



2024 ANNUAL IMPACT REPORT

Impact Today, Thrive Tomorrow.

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HOW DID PONOKA FCSS HELP THE COMMUNITY IN 2024?

Ponoka and Community Support Services (FCSS) is 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.

MAJOR MILESTONES ACHIEVED:

Funds Distributed Back to the Community

Through government funding, grants, local donations, and strong community support, Ponoka FCSS reinvested **\$161,179** back into the community through eligible FCSS programs and projects. This included **\$90,000** directed toward community grants, sponsorships, and personal supports. (See page 14 for more details.)

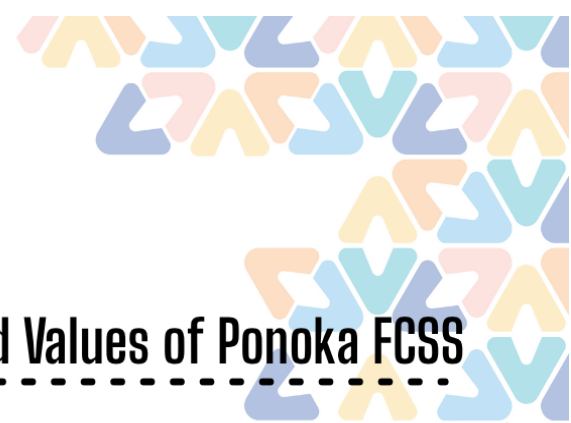
FCSS Celebrates 50 Years!

Ponoka FCSS celebrated 50 years of providing services to our community.

(See page 17 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 client satisfaction surveys, employee and board feedback, and the review of other data sources, the Quality Improvement Committee analyzes anonymous information to identify strengths and opportunities for growth. This ongoing process helps ensure we foster a healthy and engaged team, and reinforces our commitment to excellence in client-centered care—supporting our employees, volunteers, clients, and community alike.



Values of Ponoka FCSS



A caring & supportive community assisting its people.

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

S: Significant and Strategic contribution to our community in consultation with our community.

P: Progressive and Proud. Building a community of design while respecting our past, recognizing people as our greatest asset.

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.

(CURRENT AS OF: NOVEMBER 15TH, 2025)

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graph TD
    ED[Executive Director  
SHANNON BOYCE-CAMPBELL]
    EA[Executive Assistant  
MELISSA MOENCH]
    ED --> EA
    ED --> C[Caregiver  
VACANT]
    ED --> HRC[Human Resources Coordinator  
VACANT]
    ED --> CN[Community Navigator/  
Silver Linings Coordinator  
STACY NICOLL]
    ED --> PC[Program Coordinator  
VACANT]
    ED --> SFT[Supervising Family Therapist  
KOREEN NAUGLER]
    ED --> AA[Admin Assistant  
MELISSA COOPER  
NAVEENA SINGH  
DONNA DAVIES]
    ED --> FC[Financial Controller  
WES ALLAN]

    C --> HCAM[Home Care Assistant Manager (Ponoka)  
JACKIE WIRCH]
    HCAM --> SA[SCHEDULING ADMIN (Ponoka)  
KIM BISHOP]
    HCAM --> HCA[Health Care Aides (HCA) (Ponoka)  
(35)]

    CN --> HSW[Home Support Workers (HSW's)  
(6)]
    CN --> V[Volunteers]

    SFT --> FT[Family Therapists & Students  
SETH PAINE]

    AA --> AC[Accounting Clerk  
NAVEENA SINGH]
    AA --> PBA[Payroll & Billing Administrator  
SHANNON EPP]

