

# Family and Community Support Services



## Contact Information

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#1 Alexandra Park, Leduc AB T9E 4C4

**P** 780 - 980 - 7109 | **F** 780 - 980 - 7127 | **W** [Leduc.ca](http://Leduc.ca)





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## Family & Community Support Services

Family and Community Support Services (FCSS) provides free confidential support and resources to residents of the City of Leduc. Our staff have a strong working knowledge of local support services and are able to connect families, youth, adults and seniors with available programs and services. We are often the first point of contact for community members and agency groups looking for help in the area of social well-being.

How can we help?

- one-on-one support and outreach services;
- subsidized counselling;
- provide programs and workshops;
- community events; and much more.





## Counselling

FCSS provides subsidization for short-term individual, couple and family therapy to City of Leduc residents. The program is available to families with no access to insurance and an annual income of less than \$75,000. Counselling fees are pro-rated based on the client's annual income and fees can range from \$20 - \$50 per appointment. Initial intakes for the subsidized counselling program are completed by the Family Support Coordinator.

Counselling services are able to assist with a variety of life circumstances, such as:

- Stress/anxiety
- Depression
- Relationships
- Family conflict
- Separation/divorce
- Abuse
- Personal counselling
- Emotional issues

## Family Support Program

### Family Support Coordinator:

We provide support to families and individuals within the City of Leduc:

- **One-on-one support:** we work directly with clients in the FCSS office, or at a designated public space to help families and individuals access resources and develop skills and strategies in response to life struggles. We will often partner with other supporting agencies to assist individuals and families in accessing necessary services.
- **Community education:** we offer educational opportunities to parents of younger children, community agencies, schools, and local businesses to build their skills and potential. Some examples of educational opportunities include *Family Violence in the Workplace* and *Children in Change*.
- **Community development:** we often work together with schools and other organizations in the community to provide quality events and programming to support families in leading healthy and happy lives.

### What would be some reasons you may call the Family Support Coordinator:

- You're interested in finding affordable counselling
- You are feeling stressed out and/or overwhelmed
- You have a child between the ages of 6-12 and you're looking for support and/or resources
- You're an adult of 18 years or older looking for support and/or resources
- You have questions about what services are available in the City of Leduc
- You or someone you know is experiencing family violence

## Family Violence

Abuse is a pattern of controlling behaviour. In families, an abusive person can use many tactics to gain power over another family member. Some examples include:

- Damaging personal property
- Name-calling, put-downs and other forms of verbal and emotional abuse
- Hitting, punching, kicking and other forms of physical abuse
- Sexual abuse
- Neglect
- Forced confinement
- Stalking
- Ridiculing a person's religious beliefs
- Spending a person's money or limiting their access to finances

The City of Leduc is dedicated to providing community education in order to strengthen individual skills and knowledge around family violence and the impact on our community. **If you or someone you know is being abused, contact:**

**Family Violence Info Line** 310-1818 or **Child Abuse Hotline** 1-800-387-5437.



## Youth Development

The Youth Development Program supports City of Leduc residents, schools, agencies and businesses in building assets in our City. Asset building is based on the research and philosophies of the Search Institute® 40 Developmental Assets. The youth development coordinator encourages asset development by:

**One-on-one family support:** The Youth Development Coordinator works with parents/guardians of youth (age 12 - 19) to support them in dealing with the challenges that teenage years can bring. We work with you to build skills, create parenting plans, provide advocacy, support and referrals.

**Community Education:** We offer educational opportunities to parents, community agencies, schools and businesses to build their skills when working with youth and support the creation of youth-friendly environments. Workshops that we offer include, 'Understanding your T(w)een' and 'Youth Engagement Training.'

**School programming:** We partner with schools and other agencies to support the youth in building assets, developing a healthy lifestyle and build personal life skills. The Youth Development Coordinator is responsible for the delivery of in-school programs such as *Heroes*, *Man Up*, and *customized class presentations*.





## Youth Outreach Worker

The Youth Outreach Worker is a resource for youth aged 12-19 that is offered at no cost to parents or guardians. The goal of the Youth Outreach Worker is to support youth that live in the City of Leduc by engaging them in healthy activities and working with them one on one to increase their assets and connection to the community. The Youth Outreach Worker is responsible for providing outreach services by empowering the youth to build their skills, supporting them in accessing services, and advocating for their needs. The Youth Outreach Worker seeks to reduce barriers wherever possible and is flexible about the time and location of meetings with youth.



