



Bashaw & District
SUPPORT SERVICES

Proud to be a part of
Bashaw and Area
Community Resource Centre



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.



Bashaw & District
SUPPORT SERVICES

The Board of Directors presents the Annual General Report of the Association together with the Audited Statements of Accounts for the Financial Year ending December 31, 2021.

BOARD OF DIRECTORS:

- Kathy Berry Chair
- Carrie Pearson Vice Chair
- Sandy Radke Secretary Treasurer
- Margaret Baier Director
- Rosella Peterman Director
- Bryan Gust 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.



Bas-haw & District
SUPPORT SERVICES

MESSAGE FROM THE CHAIR

Bashaw and District Support Services is more than a place to find information or ask questions. It is an organization that has been 37 years in the making, whose priority is to foster the social well-being of the community.

We have many programs that serve all ages. The programs range from helping to allow seniors to stay in their homes longer, to having fun and accredited programming for children, which helps parents and guardians take care of other responsibilities outside of the home such as employment. We strive to offer our programs at affordable and/or subsidized rates.

We try to champion partnerships wherever possible. It is true – that together, we are better! By working together, we help make a more successful community for all. Our partnerships include (but are not limited to): Thrift Shop, Bashaw RCMP, Town of Bashaw, Bashaw Historical Society, Bashaw School, Camrose FRC, Alberta Mental Health, local businesses, Bashaw Municipal Library, Alix and Area Community Resource Centre, Village of Donalda and so many more. We draw on each other's strength to achieve some pretty amazing results for our community members.

BDSS employed over 24 employees in 2021. Each of these valuable employees helped us serve a region of 10,000+ residents. Thank you to each and every one of them for their commitment.

This past year, BDSS worked hard within the unique situations presented during COVID-19. Our presence as co-chair and member of the Bashaw Regional Wellness Team served well as we navigated through this. We saw the completion of our pilot program for Community Wellness Navigation. A rate of return for funding investment was 11:1! Finally proof of the work that has been conducted all these years.

As chair of the BDSS Board, I rely on the BDSS Staff, Board Directors, and Volunteers of the community. I truly appreciate everything that all of you bring to the table. Thank you!

Kathy Berry, BDSS Board Chair

MESSAGE FROM THE EXECUTIVE DIRECTOR

2021 was a remarkable year for BDSS. The Pandemic allowed us to showcase our readiness to respond to our community's needs and to provide trusted leadership through such uncertain times. We were able to offer quality, unique services in ways that respected restrictions and also met the needs of those receiving service.

Our core programs such as Generations Daycare, Preschool, Meals on Wheels, Home Support, Santa's Anonymous and more remained available for those individuals and families asking for help. They evolved to become even better. Volunteers were paused for most of the year and were able to finally re-engage in November 2021!

Bashaw & District Support Services became part of a formal Facility/ Partnership titled: Bashaw & Area Community Resource Centre. This better reflected the services that happened from within the building, along with the many partners that work within the building and community each day. It was evident that people cared about service availability, not necessarily who provided them.

Partnerships grew and services blossomed. We were so pleased to add Camrose Family Resource Centre to our team, as well as the services of Extended Learning Program, Seniors Outreach, Monkey Business, and COVID-19 outreach supports. There was a silver lining within the COVID-19 Pandemic: unique service delivery, stronger and more trusted partnerships, efficiencies, prioritized communication to collectively support Bashaw and Area and so much more.

I'd like to thank our valuable staff for their tireless contributions this year. They are a remarkable group of people! They never waivered in their passion and commitment – and for that I am grateful.

Our Board was once again stellar in supporting our community and the staff within our organization. The wisdom, guidance and trusted leadership fostered perseverance for all of us!

I'm looking forward to 2022, as I'm sure it will be filled with opportunity to discover greater services and programming for the region we serve.

Christine Buelow, BDSS Executive Director

Bashaw & District Support Services

ANNUAL GENERAL MEETING FOR 2021

June 13, 2022 6:30PM at Bashaw and Area Community Resource Centre



AGENDA

- 1) Welcome and Call to Order

- 2) Adoption of Agenda

- 3) Adoption of 2021 Annual General Meeting Minutes

- 4) Message from the Chair

- 5) Financial Report
 - a) Adoption of 2021 Audited Financial Statements
 - b) Appointment of Auditors for 2022

- 6) Election
 - a) Election of Directors

- 7) Introduction of 2022 BDSS Board

- 8) Adjournment

Bashaw & District Support Services

ANNUAL GENERAL MEETING FOR 2020

May 17, 2021 @ 6:30PM

MEETING MINUTES

Present: Rosella Peterman, Sandy Radke, Kathy Berry, Margaret Baier, Sarah Unsworth, Christine Buelow, Jackie Northey
Regrets: Carrie Pearson