    FC --> AC
    FC --> PBA
  
```

Board of Directors
 CHAIRPERSON: Dennie Hycha
 VICE-CHAIR: Audrey Velle
 TOWN OF PONOKA REPRESENTATIVE:
 • Sandra Lyon
 • Kevin Ferguson (Alternate)
 COUNTY OF PONOKA REPRESENTATIVE:
 • Mark Matejka
 MEMBERS AT LARGE:
 • Shelly Brake
 • Marvin Beier
 • Karin Star
 • Adam Smith
 • Hannah Barrett

Executive Director
 SHANNON BOYCE-CAMPBELL

Executive Assistant
 MELISSA MOENCH

Caregiver
 VACANT

HUMAN RESOURCES COORDINATOR
 VACANT

**Community Navigator/
Silver Linings Coordinator**
 STACY NICOLL

Program Coordinator
 VACANT

Supervising Family Therapist
 KOREEN NAUGLER

Admin Assistant
 MELISSA COOPER
 NAVEENA SINGH
 DONNA DAVIES

Financial Controller
 WES ALLAN

Home Care Assistant Manager (Ponoka)
 JACKIE WIRCH

Home Support Workers (HSW's)
 (6)

Volunteers

Family Therapists & Students
 SETH PAINE

Accounting Clerk
 NAVEENA SINGH

Payroll & Billing Administrator
 SHANNON EPP

SCHEDULING ADMIN (Ponoka)
 KIM BISHOP

Health Care Aides (HCA) (Ponoka)
 (35)

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

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



PROGRAMS & SERVICES

WHAT WE DO

In 2024, 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	INDIVIDUAL & FAMILY PROGRAMS AND SERVICES	TRIPS AND EVENTS	FUNDING	PARTNERSHIPS
Information and Referral Community Navigator	Lifeline	Empty Bowls	Tools for School	Interagency
Community Support Listings	Home Support	Seniors Week Celebration	Personal Funding Support	Wheelchair Van Society
Free Faxing	Personal Home Care Services	Trip to watch the Edmonton Oilers	Small Group Grants (up to \$3000)	Ponoka Stampede Association - Kiddies Day
Public Wi-Fi	Family Counselling Services	Cow Patti Theatre: Drinking Alone	Large Group Grants (over \$3000)	Ponoka & District Agricultural Society
Use of Phone	Community Garden	West Edmonton Mall	School-based Funding Requests	Ponoka Jubilee Library
Assistance with Provincial and Federal Seniors Benefits Applications	Community Volunteer Income Tax Program	Mayfield Dinner Theatre: Grease	Levi Busat Human Services Scholarship	Ponoka Youth Centre
	Friendly Visitor Program	Xmas at the Capitol		
		Seniors Talent Night		

The top corners of the page feature decorative geometric patterns. The top-left corner has a large, colorful pattern of interlocking shapes in shades of blue, orange, and purple. The top-right corner has a smaller, similar pattern in shades of blue, orange, and purple.

PONOKA FCSS PROGRAMS AND SERVICES



PROGRAMS & SERVICES

Community Garden

"To nurture a garden is to feed not just the body, but the soul"

- Alfred Austin.

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

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

VOLUNTEER HOURS

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

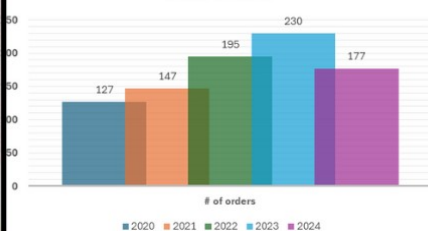
