



REPORT TO MUNICIPALITIES

COMMUNITY SERVICES 2025



Introduction

The Community Services team provides preventative services and programming that enhance the wellbeing of individuals, families and communities, incorporating FCSS values of Integrity, Innovation and Inclusiveness. We focus on the following groups within our region:

SENIORS: To improve health and wellness of seniors and support them to age well in place.

YOUTH: To provide resources, expand individual coping strategies, and create safe spaces for youth to develop their skills for success in life.

VOLUNTEER SERVICES: To enrich and extend the amount and variety of FCSS services with the assistance of volunteers.

COMMUNITY: To empower residents to support and improve the wellbeing of their communities.

Throughout 2024 and 2025, the Community Services department prioritized the following goals and sub-goals to align with the 2023-2026 Strategic Plan.

GOAL 1: Timely and Relevant Direct Service Delivery

- 1.1 Addressing Social Isolation
- 1.2 Collaborative Youth Programming
- 1.3 Life Skills and Personal Development

GOAL 2: Enhance Community Spirit

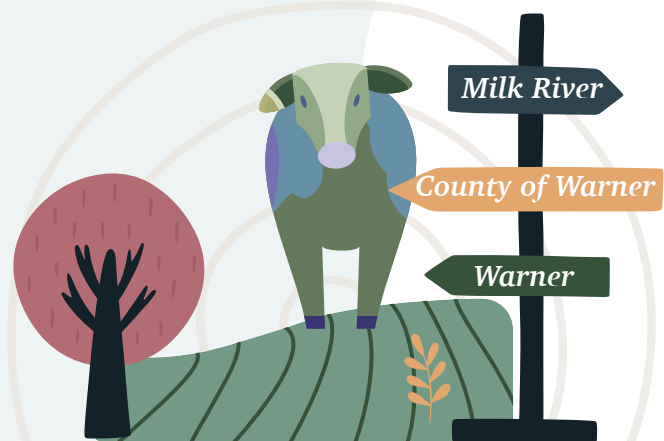
- 2.1 Community Awareness and Engagement
- 2.2 Volunteering

GOAL 3: Entry Point for supports

- 3.1 Information and Referral

GOAL 4: Capture Impact

- 4.1 Information Study and Research
- 4.2 Client surveys and testimonials



► HOW WE SERVE

83% IN-PERSON

2,945 DIRECT SERVICE HOURS

Registered Activities and One on One support

835 CLIENTS

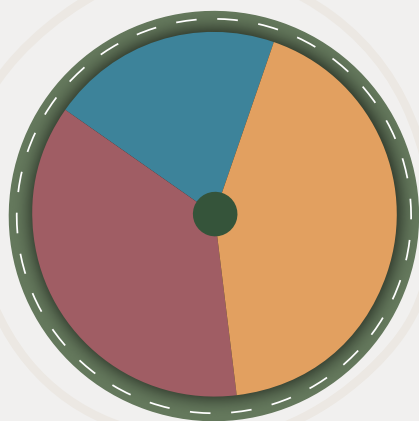
KEY:

Client: A resident who is registered with BEW FCSS

Service Hours: Number of service hours received by clients.

Service Visits: Number of times clients received services

► WHO WE SERVE



AGES:

Seniors (55+) 46%

Children (0-17) 35%

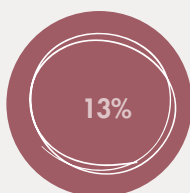
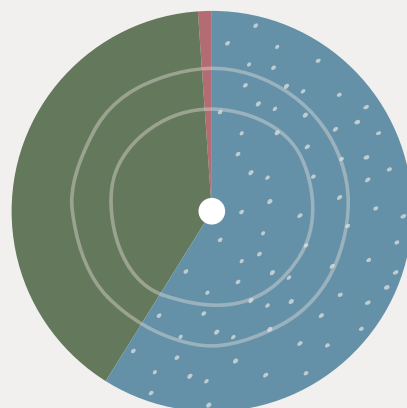
Adult (18-54) 19%

GENDER:

Females 59%

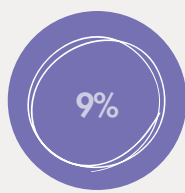
Males 40%

Non-binary or Transgender 1%



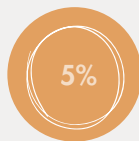
LGM

Other



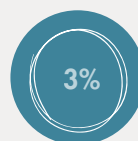
13%

9%



Indigenous

Newcomer



5%

3%

**Data used in this report was collected between September 1, 2024 – August 31, 2025*

Goal 1

Timely and Relevant Direct Service Delivery

Deliver accessible and evidence-informed services to meet community needs throughout the lifecycle of residents.

