

Bashaw & District Support Services

Annual General Report 2020



Bashaw & District Support Services

Mission Statement

Bashaw and District Support Services is committed to supporting and operating community based preventative social programs for individuals, families and community; through positive communication, assessment of need, and enhancement to the wellbeing of the citizens of Bashaw and Community.

The Board of Directors present the Annual Report of the Association together with the Audited Statements of Accounts for the Financial Year ending December 31, 2020.

BOARD OF DIRECTORS:

Kathy Berry	Chair
Carrie Pearson	Vice Chair
Sandy Radke	Secretary Treasurer
Margaret Baier	Director
Rosella Peterman	Director/Town Council Representative

AUDITORS:

The Auditor, Ms. Rebecca Pinches, Thorogood and Pinches, Stettler, Alberta, retires at the ensuing Annual General Meeting and is eligible for re-appointment.

EMPLOYEES:

The Board of Directors appreciates and acknowledges the unstinting efforts put in by all employees of the Association. They continually achieve by increasing productivity levels, responding to programming needs, and maintaining a cordial work atmosphere. Thank you!

VOLUNTEERS:

The Board of Directors acknowledges and appreciates the unending commitment and contributions made by the Association volunteers.



Message from the Board Chair—2020

2020 has been a challenging year on many levels for everyone. All of us faced uncertainty, confusion, frustration, and both financial and emotional hardships. Yet, BDSS has always been, and continues to be, a vital source of support for Bashaw and its surrounding communities.

Things do not always go according to plan. We as a board and BDSS staff have had to adapt, daily at times, to accomplish tasks that were normally carried out without planning. We have always relied on our staff for our busy programs; however this year, with many programs being halted, staff roles have changed.

A new high of 114 individuals were supported through Santas Anonymous this year with 43 Christmas hampers provided. Daycare numbers and preschool numbers were down as many families were not yet back to work. Meals on Wheels had to adapt as Bashaw Meadows was not available for meal prep. We were grateful to have been able to continue with the help of Mae's kitchen in Mirror with the staff driving to pick up and deliver the meals. The annual report shows all programs that were affected, my points here only highlight a few that were greatly impacted.

Despite all the challenges, regulations, and restrictions, BDSS continued to provide the necessary and crucial support and services that Bashaw and surrounding area needs. For this I say thank you to each and every board and staff member. You are all appreciated more than you know. Here's to our success in 2021 as we continue to adapt to provide ever-changing needs of service and support.

Message from the Executive Director—2020

I was once asked by a child, "What does BDSS do?" After pondering for a moment, it was a simple. *We help people to help themselves, AND we offer hope.* These things are not always tangible or assigned any monetary value. The value is the reward of watching Grandparent's stay in their homes longer, witness children graduate that were on a much different path before, hear new community members tell us they moved here because of the type of community it is, and be humble in hearing others speak of our community's unique ability to work together. Selfless, collective, determined – all words used to describe the people that live, work, and play in Bashaw.

Most of 2020 involved transition in programming and support that met immediate needs caused by COVID-19. BDSS and its partners were ready to respond, and easily adapted. With the financial support of United Way and the Government of Canada, as well as the Town of Bashaw, Alberta Government and committed donors, we worked tirelessly to meet needs in whatever areas necessary. We implemented new programming that supports Extended Learning by assisting any school age or post-secondary student in reaching their education goals. A Sister Centre in Alix was developed and opened to assist in meeting regional needs. Regional partnerships grew to better serve and respond to mental health and addictions, offer greater leveraging, and build sustainable rural supports.

Each year, I think we have met our highest standard yet. And then – it seems I'm pleasantly surprised to see BDSS rise, meet and excel in another area unthought of. I am grateful for the powerful team of staff members we have, and thankful for our invested and caring volunteer board members. Amazing work everyone!

No task is too large if it is for the betterment of our community, or the work we do within it. We collectively tackle any project making it look effortless. All together, we make this a beautiful world to live in. It's a great place to be!