1. **Welcome and Call to Order** – Kathy Berry called the meeting to order at 6:37 pm
2. **Adoption of Agenda**
Motion to adopt the agenda made by Sandy Radke, seconded by Sarah Unsworth.
CARRIED
3. **Adoption of 2019 Annual General Meeting Minutes**
Motion to adopt the 2019 AGM Minutes by Rosella Peterman, seconded Sarah Unsworth.
CARRIED
4. **Message from the Chair** – Kathy Berry reported on the year and thanked the board and staff members for continuing to serve in a time of high need.
5. **Financial Report**
 - a. **Adoption of 2020 Audited Financial Statements** – Christine Buelow presented the audited financial statements, providing detail to each page. This year, BDSS was able to access the Canada Emergency Wage Subsidy, COVID community crisis funding, Canada Emergency Business Account Loan, and also received many generous donations.
Motion to adopt the 2020 Audited Financial Statements as presented made by Sandy Radke, seconded by Margaret Baier.
CARRIED
 - b. **Appointment of Auditors for 2021**
Motion to appoint Thorogood and Pinches as the Auditors for 2021 made by Margaret Baier, seconded by Rosella Peterman.
CARRIED
6. **Election** – Bylaws state that any new nominations must be made three weeks in advance. Rosella Peterman and Carrie Pearson were all nominated for another two year term.
 - a. **Election of Directors** – Christine Buelow presented the Slate of Directors.
Motion to approve the Slate of Directors as presented made by Kathy Berry, seconded by Margaret Baier.
CARRIED
7. **Introduction of 2021 BDSS Board**
Kathy Berry, Carrie Pearson, Sandy Radke, Margaret Baier, Rosella Peterman
8. **Adjournment** – *Sandy Radke moved that the meeting be adjourned at 6:48 pm.*

Recorded by Christine Buelow

Approved by Kathy Berry, Board Chair

BASHAW REGIONAL COMMUNITY WELLNESS INITIATIVE

Moving a community to a place where people are healthy, safe and cared for takes a concerted effort. The Bashaw Regional Community Wellness Initiative began in 2017, when leaders in the Bashaw community recognized that waiting for solutions to the challenges faced by their rural community was not an option.

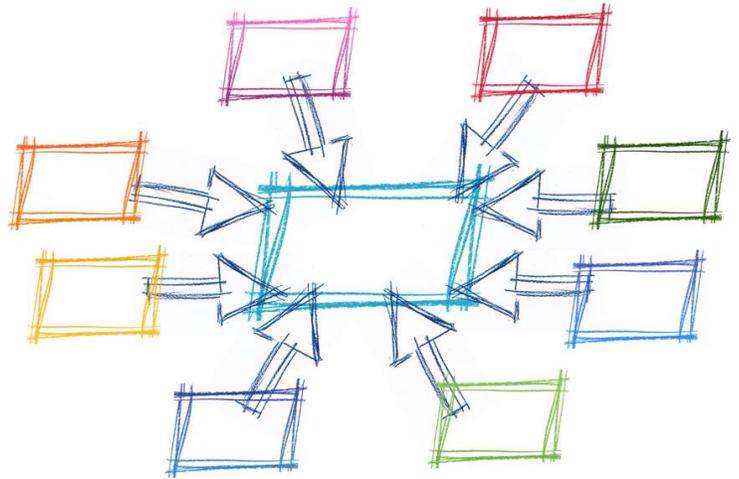
The initiative started with assessing needs, risk factors, analysis of the demographics and community assets in the region. Efforts focused across the same region served by the Bashaw RCMP detachment. This area includes towns, villages and a rural population bordered by four counties. It comprises of Alix, Bashaw, Buffalo Lake Estates, Donalda, Dorenlee, Edberg, Ferintosh, Meeting Creek, Mirror, Pelican Point and Tees. Bashaw is a natural hub in the geographic area and the Village of Alix is the second largest center. These communities are a part of a broad vision to bring responsive and accessible programs and services to a rural population.

In 2018, the Bashaw Community Wellness Team was created in order to better meet the needs of individuals and families. This team includes BDSS, Bashaw Adult Learning, Bashaw RCMP and Bashaw School.

To continue to develop and build capacity, early in 2020 the Alix Mirror Wellness Supports Society and the Alix Community Wellness Team were established; in 2021, a new office opened in Donalda, AB, to further expand services in the region. As a rural model for serving locally, wrap-around services help to reduce barriers and promote personal health and community well-being. Collaborative partnerships with individuals, agencies and organizations both inside and outside the community form the pillars of this work.

Each Community Wellness Team is committed to serving their community. They meet regularly to ensure that needs are being met and to brainstorm possible solutions to ongoing challenges. The services provided include: Resource Navigation, Information and Referral and One-on-One Support.

Services are offered throughout the region in Alix, at the Alix and Area Community Resource Centre; in Bashaw, at the Bashaw & Area Community Resource Centre; and in Donalda, at an office in the Village Complex.



SOCIAL RETURN ON INVESTMENT ANALYSIS

A Social Return on Investment (SROI) analysis is a tool for communicating a nonprofit's benefits to the community. It indicates the impact on stakeholders, identifies ways to improve performance and how to enhance the performance of investments. Results from a commissioned study in 2021, by Catalyst Research and Development Inc., has shown that the investment in the Bashaw Community Wellness Team's work is providing a social return of 11:1. This means that the initiative has more than re-paid the investment in its implementation period.

