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Ponoka
Family and Community
Support Services

2025 ANNUAL IMPACT REPORT

Impact Today, Thrive Tomorrow.



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Executive Summary 2
Organization Overview: “Who We Are” 3
Organization Overview: “What We Do” 4

5 **Programs and Services**

Community Garden & 2025 Seed Project Data 6
CVITP, Home Support & Lifeline 7
Silver Lining Seniors Programming 8
Home Care Program 9-10

11 **Community Partnerships & Giving Back**

Funding Applications & Community Sponsorships 12
Funding Applications: Reporting and How to Apply 13
How Ponoka FCSS is Funded: A Unique Funding Model 14
Tools for School & Empty Bowls 15
Trips and Community Events 16
Partnerships: Information & Referral 17
Partnerships: Supporting Ponoka Together 18
Supporting Ponoka Together: Family Counselling Program 19-20

21 **Quality Improvement (QI) Initiatives**

Falls Prevention Program & FCSS Falls Statistics 22
Client and Employee Safety 23
Client and Employee Satisfaction 24

25 **Employees, Board Members & Volunteers**

Employees - Turnover, Wellness, Education and Training 26
Board of Directors 27
Volunteers Make the World Better 28
2025 - A Year of Fun! 29-30

Thank You! & FCSS Contact Information 31

TABLE OF CONTENTS

EXECUTIVE SUMMARY



HOW DID PONOKA FCSS HELP THE COMMUNITY IN 2025?

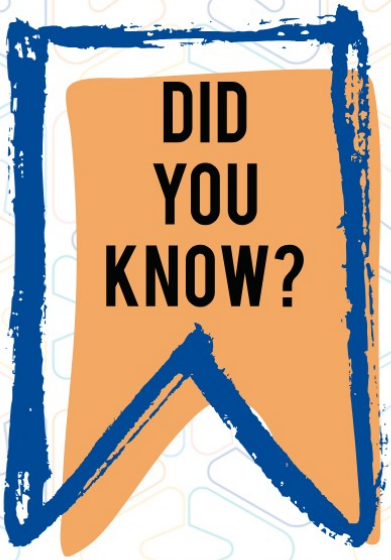
Ponoka and Community Support Services (FCSS) in a not-for-profit community based organization which receives its funding from a partnership between the Province of Alberta, the Town of Ponoka, and Ponoka County. Ponoka FCSS, along with our compassionate staff and volunteers, offer a wide variety of support programs to seniors, families and our community as a whole.

Funds Distributed Back to the Community

Through government funding, grants, local donations, and strong community support, Ponoka FCSS reinvested **$307,000** back into the community through subsidized programs, services, events, and community projects. This included **$139,400** directed toward community grants, sponsorships, and personal supports. (See page **12 & 13** for more details.)

Commitment to Quality & Safety

Ponoka FCSS is dedicated to delivering safe, high-quality programs developed in collaboration with our clients, families, team members, and community partners. Through satisfaction surveys, employee and board feedback, and review of data, the Quality Improvement Committee analyzes anonymous information to identify opportunities for growth. (See page **21 - 24** for more details)



Our Home Care Program isn't just another FCSS service—it's a contracted health care program that plays a vital role in sustaining our organization.

This unique partnership generates revenue that allows Ponoka FCSS to offer a broader range of community programs, services, grants, and initiatives then many FCSS organizations across Alberta. **Without our Home Care contract, the scope of services we provide to our community would be significantly reduced.**

This is one of the things that makes Ponoka FCSS unique: providing quality health care while reinvesting in a stronger, healthier community.

See Page **14** for an explanation on FCSS Funding and how our Home Care Program contributes to programs and services provided under the Ponoka FCSS *'umbrella'*.

AGENCY OVERVIEW

WHO WE ARE



Vision, Mission, and Values of Ponoka FCSS

Vision

A caring & supportive community assisting its people.

Mission

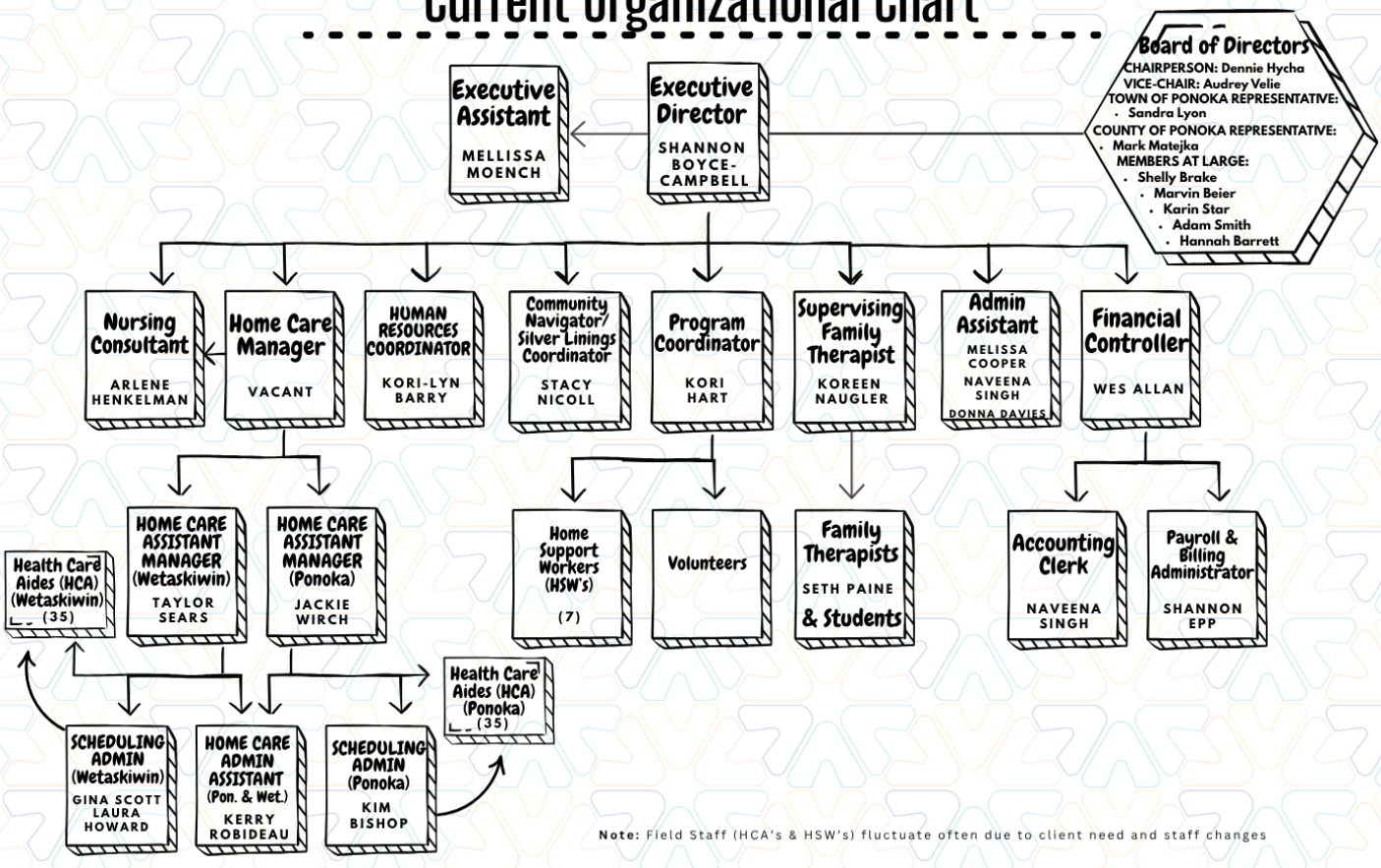
Building a safe & caring community, through quality programs and services.

Values

S: Significant and Strategic contribution to our community in consultation with our community.
U: Understanding of our diverse population and their needs.
P: Progressive and Proud. Building a community of design while respecting our past, recognizing people as our greatest asset.
P: Positive. Providing comfort, support, and encouragement in a safe manner for clients and staff including workplace health and safety.
O: Opportunity. Offering opportunities to educate and empower.
R: Respect for all which includes confidentiality, integrity, transparency, honest and ethical behavior.
T: Teamwork. As leaders, we adapt, manage change, and strive for improved quality.

(AS OF:DECEMBER 31ST, 2025)

Current Organizational Chart



Note: Field Staff (HCA's & HSW's) fluctuate often due to client need and staff changes

PROGRAMS & SERVICES

WHAT WE DO

In 2025, Ponoka FCSS continued to deliver essential community programs that promote independence, dignity, and inclusion for residents of all ages. Through a range of supportive services–from in-home care to accessible transportation–our team and volunteers worked together to enhance wellbeing and strengthen community connections.

SOCIAL EQUITY, COHESION, CONNECTION & CAPACITY BUILDING

COMMUNITY DEVELOPMENT AND INVESTMENT

CONNECTION TO RESOURCES

- Community Support Listings
- Assistance with Seniors Benefits Applications
- Free Faxing and Phone Use
- Free Public Wi-Fi
- Information & Referral: Community Navigator

INDIVIDUAL & FAMILY PROGRAMS AND SERVICES

- Community Garden
- Lifeline
- Home Care Services
- Home Support
- Community Volunteer Income Tax Program
- Family Counselling Services

TRIPS AND EVENTS

- Seniors Game Day & Seniors Week Celebration
- Volunteer Appreciation Event
- Dinner Theatre Shows
- Jubilee Theatre Edmonton
- "Home for the Holidays" Xmas Event

FUNDING

- Tools for School & Empty Bowls
- Group Grants
- School-based Funding Requests
- Personal Funding Support
- Levi Busat *Human Services* Scholarships

PARTNERSHIPS

- Interagency
- Ponoka Youth Centre
- Ponoka Jubilee Library
- Wheelchair Van Society
- Ponoka & District Ag Society

& More!

PONOKA FCSS PROGRAMS AND SERVICES



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PROGRAMS & SERVICES

Community Garden

32 families were able to grow food in their Community Garden plots.





Hanging Basket Donation from Bobtail Nurseries

The community garden hosts 44 plots, each 10' x 20' in size.

'Gardens & Butterflies'

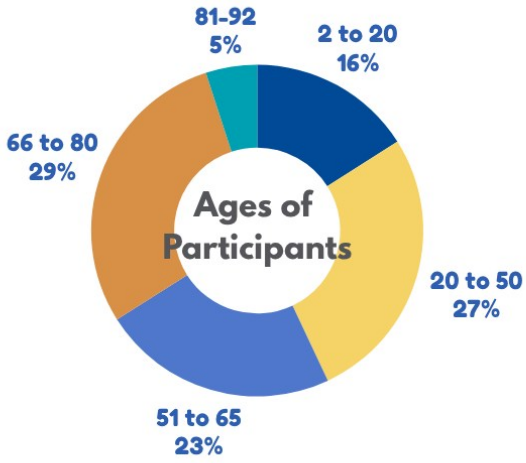
Ponoka FCSS partnered with the Ponoka & District Agricultural Society for their annual seed project.

