

<b>Family and Community Support Services (FCSS) Level of Service Policy</b>
<b>Family and Community Support Services</b>
<b>CS 7202</b>
<b>Approved:</b> November 05, 2024
<b>Last Revised:</b> August 08, 2023
<b>Next Review Date:</b> November 05, 2029

## 1. POLICY STATEMENTS

- 1.1 Hinton's Family and Community Support Services (FCSS) develops and delivers local and regional, prevention-based social programs, services, and projects to improve the wellbeing of individuals of all demographics as well as families and communities in Hinton, as established by this service level Policy.
- 1.2 Hinton's FCSS programs, services, and projects are developed and maintained to:
  - i) fulfill provincial grant funding requirements in the 80/20 grant match partnership,
  - ii) comply with pertinent acts and regulations,
  - iii) be preventive in nature, and
  - iv) enhance "the social well-being of individuals and families through promotion or intervention strategies provided at the earliest opportunity."
- 1.3 FCSS programs, services, and projects must achieve provincially mandated outcomes specified in legislation and regulation referenced in s. 6, including to:
  - i) Help people to develop independence, strengthen coping skills and become more resistant to crisis.
  - ii) Help people to develop an awareness of social needs.
  - iii) Help people to develop interpersonal and group skills which enhance constructive relationships among people.
  - iv) Help people and communities to assume responsibility for decisions and actions which affect them.
  - v) Provide supports that help sustain people as active participants in the community.
- 1.4 The Service Branch develops, delivers, assesses, and reports on its programs, services, and projects primarily aiming to address the following social needs categories presenting in Hinton from time to time:
  - i) Homelessness

- ii) Poverty
- iii) Domestic Violence
- iv) Mental Health
- v) Aging In Place
- vi) Child Development and Well-being
- vii) Caregiver Capacity Building
- viii) Social Connections

1.5 None of Hinton's FCSS-grant funded programs, services, and projects are of a crisis intervention or rehabilitative nature.

## 2. PURPOSE

2.1 To identify and authorize the level of service of the Family and Community Support Services Service Branch within the Community Services Department.

## 3. SCOPE

3.1 This Policy applies primarily to external facing programming, projects, services, and resources provided by Hinton's FCSS to area residents and visitors, funded by provincial grant, municipal taxation, and revenues generated by FCSS.

## 4. DEFINITIONS

4.1 **Community Partner:** Non-profit groups, for-profit businesses, individuals, and other organizations collaborating with FCSS to deliver programs, services, and projects.

4.2 **No Cost Services:** are on-site and online services available to Patrons without charge.

4.3 **Paid Services:** are fee-based services and resources available to Patrons.

4.4 **Patrons:** Persons accessing FCSS for programs and services whether on-going or project based.

## 5. RESPONSIBILITIES

5.1 The FCSS Manager is responsible to:

5.1.1 Deliver the FCSS level of service outlined in this Policy,

5.1.2 Report to Director of Community Services if, when, and how the level of service may be affected,

- 5.1.3 Collect performance data to prepare the annual FCSS Grant Reporting to the province in collaboration with cooperating FCSS municipal programs as required,
- 5.1.4 Communicate the FCSS service level, variances, and service changes to the public,
- 5.1.5 Ensure applicable Town Policies are adhered to as the service level is delivered, and
- 5.1.6 Recommend revisions of this Policy as required.

5.2 The Director of Community Services is responsible to:

- 5.2.1 Guide and support the FCSS Service Branch to deliver the FCSS level of service outlined in this Policy,
- 5.2.2 Report to CAO and Council as necessary if, when, and how the level of service is, may be, or could be amended or affected,
- 5.2.3 Ensure Staff comply with and are supported by human resources, occupational health and safety, and financial management policies,
- 5.2.4 Strategize and lead the delivery of local social services staying within the provincial, regional, and municipal mandates; coordinate and assist networking and advocacy,
- 5.2.5 Approve the annual report to the Ministry of Children and Families on use of the FCSS grant funding, and
- 5.2.6 Recommend revisions of this Policy as required.

5.3 The CAO is responsible to:

- 5.3.1 Ensure, through supervision of the Community Services Director, that all levels of the FCSS Service Branch function effectively and that Council's mandated service level is delivered.
- 5.3.2 Review and provide final approval of the Town of Hinton's annual report to the Ministry of Children and Families on use of the FCSS grant funding.