Christine Buelow

BASHAW & DISTRICT SUPPORT SERVICES

ANNUAL GENERAL MEETING FOR 2020

MAY 17, 2021 @ 6:30 PM

AGENDA

- 1) Welcome and Call to Order**
- 2) Adoption of Agenda**
- 3) Adoption of 2019 Annual General Meeting Minutes**
- 4) Message from the Chair**
- 6) Financial Report**
 - a) Adoption of 2020 Audited Financial Statements**
 - b) Appointment of Auditors for 2021**
- 7) Election**
 - a) Election of Directors**
- 8) Introduction of 2021 BDSS Board**
- 9) Adjournment**

Bashaw & District Support Services

Annual General Meeting Minutes for 2019

December 7, 2020 @ 5:00 pm

Present: Rosella Peterman, Sandy Radke, Kathy Berry, Margaret Baier, Carrie Pearson, Christine Buelow, Melissa Lenz

Welcome and Call to Order – Kathy Berry called the meeting to order at 5:03 pm.

Adoption of Agenda

Motion to adopt the agenda made by Rosella Peterman, seconded Carrie Pearson.

CARRIED

Adoption of 2018 Annual General Meeting Minutes

Motion to adopt the 2018 AGM Minutes by Sandy Radke, seconded Carrie Pearson.

CARRIED

Message from the Chair

Kathy Berry reported on the year, and thanked the board for their commitment, and the staff for working so hard behind the scenes.

Financial Report

Adoption of 2019 Audited Financial Statements – Christine Buelow presented the audited financial statements, providing detail to each page. This year, BDSS was able to arrive at a net income that will allow our savings to continue to build. Kathy Berry thanked Christine Buelow for her hard work in managing the finances, Sarah Unsworth for her support in that also, and to the staff for their careful spending.

Motion to adopt the 2019 Audited Financial Statements as presented made by Carrie Pearson, seconded by Rosella Peterman.

CARRIED

Appointment of Auditors for 2020

Motion to appoint Thorogood and Pinches as the Auditors for 2020 made by Melissa Lenz, seconded by Sandy Radke.

CARRIED

Election—Bylaws state that any new nominations must be made three weeks in advance. Kathy Berry, Sandy Radke, and Margaret Baier were all nominated for another two year term.

Election of Directors – Christine Buelow presented the Slate of Directors.

Motion to approve the Slate of Directors as presented made by Melissa Lenz, seconded by Rosella Peterman.

CARRIED

Introduction of 2020 BDSS Board

Kathy Berry, Carrie Pearson, Sandy Radke, Margaret Baier, Rosella Peterman

Adjournment – Carrie Pearson moved that the meeting be adjourned at 5:24 pm.

Recorded by Christine Buelow

Approved by Kathy Berry, Board Chair

PROGRAM REPORTS:

2020 Santas Anonymous Report

- Angels ordered from Amanda Lyle, ladies at Bashaw Meadows colored them.
- November 1: Applications were available
- November 12: Tree and angels up (more angels went up as applicants came in)
- November 30: Turkeys Ordered from Bashaw Meats (stored there until December 22)
- December 3: Ordered Chocolates from Pharmasave Bashaw
- December 10: Ordered remainder of hamper groceries (split between the two stores)
- We prepared for 50 families this year due to increased need from COVID-19
- December 21: Wrapping/Hamper Day
- 43 Hampers were made
- Hampers were picked up Dec 22-23
- 114 individuals applied for the program (48 children/teens, 66 adults/seniors)



Hampers included:

Ham Dinners

- 1 ham
- 1 box cake mix
- 1 bottle honey mustard
- 2 boxes scalloped potatoes
- 1 dozen buns
- 1 bag frozen veggies
- 1 box mandarin oranges
- fresh potatoes
- 1 toiler paper package

Turkey Dinners

- 1 turkey
- 1 box cake mix
- 1 can cranberry sauce
- 2 boxes stove top stuffing
- 1 dozen buns
- 1 bag frozen veggies
- 1 box mandarin oranges
- fresh potatoes
- 1 toilet paper package

Tools for School

Tools for School is a program which BDSS has adopted in order to help any children in need within our community to support their learning and development. Any child who expresses a need, or is recognized as having a need for school supplies is quickly given the proper supplies if they are available. School supplies are generally donated through the generous actions of community members and volunteers. Cash donations are also accepted to the program so that items can be purchased such as Scientific Calculators, or shoes. In the year 2020, Bashaw District Support Services, with the help of generous community members, were able to help various students and all extra supplies were taken to Bashaw School to be kept on hand for need throughout the year.