Ponoka FCSS partnered with the Ponoka & District Agricultural Society for their annual seed project.

PARTICIPANTS

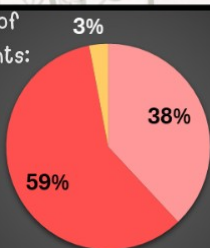
177 seed orders received
80 repeat participants from 2023

(See an annual order comparison below)

Seed Orders



Location of Participants:

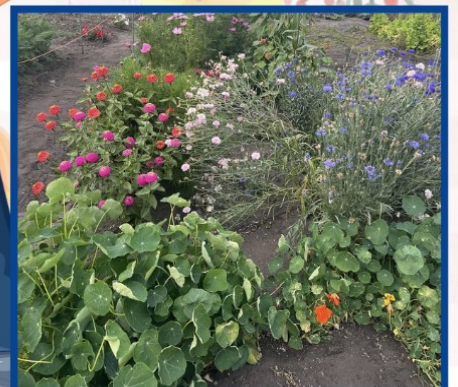


■ Rural ■ Urban ■ Not Identified

How Does Your Garden Grow?

"Gardens, Butterflies, Worms"

Thanks to the *Community Garden* and the Ag Society's '*Seed Project*', community members of all ages are being active and planting together.





Community Volunteer Income Tax Program (CVITP)

486 Tax Returns Filed in 2024

\$3,259,127 returned back to the community

Over **700** volunteer hours went into assisting our community members with filing their income tax returns.

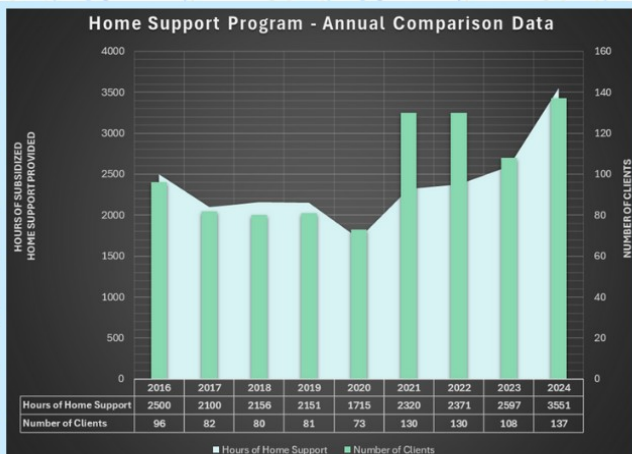


Lifeline:

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.

Call Ponoka FCSS for more information and to learn how this device can provide added safety and peace of mind.

(Subsidized by Ponoka FCSS)



(Subsidized by Ponoka FCSS - Rates determined on a sliding scale)

Home Support

The FCSS Home Support Program offers a helping hand with everyday tasks such as light cleaning, meal preparation, and grocery shopping, supporting clients to live comfortably and independently at home.

137 clients accessed **3551** hours of subsidized home support services.





Silver Lining Senior's Programs and Services

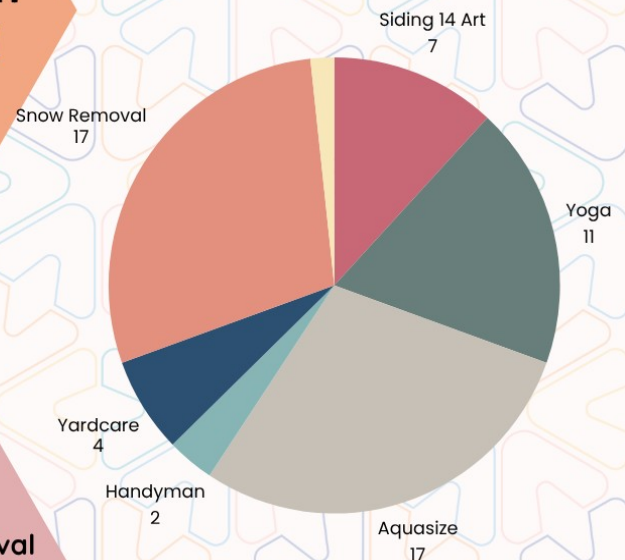
Silver Lining Programs and Services support seniors through social, recreational, and practical assistance, including fitness, art, yard care, and referral help for housing, income supports, and related forms.



New to Ponoka FCSS in 2024, the Silver Lining Programs and Services were introduced to support seniors in our community, made possible through generous funding from Healthy Aging Alberta.

In total, 44 individuals accessed social connection programs and 21 utilized services providing practical assistance.

Silver Lining Programs & Services
Individuals Accessing/Utilizing Programs



Aqua Zumba:

Free drop-in class at the Ponoka Aquaplex, one Saturday each month.

Art Classes at Siding 14 Gallery:

Every 2nd Saturday of each month offering free drop-in art classes.

Yoga in the Park - offered 5 drop-in sessions (Free)

Yoga in the Park: 5 free drop-in sessions in 2024 (July & August)

Reba Tribute Show:

Draw for 8 individuals and their guest (16 total) to enjoy dinner and the show.

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.

Christmas Talent Show:

107 Individuals in attendance



PROGRAMS & SERVICES

Home Care