## Information and Referral Services

FCSS Information and Referral brings people and services together. We are here to help when you don't know where to turn. Our goal is to provide a link between essential community services and the people who need them. FCSS Information and Referral will assess the situation and find the organization and/or service that is best suited to provide the help you need.

The FCSS Information and Referral Administrator can help you access various programs and subsidies such as the *Leduc Recreation* program, *Canadian Tire Jumpstart*, *Sports Central*, and the City of Leduc *Creative Culture Connections* program.





## **Leduc Community Drug Action Committee**

The Leduc Community Drug Action Committee (LCDAC) is an initiative operating under the City of Leduc FCSS.

LCDAC is a diverse group that includes concerned citizens and professionals from the education, health, enforcement and community services sectors.

Committee members meet monthly to discuss local drug- and alcohol-related issues, and to formulate plans that address these issues through prevention, intervention and advocacy-based programs and projects.

The LCDAC Committee also works to educate and provide informational opportunities to learn more about substance use and abuse with the goal to create a drug-aware and drug-resistant community in Leduc.

LCDAC partners with many community businesses and organizations on projects and programs. Input from the community for program and project ideas is always welcome.

## 211 Leduc

211 Leduc is a program from the partnership of The Support Network, The United Way, and City of Leduc FCSS that provides a direct link between essential community services and the people who need them. The program is available 24 hours a day, 7 days a week.

One simple call could change your life. 211 Leduc is a single access point to health, human services, community resources, and government assistance programs. Whether you're a senior seeking home care, a victim of violence needing help, a recent immigrant seeking language training, or a single parent facing eviction, 211 can help by pointing you in the right direction.

Information and referral specialists are trained to seek out necessary information, assess the situation and find the organization and service that is best suited to provide help.

## Research and Social Development

Our role is to identify what is happening in the community, current social needs and gaps in services.

We work with local and regional organizations as well as residents to build partnerships and create a greater sense of belonging for our community. Social Development initiatives include the *Interagency Brown Bag Sessions*, *Social Needs Assessment Project*, and the *Good Neighbour Awards*.



## Older Adults Services Program

FCSS is here to connect with seniors and their families, provide one-to-one support and assist older adults apply for government benefits and subsidies. We also provide links to social, recreational, and educational programs within the community.

Homemaking services are administered through the Older Adult Services program. This service provides assistance with light housekeeping to help seniors and persons with a disability maintain their independence while living at home. There is a fee for this service and an application process. For more information, call Family and Community Support Services.

We produce and distribute the monthly 'Panorama' newsletter to Leduc citizens aged 55 plus. This is a registered service that provides information on grants, changes to pensions, community events, and highlights local programs and services relevant to residents 55 and over. We advertise meeting times for local supporting groups, such as the Alzheimer Caregivers group and the Leduc Sight Seekers Low Vision support group. This newsletter can also be found on Leduc.ca through Family and Community Support Services.



FCSS Older Adults partners with regional organizations for Focus on 55+. This is a committee that identifies issues affecting seniors, facilitates movement on identified issues, shares information, and networks with citizens and organizations.



## **Meals on Wheels**

Meals on Wheels is made possible through community partnerships with the City of Leduc. We provide and deliver nutritious meals weekly, Monday to Friday. The meals consist of soup, crackers, salad, a hot main course, and dessert. All meals are prepared at the Leduc Community Hospital and delivered by friendly volunteers.

Meals on Wheels is administered and managed by FCSS.

## Emergency Social Services

Emergency Social Services (ESS) is an emergency response program provided by FCSS in partnership with local, regional, provincial and federal authorities, support organizations and community volunteers. ESS is services provided to preserve the well-being of people affected by a disaster.

### When is ESS provided?

ESS is designed to provide services to those affected by large, complex disasters or emergencies, but in some cases may be provided for smaller emergencies such as a single house fire.

### What Services are provided by ESS?

ESS provides temporary relief to individuals and families so they can begin the steps needed to move towards recovery after a disaster.

#### Primary Services include:

- Food;
- Clothing;
- Lodging; and
- Family Reunification.



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