Comments from stakeholders and participants of the study:

..."I have found a reason to stay alive, and to help others. I feel the need to keep going to take care of my family and to grow stronger as a human and emotionally/physically." -Teen's Story

..."I'm able to live independently in my own space. Meals on Wheels and Home Support are great. I'm able to make friends and apply for jobs because of help with my resume." -Young Adult's Story

..."I have personally watched individuals gain self-confidence, utilize mental health and addiction services for the first time, become involved in the community, make friends, connections and support systems... and completely shift their quality of life." -Service Provider's Story

..."I got support for my {child} with bullying, {as well as} family counseling... I will go back for other programs and supports now." -Parent's Story

Results from the 2021 SROI analysis are very exciting. In one of the Team member's words: "Too often, rural communities sit and wait for government, agencies and institutions to provide services, funding and the supports they need. Our thinking must move from 'why don't we have what we need?', to 'we will create what we need' and request government and institutions to collaborate with our models of service.... It is about building local, rural capacity to create and sustain positive change.". Lasting change will take time and focused attention and this early evidence is promising.



WELLNESS NAVIGATION

The Wellness Navigation program is designed to assist individuals and families in “successful” connection and navigation of necessary services for improved mental health and well-being. The Navigation staff receive referrals, make connections with the client, then assist in successful initiation and engagement with services. Navigation staff ensure that every door is the right door, have collaborative, client-focused strength assessment and planning, coordinate referrals and nurture linkages in the community to services and resources.

A partnership between BDSS, Bashaw Adult Learning, Bashaw RCMP and Bashaw School supervise, monitor and lead the vision and development of the Navigation program (Bashaw Community Wellness Team).

2021 saw the continued regional service partnership with Alix and Area Community Resource Centre. We also formed a new service partnership with the Village of Donaldda to better serve that community and their surrounding area. In total, Navigation services are available to a geographical area with 10,000+ residents.

The Wellness Navigation program was part of a pilot project through Alberta Justice. This included a “Social Return on Investment” (SROI) evaluation. Final results after a 2.5 year study saw a SROI of 11:1. These results are remarkable and almost unheard of.

100% of the program participants stated the program has helped them implement positive changes in their life.

Comments from participants:

...“Our small community needed a place like BDSS. And now that we have it, we all are just so thankful. I can’t express the countless times I went into BDSS needing support and left with a smile and feeling much better. We are very lucky to have all of the staff there.” -Anonymous

...“They’re the champions of life and this community.” -Anonymous

...“I can’t express enough the gratitude I have for Navigation. There are just too many things to do when you are going through a tough time and having the support of people who actually listen, really makes things function so much smoother, thank you so much.” -Anonymous

...“What a fantastic experience. My brother is 98, and was able to find beautiful, low-cost housing. Their Navigation team worked hard and made the experience stress free.” -Anonymous

Program Reports

2021 WELLNESS NAVIGATION STATISTICS

FOR BASHAW:

Referrals In	
- From community	81
- Self referral	59
Referrals Out	
- Mental Health	62
- Addictions	24
- Community Resources	
- Food Bank	12
- Homecare	1
- Home Support	2
- Meals on Wheels	3
- Form Support	166
- Healthy Families	1
- Housing	16
- RCMP	28
- Adult Learning	1
- Open Door	1
- Central AB Women's	1
- Medical	2
- Other	89
Totals	409

FOR DONALDA:

Referrals In	
- From community	45
- Self referral	15
Referrals Out	
- Mental Health	29
- Addictions	8
- Community Resources	
- Food Bank	13
- Homecare	1
- Home Support	2
- Meals on Wheels	2
- Form Support	114
- Healthy Families	1
- Housing	4
- RCMP	10
- Adult Learning	1
- Open Door	0
- Central AB Women's	1
- Medical	3
- Other	55
Totals	245

EXTENDED LEARNING PROGRAM

The Extended Learning Program was intended to support students with academics, as well as mental health. The tutors and supporters consisted of retired teachers, educational assistants and the supervisor staff.

We had the program running in Bashaw and in Alix. Bashaw had around 10 students and Alix had 3 students who were all consistently and successfully supported throughout the year.

We did check-in surveys to see the progress, to gain insight and for recommendations if needed. The students filled one out, as well as the tutors. They were very positive and the feedback was great. Towards the end of year (summer) we did mental health check-ins and provided breaks, considering this was a stressful time. This included conversations, walks, listening to music, snack breaks, etc. We had a good balance of academics focus, as well as the mental health.

The introduction of this program was overall a success. We began advertising to offer services again mid-November. We had some responses right away and had four kids signed up to get tutoring help in December. We are offering help to students K-12.

FAMILY AND COMMUNITY WELLNESS

I have worked in the Bashaw community and at the Bashaw School for the past 10 years as a Wellness Worker, providing supports to students and families in the capacity of social, emotional supports. I believe the strongest and most effective tool I have is my ability to connect to kids and provide a safe place to listen and hold space for them with whatever concerns they bring to our gathering. This is usually in a one on one capacity but also in small groups that can be from two students to several students interacting.

Since the world changed with the pandemic my role has shifted considerably. Most of my day is spent supporting students in a mental health role that addresses many concerns, worries, fears and frustrations. This can be with their own well-being, their home situation, despair, panic attacks, educational concerns, suicide thoughts or self harm. I also, through many developed relationships, have the pleasure of hearing and seeing their joys and accomplishments. These are also so important to note as it is a privilege to have a whole look at the well-being of a person and community.

A typical day for me involves many open spaces for students. I usually have only 3 or 4 scheduled spaces in a week that are set times. For example, a high needs student and her educational assistant that I work with routinely to set up their day and address up coming situations that will need time for her to adjust, or prior behavioral out bursts that need a reset or adjustment for safety and well-being.