In 2024, the Home Care Program underwent a period of significant expansion, doubling both its workforce and client base while broadening the geographic area of service delivery. This rapid growth brought new opportunities, but also challenges associated with onboarding staff, maintaining consistent service delivery, and ensuring all team members were equipped with the necessary training and resources to provide quality care. The transition required considerable collaboration, communication, and adaptability from both staff and clients. Despite these growing pains, the expansion was implemented smoothly, and the commitment of our team ensured continuity of care throughout the process. Annual client satisfaction surveys, workforce feedback, and quality improvement data reflect the learning and adjustment that took place during this period, demonstrating both the organization's resilience and its dedication to ongoing improvement and excellence in service delivery.

Numbers Tell the Tale...

Number of **Visits** Compared to the Number of **Clients** - Home Care Program 2024 (Ponoka)



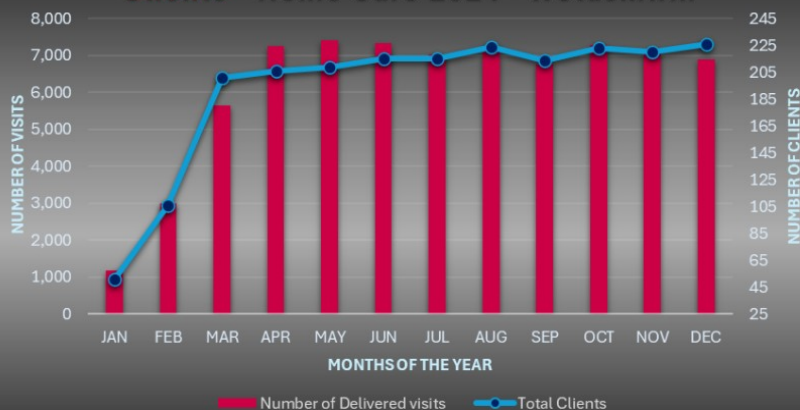
In 2024, the Ponoka FCSS Home Care Team delivered **98,650 visits** to clients in the Town of Ponoka and east half of Ponoka County, resulting in **36,569 hours of care** for **264 different individuals** in 2024.

Each month staff completed an **average of 8,221 visits** for **164 clients**.

In addition to Ponoka's Home Care numbers, Ponoka FCSS's Wetaskiwin Home Care Team made **73,924 visits** to clients in the City & County of Wetaskiwin, totaling **36,905 hours** of care for **350 individuals** throughout the year.

Each month staff completed an **average of 6,160 visits** for **193 clients**.

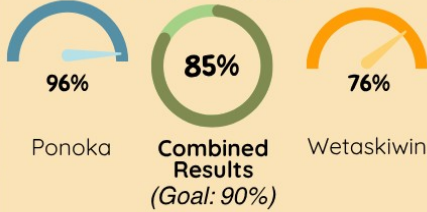
Number of **Visits** Compared to the Number of **Clients** - Home Care 2024 - Wetaskiwin



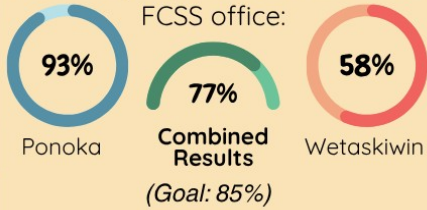
CLIENT SATISFACTION



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



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



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

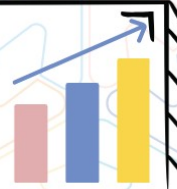


89% of employees agree or strongly agree that "Ponoka FCSS promotes high-quality care/services". (Goal: 85% of staff indicate managers are committed to high quality care).

92% 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 or miscommunication, emergencies, inclement weather or staffing concerns. In 2024:

0.09% 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: **0.23%**

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

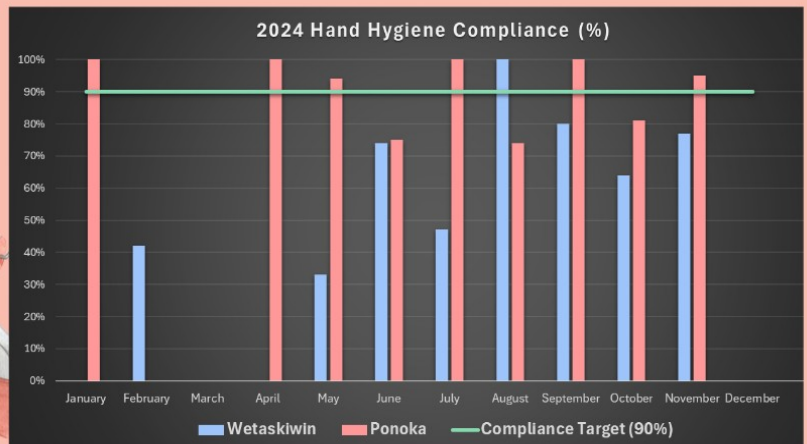
66

Wetaskiwin Client Satisfaction Survey Comment: I want my Health Care Aide(s) to know..."That I appreciate everything they do for me. We are so lucky to have service like this for seniors. They are always cheerful, smiling, and make ones day happier".

99

Monthly Hand Hygiene Audit Results (Goal 90%)