COMMUNITY SUPPORT: Donations of supplies, equipment, and money resources: Servus Credit Union, Food Town, Bashaw Groceries, Home Hardware, and anonymous donors. Bashaw Drugs and Food Town participated by offering collection locations.

Coats for Kids (and Families)

The Coats for Kids Program collects donations of gently worn or new winter outerwear, coats, snow pants, toques, and mitts for children and families in the Bashaw area. In the spring of 2014, under a renewed partnership with the Bashaw Thrift Shop Board of Directors, the program was transferred to the Bashaw Thrift Shop. We have continued to develop our partnership so as to easily refer clients to the shop for the program.

COMMUNITY SUPPORT/PARTICIPATION: This program would not be possible without the support from the community. We also acknowledge the partnership with the Bashaw Thrift Shop, who not only support this program, but also are a great resource to new families who come to Bashaw and need emergency clothing and household supplies.

Benevolent Fund

Bashaw & District Support Services has appreciated continued partnership to offer assistance through the Benevolent Fund. The donations entrusted to BDSS in 2020 were available to cover any needs that arose throughout the year.

Our sincere thanks to the ministers and congregations of Bashaw United Church, St. Peters Lutheran Church, Zion Lutheran Church, and Immaculate Heart of Mary Roman Catholic Church for faithfully supporting this program.

Bashaw Preschool 2020

We have some specific outcomes that we encourage throughout the year such as scissor skills, name recognition, pincher grasps, pencil skills, routines, rules, classroom expectations, social skills, relationship building, counting and reciting the alphabet

Program Facilitator Marci Albers finished the 2019-2020 year with Mrs. Sheila Seale as the classroom assistant and Colleen Kohlman as a PUF aid to two students. Our year ended abruptly due to COVID -19 mid-March, 2020.

Due to being closed we missed out on building Leprechaun traps, Easter egg hunt, and our glow in the dark party at the hall.

We were unable to have a yearend celebration due to restrictions but Miss Sheila and Miss Marci made every effort to stay connected to our 30 children (14 a.m. & 16 p.m.) and their families. We hand delivered certificates to the children's homes and presented them with their gifts. We enjoyed our porch style pictures with the children.

Due to COVID – 19 we chose to start at the beginning of October rather than a September start date. October brings a few new faces for the 2020 -2021 year. Sheila Seale has returned to our classroom for another year of fun! The PUF program is no longer available to preschools for support to children with exceptionalities.

We have only 12 eager children in attendance. We have combined the 3 and 4 year olds due to low numbers and are offering only one class in the A.M. We also were not able to make our monthly trips to Bashaw Meadows with Mrs. Hunter as we did in previous years.

Some of our fall and early winter highlights were our Halloween party and Remembrance Day. The children made poppies and learned the significant meaning of November 11th and the importance of poppies.

We paused programming at the end of November due to the pandemic and remained closed throughout December.

Generations Daycare 2020

Director Marci Albers maintained the centres daily operations and licensing standards. We work hard to maintain this high quality standard for the children, staff, families, and community.

Accreditation was abolished on April 1st, 2020. This is a move in conjunction with our government to reduce red tape. This means more time will be spent with children and less time doing paperwork. Childcare licensing will be rolling out a new platform that will include some of the standards and goals that were accomplished through accreditation.

Wage top ups will not be affected and staff will continue to receive the enhancement as per usual. A child development assistant (Level 1) will still receive \$2.14 hourly, child development worker (Level 2) receives \$4.05 hourly and a child development supervisor receives \$6.62 hourly above their base wage. Professional development funding will stay the same with the exception of child development supervisors. Previously they were only entitled to \$250.00 yearly and now can be eligible for up to \$1500.00 for courses and an additional \$200.00 for workshops. The other professional development funding is unchanged at \$1000.00 yearly for both child development assistants and workers (level 1 & 2)

Our last day before we were ordered to close was March 13, 2020. We had 6 staff affected by the closure. We remained closed until July 17, 2020. We reopened with 3 staff as summer is typically quieter for us. One staff is on a maternity leave, one staff has chosen to stay home due to other commitments, and one was off for the summer.