5.4 Council is responsible to:

- 5.4.1 Review this Policy and subsequent revisions to amend as needed,
- 5.4.2 Review the FCSS budget requisition and revenue estimates and approve annual funding.
- 5.4.3 Participate as able with provincial and regional networking and advocacy.

## 6. RELATED MATTERS & REFERENCE DOCUMENTS

- 6.1 *Family and Community Support Services Act:*  
<https://open.alberta.ca/publications/f03>
- 6.2 *Family and Community Support Services Regulation:*  
[https://open.alberta.ca/publications/1994\\_218](https://open.alberta.ca/publications/1994_218)
- 6.3 Town of Hinton Bylaws and Policies:
  - 6.3.1 [Bylaw 1063 Home Support Services Fees](#)
  - 6.3.2 [Bylaw 1169 Hinton Youth Advisory Council Bylaw](#)

## 7. LEVEL OF SERVICE

- 7.1 The FCSS Service Branch delivers programs, services, and projects through seven separate Service Units; six are assigned to the needs of one or more demographic to ensure deep and comprehensive service reach to all life stages:
  - i) Administrative Support
  - ii) Community Support
  - iii) Family Support
  - iv) Individual Support
  - v) Hinton Kids for Success
  - vi) Youth Services
  - vii) Family Resource Network (FRN)
- 7.2 The FCSS Service Branch seeks Community Partners to provide programs, services, and projects to leverage the resources of both parties to increase the effectiveness and efficiency of the Service Branch.
- 7.3 Programs, services, and projects are formulated in three main collections: Individual Supports, Family Life, and Community Connections (spanning child, youth, parenting, and home support activities), thereby ensuring all life stages receive an effective range of programming.

7.4 Staff plan, initiate, change, and decommission programming annually and within the budget year as required to respond to changing social needs, emerging stackable grant opportunities, and new and changing Community Partners.

7.5 Staff continuously monitor and measure performance through a variety of objective and subjective methods, e.g., participant and Patron numbers; Patron evaluations, interviews, self-reporting, and commentary; community surveys; and the collection and analysis of other data to ensure social needs present in the community are met, as well as for reporting.

7.6 Current programs, services, and projects include:

7.6.1 Individual Supports

- i) Home Support
- ii) Lifeline
- iii) Linkages
- iv) Compass for the Caregiver
- v) Friendly Visitor Program
- vi) One-on-one help to access other government programs and services, e.g., CPP, OAS, etc.
- vii) Community Volunteer Income Tax Program
- viii) Seniors Week and related programming
- ix) Caregiver Support Group

7.6.2 Family Life Supports

- i) Hinton Family Centre (0-6 ages)
  - Drop in programs
  - Seasonal festive parties for children and caregivers
  - Summer outdoor programs
- ii) Caregiver Education Support (0-18 ages)
  - Mother's First Group
  - 1-1 Caregiver Support
  - Bridging the Gap
  - Tween Time
  - Ages and Stages Questionnaire
  - Active Parenting and Triple P Discussion Groups
- iii) Hinton Kids for Success before/after school licenced daycare (ages 5-12 ages) – 34 spaces
  - Home Alone Course
  - Babysitting Course
- iv) Discovery Camp all day licenced daycare (ages 5-12) – 50 spaces

- v) Hinton Youth Centre Drop In and Outreach (ages 13-18)
  - Resume Building
  - 1-1 Support
  - Volunteering Opportunities
  - Outreach programs
  - Food program
  - Active Parenting and Triple P Discussion Groups
- vi) Hinton Youth Advisory Council
- vii) Family Special Events
  - Family Dance
  - Snowflake Parade
  - FCSS Open House
- viii) Abuse Prevention
  - Elder Abuse Prevention
  - Domestic Violence Action Group
  - Sexual Violence Action Group
- ix) Respite Care Action Group
  - Respite Care Directory
  - Support for Hinton Abilities Network
- x) Education and Support
  - Alzheimer's Awareness Month
  - Bullying Awareness Month
  - Elder Abuse Awareness Day
  - Mental Health Week
  - Family Week
  - Family Violence Awareness Month

#### 7.6.3 Community Connections

- i) Rural Renewal Stream
- ii) Homelessness Action Group
- iii) Interagency
- iv) Volunteer Services
- v) Non-Profit Board Support
- vi) Hello Hinton
- vii) Neighbourhood Block Party
- viii) Rural Mental Health Project
- ix) Registration and Information Fair
- x) Kids Can Catch