*Months on the graph that do not have data are those in which reviews were not completed with staff. The green line indicates the 90% compliance goal.



GIVING BACK TO OUR COMMUNITY



PERSONAL FUNDING APPLICATIONS, GROUP GRANT FUNDING AND COMMUNITY SPONSORSHIP OPPORTUNITIES

GROUP FUNDING AND SPONSORSHIP OPPORTUNITIES SUPPORTED IN 2024

Large Grant Applications (Over \$3,000.00)		
Organization Name	\$ Amount	Project Support
Central Alberta Youth Unlimited	\$14,000.00	Ponoka Stepping Stones Program Support
Ponoka & District Agricultural Foundation	\$3,200.00	Summer Barrel Racing Series Event
Ponoka Jubilee Library	\$14,000.00	All through the ages: Ponoka Jubilee Library Programs and Services for the year
Ponoka Youth Centre	\$16,500.00	Operational Costs - Running community youth programming.
Large Grant Applications Supported:	\$47,700.00	

Small Grant Applications (Under \$3,000.00)		
Organization Name	Amount	Project Support
Friends of St. Augustine Support Foundation	\$2,500.00	Playground Build & Installation
Small Grant Applications Supported:	\$2,500.00	

Donations & Sponsorship Opportunities		
Organization Name	Amount	Project Support
BGC Wolf Creek	\$500.00	Bowl for Kids - Sponsorship of 1 team to bowl which consisted of FCSS employees, board members & their family. The 2024 theme was 'The Oscars'.
Ponoka & District Health Foundation	\$3,000.00	Funding Opportunity for the Festival of Trees - Seniors Tea Event
Ponoka Area Minor Football Association	\$800.00	Sponsorship of the youth sports program with the purchase of the "Touchdown Package"
Ponoka Stampede Association	\$4,100.00	Ponoka Stampede - Kiddies Day (Friday June 28th, 2024) - Tickets to the afternoon rodeo performance free for kids 12 & under with purchase of adult
Town of Ponoka	\$3,000.00	Support of the Town of Ponoka's Fall Fest Event assisting with the cost of the band. In honor of Ponoka FCSS's 50th Anniversary.
Total Sponsorship:	\$11,400.00	



Pictured Above: FCSS team dressed as members of the PRESS for BCG's Annual 'Bowl for Kids'.

The funds distributed to those requiring support would not be possible without the **\$18,900** 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	\$7,000.00	7 Scholarships of \$1,000.00 each, awarded to individuals pursuing education in the human services field.
Personal Funding Applications (Cancer Funds)	\$10,275.00	Funds donated from our community assisted 17 individuals in 2024 with costs related to cancer treatments.
Personal Funding Applications (Nelson Fund, FCSS Donation Fund, and the Youth Arts & Culture Bursary)	\$11,195.00	Donation and Bursary Funds supported: • 21 individuals with medical related supports, equipment, and/or transportation costs. • 3 Youth access Arts and Cultural related programming not currently supported by other means of financial assistance (such as KidSport).
Total Funding Applications:	\$28,470.00	