We have had a quiet return. Many families are not back to work yet and dynamics have changed greatly for others.

The staff turn around for 2020 was minimal. We finished 2020 with an exciting team of 4: Miss Marci, Miss Taylor, Miss Sheila, and Miss Hanna. Each educator brings a uniqueness that adds to the quality of our dynamic team. We are extremely fortunate to have this wonderful group of educators providing care within our community.

Their hard work and dedication is always noticed and appreciated.

Generations Daycare Statistics 2020

January	29	July	4
February	30	August	9
March	26	September	14
April	0	October	15
May	0	November	15
June	0	December	12

Family and Community Wellness Annual Report 2020

The 2020 year started out in such a normal way at school. We had 2 Roots of Empathy programs running with 2 incredible moms and their sweet babies. We had covered about 2/3 of the Roots curriculum and the interaction between the students and our little teachers were right on track with many discoveries and insights. Our moms were answering so many great wondering questions and comments from the students. Our pre and post sessions were taking the themes and applying this discovery and wondering to the students everyday experiences. The application of the program was focused on kindness and support for themselves and other students towards inclusion and bullying.

We also had 2 drama programs in full swing. Our students were 3/4 of the way through the blocking and choreography of their respective plays. We were working with the tech students on lighting and sound for each play. Tickets had just been released and were being sold for Frozen and High School Musical Jr.

The one-on-one support and small group support for students needing time for various concerns and wellness breaks was utilized at its max daily. Sometimes students accessed support for one or two sessions and other students or groups were supported on a weekly basis.

Literacy support was focused on the early learners, particularly with the ESC students as they were grasping the basics for letter sounds and letter names to support their pre reading skills.

As stated things were moving in a predictable and normal pattern. Then March hit and the closure of the school for at school learning shifted to an online learning format. Families and teaching staff were put in an unfamiliar and unusual position of delivering education online and at home. What does that look like? How are we to set things up and get them in place for the best possible transitions and services? How long will this last? What do the many other parts of my life look like and how will this affect my child, my family, my way of life? So many questions that were obvious and not so obvious! Questions and supports that shifted as we went along and tried to make things as workable and with as much success as we could.

I know I have said this before but I want to state it again, "I Am So Proud Of This Community!" Because of the collaboration with the wellness team and the community and school supports in place, the transition and care for the community members, families and students were put in place fairly immediately. We started with team meetings to identify areas, individuals and families that we knew would need immediate support and care. We then met weekly and collaborated with information, suggestions and referrals. We identified possible trouble spots and areas of success, then looked at others possible areas that might need future consideration to stay ahead of the stressors. That said there were obviously lots of stressors and people struggling with the effects of the restrictions, isolation and fears, financial and mental health concerns. The community wellness team found supports within the town and provincial supports as well.

I myself was in on the weekly meetings with the wellness teams and was daily in contact with checking in on families and students. My list was long and in constant flux. Later on in the pandemic I started social distance walks for 3 to 4 hours a day with many different individuals. This was because I had some contact with people with serious at risk struggles, including suicidal tendencies, depression and other forms of mental health concern. I realized our usual ways of supporting didn't always get through in a time of crisis. The summer came and the restrictions eased up as did some of my mental health walking, though the check ins were still fairly steady and some walking continued.

It goes without saying that this pandemic and the struggles within the daily grind have continued in several aspects but people have also proved resourceful and at times resilient. The key to everything has been the outreach and at times within care for our team, our families, our community and our outlying communities. We have the hearts, knowledge and willingness to learn to be effective in a normal year and an extraordinary year. Thank you for the parts you each played in supporting one another. It takes a village!

September brought with it changes to the school year due to restrictions and protocols to insure the safety of all those in the building. The school year was divided into 4 quarters for the high school students, with only 2 subjects per quarter. Jr high students were on a semester system but even this was different due to cohorts and the need to minimize possible cross contamination. Elementary students had most classes as usual with recesses alternated and subjects like music and gym having a change in what is possible and how it is delivered in class. This brings a small understanding to the many changes that can contribute to the difficulties providing education and supports in a school setting, added onto the many changes within our "what used to be normal".