Goal 1.1

► ADDRESSING SOCIAL ISOLATION AMONG SENIORS

Did you know?

Increasing social activity leads to better physical, mental and emotional health and lowers use of health care services

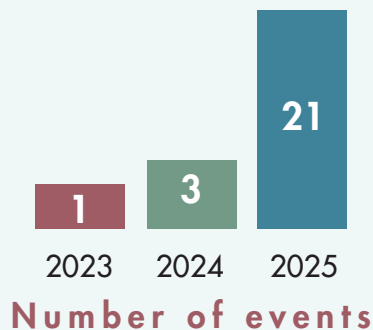
(Community Foundations of Canada, 2015).



Barnwell Seniors Event

Seniors Week Celebrations

MD of Taber: Taber | Vauxhall | Hays | Barnwell
Enchant | Grassy Lake | Lethbridge County: Coaldale
Picture Butte | Coalhurst | Barons | Nobleford
County of Warner: Raymond | Milk River
Warner | Stirling | Coutts



Barnwell

Stirling

Raymond

393 SERVICE VISITS - **34** SERVICE HOURS

SENIORS' PROGRAMS

Speaker Series, Memory Café, Coffee Chats,
Intergenerational Programs and Social Drop-Ins

These programs are designed to increase opportunity for socialization and education, and empower seniors to age well in place, maintain social connections, and learn how and where to access necessary community, health and support services.

74 EVENTS

88 SERVICE HOURS

737 SERVICE VISITS

*“ I am so glad that I came.
I haven't left the house in a while,
and I wasn't sure I should come...
I felt welcomed and it gave me a
chance to reconnect with
my community. ”*

– Senior Client



Coutts Seniors Event



Hays Seniors Event

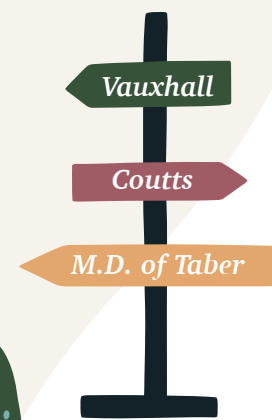


Coaldale Seniors Event

Seniors Expo

The Seniors Expo provides an opportunity for rural seniors to learn about the availability of local services, supports and resources and empowers them to age well in place, maintain social connections, and access necessary community, healthcare, and support services.

105 CLIENTS



Goal 1.2

► COLLABORATIVE YOUTH PROGRAMMING

Summer Day Camps

Children ages 6-12 had opportunities to enjoy full-day programming in their rural communities which included: crafts, games, animal presentations, robotics, chemistry experiments and creative lessons on pro-social skills and coping strategies.

291 CLIENTS

7 COMMUNITIES

10 WEEKS

167 DIRECT SERVICE HOURS



Coalhurst Day Camp

Goal 1.3

► LIFE SKILLS AND PERSONAL DEVELOPMENT

General Interest Courses (GICs)

These programs offer free or low-cost opportunities for children, families and individuals to gain general life skills that enhance their overall wellbeing. They are non-academic, community-focused classes that aim to foster social connection and community involvement.

57 EVENTS

652 SERVICE VISITS

151 SERVICE HOURS

Goal 2

Enhance Community Spirit

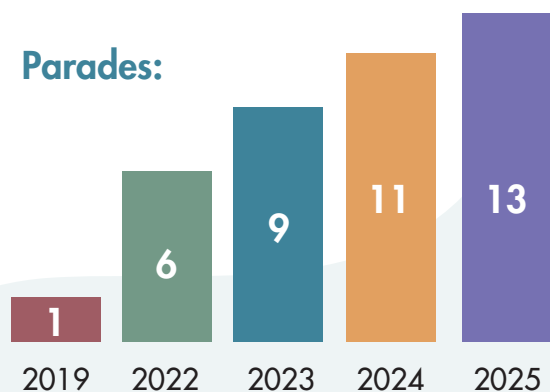
Recognize the uniqueness of each municipality with an inclusive approach.