## Community Capacity Building and Liaison

- 7.6.4 Staff continually monitor the environment and apply for grant opportunities and seek Community Partnerships that could further support existing or bring new programs, services, and projects to Hinton without adding ratepayer impact.
- 7.6.5 Staff continually seek opportunities to support, strengthen, and develop the community's non-profit and for-profit service providers to enhance the overall capacity of the community.
- 7.6.6 Community Partnerships (CPs) leverage Town program funding and resources with those of external entities to achieve the aims of both with, for example, a greater participant number, a wider range of programs, deeper programming, or to reduce cost.
- 7.6.7 CPs include Hinton Victim Services, Hinton Friendship Centre, Hinton Employment Learning Place, B.R.I.D.G.E.S., Grande Yellowhead School Division, Evergreen Catholic School Division, the Evergreens Foundation, Northern Rockies Museum, Alberta Health Services, West Yellowhead Women's Shelter, Hinton RCMP, Alberta Supports, and many registered and non-registered groups and government entities.

## 7.7 Regional Partnerships

- 7.7.1 Regional Partnerships (RPs) coordinate the programs, services, and projects of the Town's FCSS with other service delivery agencies in the region to reduce redundancies, ensure comprehensive coverage, facilitate access to core services, share information, develop mutual aims, and offer the widest range of programs or deepened programming potentially at a lower cost.
- 7.7.2 RPs include Yellowhead County FCSS, Edson FCSS, Jasper FCSS, Edson LEAPS Society, Jasper COS, Edson RCMP, Jasper RCMP, Edson Friendship Centre, and Edson and Jasper Victim Services, as well as others.

## 7.8 Emergency Social Services

- 7.8.1 Under Hinton's Emergency Management Plan, the FCSS Service Branch provides the full span of Emergency Social Services (ESS) for temporary relief to individuals and families during a state of local emergency, large scale evacuation, or other disaster circumstances either locally or regionally including:
  - i) Volunteer Coordination

- ii) Reception/Registration Centre
- iii) Lodging
- iv) Other emergency social services as required.

### 7.9 Networking and Association

- 7.9.1 The Service Branch purchases a Family and Community Support Services Association of Alberta (FCSSAA) membership annually as an essential component of access to advocacy, information, resources, networking, and professional development.
- 7.9.2 The Town of Hinton delegates up to two elected officials and two administrative staff to the Directors Network, Regional FCSS, and FCSSAA provincial events.
- 7.10 Volunteers may be utilized in support of programs, services, and projects as required.

### 7.11 Hours of Operation (unless otherwise noted, FCSS does not operate on Saturdays, Sundays, or General Holidays):

- 7.11.1 FCSS Office: Monday through Friday 8am to 4pm.
- 7.11.2 Hinton Family Centre: Tuesday through Thursday 9am to 12pm, one weekend and one evening a month October through March.
- 7.11.3 Hinton Kids for Success: Monday through Friday 3pm to 6pm and non-school weekdays September through June.
- 7.11.4 Discovery Camp: July and August only, Monday through Friday 7:45am to 5:30pm
- 7.11.5 Hinton Youth Centre: Tuesday through Saturday 3pm to 9pm.

### 7.12 Fees are structured to recover part or all the cost of FCSS services, ideally equate to fees in comparable programs regionally, avoid imposing undue barriers for Patrons, and are currently charged only for:

- i) Hinton Kids for Success
- ii) Discovery Camp
- iii) Home Support
- iv) Lifeline
- v) Office services at the FCSS building, e.g., printing, copying, scanning, faxing, and laminating.
- vi) Meeting room rental (half or full room) with included amenities such as conference seating, projector equipment, TV screen, WIFI, sink/counters/microwave and coffee or tea refreshments.
- vii) FCSS education sessions/workshops requiring that copyrighted books and materials must be provided.

### 7.13 No-Cost Facilities and Services:

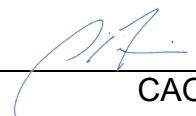
- i) Hinton Youth Centre
- ii) Hinton Family Centre
- iii) all Family Resource Network (FRN) programs
- iv) all Individual Supports programs
- v) Hello Hinton
- vi) Neighbourhood Block Party
- vii) Elder Abuse Prevention
- viii) Rural Renewal Stream
- ix) Community Volunteer Income Tax Program
- x) Community Resource Directory
- xi) Special Events such as Kids Can Catch, Family Dance, Seniors Week, Annual Open House, and the Registration and Information Fair.

## 8. REVISION CONTROL

8.1 This Policy must be reviewed at minimum every five years to ensure continued alignment with related documents and evolving municipal best practices; reviews may be annual if FCSS programs, services, or projects are materially altered between budget years.