I also have a set time for our drama classes. Our drama program is also an opportunity to create a safe place for students to belong. Our goal is to create a strong sense of belonging while students find value in what they bring to the group as they grow in skill, risk taking and stepping into a discovery of their own creative heart and growth. They also then are able to see that all are needed and appreciated for what they bring to the group and creative exploration. We get to experience an amazing result of whatever they are presenting and most importantly whatever they have built as a creative team. This year we were able to work on a Christmas play with the Jr Drama kids that we preformed for parents and family with restrictions and protocol in place. A livestream link was provided for anyone else wanting to watch that couldn't be present in the building. We have also played many games geared to developing skills and coming together as a team. It was such an enjoyable class with many accomplishments.

I have been able to bring in two Roots Of Empathy classes in an online format through Zoom this year. This is a unique program offered to support students giving them an opportunity to talk about what they have gone through in their experience with COVID-19. It is a Roots Recovery Program and addresses empathy and emotional connection through observing a mother and child over a 10 month period. It then follows with related empathy and understanding of their own emotions through their experiences of the last couple of years. It is guided through wondering, conversations, activities and intentional listening.

My last scheduled spots are for a young student with social/emotional considerations that is on the spectrum. This includes a variety of skills including learning social cues, expressing feelings, navigating peer interactions, etc. I also work weekly with a student

that is dealing with some medical complications and needs an outlet to talk about changes going on for, including navigating the changes with energy, peers, expectations for education, hopes and dreams.

This leaves eighty percent of my available spots open throughout the week. They are usually filled up in a variety of ways. Students can get ahold of me many ways: by text, a phone call, finding me in the halls, requesting to see me at the front desk, parents will send an email requesting support, teaching staff and other students will make me aware of a student that might need some time, as well as social media. I often walk through the halls and will notice students and just stop for a quick check in or at times a lengthy conversation.

When a request is made I usually try to find a time that works for that student that fits their school schedule, or as soon as possible depending on the situation. The students that I see, often see me more than once but not in a scheduled way. More in an as needed basis.

From our conversations we talk about supports that might be possible or communication that may be needed for that student to share educational or personal concerns with staff, parents or take a look at other supports that may work for the student. Supports within and outside of our building are available, as we have a wellness team within our community and within our school that can be of service in a variety of ways through tutoring, mental health, food availability and intentional youth programming. Access to the Bashaw and Area Community Resource Centre and programs within the school are an incredible gift to our student and family population. Connecting to these resources or just to a trusted person is an invaluable resource that can literally make profound changes in the well-being of our individuals and families.

Through powerful conversations we have set up some valuable, and sometimes unique, programming with our wellness team. An example would be a walking program fitted to youth at their request or my inquiry. This was set up at the heart of the Pandemic, for a struggling student, which has continued on with several students at different times throughout this past year. It's one of many examples of just listening and in conversation finding a possibility for support. Most programs are delivered in a creative adaptation, to continue connections and care for the people in our community and students in our school, to support wellness in a purposeful way. We have many such outreach programs in our community for people of all ages and many different teams of people providing them. I am truly grateful to be a part of that.

Lori Miller, Wellness Coordinator

HOW WE ARE MAKING A DIFFERENCE: Jr Drama

- 100% feel the program has helped them implement positive changes in my life.
- 91% have increased confidence since becoming involved in the program.
- 93% feel they have become more successful in school since becoming involved in the program.
- 86% feel more included and a stronger sense of belonging since becoming involved in the program.

*This program serves the entire Bashaw School, Preschool and Generations Daycare population. In 2021, 88 youth received intensive outreach services tailored to their needs, while abiding by Covid-19 restrictions. 100% of them reported they knew where to go for help, and that this connection helped them fulfil their current goals.

PROGRAM COORDINATING

The Program Coordinator role is a new position, which began in the fall 2021 and is jointly funded by BDSS and Bashaw Adult Learning.

With various restrictions and the disconnect with community programs, introducing programs and getting people to come out started off slow. I used social media as a means to advertise with Ads or videos to promote my programs. I went to the school and chatted with the students about the new programs and when I meet someone outside of the office I use the opportunity to chat about my programs. Utilizing all of these different forms of communication has proven valuable. It has gone from an interest in my programs to the number of people participating growing.

I am currently working with a student enrolled in Bashaw School through our Adult Learning program. We cook, prepare proper snacks, learn to manage his diabetes and work on his ELA assignments. This is done typically over three mornings in a week.

Other programs I am running include: Monkey Business every other Friday at the Bashaw Library, Community Kitchens every Wednesday, Journaling at the school alternating Wednesdays with Grade 6 and Junior High students and Kids and Bucks/ Kids and Does/ Bucks and Does each once a month.

On the first of every month I take bags to the Meadows Lodge with different activities in them for the residents. I have called these bags Boredom Busters. 20 bags go to the residents and when I drop them off I am able to meet and chat with 2 of the residents.

Ashley Erickson, Program Coordinator

2021 STATISTICS

Total Volunteer Hours:

(Statistics reflect October to December)

Community Kitchen: 50 Hours

Youth Programs: 33 Hours

Total Number of Participants:

(Statistics reflect November to December)

Youth (0-18): 13

Adult (18-54): 11

Older Adult (55+): 7

Program Reports

2021 FALL PROGRAM HIGHLIGHTS

Free Adult Swim

We have rented the pool just for us!