My role in all of this has been to provide wellness support within the school building, educational support for the drama programs and community supports in a wellness capacity for care given outside the school setting.

The 2020/21 school year has seen an increase in students needing mental health or wellness care. Many referrals back to the support system in place at the Bashaw Community Resource Centre have also increased as well as internal supports for grief and loss. We have experienced loss on many levels including a valued and loved staff member and a beautiful young soul that had a huge impact on our community. The loss of what used to be our normal way of life has touched every person. The weight of financial stress and normal relationships has been for some a crisis situation, for others a worry for themselves and loved ones. This would be an awareness or experience most have been impacted by.

I also want to acknowledge that this year has also provided opportunity to look at things in a new way. To come up with creative alternatives to how we provide care and create programs that are meaningful and engaging, sometimes all out fun! To be present to hearing the struggle of another and provide space just to listen before we act. To then act in a collaborative way when possible with conversation that is guided by the student or client as to their best outcome with care. I can honestly say I am a better person for this opportunity, for this experience, for this new way of being in the world. I have gratitude for our teams both in the school and within our community. I have grown. I have grieved. I have laughed and I have remained in wonder of the resilience of people, particularly young people. What a gift they are. What a gift you are. Thank you

Wellness Navigator Annual Report—2020

Bashaw District Support Services, along with Alix Community Wellness Centre, have been very busy in 2020. With the opening of Alix Community Resource Centre, Bashaw District Support Services and their team, have been working alongside the Navigation program within the Alix center, mentoring, training and providing navigation support, and community resources to Alix, and the surrounding areas. The Navigation program had 1.2 FTE, and was shared by two (2) staff. Consisting of a team of individuals who are training to provide support that is kind, empathetic, consistent, and is a revolving door for anyone who comes through to the center. The Navigators work together to brain storm, resource and collaborate programs that will work towards a goal and a success story for the individual or family who enters the doors for the support, whether that be through a self-referral or one from our external partnerships.

The Navigators respect and promote bridging gaps, and not duplicating services, such as but are not limited to, Mental Health, Addictions, Family Resource Center, Healthy Families, and counselling services. The impact that the Navigation program has had on the community, has been profound and it has been easy to recognize the positive impacts it has had on the families supported, as well as the community as a whole. The program has brought anecdotal information that supports the growing need for this program, and has been identified and supported through the ongoing success stories. The growing files, community members in need, and our external partnerships with the RCMP, Camrose Mental Health Clinic, Healthy Families Program, and Family Wellness have become stronger through mutual referrals, case conferencing and collaboration of the team. The Navigation program extends gratitude to the ongoing training, support and partnerships with the internal and external partnerships who have made, and continue to make, the program successful.

Participant stats from 2020 are as follows:

Alix Community Resource Centre along with Bashaw District Support Services from September to December 2020 have 97 referrals recorded but are not limited too. 78% of these referrals were from the community/partners, and 12% were from self-referral/walk-in. Within the year, most referrals and support were given to the following areas;

Of those accessing referrals, the following resources were accessed (September-December 31, 2020):

- **Mental Health- 75%**
- **Addictions- 18%**
- **Food Bank- 18%**
- **Meals on Wheels- 16%**
- **Form Support (EI, Seniors Benefits, CERB, AISH Applications etc.)- 58%**
- **Healthy Families- 11%**
- **Child Care- 5%**
- **Housing Support- 5%**
- **RCMP- 18%**
- **Adult Learning- 14%**
- **Open Door Program- 2%**
- **Women's Outreach Society- 2%**
- **Other Services (Tools for School, Community partner programs, etc.)- 25%**

Our statistics do not reflect the full year of work that was done in 2020, as well as relevant statistics that demonstrated all areas of navigator service. A review of the statistics reveals that we did not capture:

The actual # of services provided (January – December)

The actual # of persons seen (January – August)

Detailed Demography (January – December)

Our goal in 2021 is to collect and collate more accurate statistics that will better reflect the work that the Navigation program puts in, as well as the needs identified within our demographic population. The Navigation programming is always growing and learning of new resources and finding ways to support the program in its success.

Bashaw Food Bank

Bashaw & District Support Services organizes and administers the Bashaw & District Food Bank, which offers nutritional services to those who need extra help.