VOLUNTEER HOURS

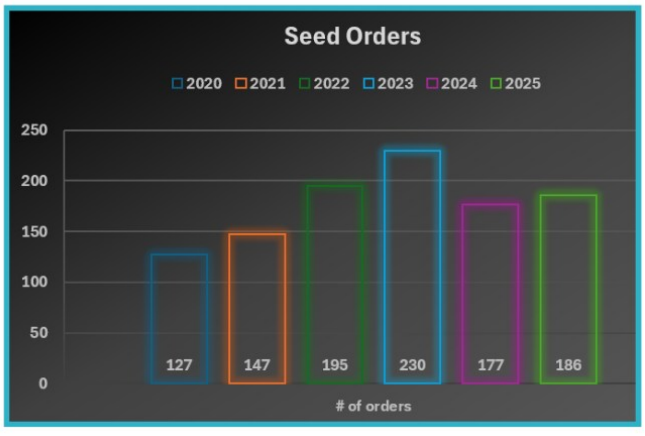
11 volunteers had a combined total of 110 volunteer hours preparing and distributing materials and seeds.

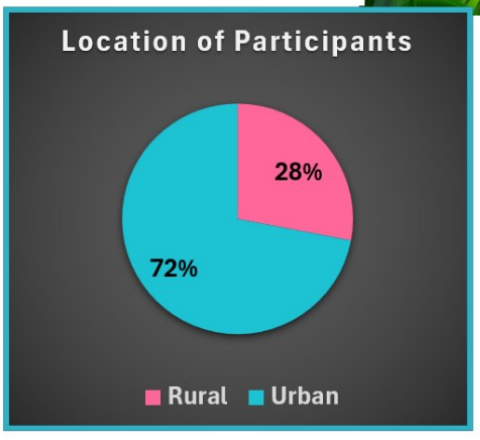
PARTICIPANTS

186 seed orders received
80 repeat participants from 2024
(See an annual order comparison below)









THANKS TO THE COMMUNITY GARDEN AND THE AG SOCIETY'S 'SEED PROJECT', COMMUNITY MEMBERS OF ALL AGES ARE BEING ACTIVE AND PLANTING TOGETHER.

PROGRAMS & SERVICES

Ponoka Family & Community Support Services offers highly subsidized or free programs, such as Home Support, Lifeline, and the Community Volunteer Income Tax Program (**CVITP**), helping ensure that preventive and supportive community services remain accessible and affordable for those who need them.

CVITP

In 2025, over **930 volunteer hours** went into assisting community members with filing their simple income tax returns.

474 Tax Returns Filed, with **$3,681,000** returned back to the community in tax refunds and annual assistance funds.

Pressing a Personal Help Button can get seniors in contact with live Personal Response Associates.

- In 2025, Lifeline responded to over **1,844,521** button presses across Canada
- In the local area, Lifeline responded to **1,011** button presses

Lifeline

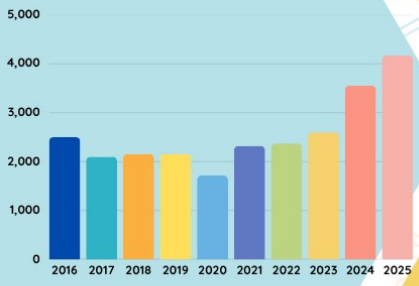
A personal emergency response system that links you to 24-hour emergency assistance from trained personnel at the push of a button allowing individuals to live independently with the assurance that help will be available whenever it's needed.

Home Support

The Home Support Program offers a helping hand with tasks such as light cleaning, meal preparation, and grocery shopping, supporting clients to live comfortably and independently at home. Rates are determined on a sliding scale based on household income.

Home Support Annual Service Hours

Annual Comparison (2016 - 2025)



Home Support #'s:
151 unique clients,
4,172 hrs of service provided
and 3127 interactions.

Fall Detection

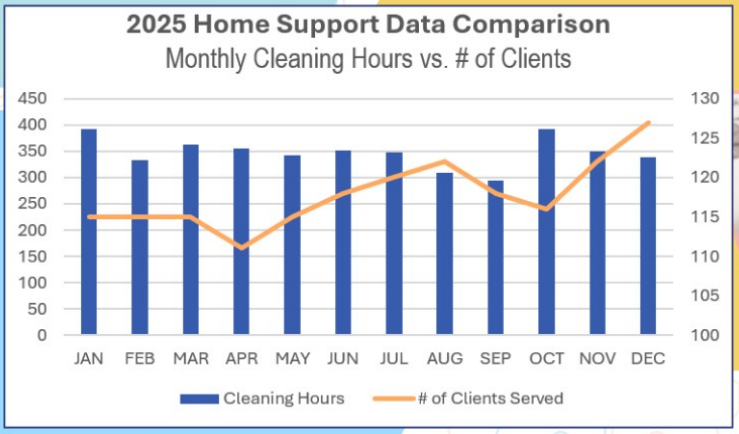
In 2025:

- **7,865 falls detected** in Canada
- **6 falls detected** in the Ponoka Lifeline community

- In Canada, **118,654** button presses required some level of assistance
- In our Program's community, **67** button presses required some assistance

2025 Home Support Data Comparison

Monthly Cleaning Hours vs. # of Clients





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'Canva Image'



Silver Lining Senior's Programs and Services

Silver Lining Programs and Services support seniors through social, recreational, and practical assistance, including fitness, art, yard care, and referral help for housing, income supports, and related forms.

The **Silver Lining Programs and Services** (*introduced in 2024*) continues to support seniors in our community, made possible through generous funding from **Healthy Aging Alberta.**

In total, 127 individuals accessed social connection programs and 52 utilized services providing practical assistance.

AquaFit: Drop-in water exercise class at the Ponoka Aquaplex.

Art Classes at Siding 14 Gallery: Offered various Saturday's each month (depending on the time of year). this FREE drop-in class offers socialization and skill-building.

Yoga: with local instructors offering classes both in the park and indoors.

Lawn Mowing Services: (Spring & Summer)

Handyman Services: (Spring & Summer)

Sidewalk and Driveway Snow Removal Program: (Fall & Winter)

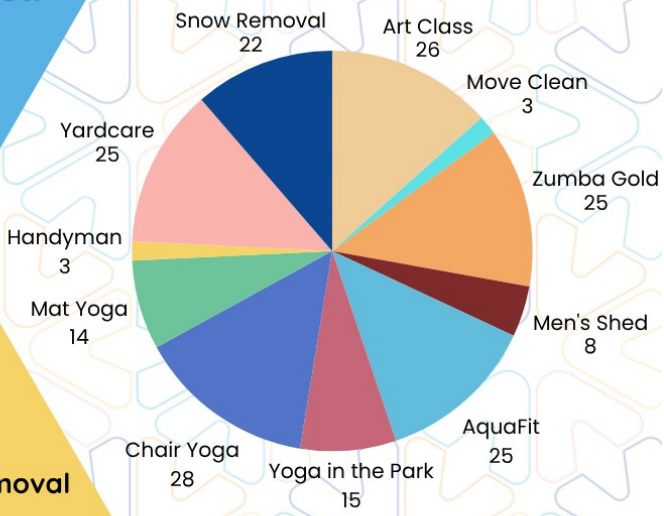
Cost is determined on a sliding scale taking into account individual living situations and travel requirements.

Strengthening the Aging Brain: **17** individuals participated in an information session presented by Dr. Gibb on Dementia and how to strengthen brains to reduce the risk.

Seniors Week Event: **47** Individuals attended a Trip to the Innisfail Discovery Zoo.

Silver Lining Programs

# of Individuals Utilizing Programs











PROGRAMS & SERVICES

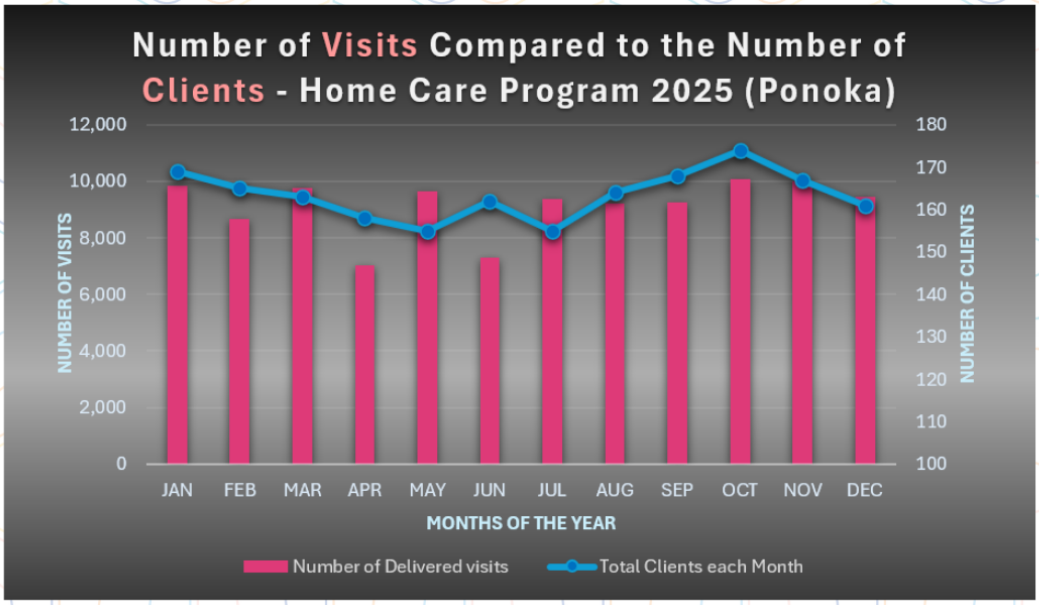
Home Care



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Following the significant expansion of the Home Care Program in 2024, 2025 marked a year of settling into our expanded role and strengthening the foundation built during this period of growth. With new staff, clients, and communities now fully integrated, our focus shifted to refining processes, enhancing communication, and supporting our team through ongoing training and quality improvement initiatives. As operations became more established, we continued to build consistency in service delivery while maintaining our commitment to providing compassionate, high-quality care.

Numbers Tell the Tale...