Goal 2.1

► COMMUNITY AWARENESS AND ENGAGEMENT

BEW FCSS attended events throughout the summer of 2025 to support local initiatives, participate in celebrations, connect with individuals and families within communities, and raise awareness of programming and services available through the organization.

Parades:



Stirling Parade

Summer Fun & Party in the Park:

27 EVENTS

OVER 350
PARTICIPANTS

Miner's Days



Heritage Days

Tim Horton's Smile Cookie Week

This year, FCSS worked to build on the success of the last Smile Cookie campaign by encouraging some friendly competition between two rivaling towns – Taber and Coaldale. With the help of Do Crew and community volunteers, municipal and FCSS staff, we surpassed expectations.

Taber: \$11,602

Coaldale: \$13,124

OVER \$24,700 RAISED
(2024 - \$ 7,400 raised)



Smile Cookie Week



Neighbourhood Good Trailer

Neighbourhood Good Trailer

The trailer continues to bring people and communities together and FCSS has added new games and two large picnic tables to seat even more people for block parties and neighbourhood gatherings. The trailer was used this reporting period for municipal events to facilitate activities for children and families, at parades, and was used by residents living in and around the Milk River area.

Back to School and Clothing Fests:

Free clothing, toys, household items and back to school supplies were made available to families in multiple locations within FCSS' service area.

9 EVENTS

OVER 1,666 PARTICIPANTS



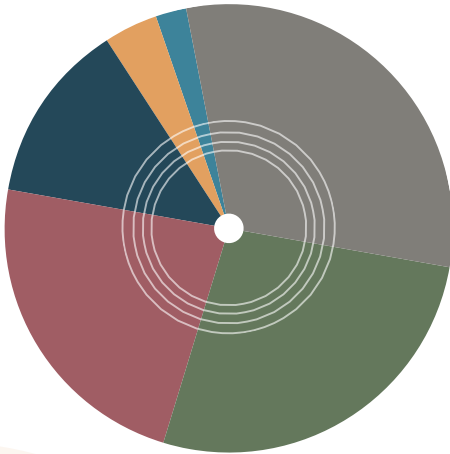
Clothing Fest

Goal 2.2

► VOLUNTEERING

4,246 VOLUNTEER HOURS

ACTION - Engage community members and partners to increase volunteer activity at FCSS.



VOLUNTEER HOURS

42% Practicum Students

31% Meals on Wheels

11% Do Crew

9% Other

7% Tax Program

VOLUNTEER SPOTLIGHT

Snow Angels program encourages neighbours and community members to lend a helping hand to those in need.

Logan volunteers his time and efforts to help out 2 disabled and elderly neighbours in his community by shovelling their sidewalks regularly. His mom shared that he does not do it for any recognition, but in fact, enjoys helping out seniors.

Due to the success of this program, BEW FCSS will be expanding to additional communities for the 2025-2026 winter season.



Snow Angels

DO Crew and DO Crew Jr.

Children and youth grades 5-12 learn about leadership, cultivate new skills, and explore ways to give back to their communities through creative initiatives. Do Crew members (grades 10-12) can gain school credit and recognition for their dedicated time and efforts championing civic-minded projects.

This year, Coalhurst Do Crew members made up over **100 “exam stress kits”** for their fellow classmates graduating from high school. The youth raised money within their community to help cover costs.

In January, Vauxhall Do Crew created an event, “Coco and Cookies” where they visited the senior’s lodge and played games and visited with residents, bringing them snacks and hot coco.



Stress Kits



Coco and Cookies



Public Library Anniversary

Coaldale DO Crew Jr

Do Crew Jr. volunteered at the Coaldale Public Library’s 80th Anniversary Celebration adding to the festivities with fresh popcorn at the FCSS table.



Nobleford

Barons

NATIONAL VOLUNTEER WEEK – CHEERS TO VOLUNTEERS

The purpose of the FCSS 'Cheers to Volunteers' Award is to recognize the extraordinary contributions of an individual, group, and youth who volunteer their time and skills to provide services and programs in our communities.

