rural Distress Line 1-800-232-7288
- Mental Health Help Line 1-877-303-2642
- Text "CONNECT" to 741741



**FREE**

# VOLUNTEER SERVICES

Those that are interested in volunteering share their interests and skills, and agencies share their volunteer needs. Referrals are given to connect suitable volunteers with agencies in need of support.

**WHEN:** Anytime! This program runs year-round.

**WHERE:** Set up a phone, video, or in-person meeting.



**CONTACT LISA TO LEARN MORE**  
**LBRETT@HINTON.CA | 780-865-2670**





**FREE**

# INTERAGENCY MEETINGS

All local non-profit organizations and agencies are invited to join our monthly round-table discussion where we share resources, learn about each other's services, and build cross-organizational connections. We also welcome guest speakers to share their expertise! Email us to join our monthly E-newsletter.

**WHEN:** The third Thursday of each month (Sept-June) from 12:00 pm-1:00 pm.

**WHERE:** In person at Tom Peterson Room at Hinton Municipal Public Library

**CONTACT LISA TO LEARN MORE**  
**LBRETT@HINTON.CA | 780-865-2670**





**FREE**

## DEMENTIA CARE SUPPORT GROUP

Caring for someone living with any form of Dementia can be stressful and confusing. FCSS has partnered with the Alzheimer Society of Alberta and Northwest Territories to provide this drop-in Care Partner Support Group. This group is for family, friends, or relatives to find support, encouragement, and information as they journey through the world of dementia care giving.

**WHEN:** Hosted on the first Tuesday of every month.

**WHERE:** B.R.I.D.G.E.S. (250 Hardisty Ave) at 7:00 pm

**CONTACT FCSS TO LEARN MORE**  
**FCSS@HINTON.CA | 780-865-6036**

A photograph of a man with a beard, wearing a blue t-shirt, looking out a window. His hand is pressed against the glass, and his expression is one of distress or contemplation. The background outside the window is a bright, overexposed blue.

**FREE**

## ABUSE PREVENTION

Abuse can happen to anyone. This service helps people learn about ways to stay safe in an abusive situation and about what their rights are in order to prevent abuse.

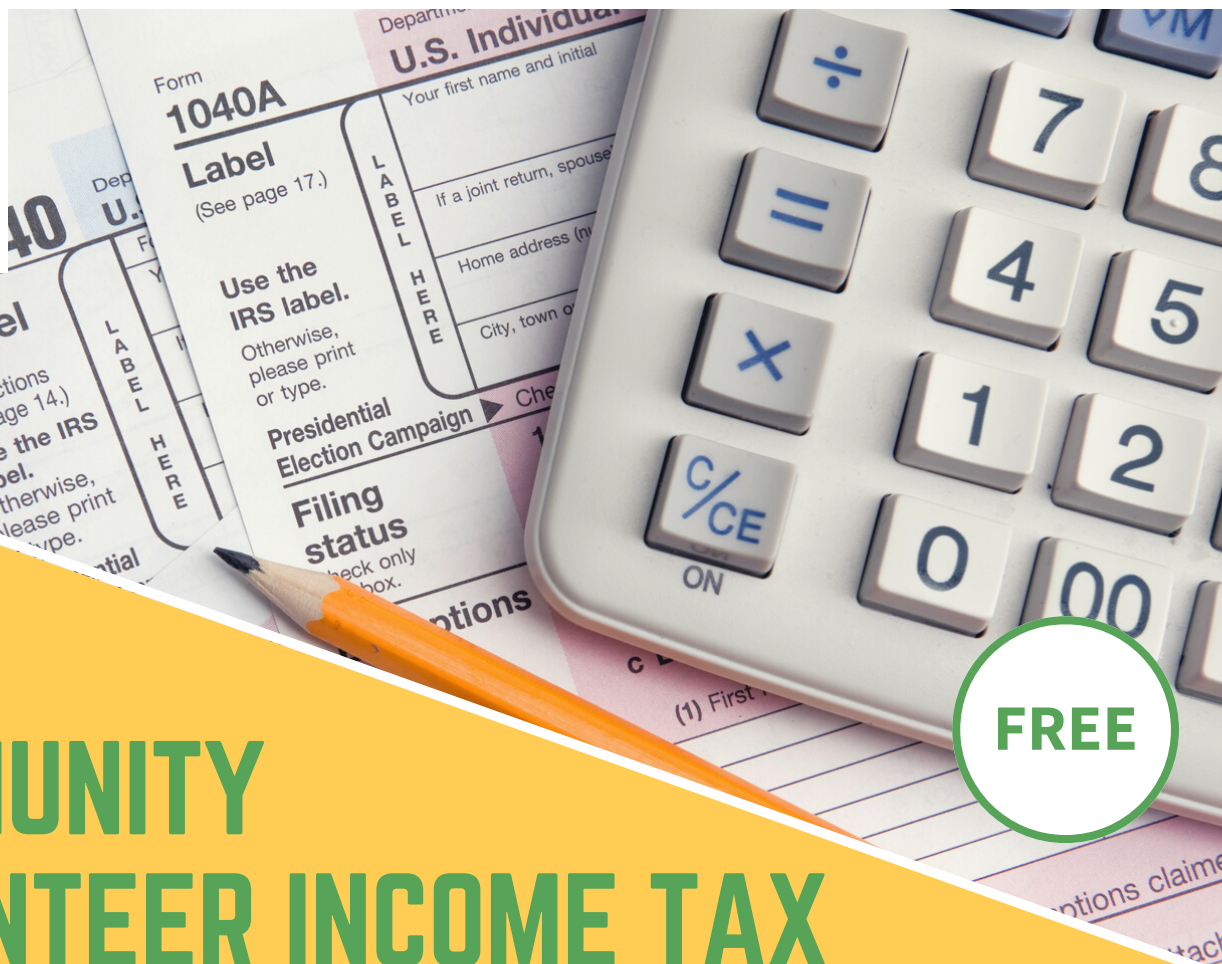
We can provide public education on Elder Abuse prevention, as well as supportive listening and referral in relation to family conflict and sexual assault support.