GIVING BACK TO OUR COMMUNITY

Tools for School

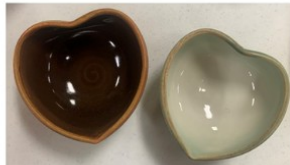
Just over \$1,000 was invested in supporting 34 local students through the Tools for Schools program.

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 2024

Did you know...



The Ponoka Potters Guild...

- Has made approximately 3150 bowls; that is 6300 hours and \$9000 of donated supplies from their members.
- It takes a half box of clay (\$30) to make 10 bowls and about 2 hours to complete each bowl.
- Each year they get a donation of \$400 for clay, but donate it back to the fundraising event in support of local food security programs.
- Making bowls is part of each of the guilds members 'membership requirements' and they have been making all the bowls for this annual fundraiser for more than 15 years!
- It is estimated that they have helped raised more than \$80,000 for our local food equity initiatives.

THANK YOU PONOKA POTTERS GUILD!!!



- **169** Bowls Sold
- **128** attendees
- Soup and additional meal and beverage items were **donated by 13** local individuals/ groups/ businesses.
- Funds raised allowed **\$3,000** to be reinvested into the community to support local food security initiatives. The proceeds were shared between the Ponoka Food Bank and the Jubilee Library Food Security Program.
- **615** volunteer hours contributed toward event preparation, execution, and cleanup.





Drumheller Badlands Passion Play Trip – July 13th, 2024

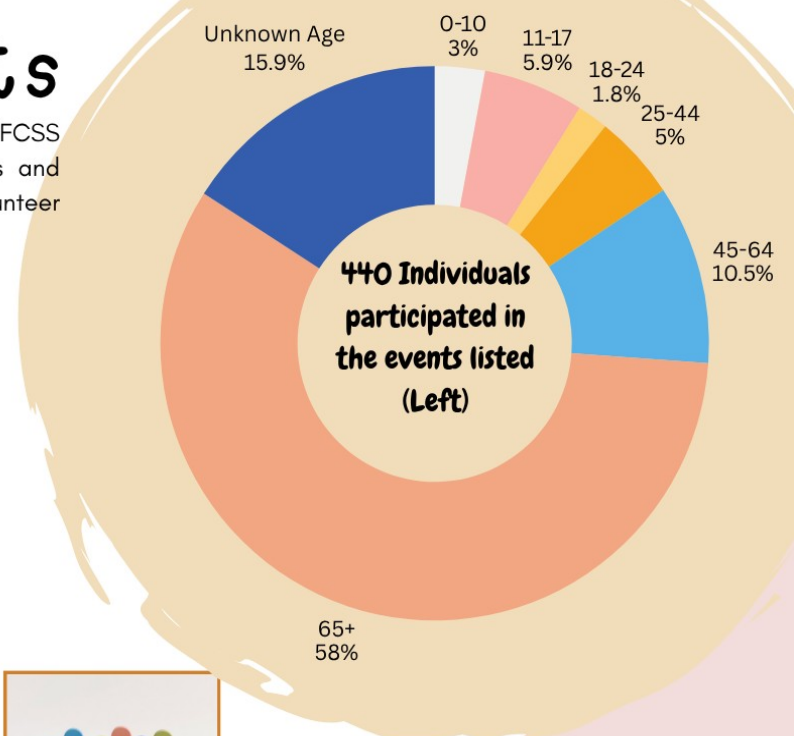


Trips & Community Events

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

2024 Date	Trip or Event	Number Attending
March 14th	Cow Patti Theatre: "Drinking Alone"	55
May 28th	Mayfield Dinner Theatre: 'Grease'	56
June 6th	Seniors Week Celebration – Free Meal for Seniors at the Hitching Post.	203
July 13th	Badlands Passion Play Trip – Bus, Dinner, Show	56
August 22nd	West Edmonton Mall – Choice of tickets to the Waterpark or Galaxyland.	76
December 22nd	Edmonton Oilers – tickets to watch the oilers play at their home stadium.	97

Age Groups of Trip & Event Participants



Youth volunteers posing for a photo during the Seniors Week Celebration at the Hitching Post.



'Christmas at the Capitol'

To close 2024, FCSS distributed **145** Ponoka Capitol Theatre **gift cards** to residents who completed a community survey. This initiative encouraged family connection, recreation, and community engagement—especially for those who may not typically attend due to financial barriers.



PONOKA FCSS CELEBRATES 50 YEARS

Of providing services to our Community



Pictured above: Shannon Boyce-Campbell, Executive Director of Ponoka FCSS.

Pictured Right: Event poster created for the public showcasing sponsored items and events for the evening.