Households	144
Children aged 0-17	55
Adults aged 18+	183
Adults aged 65+	11
Total Individuals	249

Our community generously supports the food bank throughout the year. Substantial donations were received at Christmas from Bashaw School, Bashaw United Church, Bashaw Lutheran Church, Bashaw Boys and Girls Club, Lakeside, as well as many individual gifts of both food and monetary donations. We also received great support from Food Banks Alberta through the Pandemic, as they donated 150 food hampers and many boxes of masks.

Home Support

Eligible for FCSS Funding, but not FCSS funded at this time. The Home Support program was provided to 19 clients by three part time staff members. Program advertising continued through the monthly Community Connections newsletter and word of mouth.

COMMUNITY NEEDS

While the majority of clients were seniors, others with health and/or mobility issues are able to receive Home Support. For the senior clients, having someone caring spend a few hours with them in their homes on a weekly or bi-weekly basis meant that they could stay independently in their own homes.

HOW ARE WE MAKING A DIFFERENCE?

100% are satisfied with the service provided by BDSS Home Support.

100% are comfortable having the Home Support worker in their home and felt the worker handled all their equipment with care.

100% feel that the Home Support Worker performs her job efficiently, and effectively.

100% have no concerns, and would recommend this program to others.

Comments:

“This program makes a huge difference in my quality of life. Our worker is so fantastic and goes above and beyond!”

“I don’t know what I would do with our Home Support Worker.”

“Having Home support helps me to maintain my home and keep it to my standards!”

“Having Home Support has given me the ability to stay in my home.”

“Having such good quality at a low price makes it much easier to keep up with household chores.”

Bashaw Bus Society

In 2020, our ridership was a bit different than past years. The Bus discontinued bookings from mid-March to May, in order to establish proper protocols to ensure the safety of both riders and drivers.



In June, the Bus resumed bookings, at a smaller capacity, and in July, the schedule changed to include a biweekly Stettler trip, alternating Thursdays with the already established Camrose trip. The Stettler trip also included an opportunity for riders from Donalda and Alix.

BDSS staff were kept busy with bookings, monitoring drivers, and meeting requirements from Alberta Transportation. Charter trips also continued to be booked for the Bus, mostly for medical appointments, or in partnership with Bashaw Meadows.

Month	Bashaw	Camrose	Stettler	Charter
January	7	10		1
February		7		
March	7	3		2
April				
May				
June	2	3		1
July	1	5	1	1
August	1	3	3	1
September	9	5		1
October	4	12		4
November	4	5		2
December	4			4
Total	39 riders	53 riders	4 riders	17 trips

Meals on Wheels

This program serves individuals in the community who have difficulty preparing their own meals. Clients are most often seniors, but may also include those who have suffered accidents or illness and are unable to care for themselves for a period of time.

COMMUNITY NEED

Meals on Wheels is an essential service. While in 2020 we saw a decrease in the number of meals we delivered due to the COVID-19 Pandemic, those that received meals were extremely grateful and said they would not be able to stay in their homes if not for the Meals on Wheels Program. In 2020, **396** meals were delivered to those who may not have had the ability to take care of all their meals themselves.

COMMUNITY PARTICIPATION / PARTNERSHIPS

This program requires the coordination of volunteers to deliver meals. Community participation has been essential for the delivery of this program. Volunteers are organized through four churches in our community as well as Bashaw Legion and other volunteers who requested to do this service. Volunteers are always welcomed and training is available for any new volunteers. Due to the COVID-19 Pandemic, we actually did not use volunteer drivers from March through December, instead utilizing our regular front desk staff and summer students. A partnership with the Bashaw Meadows also exists as they prepare the nutritious meals that we deliver, as well as a temporary partnership with Mae's Kitchen in 2020.

CONCERN THIS YEAR

Our main hurdle in 2020 was navigating new ways to meet the regulations set by the government. Because of the strict policies at Bashaw Meadows, we were unable to use their kitchen for meals for a few months, instead we used Mae's Kitchen, located in Mirror, AB. This lasted until October, 2020 when we were able to implement some new policies so our meals could once again be distributed by Bashaw Meadows.