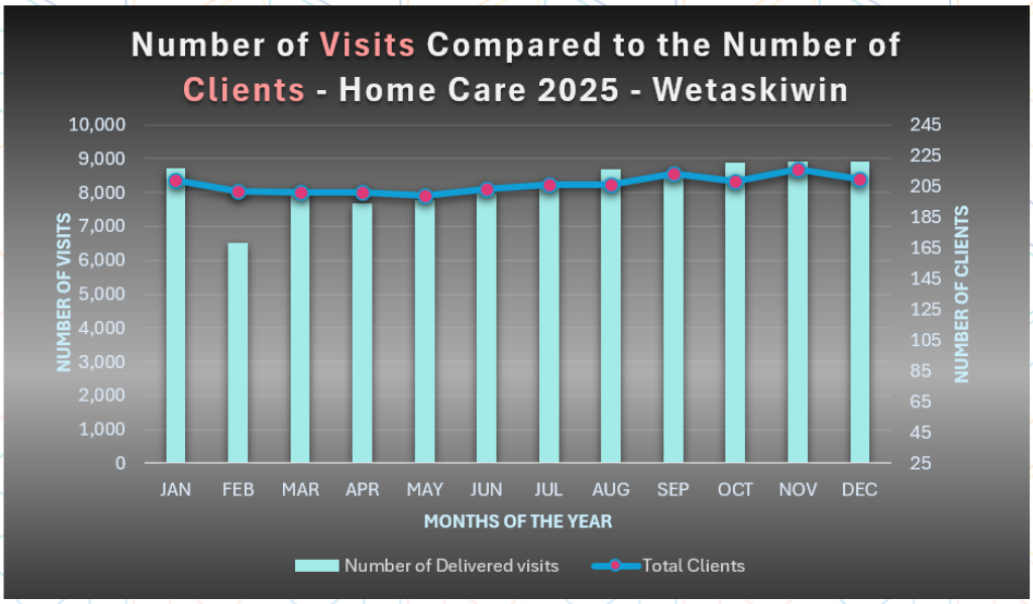


In 2025, the FCSS Home Care Team delivered **109,642 visits** to clients in the Town of Ponoka and east half of Ponoka County, resulting in **36,647 hours of care** for **263 different individuals.**

Each month staff completed an **average** of **9,137 visits** for **117 clients.**

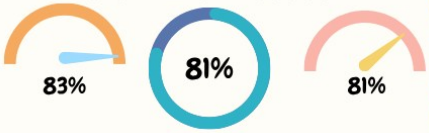
In addition to Ponoka's Home Care numbers, Ponoka FCSS's Wetaskiwin Home Care Team made **98,738 visits** to clients in the City & County of Wetaskiwin, totaling **38,576 hours** of care for **364 individuals** throughout the year.

Each month staff completed an **average** of **8,228 visits** for **206 clients.**



CLIENT SATISFACTION

Clients indicate that they (or their family) can contact FCSS staff when needed:



Ponoka | **Combined Results** *(Goal: 90%)* | Wetaskiwin

Clients indicate that they have been heard and changes made when they report concerns to the FCSS office:



Ponoka | **Combined Results** *(Goal: 85%)* | Wetaskiwin

Home Services Clients agree or strongly agree that they are greeted, and treated with kindness and respect from FCSS staff. (Combined results).



WORKFORCE SURVEY RESULTS



of employees agree or strongly agree that "Ponoka FCSS promotes high-quality care/services". (Goal: 85% of staff indicate managers are committed to high quality care).



of employees agree or strongly agree that they have the materials, supplies and equipment needed to do their job (Goal 90%)

QUALITY IMPROVEMENT

In Home Care Services

Missed Visits Reporting:

Missed visits are those which have been missed by FCSS staff due to scheduling errors, miscommunication, emergencies, inclement weather or staffing concerns. In 2025:

0.07% of visits completed in Ponoka and Ponoka County were missed by employees.

Of visits completed in Wetaskiwin and Wetaskiwin County, the rate of visits missed by employees was: **0.05%**

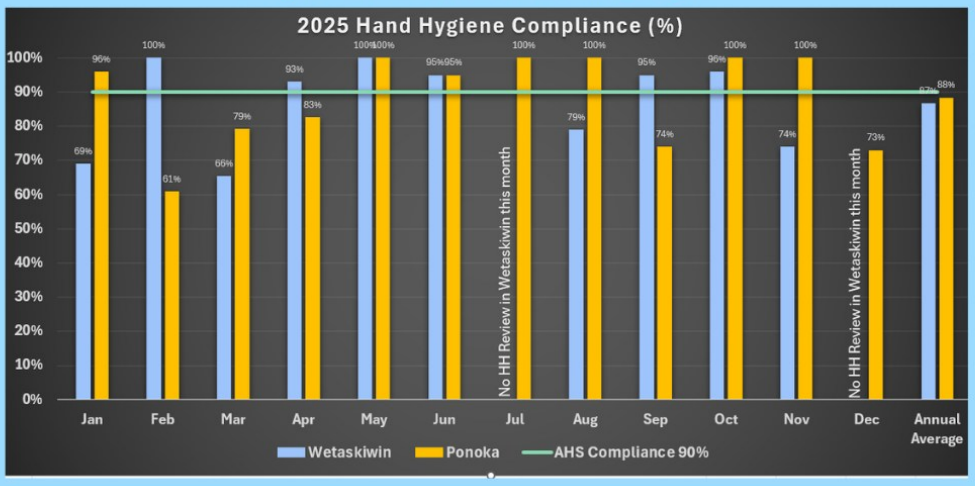
98% Compliance with the Home Care contract expectations to accept or decline service authorizations for urgent or essential care within 2 hours (Goal 95%)



> **Ponoka Client Satisfaction Survey Comment:** I would like the FCSS Administrative staff and Board Members to know..."You should know that you have a wonderful team in Ponoka that goes well beyond their commitment to their clientele".

Monthly Hand Hygiene Audit Results

The green line indicates the 90% compliance goal.



COMMUNITY PARTNERSHIPS & GIVING BACK



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PERSONAL FUNDING APPLICATIONS, GROUP GRANT FUNDING & COMMUNITY SPONSORSHIP

2025

A total of $139,408.50 was given back to the community through funding opportunities!

GROUP FUNDING AND SPONSORSHIP OPPORTUNITIES SUPPORTED IN 2025

Large Grant Applications (Over $3,000.00)

Organization Name	$ Amount	Project Support
JJ Collett Nature Area	$21,000.00	*Enhance accessibility within the nature area by providing wheelchair-accessible trails.*
Ponoka Elementary School	$3,100.00	*Girls Empowerment Program*
Central Alberta Youth Unlimited	$8,666.00	*Ponoka YE Life 360 and Girls Group Program Support*
Central Alberta Youth Unlimited	$12,306.00	*Ponoka Young Families Program Support*
Ponoka Drop-In Centre	$24,000.00	*Assist with upgrades to allow for accessibility and security.*
Ponoka Jubilee Library	$7,070.00	*Ponoka Jubilee Library Programming for individuals of all ages in 2025.*
Ponoka Youth Centre	$17,000.00	*Operational Costs - Running community youth programming.*
Large Grant Applications Supported:	$93,142.00	

Small Grant Applications ($3,000.00 or less)

Organization Name	Amount	Project Support
Community Christmas	$3,000.00	*Support of the Community Christmas Event*
Ponoka & District Agricultural Foundation	$1,000.00	*2025 Garden (Seed) Project*
Ponoka Golf Club	$3,000.00	*Junior Golf Program*
Ponoka United Church	$3,000.00	*Funding 4-6 free community meals in 2025*
Small Grant Applications Supported:	$10,000.00	



Pictured Above: FCSS team for BCG's Annual 'Bowl for Kids'. The 2025 theme was Heroes and Villains.

Donations & Sponsorship Opportunities

Organization Name	Amount	Project Support
BGC Wolf Creek	$1,000.00	*Bowl for Kids - Sponsorship of 2 teams to bowl which consisted of FCSS employees, board members & their family. The 2025 theme was 'Heros vs. Villains'.*
Ponoka & District Health Foundation	$3,000.00	*Funding Opportunity Seniors Harvest Tea Fundraising Event*
Ponoka Ag Event Centre	$1,500.00	*Kimes Ranch Runaway Slot Race Event July 17-20, 2025. (Barrel Racing)*
Ponoka Area Minor Football Association	$900.00	*Sponsorship of the youth sports program with the purchase of the "Touchdown Package"*
Ponoka and District 4-H Beef Show	$100.00	*Friends of 4-H sponsorship package*
Ponoka Stampede Association	$4,100.00	*Ponoka Stampede - Kiddies Day (Friday June 27th, 2025) - Tickets to the afternoon rodeo performance free for kids 12 & under with purchase of adult ticket.*
Ponoka FCSS Cancer Fund	$500.00	*In memory of Kathy Matejka a donation was made to FCSS's internal cancer fund.*
Total Sponsorship:	$11,100.00	

The funds distributed to those requiring support would not be possible without the **$19,700** in donations received from community members, organizations, and businesses.

Thank You

PERSONAL FUNDING REQUESTS

Personal Funding Support

Ponoka FCSS manages ***Personal Funding*** accounts which allow community members encountering financial hardship due to illness, such as Cancer or diabetes, access funds to assist with expenses related to their illness. Check out the Ponoka FCSS Website for more information on Personal Funding Applications, Scholarships, and the Youth Arts & Culture Bursary.

Scholarship/Application Name	Amount	Information
Levi Busat Human Services Scholarship	$12,000.00	*12 Scholarships of $1,000.00 each, awarded to individuals pursuing education in the human services field.*
Personal Funding Applications (*Cancer Funds*)	$6,612.50	*Funds donated from our community assisted 12 individuals in 2025 with costs related to cancer treatments.*
Personal Funding Applications (*Nelson Fund*, *FCSS Donation Fund*, and the *Youth Arts & Culture Bursary*)	$6,554.00	*Donation and Bursary Funds supported:* • *12 individuals with medical related supports, equipment, and/or transportation costs.*
Total Funding Applications:	$25,166.50	

2025 FUNDING OPPORTUNITIES

REPORTING & ADDITIONAL INFORMATION

ACCOUNTABILITY MATTERS:
All funding comes with expectations and reporting requirements. We ask for specific reporting because we must also report on how dollars are used and the outcomes achieved. This ensures future funds are allocated responsibly and make a difference.

HOW DID 2025 FUNDING IMPACT OUR COMMUNITY?

PLEASE NOTE: THE FOLLOWING INCLUDES ONLY A PORTION OF THE PROGRAMS / EVENTS FUNDED BY PONOKA FCSS IN 2025 - NOT ALL PROGRAMS OR EVENTS REQUIRE DETAILED REPORTING BACK TO PONOKA FCSS.