8.2 Upon Council approval, all former versions of this Policy are hereby rescinded.

  
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Mayor

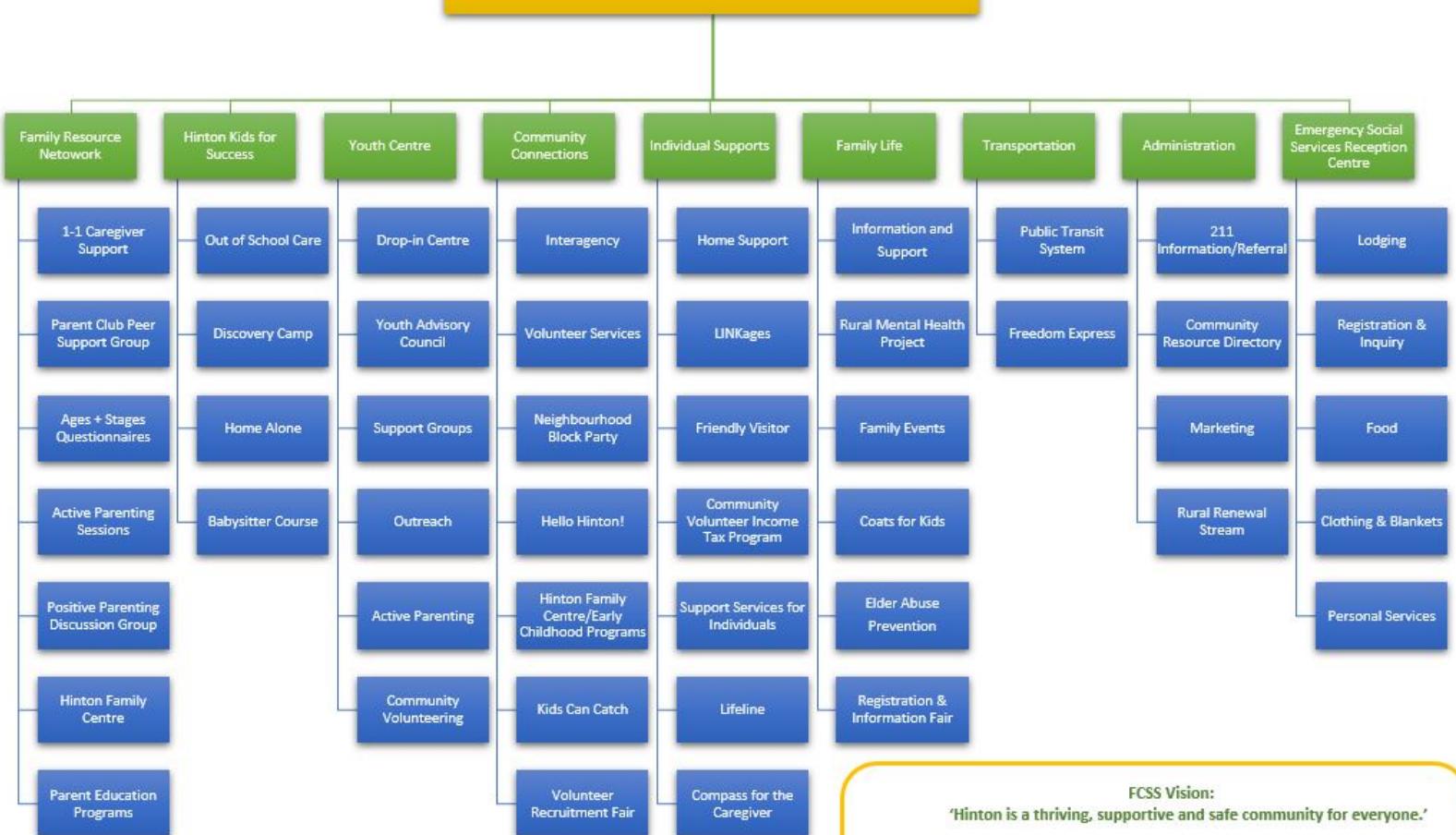
  
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CAO

## Schedule A Program Chart



### Family & Community Support Services

Updated August 2024



FCSS Vision:

*'Hinton is a thriving, supportive and safe community for everyone.'*

- Help people to develop independence, strengthen coping skills and become more resistant to crisis
- Help people to develop an awareness of social needs
- Help people to develop interpersonal and group skills which enhance constructive relationships among people