November 22 2:30-3:30pm
Stettler Pool
Transportation provided, or meet us there!
Bring money for coffee or snack after.
Register at Bashaw and Area Community Resource Center, 780-372-4074



Moms, Grandmas, Aunties and Big Sisters Bring the kids in your life out and join us for some activities!

LEAVE THE KIDS AT HOME AND BRING YOUR SPOUSE OUT!

Walk With Santa!

December 18, at 2:00pm
Meet at the school parking lot.
We will walk down town and to Bashaw Meadows spreading cheer and music.
Dress appropriately. Wear a Christmas hat if you have one!
Will be Cancelled if it is -20



Once a Month starting February 24th!
Call Bashaw Commun to register

Dads, Uncles, Grandpas, Big brothers! bring the kids in your lives and come join in some fun activities!

Kids and Bucks

Once a Month starting February 10th!
Ages kindergarten to 12 years.
Call to register at Bashaw Community Recourse Center 372.4074

Fun Activities



oming soon to Bashaw!

2021 SUMMER PROGRAM HIGHLIGHTS



GENERATIONS DAYCARE

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

On February 1, 2021, the Early Learning and Child Care Act (ELCCA), which amends the Child Care Licensing Act (CCLA), and the new Early Learning and Child Care Regulation came into effect. A new program plan was created and submitted. It was finally approved in August by our licensing officer due to high demand. The new program plan will replace accreditation. The plan details principles and matters to be considered.

We received a Recovery and Retention grant to be used for staff that worked on the frontlines during the Pandemic and to recruit new staff. We are supporting staff with this grant by covering additional uncovered costs to further their education, first aid courses and in other areas. We hired one new level 3 staff as well, Miss Terri. We did have one closure due to 2 children testing positive for COVID-19 in April. We continued with all health measures and protocols and have not had any other reported cases. The first half of the year showed a lower enrollment with steady numbers. July was slower as typical and August showed a small rise in returning children. September brought many new and returning faces. The last quarter of the year showed significant growth in our program.

The new affordability grant was announced in November. Families will expect to see fees decreased by 50% on average in January 2022.

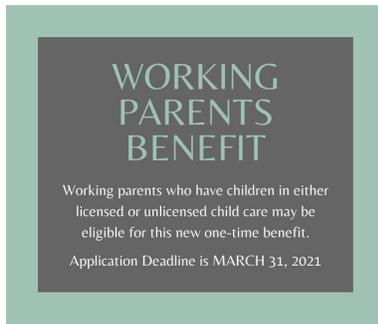
The staff turn around for 2021 was nil. We finished 2021 with an exciting team of 5: Miss Marci, Miss Taylor, Mrs. Sheila, Miss Hanna and Miss Terri. Each educator brings a uniqueness that adds to the quality of our dynamic team. We are extremely fortunate to have this wonderful group of educators providing care within our community. Their hard work and dedication is always noticed and appreciated.

2021 STATISTICS

Children Served:

January	17	July	11
February	17	August	16
March	19	September	31
April	17	October	28
May	16	November	32
June	17	December	36

GENERATIONS DAYCARE HIGHLIGHTS



BASHAW & DISTRICT PRESCHOOL

Marci Albers, Program Facilitator, ended the 2020-2021 year with Mrs. Sheila Seale as the classroom assistant and only 12 children in one combined class to start the year. We finished with 15 children.

With a couple pauses to our program for health and safety reasons, we extended our year in mid-June.

Due to COVID-19 we, again, chose to start at the beginning of October rather than a September start date. October brought many new faces for the 2021 -2022 year. Mrs. Sheila Seale has returned to our classroom for another year of fun!

We will be back to facilitating 2 classes again this year as enrollment is much higher than the previous year. We have 11 children in the morning class and 13 children enrolled in the afternoon.

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.

Although we have not been able to partner with Bashaw Meadows and Mrs. Hunter for craft time with the residents, we have continued to send cards back and forth for special occasions.

Mrs. Hunter has been an important feature in our classroom. She provides story time to both classes on Thursdays. It is important that we continue to build relationship within our community, even during a Pandemic.

HOME SUPPORT

Home Support was eligible for FCSS Funding, but is not FCSS funded at this time. It has been accessed by 35 clients, from the outskirts of Bashaw, Bashaw, Ferintosh, Donalds, Mirror, including Alix and surrounding areas and is served 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 have been able to receive Home Support. For our senior clients, to have a caring individual spend a few hours in their homes on a weekly or bi-weekly basis has enabled them to stay living independently in their own homes.

HOW WE ARE MAKING A DIFFERENCE

- 17 out of 35 clients responded to our survey, 88% are very satisfied and 22% are just satisfied with the service provided by BDSS Home Support.
- 100% are comfortable having the Home Support worker in their homes and felt the worker handled all their equipment with care.
- 88% feel that the Home Support Worker performed her job efficiently and effectively.
- 100% have no concerns and would recommend this program to others.