Funding Recipient	UNIQUE Participants	Total Program Participation/ Interactions	Program or Event	Community Impact of Funding
Ponoka Youth Centre	610	17,211	Youth Programming	In 2025, 512 children and youth—307 aged 3–11 and 205 aged 12–18—made 17,211 on- and off-site visits to Youth Centre programs. The Centre also supported 44 mentoring matches, providing safe spaces, positive role models and opportunities to build connections, life skills, confidence and resilience.
Central Alberta Youth Unlimited	83	798	YE Life 360 and Girls Group	The program explores identity, self-worth, community connection and belonging, helping youth build confidence, resilience, supportive peer relationships and a stronger sense of security.
	77	594	Young Families Program	The program helps participants develop practical parenting tools while exploring the factors that influence healthy family relationships. Topics include setting boundaries, communicating challenges, building trust, practicing forgiveness, managing conflict, navigating grief and depression, and supporting emotional well-being.
Ponoka Jubilee Library	*Unique Participants Unknown*	450	Older Adult Social Support	Funding supported 21 programs, events and related supplies, resulting in 267 sessions for more than 1,900 participants. These initiatives promoted lifelong learning, skill development and community connection, while helping the library provide accessible educational resources to more than 2,700 cardholders and other community members. Volunteers further strengthened this work by supporting programs, events and library activities.
		543	Family Literacy Programs	
		192	Fanfest Event	
		20	Indigenous Beading	
		327	Adult Socialization & Community Connection	
		391	After-School Program for children aged 5-14.	
Ponoka & District Health Foundation	55	55	Seniors Harvest Tea Fundraiser	In October 2025, youth volunteered before, during and after a two-hour seniors' event created to replace the popular Seniors' Tea previously held during the Festival of Trees. Although limited promotion resulted in lower-than-expected attendance, the event created meaningful intergenerational connections between youth and seniors. Promotion will be strengthened for future events to increase awareness and participation.
Ponoka Stampede Association	1,456	1,456	Ponoka Stampede - Kiddies Day	Free afternoon rodeo admission was provided to children aged 12 and under with the purchase of an adult ticket. A total of 1,456 children's tickets were distributed - a retail value of $29,120 - helping remove financial barriers and allowing more families to enjoy the event together.
Totals:	**2,281**	**22,037**		

TYPES OF FUNDING AVAILABEL & HOW TO APPLY:



Personal Funding: Individuals experiencing financial hardship for medically related expenses may apply for up to $500 through Ponoka FCSS donation funds 2x annually. Complete the ***Personal Funding Application*** and submit any required supporting documentation.

Community Grants and Sponsorships: Community organizations may apply for funding for programs, projects, or events benefiting residents of the Town of Ponoka or the eastern half of Ponoka County. Applications are reviewed by the Ponoka FCSS Board of Directors, and must be submitted before the project begins. Application forms (based on amount requested) and eligibility information are available on the Ponoka FCSS website.

Levi Busat Human Services Scholarships: Awarded to students pursuing a career in the human services field who meet additional scholarship eligibility criteria. Posters and application forms are available at the beginning of each year through high school administration, on the FCSS website, or at the FCSS office. The annual application deadline is June 1.

Youth Arts and Cultural Bursary: Established by Ponoka's *'Read My Hips'* belly dance troupe, this bursary helps families facing financial barriers register their children, aged 4–18, in arts and cultural programs when funding through other sources is unavailable. Funding is available up to $250 per youth or $500 per family per calendar year, **while bursary funds remain available.** Applications are available upon request at the FCSS office.

For help selecting or completing funding applications, contact Ponoka FCSS (403-783-4462)

HOW PONOKA FCSS IS FUNDED:

A UNIQUE FUNDING MODEL

Ponoka Family and Community Support Services is a non-profit organization that brings together different funding sources to strenghten our community.

FCSS FUNDING - WHAT IT IS

Provincial & Municipal dollars that MUST be used for **preventative social programs** that help community members before problems become crisis.

HOME CARE PROGRAM - HOW IT SUPPORTS FCSS

Revenue generated from the Home Care Contract does not only fund it's operations. It strengthens the entire organization and helps make many community programs and investments possible that FCSS funding alone cannot support.

OUR COMMITMENT

Every dollar is used responsibly to deliver preventative programs, support community members, and build a stronger, healther community.

fcss Ponoka Family and Community Support Services

PROVINCIAL & MUNICIPAL FCSS FUNDING

PREVENTATIVE SOCIAL PROGRAMS

Partnership between the Government of Alberta, the Town of Ponoka and Ponoka County.

Province of Alberta	$335,309
Town of Ponoka	$41,914
Ponoka County	$41,914
TOTAL FCSS FUNDING	**$419,137**

TARGETED GRANT FUNDING

SUPPORTING SPECIFIC PRIORITIES

Grants such as ***Healthy Aging Alberta*** supports senior specifric "Silver Lining" projects and initiatives and ***Healther Together*** which supports Community Navigation for our volunerable populations.

These funds are restricted, purpose driven, and must be used only for the purposes outlined in each agreement.

HOME CARE PROGRAM REVENUE

THE FOUNDATION THAT STRENGTHENS

Provincially contracted Home Care Program. Fundis generated are separate from FCSS.

Revenue generated helps support the organization beyond its own operations, contributing to programs and services, community grants, and agency innovation.

SUPPORTING OUR COMMUNITY THROUGH A WIDE RANGE OF PROGRAMS AND SERVICES

- Family Counselling
- Home Support
- Lifeline
- Friendly Visitor
- Volunteer Programs
- Community Garden
- Seed Program
- Empty Bowls
- Community Grants
- Tax Program (CVITP)
- Interagency & More

TOGETHER, OUR FUNDING SOURCES HELP US BUILD RESILIENT INDIVIDUALS, STRONG FAMILIES, AND A CONNECTED COMMUNITY.

Thank you to the Government of Alberta, the Town of Ponoka, and Ponoka County, Alberta Health Services (AHS), Assisted Living Alberta (ALA) (Established April 2025), for your continued investment in our community!

GIVING BACK TO OUR COMMUNITY





Tools for School

Approximately $600 was invested in supporting 36 local students through the Tools for Schools program.

Generous donations of school supplies and financial contributions from community members and organizations helped ensure that children in our community started the school year prepared and equipped for success!

Empty Bowls 2025



Held Tuesday September 23rd, 2025 at the Ag Event Centre

- **218** Bowls Sold
- **194** attendees
- Soup and additional meal and beverage items were **donated by 11** local individuals/groups/businesses including:
  - *Tom Lam at the Ag Event Centre*
  - *Longhorn Saloon & Grill*
  - *Boston Pizza,*
  - *Raspberry Patch,*
  - *Eighteen91,*
  - *Marks Kitchen,*
  - *Ukrainian Bistro,*
  - *Tim Hortons,*
  - *No Frills,*
  - *Pickles & Pie and*
  - *the Trinity Lutheran Church*

615 volunteer hours contributed toward event preparation, execution, and cleanup.









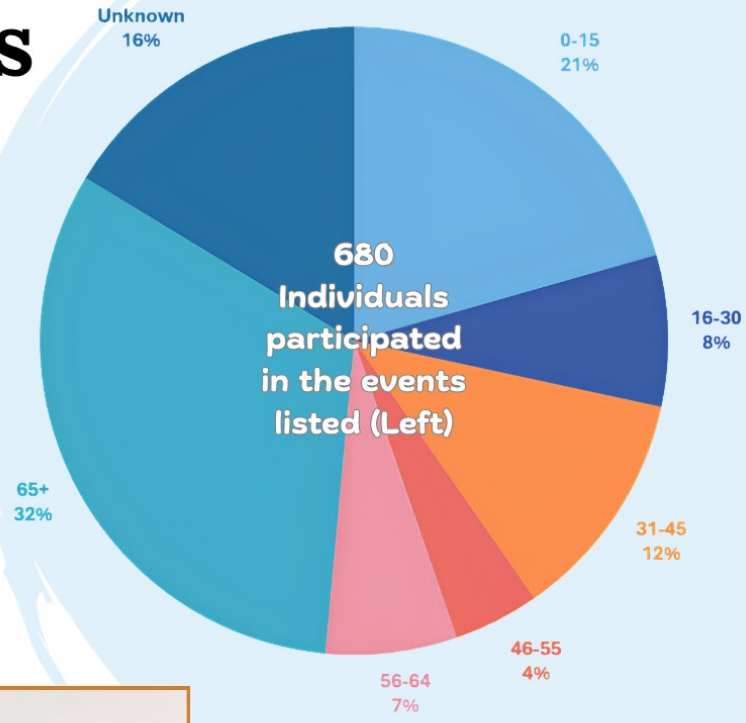
Edmonton Jubilee Auditorium – "The Lion King" – Promotional and News Photos

Trips & Community Events

Beyond the Silver Linings and partner-led events, Ponoka FCSS coordinated additional outings and celebrations, including trips and activities recognizing occasions such as Volunteer Week.

2025 Date	Trip or Event	Number Attending
February 9th	Liberty Hall Dinner Theatre: "Dead Giveaway" Bus Trip	82
February 13th	Seniors Game Day Event	36
April 4th	Cow Patti Dinner Theatre: "Perfect Wedding"	56
July 20th	Jubilee Theatre: "The Lion King"	55
December 22nd	Home For the Holidays Christmas Event	368
May 27th	Volunteer Appreciation	83

Age Groups of Trip & Event Participants





Home for the Holidays'

To close 2025, FCSS distributed 93 **Family Packages** to residents who completed a community survey, encouraging family connection among the 366 individuals spending time at home over the holidays. Packages included games, puzzles, baking mixes, and some Christmas Cheer!



Kori Hart, Program Coordinator, with the 'Home for the Holidays" Gift Packages.



PARTNERSHIPS: INFORMATION AND REFERRAL

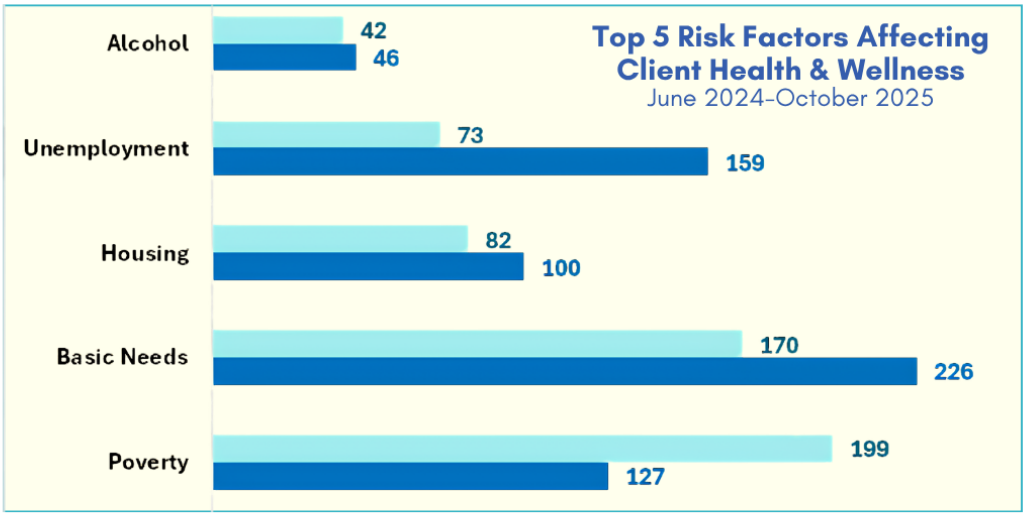
HEALTHIER TOGETHER

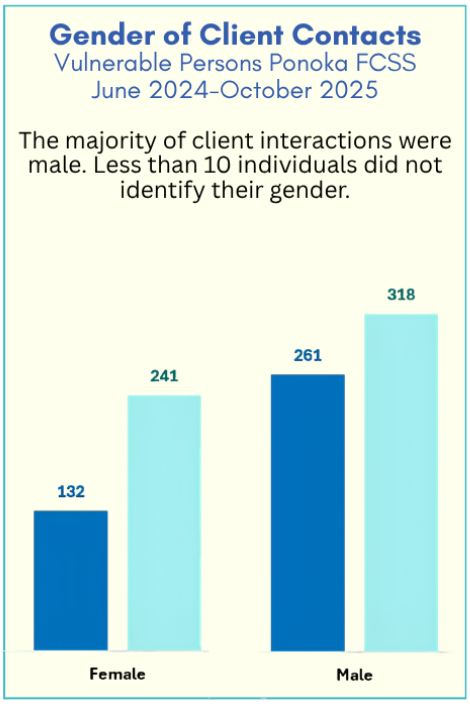
The *Healthier Together* project is a 3-year pilot initiative focused on building healthier, more supportive communities. This work includes completing a community needs assessment to identify priority areas, setting goals and objectives based on those findings, designing targeted interventions to address identified needs, putting these interventions into action, and evaluating how effective they are in achieving meaningful outcomes. As part of this initiative, the "Vulnerable Persons Tracking Tool" was created to assist organizations better coordinate services and track outcomes for vulnerable individuals.