INDIVIDUAL WINNER: Daniel

“Volunteering is important because it is a great way to give back to your community. The impact to the community is so far reaching. It brings community together and it strengthens the bonds and friendships we have. I volunteer because it is the right thing to do. You help out where you can, because one day you may be the one who needs help. It has been an honor to be recognized by FCSS and by my community. I don't help out for the accolades, but it feels so great to know that people appreciate the help.”



GROUP WINNER: Taber Lost Paws



“Our volunteers are absolutely the backbone and foundation of the Taber Lost Paws Society. Without the support of our volunteers we would not be able to operate and provide the quality of care to the dogs in our shelter that we do. As a non-profit organization we simply do not have the funds to support the staff it would take to run our program and we are forever grateful to the wonderful, selfless, and dedicated volunteers we have.” - Alana McPhee, President of Taber Lost Paws

YOUTH WINNER: Gavin – Why I Volunteer!

“This all started during Covid, to be honest I was so bored when school closed so my mom decided to see what we could do to help make others feel a bit better during that time, so we started with doing small thing for the residents at the Coaldale long term health care. My grandma lived there, and it was nice to cheer up the residents. Then we started with small events around town, I really enjoy that I'm able to always be doing something fun & new while helping out. I even joined the committee that is planning the new skate park & it's cool I got to help design the park. It's a great feeling to just know I got to help with all these cool things. It's always an adventure, and it's always fun.”



Goal 3

Entry Point for Supports

Connect residents to supports at the earliest opportunity through a person-centred approach.

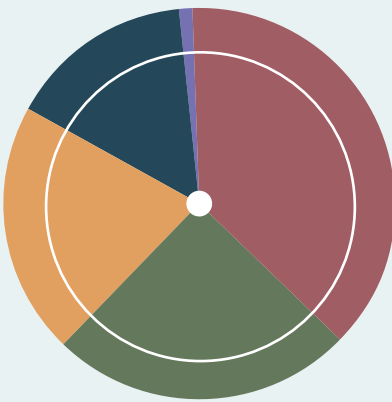
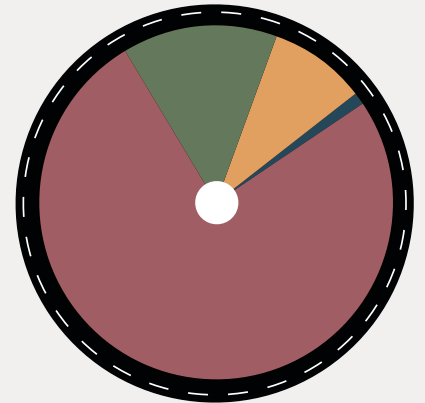
Goal 3.1

► INFORMATION AND REFERRAL

512 ENTRY POINT SUPPORTS

TYPES OF SUPPORT PROVIDED

- 76%** Paperwork and Documentation
- 14%** Referrals and Resources
- 9%** Advocacy and System Navigation
- 1%** Other (assessment, translation support, transportation request)



SYSTEM NAVIGATION

- 35%** Provincial Benefits
- 23%** Income Tax
- 19%** Federal Benefits
- 14%** Other
- 9%** Housing Support

KEY:

Provincial Benefits: Alberta Special Needs Assistance Program, Seniors Benefit, AISH, Income Support

Income Tax Information: Support with queries and amendments needed after tax documentation has been submitted/filed.

Federal Benefits: Canada Pension Plan, Old Age Security, Canada Disability Benefit, etc.

Housing Support: Support to access affordable housing, transportation and home care services.

Other: Digital/Online Support, Fee Assistance applications

COMMUNITY VOLUNTEER INCOME TAX PROGRAM

The Community Volunteer Income Tax Program (CVITP) is offered through a partnership between FCSS and the Canada Revenue Agency. The CVITP arranges for volunteers to complete income tax returns for eligible individuals with a modest income and simple tax situations.