Volunteer Services

BDSS encourages, promotes, and coordinates volunteer events within the community. Our community flourishes on volunteerism—Every year, BDSS hosts a community Volunteer Appreciation event. In 2020, due to COVID-19, we were unable to organize a Volunteer Appreciation Event. We hope that as 2021 progresses, we are once again able to host an event to show the volunteers in our community how much they are appreciated. Bashaw has approximately 47 volunteer service organizations. That translates to 1 in 19 community members who volunteer locally...including babies!

COMMUNITY PARTICIPATION/PARTNERSHIPS

In our organization, volunteerism is essential to provide many of the services we provide—Meals on Wheels, Santas Anonymous, Bashaw Food Bank, Roots of Empathy, Preschool, Generations Daycare, Early Literacy Projects, and of course the BDSS Board itself. As a community we are truly grateful to our Volunteers!

As previously mentioned, COVID-19, put a halt to some of our volunteer programs. While we did still run most of our programs in 2020, we had to alter the delivery of some which meant we were unable to utilize our volunteers as much. Meals on Wheels, Santas Anonymous, and other programs that usually depend on volunteerism, were this year maintained by staff. This ensured that proper COVID safety regulations were being followed, and limited the number of people exposed. We would like to acknowledge our wonderful volunteer board, who this year continued to be strong pillars of support to our staff, despite the many challenges we faced.



Administrative Services

The administrative services of BDSS include the day-to-day operation of the programs and services including programming, financial records, payroll, accounting, and communication tools such as the Community Connections. Additionally, the administration and program staff provide an information and referral service for the whole community for any area of need or concern a family or individual may encounter.

TARGET POPULATION

These services are available to the whole community. Community members see Bashaw & District Support Services as a place of support. If they don't know where to go – they go to BDSS. Community members call or drop into Bashaw & District Support Services for any and all questions or concerns.

COMMUNITY NEED

Statistics and tracking information indicate that the community has a high need for support services in the areas of mental health, social supports, transportation in and out of town (doctor's appointment and other support options) and one-on-one counseling. The administration staff does their best to provide service or referrals to families and individuals in need. Over 2000 opportunities arose to assist clients between January and December.

OBJECTIVES

- The Bashaw Community will try to create, develop and maintain services that have been identified as needed
- The community will be able to communicate with external agencies with accurate and detailed assessments of need.
- As a rural community, Bashaw will have services equal to those offered by larger centers.

COMMUNITY SUPPORTS—WALK-INS

Community Supports include many services on a walk in basis. While our walk-in numbers were lower in 2020, due to COVID-19 regulations and our office being closed to the public except by appointment, we still did our best to meet the needs of any person who called or came in. These services include (but are not limited to): assistance with photocopying, faxing, computer supports and services, general information about the community, supports and resources, assistance in filling out paperwork and forms, as well as assisting community members in finding resources and assisting them to access these resources.

Other Supports and Services

BDSS provides service to the community through a variety of projects, including the following:

COMMUNITY SUPPORT

Community Supports includes services (but are not limited to): assistance with photocopying, faxing, computer supports and services, general information about the community, supports and resources, assistance in filling out paperwork and forms, lifeline referrals, as well as assisting community members in finding resources and assisting them to access these resources.

COMMUNITY CONNECTIONS

Bashaw District Support Services in partnership with non-profit organizations provided the community and surrounding area with a general newsletter that promoted local non-profit organizations and their events and activities. Due to the Pandemic, our staff was very minimal over the summer months and the Community Connections Newsletter was put on hold during this time. It was reinstated in October 2020, and continues to promote local non-profit organizations and their events. Our local Pharmasave also does a monthly update on local COVID-19 numbers and information. The newsletter is a great way for this information to get to the population of seniors, who may not be able to access the information online.

COMMUNITY CAPACITY BUILDING

The board and staff of Bashaw District Support Services are committed to building the community. They actively participate in meetings and events to build resources and programs that meet the social needs of all citizens within the community.

Partnerships and Community Involvement, including but not limited to:

Community Wellness Team, Bashaw Chamber of Commerce, Bashaw Municipal Library, Bashaw Regional Health and Wellness Board, Majestic Theatre, The Happy Gang Centre, Bashaw Historical Society, Bashaw Adult Learning Council, Bashaw School, Bashaw Meadows, Bashaw RCMP, Alberta Health Services, Bashaw Food Bank, Bashaw Bus Society, Bashaw United Church, and so many more.