COMMENTS

...“It has made my life a lot easier, and I’m able to stay in my home.” -Anonymous

...“This helps me as a caregiver/daughter to continue 24/7 care for my stepdad.” - Anonymous

...“I’m very thankful to have help with house cleaning.” -Anonymous

...“Having home support has improved things for me greatly, and the worker does an excellent job.” -Anonymous

...“I am very happy with my home support person. I appreciate this program.” - Anonymous

...“I am very glad to be on this very much needed program. My home support worker is friendly and efficient, and willing to do anything to meet my needs.” - Anonymous

...“When the time comes, I would not be worried about her getting my mail or shopping for food.” -Anonymous

...“I had to care for my husband for years and now I have complications with my shoulders and hip joints. My workers help is very much appreciated”. - Anonymous



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 illnesses and are unable to care for themselves for a period of time.

COMMUNITY NEED

Meals on Wheels is an essential service. While in 2021 we saw a decrease in the number of meals we delivered due to the COVID-19 Pandemic, those who received meals were extremely grateful and said they would not be able to stay in their homes if not for the program. In 2021, 291 meals were delivered to those who may not have had the ability to take care of all 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 haven't used the community volunteer drivers for the last two years, our regular front desk staff and summer students did most of the delivery. In November a community member was very eager to deliver meals and we have been getting her help since then. She's been a great help to the program. A partnership with the Bashaw Meadows also exists as they prepare the nutritious meals that we deliver.

BASHAW & DISTRICT FOOD BANK

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

Households- 201, Children (0-17)- 63, Adults (18+)- 230, Seniors (65+)- 47
Total Individuals- 344

COMMUNITY SUPPORT/ PARTICIPATION

Our community generously supports the food bank throughout the year. We received substantial donations in November from the Bashaw School "We Scare Hunger Food Drive", during the school's Halloween Festivities. We have continued to receive great support from Food Banks Alberta throughout the Pandemic. They donated pallets of canned goods and many boxes of masks.

Program Reports

BASHAW BUS SOCIETY

The Bus ran full-time in 2021. The Bashaw schedule on Tuesdays and Thursdays mornings stayed busy throughout the year. The Stettler-Via-Alix or Donalda route, which ran every other Thursday, remained available for bookings for the whole year. Bookings died down as we got closer to the end of the year. The Camrose trips remained, which was every Thursday alternating with the Stettler trips. Social distancing and masking rules were respected. BDSS staff 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
	Trips	Pass.	Trips	Pass.	Pass.	Trips	
January	0	0	2	5	1	3	1
February	3	8	2	3	2	4	0
March	3	4	2	7	1	2	2
April	3	4	3	8	2	4	3
May	1	2	2	7	1	3	6
June	3	6	2	4	2	3	4
July	3	4	2	6	1	2	4
August	2	3	2	5	0	0	3
September	2	2	0	0	1	2	2
October	2	2	1	2	0	0	1
November	5	7	2	4	0	0	7 (1 to Red Deer for Christmas Shopping – 8 pass).
December	3	5	2	5	0	0	6 (1 to Red Deer for Christmas Shopping – 8 pass).
Totals	30	47	22	56	11	23	39



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 newsletter, website and social media. During 2021 efforts began to introduce a new image, the Bashaw and Area Community Resource Centre. The goal and overall purpose is to represent the collective efforts of all organizations apart of serving the Bashaw and area population within our facility. Additionally, the administration and program staff provide information and referral services 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 Bashaw and Area Community Resource Centre. Community members call or drop in 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. Close to 3,000 opportunities arose to assist clients between January and December.

OBJECTIVES

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

Engagements:

Community Supports include many services on a walk-in basis. While our walk-in numbers were lower in 2021, due to COVID-19 regulations, we were still able to meet needs virtually and via phone as well. These services include (but are not limited to): assistance with photocopying, faxing, technology supports, general information about the community, assistance to fill out paperwork and forms, as well as assisting community members in finding resources and assisting them to access these resources.

Program Reports

2021 ENGAGEMENT STATISTICS

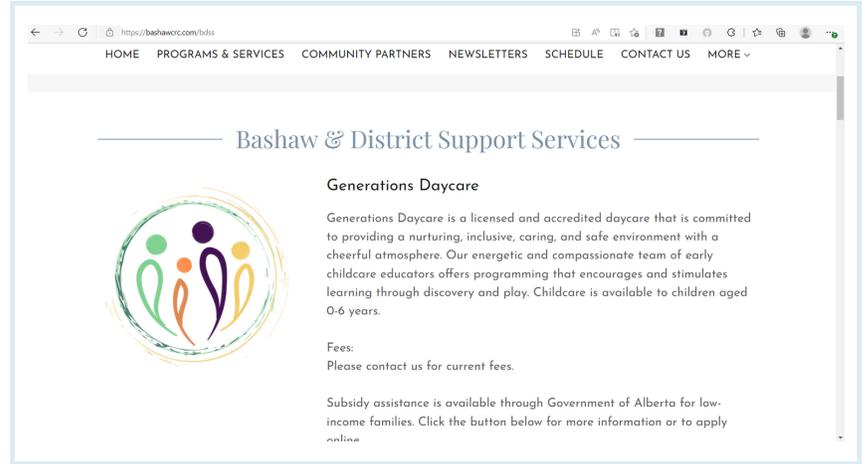
	Child	Adult	Senior	Total
General Call	2	388	62	450
Photo/Fax/Computer	2	294	196	496
Forms	0	41	36	73
Food Bank	1	185	44	230
Daycare/Preschool	2	13	3	15
Navigator	0	141	12	154
BFL Program	0	4	1	4
Family Wellness	0	21	2	23
Advertising	0	27	5	32
Seasonal	23	67	25	117
1 on 1	2	61	22	84
Mental Health	16	120	4	140
Referral	2	43	7	54
Meals on Wheels	0	13	31	42
Adult Learning	12	229	17	259
Bus Society	3	105	133	252
Home Support	0	38	66	98
Family Resource Network	1	17	7	18
Healthy Families	0	7	0	7
Tutoring	89	31	0	122
Other	32	187	18	235
Total	187	2030	688	2905
	6.44%	69.88%	23.68%	