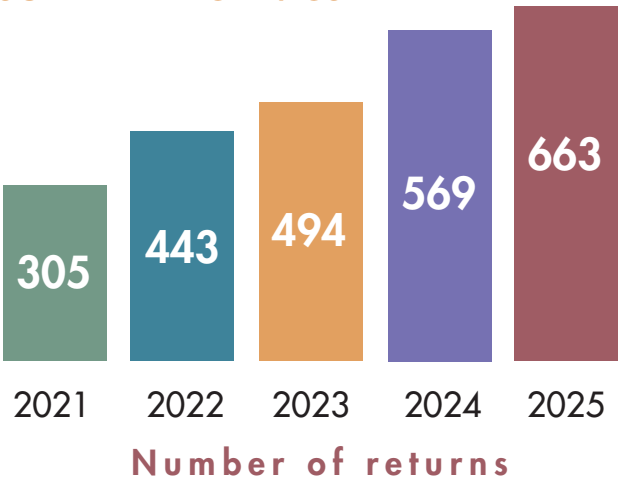
17 TAX CLINICS

6 SUPER TAX CLINICS

\$9,690,774

BENEFITS RECEIVED BY
ELIGIBLE INDIVIDUALS

(Guaranteed Income Supplement, AISH,
Income Support, Alberta Seniors Benefit, WCB, GST,
Climate Action Incentive, Canada Child Benefit)

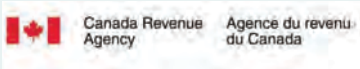


FCSS hosted 6 super tax clinics with representatives from **Service Canada** and **Canada Revenue Agency** available to provide in-person support to residents. Individuals were able to file tax returns, update personal information, apply for federal programs and more.



Tax Clinic

Partners



Coaldale

Taber

Lethbridge County



Goal 4

Capture Impact

Measure the positive impact of programs and services.



Goal 4.1

► INFORMATION STUDY AND RESEARCH IMPACT STORIES

Community

“ While undergoing cancer treatment, a family in our community has been unable to leave their home due to the child’s low immunity. Staff have stayed connected through regular check-ins, provided simple activity ideas to keep the children engaged, and delivered vegetables from our community garden, and the food share program from Lethbridge Interfaith Foodbank. These supports eased stress, reduced isolation, and helped prevent further strain on health. ”

Seniors

“ An individual called us to get information/services/support for her grandparents who were moving from Ontario to Alberta. We assisted in applying for benefits for seniors in Alberta, connected to local social/recreational opportunities (local seniors centre/swimming pool/library/local quilting club), and completed taxes through FCSS Volunteer Income Tax Program. The clients attended the FCSS Memory Café (grandfather has diagnosis of dementia – we connected them to AHS Home Care Services for care and respite). We provided a referral to the Alberta Aids to Daily Living – for in home devices (grab bars for bathroom, etc.) and a referral to the local Meals on Wheels program. We connected them to local resources to support wills/estate planning/advanced care planning decisions and referred to a community clinic to find a family doctor. All of these supports and resources allow them to remain in their own home, aging well in their community. ”

Youth

The “DO Crew” is a BEW FCSS program that provides opportunity for youth to develop leadership skills through hands-on experience. The youth are empowered by FCSS staff to volunteer and give back to their communities through various projects.

Two FCSS staff in Vauxhall connected with the local Fire Chief, who invited the DO Crew to volunteer with the Fire Department after a call. The youth cleaned up the fire trucks after a grass fire and then were given a tour of the station. They learned how to use the firehose and spoke with firefighters. One DO Crew youth in particular was very intrigued and ended up signing up to be a junior volunteer firefighter. He is still on the department today and is loving every minute of it.

Do Crew



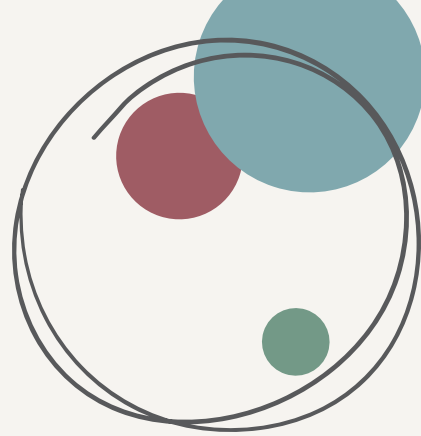
Volunteer Services

“ I had the opportunity to volunteer as a practicum counselling student at the end of my post secondary education. FCSS provided the ability to work alongside a diverse client population, provided individual and peer supervision for training, and offered a collaborative and warm work environment. After graduation, I was pleased to return to the organization and join the counselling team as a staff member to continue learning and serving our rural communities. ”

Coalhurst

Picture Butte

FCSS
HUB



www.fcss.ca