**WHEN:** Anytime! This program runs year-round.

**WHERE:** Set up a phone, video, or in-person meeting.

**CONTACT CHARLENE TO LEARN MORE**  
**CSITAR@HINTON.CA | 780-223-8009**





# COMMUNITY VOLUNTEER INCOME TAX PROGRAM

Annual income tax season to file your taxes is March to the end of April .

If you are within a certain income threshold and have a simple tax return, our volunteers will file your taxes for free! Bring in your tax paperwork and we'll take it from there.

**WHEN:** Anytime! This program runs year-round.

**WHERE:** Bring your tax paperwork to the FCSS office.



**CONTACT RANDY TO LEARN MORE**  
**RSMITH@HINTON.CA | 780-865-6023**



FCSS informs the community of available services in the community. This directory serves as a guide to service clubs, community groups & associations, recreation & leisure pursuits, as well as social services and helping agencies in and around the Town of Hinton. Every effort has been made to include the most current information on the many agencies, organizations and services available in our community.

**WHEN:** Anytime! This program runs year-round.

**WHERE:** Hard copies available at FCSS or [Hinton.ca](http://Hinton.ca)

**CONTACT BROOKE TO LEARN MORE**  
**BALDEN@HINTON.CA | 780-865-6036**





# LIFELINE PROGRAM

**\$30/  
month**

The affordable in-home installation of Lifeline Canada units allows people to continue living independently by providing them with access to emergency support.

The Lifeline Medical Alert Service provides simple, fast access to help 24 hours a day, 365 days a year.

**WHEN:** Anytime! This program runs year-round.

**WHERE:** Set up a home installation.



**CONTACT RANDY TO LEARN MORE**  
**RSMITH@HINTON.CA | 780-865-6023**



A photograph of a group of people sitting in a circle on chairs, engaged in a workshop or meeting. Some are holding books, and one person is holding a coffee cup. The image is partially obscured by a green diagonal banner.

**FREE**

# COMPASS FOR THE CAREGIVER

The COMPASS for the Caregiver program helps caregivers balance their own well-being with the challenges of caregiving. COMPASS is a supportive multi-session workshop facilitated by someone who understands how difficult caregiving can be. Discussions include: dealing with guilt and grief, managing stress, improving communication, navigating the system, and planning for the journey ahead.

**WHEN:** Spring and fall each year

**WHERE:** Contact Randy to learn more.

**CONTACT RANDY TO LEARN MORE**  
**RSMITH@HINTON.CA | 780-865-6023**





Sliding  
fee  
scale

# HOME SUPPORT PROGRAM

Are you having trouble keeping on top of your housework? You're not alone! We offer trained and professional housekeeping services if you are:

- Unable to complete household tasks due to physical/mental/emotional difficulties
- Lacking a support system
- Financially unable to afford a private service

Services are affordable and we use a sliding fee scale!

**WHEN:** Anytime! This program runs year-round.

**WHERE:** In-home services.



**CONTACT RANDY TO LEARN MORE**  
**RSMITH@HINTON.CA | 780-865-6023**



**FREE**

## **FRIENDLY VISITOR & CALLER PROGRAM**

We've all felt the effects of isolation over the past year. It is so important to have meaningful connections and supports within your community.

If you're looking for someone to talk to, or if you're interested in offering a listening ear, sign up for our Friendly Visitor Program!

**WHEN:** Anytime! This program runs year-round.

**WHERE:** On the phone, video, or in person.

**CONTACT RANDY TO LEARN MORE**  
**RSMITH@HINTON.CA | 780-865-6023**







# PUBLIC TRANSPORTATION SERVICES

**Public Transit** offers a convenient one-hour loop that takes passengers throughout town, and stops at designated bus stops. Busses can transport walkers, strollers and bikes with our bike racks.

**Freedom Express** offers door-to-door service for individuals of all ages with mobility and cognitive challenges. An application must be completed prior to service. Medical verification of eligibility may be required.

**WHEN:** Public Transit Mon-Fri: 8 am - 8 pm | Sat: 8 am - 6 pm  
Freedom Express: Tuesday-Wednesday-Thursday  
9:00 am -4:00 pm

**WHERE:** Hinton



**CONTACT CARYN TO LEARN MORE**  
**CMBOUCHARD@HINTON.CA | 780-865-6031**



**FREE**

# LINKAGES

The goal of LINKAGES is to create a strong and vibrant community where youth and seniors thrive.

LINKages is a intergenerational program that encourages involvement, transfer of knowledge, and capitalizes on the strengths of youth and seniors to foster community connection.

WHEN: October through May.

WHERE: Seniors Lodges and Hinton Schools.

**CONTACT RANDY TO LEARN MORE**  
**RSMITH@HINTON.CA | 780-865-6023**



# CONTACT



780-865-6036



The West Fraser Guild  
821 Switzer Drive  
Hinton AB  
T7V 1V1



[fcss@hinton.ca](mailto:fcss@hinton.ca)



[www.hinton.ca/fcss](http://www.hinton.ca/fcss)  
[Facebook.com/TOH/FCSS](https://Facebook.com/TOH/FCSS)

