



## FCSS UPDATE

MAY 26, 2020

# INTRODUCTION

- Aggressive public health measures to limit the spread of COVID-19 have been in place since March 15, 2020.
- This includes:
  - Social distancing, self-quarantine protocols and isolation requirements for travelers and those with symptoms.
  - Closure of all Kindergarten to grade 12 schools.
  - Closure of daycares (slated for reopening on May 14).
  - Closure of all non-essential businesses with exception of delivery and curbside pickup.
  - Gatherings of 15 or more people are prohibited.
- In addition, attending all public recreation facilities and private entertainment facilities remains prohibited, including swimming pools and gyms.

# FAMILY AND COMMUNITY SUPPORT SERVICES

- On March 17, the Alberta government announced an additional \$30M in emergency funding to charities, not-for-profits and civil society organizations. (Applications were accepted until April 21).
  - This funding will support social services in enabling physical distancing, as well as supports and services for at-risk seniors and families facing homelessness, poverty and social isolation.
- \$5 million in funding will be provided to support food banks and community organizations in their food supply efforts during the COVID-19 pandemic.
  - The Parkland Food bank was successful in receiving funding
- Due to the COVID-19 pandemic, food supply has been identified as a key issue for Albertans. FCSS regulations are temporarily being amended to allow for FCSS base funding to be used to address food supply issues during the pandemic.

## LOCAL OUTREACH

- Postcards with information on 211 and local FCSS offices were sent via unaddressed admail to all Parkland County postal codes.
- This information was also communicated via the local newspaper, the County website and social media pages.
- Representatives from the County's Emergency Social Services group meets regularly with regional counterparts and partners to discuss local need.
- Helpseeker, an app designed to connect folks to supports they might need was launched and promoted by Parkland County, the Town of Stony Plain and The City of Spruce Grove.

## LOCAL NEED

- We have reached out to all five FCSS partners. At this time, none have experienced an increase in requests from Parkland County residents. Calls that did come in from County residents were related to federal employment funding or the income tax program.
- 211 has received three calls from Parkland County residents.
- During all of the FCSS COVID-19 Action group meetings, it was a general consensus that there was no increase to the amount of calls or inquires that the offices were receiving currently.
- Looking ahead, if COVID-19 restrictions are not lifted and people cannot go back to work there may be an increase in requests for services in 2-3 months' time. There are a number of financial programs to assist residents and it will be when these programs run out of funding and people have depleted their savings that there will be an increase need for supports.

# AREAS OF CONCERN

- One area of concern is the lack of domestic violence calls. The number of calls relating to this issue have gone down across the region. Once people are allowed back to work and no longer self-isolating , there may be a rise in the number of people looking for help or shelter because of domestic violence.
- Family violence is a crime. Call 911 if you or someone you know is in immediate danger. The **Family Violence Information Line** ([310-1818](tel:310-1818)) is available for all Albertans to get help anonymously.
- Mental Health and Seniors' Abuse are also areas of concern. As public health measures continue there could be a rise in the requests for access to services. While the need is not immediate we may see the need grow over the next few months.

# PLAN FOR FUTURE NEEDS

## BASIC NEEDS

- Transportation, Food, Medication, Shelter, Financial (emergency for basic needs), Childcare
  - Establish a resource contact list of regional social supports.
  - Establish a resource list to support / help residents/parents navigate available social supports
  - Establish a list of provincial and federal resources and supports
  - Inform residents on available supports

# PLAN FOR FUTURE NEEDS

## SPECIALIZED NEEDS

- Mental health support – including suicide, Family violence and safety planning, Addiction, Disability supports, Respite supports for caregivers
  - Establish procedures for responding to residents with identified needs of an emergency nature

## LACK OF ESSENTIAL RESOURCES

- Sanitation, Hygiene, Diapers, Formula, Incontinence, Medications
  - Refer to partner FCSS for response



# PLAN FOR FUTURE NEEDS

## FINANCIAL STABILITY

- Not being able to meet capacity and financial obligations (Residents, Non-profit organizations, Service providers)
  - Determine and communicate what financial aids and funding is available
  - Reach out and compile impact on non-profit organizations

## INTERPRETATIVE SERVICES

- For residents (language, culture)
  - Determine if there is any current need for interpretative services or supports for isolated residents or where normal service is suspended/closed.

# PLAN FOR FUTURE NEEDS

## VOLUNTEER AND DONATION MANAGEMENT

- Continue to direct residents to existing community organizations that handle donations.
- Continue to direct residents and community groups to the Stony Plain Regional Volunteer centre to address immediate and emergent volunteer needs.

## CAPACITY OF COMMUNITY SERVICES

- Need to understand and forecast the impact to community resources including non-profit and private sector
  - Determine capacity and assessing future/impending capacity of community resources and internal resources

# PLAN FOR FUTURE NEEDS

## COMMUNICATIONS

- Establish communication plan for COVID-19 Emergency Social Services.
- Information intake and sharing strategy for external organizations, non-profit organizations and community amenities.