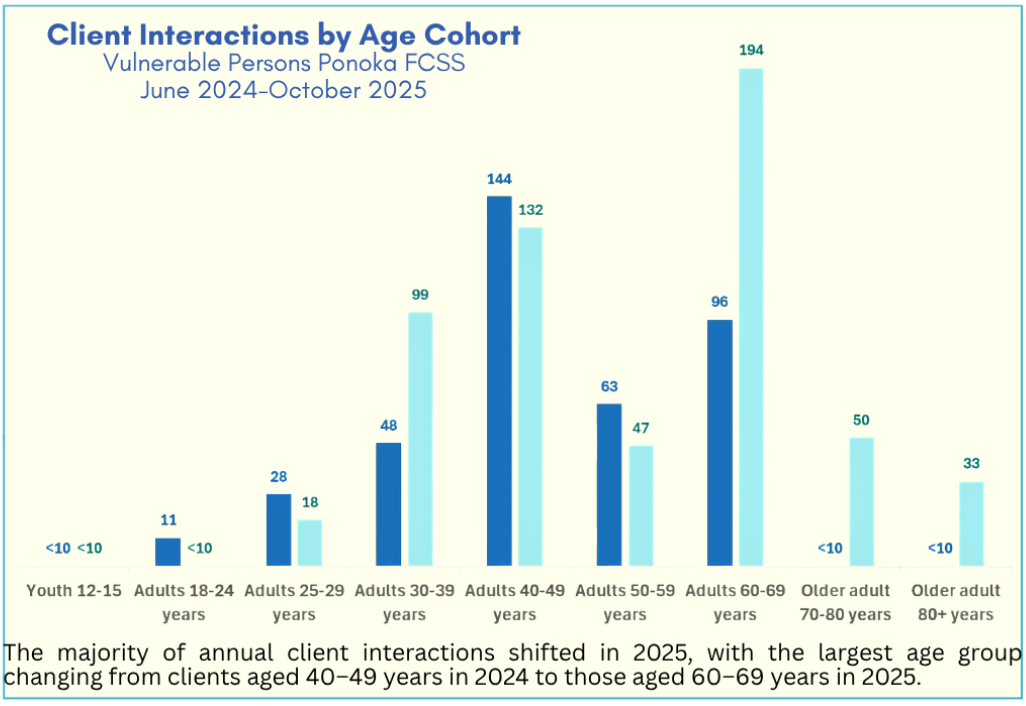
The data presented was collected for interactions from January to October 2025 and compared with that collected from June to December 2024.

Between January and June 2025, there were **578** client interactions & another **312** from July to October 2025.

2024 2025







The majority of annual client interactions shifted in 2025, with the largest age group changing from clients aged 40–49 years in 2024 to those aged 60–69 years in 2025.

PARTNERSHIPS: SUPPORTING PONOKA TOGETHER

- McMann / Family Resource Network
- Battle River Clinic
- Ponoka Health Unit
- BGC Wolf Creek Family Resource Network
- Food Bank
- United Church
- Community Legal Clinic
- Ponoka RCMP
- Rising Sun Clubhouse
- Town of Ponoka
- Ponoka Jubilee Library
- Career Assistance Network
- Adult Learning Centre
- 211 Alberta
- and many more!

More than just an information and referral service, our Community Navigator and Program Coordinator work collaboratively with local organizations to ensure community members can access the programs, services, and supports they need, including:

- Food, Clothing, & Transportation
- Addictions and Mental Health Support, Medical Health Support
- Housing & Financial Assistance
- Employment Services & Legal Resources
- Seniors' benefits information & applications
- Cultural Support
- And much more!

TOP 3 COMMUNITY NAVIGATION INQUIRIES IN 2025:

The top three areas where community members most often required assistance included being informed of, engaged with, or connected to the following services:

Basic needs: Acccessing showers, snacks, a space to warm up, transportation, toiletries, banking.

Social Assistance: Help with income support forms for Pension Plans and Canadian Revenue Agency, as well as paperwork for Assured Income for the Severely Handicapped (AISH).

Housing: Assistance with paperwork, tenant agreements, leases, looking for shelter.

Ponoka Wheelchair Van Society

Sunday Fundays: FREE In-Town trips offered to patrons the Second & Last Sunday of each month.
Supported by the Ponoka FCSS Silver Lining Program & Funded by *'Healthy Aging Alberta'*. In 2025:

A total of **51 unique patrons** accessed the trips.
9 individuals ONLY Accessed the Free Sunday Funday Trips, while the other **42** accessed both Sunday Fundays & regular weekly services.
In 2025, Sunday Funday users made **327 stops** around town and **226 return trips home**, **totaling 553 stops.**



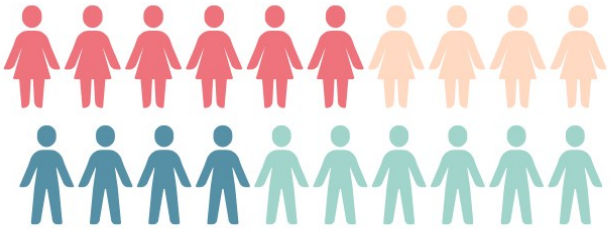
SUPPORTING PONOKA TOGETHER:

Ponoka FCSS Family Counselling Program

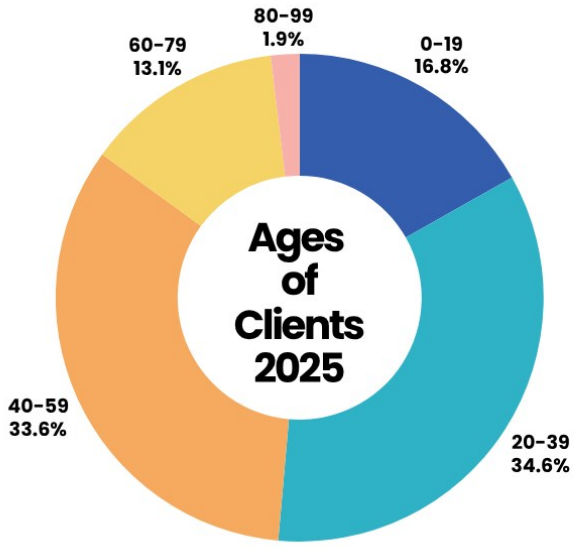
Family Counselling at Ponoka FCSS supports individuals, couples, and families in building stronger relationships, improving mental wellness, and navigating life's challenges. Beyond serving local clients, our program also contributes to the future of mental health care. Lead Therapist Koreen Naugler works alongside universities across Alberta to provide practicum placements for counselling students, offering hands-on clinical experience under professional supervision. This investment in education helps prepare the next generation of therapists while increasing counselling capacity and bringing fresh perspectives and evidence-based practices to our community.

Client Demographics:

Client Gender
(As Self-Defined)



60% Female
40% Male



Counselling Students:



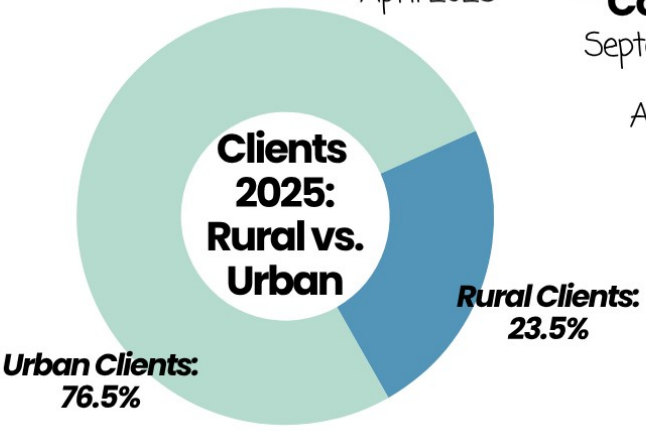
Seth
January 2025
to
May 2025
Stayed as Family Counselling Staff (Present)