895	Bashaw	87.92%
35	Donalda	3.44%
20	Alix	1.96%
7	Mirror	0.69%
7	Ferintosh	0.69%
3	Edberg	0.29%
0	Clive	0.00%
41	Camrose County	4.03%
10	Stettler County	0.98%
0	Flagstaff County	0.00%
0	Ponoka County	0.00%
1018	Total	

1018	Total # of Participants
2905	Total # of Needs Served

COMMUNICATION TOOLS

**Community
Connections**



OTHER SERVICES

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

COMMUNITY CONNECTIONS

Bashaw District Support Services in partnership with non-profit organizations provides the community and surrounding area with a general newsletter that promotes local non-profit organizations and their events and activities. 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: Bashaw 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 and Bashaw United Church.

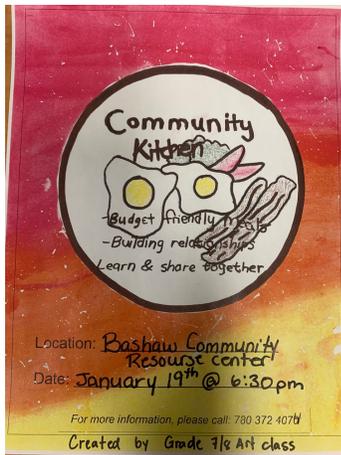
Program Reports

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 2021, due to COVID-19, we were unable to organize a Volunteer Appreciation Event. We hope that as 2022 progresses, we are once again able to host an event to show the volunteers in our community how much they are appreciated. There is approximately 32 volunteer service organizations in Bashaw.

COMMUNITY PARTICIPATION/ PARTNERSHIPS

In our organization, volunteerism is essential to provide many of the services we offer: Meals on Wheels, Santa's Anonymous, Bashaw Food Bank, Bashaw Bus, Roots of Empathy, Preschool, Generations Daycare, Early Literacy Projects, Extended Learning Program, Summer Programs 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 still ran most of our programs in 2021, we had to alter the delivery of some, which meant we were unable to utilize our volunteers as much. Meals on Wheels, Santa's Anonymous and other programs that usually depend on volunteerism were maintained by staff this year. This ensured that proper safety regulations were followed and limited the number of people exposed. We would like to acknowledge members of our wonderful volunteer board, who this year continued to be strong pillars of support to our staff despite the many challenges faced.



A poster for the '#BashawCommunity Photo Project'. The top section has the title and the slogan 'Get Engaged with your Community!'. Below that, it lists 'How to enter' with instructions to upload photos to Facebook, email, or a business page. It includes a disclaimer: '*By entering, participants agree to release use of photograph for marketing and or promotion.' The 'Prizes' section lists: '\$200 Cash', '\$100 Community Gift Card', '\$75 x 2 Community Gift Card', and 'Gift Basket'. It states 'All photos will be entered into a random draw. Winners will be announced June 1, 2021.' The bottom section features silhouettes of people and the text: 'Don't forget landmarks are just the backdrops, it's the people that make the community.' Logos for 'Community Resource Center' and 'Community Futures' are at the bottom right.

EMERGENCY SOCIAL SERVICES

BDSS maintained its role as Emergency Social Services Coordinator throughout 2021, as the Pandemic persisted. Further evolution and development in our ESS services continued to respond to the ever shifting public health risks and COVID-19 regulations.

Essential services remained a focus with the response of the Bashaw Food Bank, maintenance of the 24-hour call line up until March 2021 and continued staggered staffing. Meals on Wheels and Home Support returned to regular delivery. The Bashaw and Area Community Resource Centre remained accessible and personal protective equipment well supplied.

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

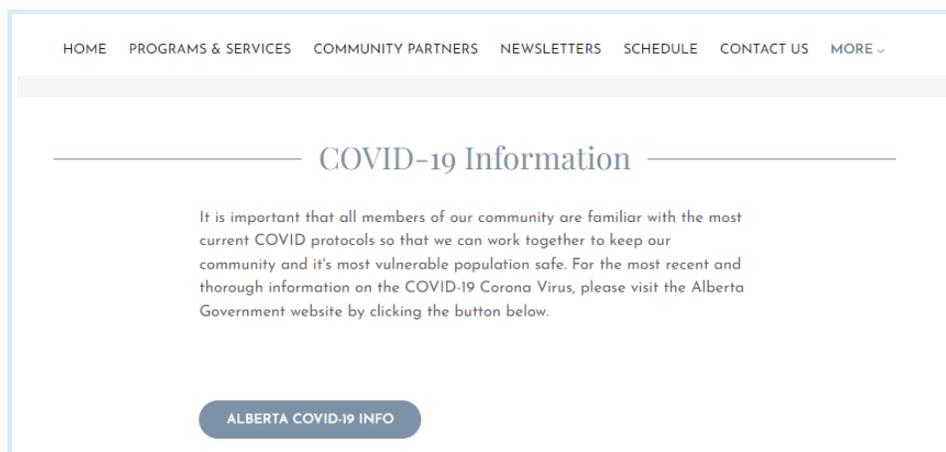
The Extended Learning Program continued during this time. Tutorial spaces located at Bashaw and Area Community Resource Centre and Alix and Area Community Resource Centre, as well as online tutorials were available.