Walk-In Statistics 2020

	child	adult	senior	family	Total
General call	3	281	72	2	358
photo/fax	0	143	74	0	217
forms	0	25	36	0	61
food bank	7	130	25	5	167
daycare	0	32	0	0	32
preschool	0	31	1	0	32
BFL Program	0	8	0	0	8
family wellness	6	39	0	0	45
advertising	0	70	11	1	82
seasonal	10	89	23	12	134
1 on 1	2	44	7	1	54
Mental Health	13	90	8	3	114
referral	0	38	4	0	42
MOW	0	19	58	1	78
Adult learning	5	147	22	2	176
Bus Society	0	76	95	0	171
Home support	0	20	63	1	84
computer	0	10	5	0	15
other	5	114	34	0	153
Total	51	1406	538	28	2011

Santa's Anonymous



Emergency Social Services 2020

Our traditional way of programming came to a quick halt on March 16, 2020. Immediate meetings with Bashaw Community Resource Centre partners determined a plan for staff safety, intentional community support, program adaptation, and more.

BDSS activated its role as Emergency Social Services Coordinator, and called a meeting of other community agencies. This meeting provided education on COVID-19 impact, immediate partner needs, implementation of ESS Plan, and determination of next steps in unison to serve the community and the RCMP region were established. These meetings were held daily or 2 times/week in the beginning. Then weekly, bi-weekly, monthly, and bi-monthly as we settled into a rhythm.

Bashaw Food Bank geared up, a 24-hour call line was established, alternate plans for Meals on Wheels and Home Support were made, staggered staffing occurred to ensure Bashaw Community Resource Centre remained accessible, and personal protective equipment and training was established.

We were successful in obtaining the Federal Emergency Covid Relief fund, which saw us continue to implement all critical programs that supported healthy outcomes.

The Extended Learning Facilitator (ELF) program was created and implemented during this time. This program targets support of ANY learning including K-12, and post secondary. Staff were placed in the school and community to meet the needs of students who were struggling from the shifting learning environments, unrest in personal lives, and lack of successful learning engagement. Individualized plans and supports occurred. Planning was completed for Tutorial spaces located at Bashaw Community Resource Centre and Alix & Area Community Resource Centre, as well as Online tutorials. This would be completed in conjunction with Retire Teachers, and other qualified supports in 2021.

Bashaw Regional Wellness Team was successful in working with Alberta Mental Health and Addictions to host 3 part-time Mental Health Therapists specializing in the areas of: Generalist, Addictions, and Children.

We also partnered with a local Psychologist in providing office space for counselling and support in these unique times. Services were available 1 day/week with 2 Psychologists serving the community that day.

Camrose Family Resource Network graciously provided a Resource Worker in our community 1 day/week. They also offered many online resources for our families to engage in.

A satellite site was established in Donalda for Food Bank services, as well as the Community Resource Navigator role was extended to serve the entire region.

2021 will see further evolution and development in our ESS services. We are committed to assisting community members in staying healthy!

Our Sincere Thanks to all our Sponsors and Supporters

Home Support - United Way of Central Alberta and
Alberta Lottery Funds - Casino

Generations Daycare - Alberta Lottery Funds - Casino, Government of Alberta

Family/Community Wellness- Central Alberta Child and Family Services Authority
Government of Alberta
United Way of Central Alberta
Town of Bashaw and Camrose County - FCSS

Preschool - Government of Alberta, Town of Bashaw and Camrose County - FCSS

Meals on Wheels - Town of Bashaw and Camrose County - FCSS

Volunteer Services - Town of Bashaw and Camrose County - FCSS

Summer Reading Program - Town of Bashaw and Camrose County - FCSS

Food Bank - Bashaw & District Food Bank, Food Banks Alberta

Santas Anonymous - Town of Bashaw and Camrose County - FCSS, Anonymous Donors

Administration/Community Development - Town of Bashaw and Camrose County- FCSS
Camrose Association for Community Living
Government of Alberta
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Emergency Social Services - Government of Canada
United Way of Central Alberta
Town of Bashaw