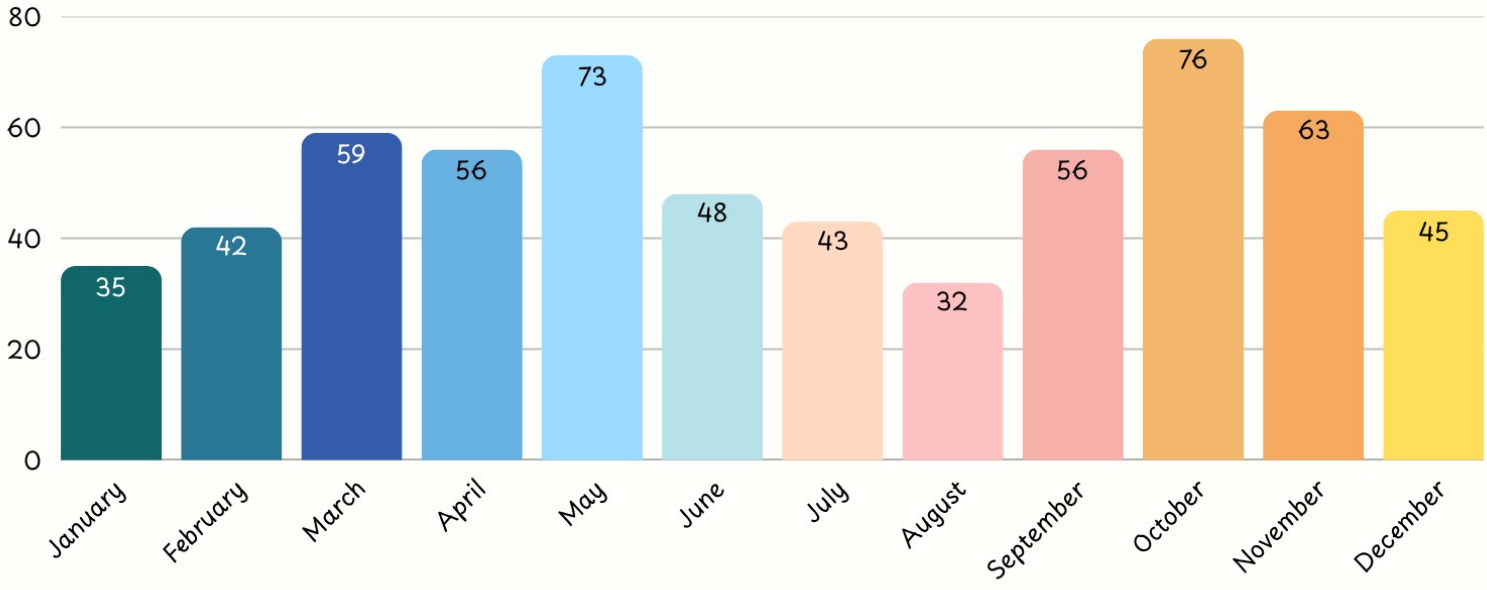
Starr
March 2025
to
April 2025



Courtney
September 2025
to
April 2026

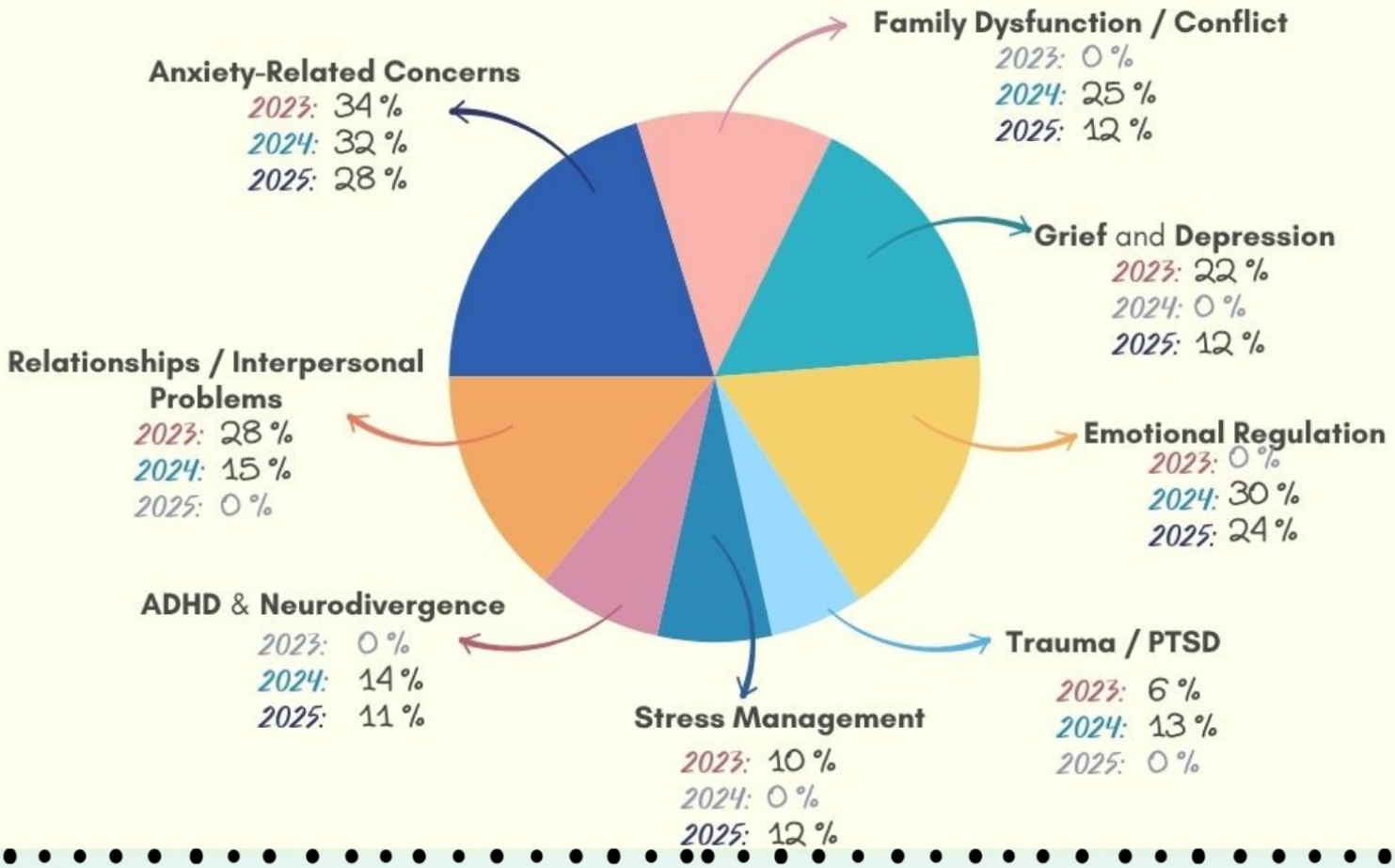


Number of Sessions Monthly (2025)



OVERALL TOP PRESENTING ISSUES

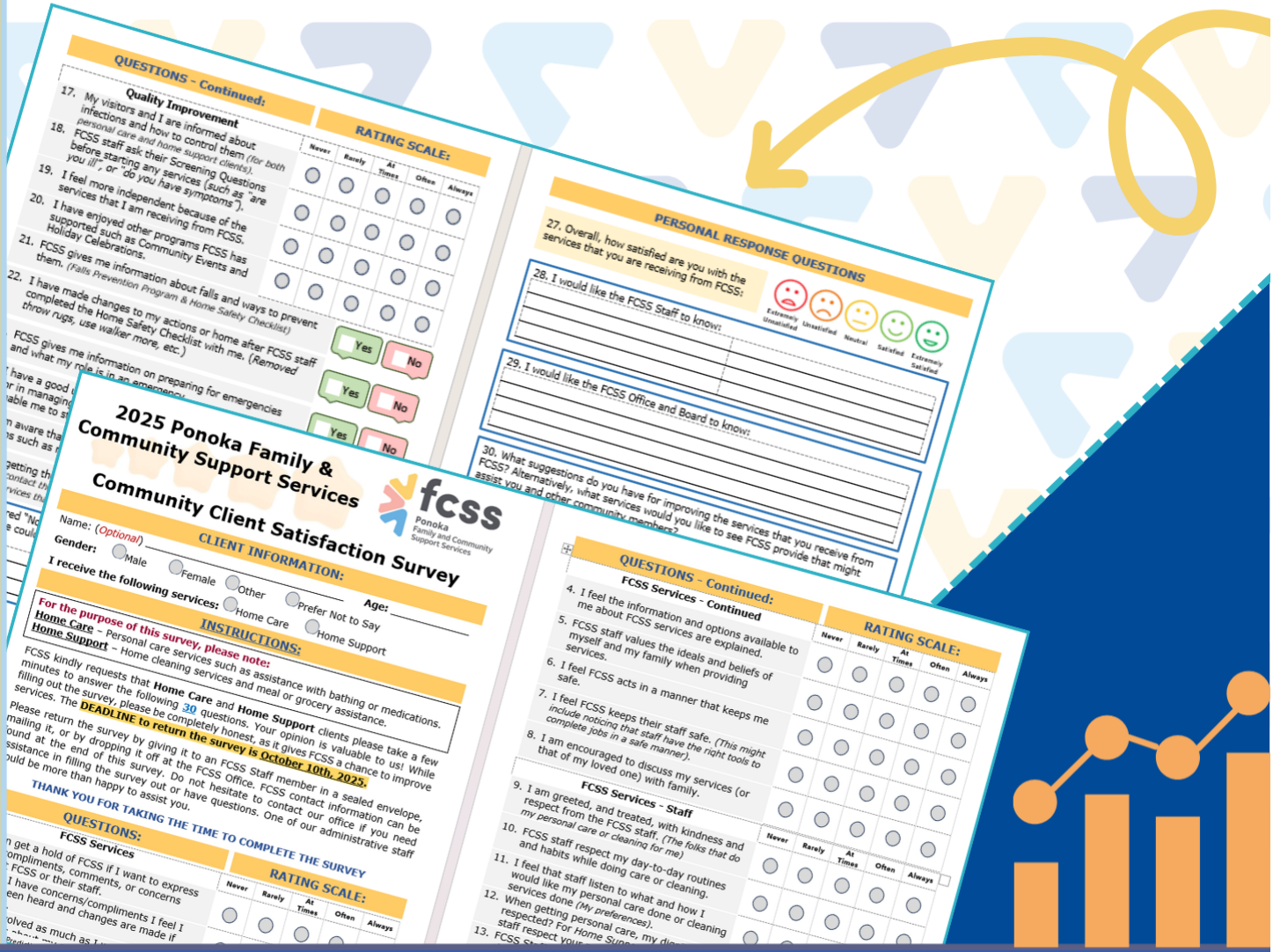
The information below reflects the average percent and annual percentages of the most common core concerns being addressed by clients from all 3 years combined:



QUALITY IMPROVEMENT

Quality Improvement (QI) is a continuous process used by Ponoka Family & Community Support Services assisting to improve our programs, services, and operations for clients, staff, and the community. This involves:

- Collecting data to see what's working well and what isn't.
- Listening to feedback from clients, families, and staff.
- Setting goals for improvement.
- Testing small changes and measuring their impact, and
- Sharing successes and continuing to learn from experience.



Quality Improvement:



Falls Prevention

Falls are a significant but preventable concern that can cause fear, pain, disability, financial strain, and increased dependence on others. The Ponoka FCSS Falls Prevention Program, offered to clients in Ponoka FCSS Home Services Programs, is designed to address these risks and help individuals maintain independence and safety at home.

GETTING UP AFTER A FALL

STAY CALM • CHECK FOR INJURY
MOVE SLOWLY

STOP & CHECK

Do not try to get up if you may be injured.
Call 911 for severe pain, heavy bleeding, a head injury, a possible broken bone, or if you cannot get up safely.

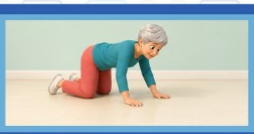
IF YOU FEEL ABLE TO GET UP SAFELY



1. **PAUSE & CHECK**
Check for pain or injury before you move.



2. **ROLL ONTO YOUR SIDE**
Roll slowly onto your side. Pause and rest.



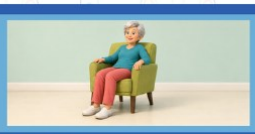
3. **HANDS & KNEES**
Push up slowly onto your hands and knees.



4. **FIND STURDY SUPPORT**
Crawl to something sturdy that will not move.



5. **ONE FOOT FORWARD**
Hold on. Put your stronger foot flat.