Bashaw Regional Wellness Team continued in working with Alberta Mental Health and Addictions to host 1-2 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. Services were available 1 day/ week with 2 Psychologists serving the community that day.

Camrose Family Resource Centre still 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 Wellness Navigator role was extended to serve the entire region. This continued to grow successfully in 2021.

We are committed to assisting community members in staying healthy!



Program Reports

SANTA'S ANONYMOUS

- Angels ordered from Amanda Lyle, ladies at Bashaw Meadows colored them.
- Nov 1- Applications were available.
- Nov 15- Tree and angels up (more angels went up as applicants came in).
- Nov 19- Placed food order from Bashaw Groceries and Bashaw Food Town. Ordered Chocolates from Bashaw Pharmasave. There was a shortage of Turkeys, so we bought some from Stettler and Camrose and ordered 12 from the Red Deer Food Bank. Grant Northey went to Red deer to pick up the turkeys from the food bank. Sarah Unsworth bought the ham and the rest of the turkeys from Stettler and Camrose.
- Dec 13- Ordered remainder of hamper groceries from both grocers.
- Dec 17- Marci Albers and Taylor Hiron helped put together the food hampers.
- Dec 21- Wrapping/Hamper Day: 40 Hampers were made.

This year, COVID-19 restrictions were lifted and we were fortunate to have assistance from Susie Albers, Mike Stegemann, Bryan and Terri Gust, Carrie Pearson, Amanda Lyle, Tony Chizmadia and rest of the staff, including Sarah Unsworth, Ashley Erickson, Sheila Seale and Taegan Domstad.

- We were prepared to make 45 hampers this year due to increased the need from COVID-19.
- Hampers were picked up December 22-23.
- 40 Hampers, (48 children/teens, 34 adults, 19 seniors). Ninety-nine people received individually wrapped gifts by our dedicated volunteers and staff. All gifts were donated by members of the community, Bashaw Businesses and the surrounding area.

HAMPERS INCLUDED

Ham Dinners:

- 1 Ham
- 1 Bottle Honey Mustard
- Fresh Potatoes
- 1 Dozen Buns
- 1 Bag Frozen Veggies
- 2 Cans of Fruit Cocktail
- 1 Box of Chocolates

Turkey Dinners:

- 1 Turkey
- 1 Box Cake Mix
- Fresh Potatoes
- 1 Dozen Buns
- 1 Bag Frozen Veggies
- 2 Cans of Fruit Cocktail
- 1 Box of Chocolates
- 2/3 Boxes of Stove Top Stuffing



TOOLS FOR SCHOOL

Tools for School is a program which BDSS has adopted to help community children in need by providing support to their learning and development. For example, any child who is in need of school supplies is quickly given them, 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 such as scientific calculators can be purchased. In the year 2021, Bashaw and District Support Services were able to help a number of students.

COATS FOR KIDS (AND FAMILIES)

The Coats for Kids Program collects donations of gently worn or new winter outerwear, including coats, snow pants, toques and mitts for children and families in the Bashaw and 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 and can now 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 our partnership with the Bashaw Thrift Shop, which not only supports this program, but is also a great resource to families new to Bashaw in need of 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 2021 were available to cover any needs that arose throughout the year. In 2021, the funds were accessed twice, one for a stranded traveler and one for accommodations. Our sincere thanks to members of our community for donating some funds to help those in need.

OUR SINCERE THANKS To All Sponsors & Supporters

HOME SUPPORT-

United Way of Central Alberta
Alberta Lottery Funds - Casino



SUMMER READING PROGRAM-

Town of Bashaw
Camrose County - FCSS

GENERATIONS DAYCARE-

Alberta Lottery Funds - Casino
Government of Alberta



BASHAW & DISTRICT FOOD BANK-

Bashaw & District Food Bank
Food Banks Alberta
Donors



FAMILY/ COMMUNITY WELLNESS-

Government of Alberta
United Way of Central Alberta
Town of Bashaw
Camrose County - FCSS



EMERGENCY SOCIAL SERVICES-

Government of Canada
United Way of Central Alberta
Town of Bashaw



PRESCHOOL-

Government of Alberta
Town of Bashaw
Camrose County - FCSS



ADMINISTRATION/ COMMUNITY DEVELOPMENT-

Town of Bashaw
Camrose County- FCSS
Camrose Association for Community Living
Government of Alberta
Government of Canada



MEALS ON WHEELS-

Town of Bashaw
Camrose County - FCSS



SANTA'S ANONYMOUS-

Town of Bashaw
Camrose County - FCSS
Anonymous Donors

Bashaw & District
SUPPORT SERVICES