6. **RISE, TURN & SIT**
Rise slowly, turn and sit. Rest before walking.

CLIENT SATISFACTION

80% of Ponoka Home Services clients (Home Care & Home Support) indicated that fall prevention information was provided by FCSS in their 2025 Client Satisfaction survey (Goal 95%)

80%

73%
of these clients indicated that changes to their actions or environment were made after falls prevention information was provided to them.

fcss Ponoka Family & Community Support Services
Falls Prevention Program Information

Your Questions Answered!

Home Care services, your team will also include your RN Case Manager, and other health professionals. Together, we focus on:
- Identifying hazards and risks specific to your needs.
- Providing tools such as assistive devices, safety plans, and resources for mobility.
- Collaborating to create a safer living environment, both indoors and outdoors.

This collaboration ensures you have the information and support you need to prevent falls while maintaining your independence.

What Does a Falls Prevention Home Safety Assessment Include? Your participation in the program is **entirely optional** but highly beneficial. Here is what you can expect:

1. **A Visit from Staff:**
   - A trained staff member or volunteer with Ponoka FCSS will ask you for your participation during an already scheduled Home Care or Home Support visit or, they may call you, set up a day, and time that works with you to complete the assessment and related documentation.
   - The Home Safety Assessment should take approximately 30 minutes.
2. **Home Safety Review:**
   - A staff member will walk through your home with you, identifying potential hazards room by room.
   - You will receive a booklet with solutions and advice tailored to your living environment, which you can keep for future reference.
3. **Environmental Risk Assessment**
   - Our staff will ask you a few questions about your home and surrounding area and current health status, which will help staff understand potential risks. This information is used to ensure both your safety and that of visiting staff.
4. **Survey – "Are you at Risk of Falling?":**
   - While staff are there, they will ask you to complete a brief, 13-question "Yes or No" survey, factors increasing your risk of a fall.

INTERESTED IN FALLS-PREVENTION RESOURCES?

We are happy to share our resources, explain the tools we use, and answer your questions.

If you receive FCSS Home Services and have not yet been contacted about our Falls Prevention Program, please feel free to call us to arrange a free home-environment assessment or learn more about helpful resources and contacts.

Quality Improvement:
Client & Employee Safety



Through **regular training**, **updated procedures**, and **ongoing feedback** from clients and staff, we worked to create safer environments and better experiences for everyone.

Education & Training:

As our Home Care Program settled into its expanded role in 2025, the focus shifted from onboarding new employees to strengthening ongoing education, fostering a supportive workplace, and building a positive team culture. By investing in our staff's knowledge, confidence, and well-being, employees are better prepared to respond to challenges, follow best practices, and provide safe, consistent, client-centered care. Together, these efforts contribute to stronger teamwork, greater job satisfaction, safer service delivery, and better outcomes for both clients and staff.

WORKFORCE SURVEY RESULTS





Employees indicate that they receive the training they need to do their job well.
(Goal 90%)

Staff feel they can make improvement to how they do their job.
(Goal 90%)





of FCSS staff indicate they have good opportunities for personal and professional growth and development *(goal 80%)*.

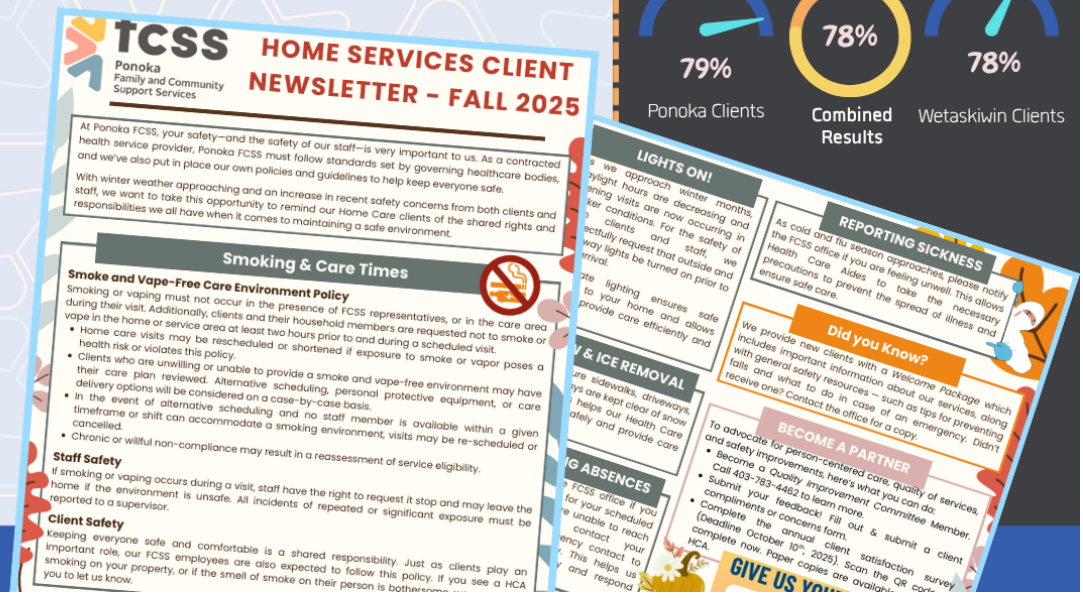
Employees indicate that FCSS is committed to providing a healthy and safe workplace.



88% of employees think the people they work with treat each other with respect, regardless of race, ethnicity, gender, disability, or age.

Safety Information for Clients:

To provide clear and timely information, Ponoka FCSS supplies new clients to the Home Care and Home Support programs with a 'Welcome Package' which includes information on their care, who to contact and what to do in emergencies. They also receive newsletters on occasion to inform them of updates to programs & services.



FCSS Ponoka Family and Community Support Services

HOME SERVICES CLIENT NEWSLETTER – FALL 2025

At Ponoka FCSS, your safety—and the safety of our staff—is very important to us. As a contracted health service provider, Ponoka FCSS must follow standards set by governing healthcare bodies, and we've also put in place our own policies and guidelines to help keep everyone safe.

With winter weather approaching and an increase in recent safety concerns from both clients and staff, we want to take this opportunity to remind our Home Care clients of the shared rights and responsibilities we all have when it comes to maintaining a safe environment.

Smoking & Care Times

Smoke and Vape-Free Care Environment Policy

Smoking or vaping must not occur in the presence of FCSS representatives, or in the care area during their visit. Additionally, clients and their household members are requested not to smoke or vape in the home or service area at least two hours prior to and during a scheduled visit.

- Home care visits may be rescheduled or shortened if exposure to smoke or vapor poses a health risk or violates this policy.
- Clients who are unwilling or unable to provide a smoke and vape-free environment may have their care plan reviewed. Alternative scheduling, personal protective equipment, or care delivery options will be considered on a case-by-case basis.
- In the event of alternative scheduling and no staff member is available within a given timeframe or shift can accommodate a smoking environment, visits may be re-scheduled or cancelled.
- Chronic or willful non-compliance may result in a reassessment of service eligibility.

Staff Safety

If smoking or vaping occurs during a visit, staff have the right to request it stop and may leave the home if the environment is unsafe. All incidents of repeated or significant exposure must be reported to a supervisor.

Client Safety

Keeping everyone safe and comfortable is a shared responsibility. Just as clients play an important role, our FCSS employees are also expected to follow this policy. If you see a HCA smoking on your property, or if the smell of smoke on their person is bothersome [illegible] you to let us know.

LIGHTS ON!

[illegible] we approach winter months, daylight hours are decreasing and evening visits are now occurring in darker conditions. For the safety of clients and staff, we respectfully request that outside and driveway lights be turned on prior to arrival.

[illegible] lighting ensures safe access to your home and allows us to provide care efficiently and safely.

REPORTING SICKNESS

As cold and flu season approaches, please notify the FCSS office if you are feeling unwell. This allows Home Care Aides to take the necessary precautions to prevent the spread of illness and ensure safe care.

Did you Know?

We provide new clients with a Welcome Package which includes important information about our services, along with general safety resources – such as tips for preventing falls and what to do in case of an emergency. Didn't receive one? Contact the office for a copy.

BECOME A PARTNER

To advocate for person-centered care, quality of services, and safety improvements, here's what you can do:

- Become a Quality Improvement Committee Member. Call 403-783-4462 to learn more.
- Submit your feedback! Fill out & submit a client compliments or concerns form.
- Complete the annual client satisfaction survey (Deadline October 10th, 2025). Scan the QR code [illegible] complete now. Paper copies are [illegible] HCA.

GIVE US YOU

& ICE REMOVAL

[illegible] sidewalks, driveways, [illegible] are kept clear of snow [illegible] helps our Health Care [illegible] safely and provide care

G ABSENCES

[illegible] FCSS office if you [illegible] for your scheduled [illegible] unable to reach [illegible] contact your [illegible] ency contact to [illegible] This helps us [illegible] and respond

CLIENT SATISFACTION





of clients feel that Ponoka FCSS acts in a manner that keeps them safe.

Home Services clients (Home Care & Home Support) agree or strongly agree that they feel that FCSS keeps their staff safe.

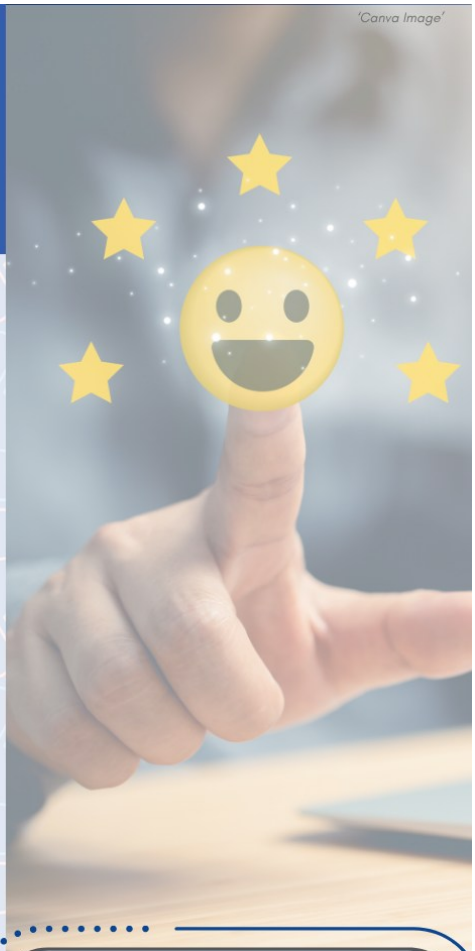


96%
of clients feel more independent because of the services they are receiving from FCSS.

Clients agree or strongly agree that they are informed about infections and how to control them.
(Goal 90%)

Client and Employee Satisfaction

Client and employee satisfaction continue to be key indicators of the quality and impact of our services. Each year, we gather feedback to understand what is working well and where improvements can be made. This input helps us strengthen safety, enhance service delivery, and ensure our staff feel supported in their roles. By listening to both clients and employees, we can grow in meaningful ways and maintain a high standard of care across our programs.


'Canva Image'

WORKFORCE SURVEY RESULTS

Employee Satisfaction Survey results include feedback from both administrative staff and field employees in Ponoka and Wetaskiwin.

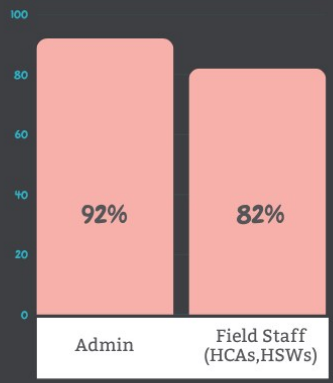
Overall Job Satisfaction:

80%

Employees indicate they are satisfied to very satisfied with their job (Goal 85%)



% of staff who would recommend Ponoka FCSS as a place to work: *(Goal 85%)*







Various Program Survey Responses:

"Your assistance if life changing. Awesome services. Thank You."

" I just wanted to say the staff at FCSS went above and beyond to help in anything that I asked- my taxes, passport, to helping me to try and get some dental work. The staff are friendly, knowledgeable, caring, and always willing to help in any way".

A Ponoka Home Support client says:

"I wanbt the staff to know much I look forward to my Home Support Worker coming and I appreciate what she does for me. I also like to visit the office. It is always an uplifting experience. "

CLIENT SATISFACTION

When asked how satisfied clients are with the services that they're receiving from FCSS,

99%

stated that they are satisfied or extremely satisfied with the services they are receiving.

A Wetaskiwin Home Care client says:

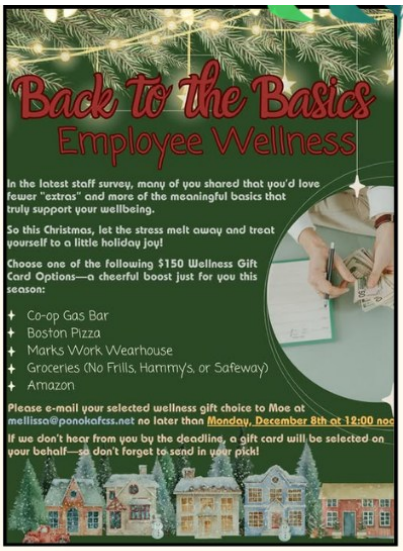
"I would like my HCA's to know that they all do so well. You enrich our lives physically, mentally, spiritually - really in every way - thank you so much."



FCSS Employees, Board of Directors & Volunteers









Our Employees:

22 Administrative Staff & 4 Contract Staff:

- *13 General*
- *9 Home Care*
- 1 Finance
- 3 Family Counselling

58 Ponoka Field Staff & 44 Wetaskiwin Staff:

- *50 Health Care Aides (HCAs)*
- *8 Home Support Workers (HSWs)*
- *44 Health Care Aides (HCAs)*



SUPPORTING OUR STAFF:

Staff were provided with a range of team-building and professional development opportunities throughout the year, alongside initiatives designed to recognize, celebrate, and show appreciation for their contributions.







We recognize that our employees are the heart of our organization – the people whose dedication, expertise, and commitment help us grow, thrive, and make a meaningful impact in our community.

BOARD OF DIRECTORS:

The Board of Directors provides leadership, oversight, and guidance to ensure our organization continues to serve the community effectively and responsibly. Board members volunteer their time and expertise to set direction, review programs, monitor finances, and uphold our mission and values.

Throughout the year, the governance board works closely with the Executive Director and her administrative team, to plan for the future, ensure accountability, and respond to community needs. Their commitment helps keep our organization strong, transparent, and focused on making a positive difference for the people we serve.

BOARD MEMBER SURVEY RESULTS

All 9 of the FCSS Board Members completed the annual Governance Survey, resulting in the following:

100% (9 of 9)

We ensure that the organization's executive leader(s) who report to the governing body have accountability for the quality of care in their performance objectives.

100% (8 of 9)

We support the organization's executive leader(s) to develop a strategy for improving cultural safety for Indigenous patients/clients/residents.

100% (9 of 9)

We regularly review data from the organization's workforce documenting their health, safety, and overall work experiences.







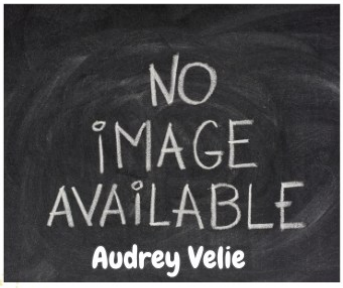








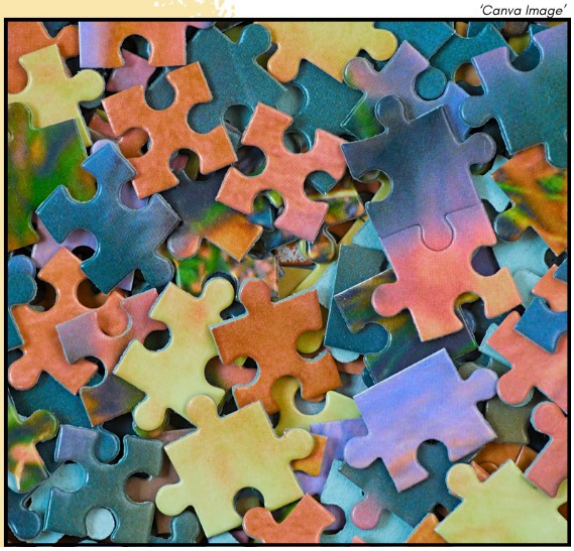




HOW THE FCSS BOARD MEMBERS SUPPORT THE COMMUNITY

Our volunteer Board of Directors plays a vital role in strengthening our community through leadership, governance, and strategic decision-making. In 2025, board members generously contributed more than 550 volunteer hours attending meetings, preparing for discussions, serving on committees, and supporting community events.

'Canva Image'



VOLUNTEERS



IN 2025:

78 Registered Volunteers,

52 of whom were active this year.

2350 Recorded Volunteer Hours

fcss Ponoka Family and Community Support Services

May 27, 2025
VOLUNTEER APPRECIATION DAY LUNCH
Ponoka FCSS Volunteers TO THE FRONT OF THE LINE!!

- **Help us celebrate Ponoka!**
- Sign-up and a survey to be completed upon arrival
- Evolution Catering food truck will be parked at Ponoka FCSS (5006 -52 Ave)

11 a.m. - 12 Noon: Ponoka FCSS Volunteers line up for lunch

12 Noon - 1 p.m. Everyone is welcome *(while supplies last)*

- Ponoka FCSS Volunteers will have gold status and will be "Cutting to the front of the line!!" as this event is for them!
- If you would like more info about volunteering or would like to sign up we will have applications on hand
- There will be a Handivan Ticket Draw
- Participants of this event must reside in East half of Ponoka Coun- ridian Rd to Camrose County Line







2025

Community in Action

Learning, leadership, and community partnerships.

COMMUNITY SUPPORT

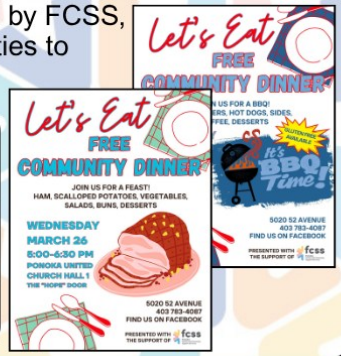


The Kinette Club of Ponoka presented FCSS with a generous contribution supporting Empty Bowls and local food security.

COMMUNITY MEALS

Community meals, supported by FCSS, created welcoming opportunities to gather over a shared meal.



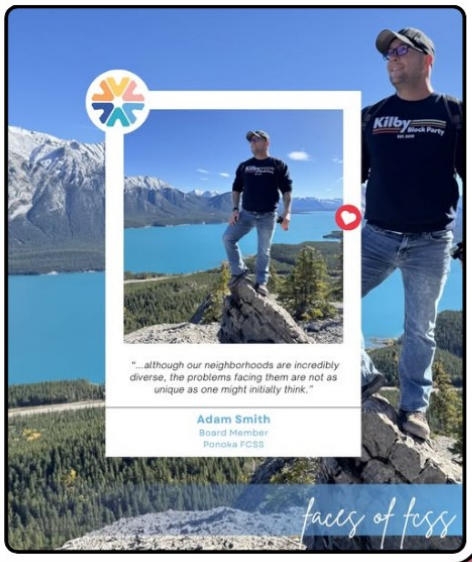


FACES OF FCSS

Board Member, Adam Smith, was highlighted as one of FCSSAA's Faces of FCSS.

"In my role with FCSS I have come to know my community better, and have come to have a better appreciation for the unique challenges faced by all of Ponoka's residents."

Thanks for being part of the Ponoka FCSS team Adam!



ADVOCACY IN ACTION:

Sharing the FCSS perspective in provincial conversations.



Ponoka FCSS Executive Director, Shannon Boyce-Campbell, with FCSSAA President Kayla Blanchette at the 2025 Alberta Seniors and Community Housing Association Conference. Shannon joined discussions on housing, community collaboration, and preventive social services.

FCSSAA CONFERENCE:

Board members, staff and volunteers connected, learned and represented Ponoka FCSS at the conference in Edmonton.



"Breakfast with your MLA"





Connection and a little fun are part of a strong team.

A Year of Fun!

Connection + Creativity

Celebrating belonging, generosity, and creative expression.

'HOME FOR THE HOLIDAYS'








This community Christmas initiative brought families together to connect, laugh and share in the joy of the season.

STAFF CHRISTMAS CELEBRATION



Ponoka and Wetaskiwin HCAs, administrative staff, Board members, and guests gathered to celebrate the year together.

Santa's COMING TO TOWN

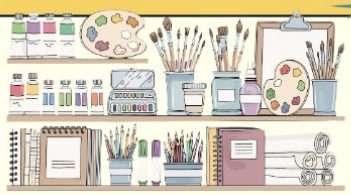
The evening offered time to reconnect, recognize shared efforts, and enjoy one another's company.




SILVER LINING ART PROGRAM

Beginner-friendly art opportunities encouraged individuals to learn, socialize, and express their creativity in a welcoming setting.









Creative opportunities evolved throughout the year – from framed watercolour cards to canvas paintings.



'Canva Image'

PONOKA FAMILY AND COMMUNITY SUPPORT SERVICES SINCERELY THANKS ALL THOSE WHO HAVE CONTRIBUTED THEIR TIME, EFFORT, AND FINANCIAL SUPPORT, ENABLING FCSS TO PROVIDE QUALITY PROGRAMS AND SERVICES THAT STRENGTHEN OUR COMMUNITY'S WELL-BEING AND MAKE A LASTING DIFFERENCE IN THE LIVES OF OUR COMMUNITY MEMBERS.

Our Contact Information :

info@ponokafcss.net

www.ponokafcss.net

403-783-4462

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Ponoka AB, T4J 1R5