The Town of Ponoka's annual Fall Fest provided an excellent opportunity for FCSS to showcase its community involvement and invite residents to celebrate this milestone with Ponoka FCSS. Family & Community Support Services sponsored event activities, contributing to the cost of the band and hosting a lively booth that offered free sparkle tattoos, glow sticks, cake, popcorn, water, and juice for attendees. FCSS Board Members, staff, and volunteers worked together to prepare popcorn, serve refreshments, and apply tattoos—creating a fun, welcoming and engaging experience for everyone involved.



fcss
Ponoka
Family and Community
Support Services

Enjoy
FREE SNACKS
Provided by FCSS

Water & Juice
Popcorn
Cake

KYLE KEY
The Magician
Magic Performance
Balloon Animals
4:00pm to 7:00pm

Free SPARKLE TATTOOS
Get your SPARKLE on!

BRAYDEN KING
On-Stage Performance
5:30pm Start

50 YEARS

IN CELEBRATION OF PONOKA FCSS'S 50TH ANNIVERSARY, WE ARE PARTNERING WITH THE TOWN OF PONOKA FOR THEIR 2ND ANNUAL FALL FEST ON 51ST.

Join us at our event booth on 51st Avenue!

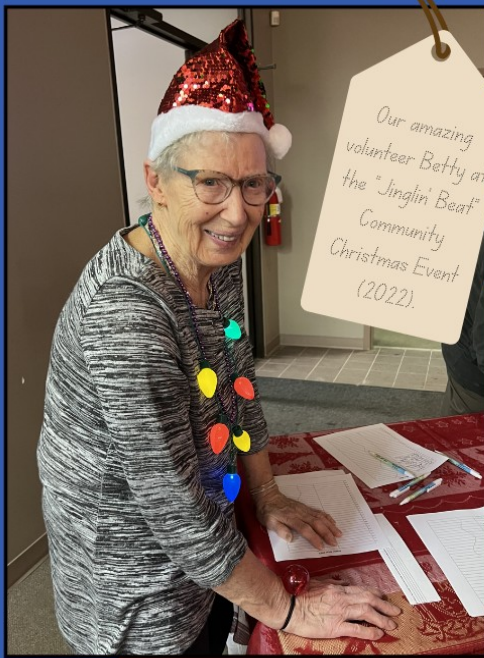
FRIDAY SEPTEMBER 6TH 2024

4:00PM to 9:00PM

For more information on the Fall Fest, please visit the Town of Ponoka Website, Facebook & Instagram Page.

FCSS has assisted in sponsoring the band performance

Pictured Left: FCSS employees/volunteers getting ready to give sparkle tattoos at the Town of Ponoka's "Fall Fest on 51st"



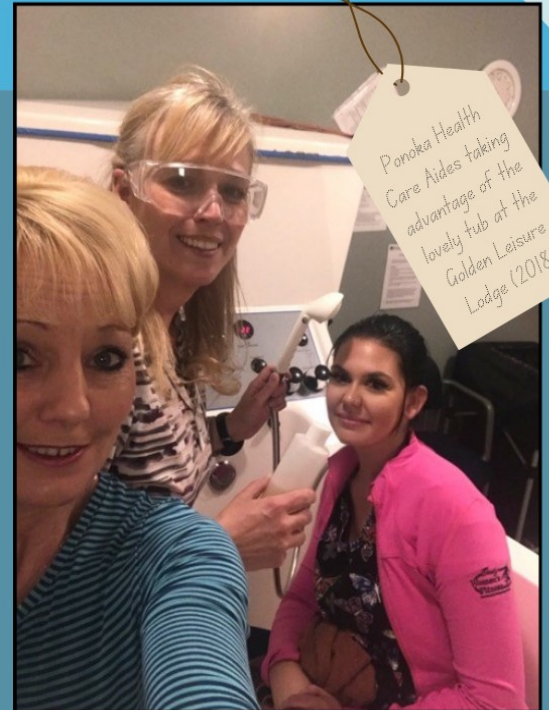
Our amazing volunteer Betty at the "Jinglin' Beat" Community Christmas Event (2022).



Chamber Awards 2019
Celebrating Shelly's nomination for her commitment to service excellence.



FCSS Gala 2014
(40 Year Anniversary Celebration)



Pondoka Health Care Aides taking advantage of the lovely tub at the Golden Leisure Lodge (2018)



Staff Development (2008)

"Community is not just about being together; it's about doing life together."
— Anonymous

THANKS FOR THE LASTING MEMORIES!



Community Partnerships

Supporting Ponoka Together



Collaborating with local organizations to provide care, connection, and community support.

INFORMATION AND REFERRAL

In addition to the free general information and referral services that FCSS provides—such as access to a phone (for personal use or with staff assistance when contacting support centers like CRA or AISH), public Wi-Fi, faxing, and printing—our Community Navigator and Program Coordinator work together to help residents connect with important supports and resources. They assist community members in finding information about:

- Housing options
- Financial assistance
- Provincial and national seniors' benefits information & applications
- AISH and disability supports
- Employment services
- Legal resources
- Addictions and mental health support
- Food, clothing and transportation.

And much more!



MOST FREQUENT INQUIRIES IN 2024:

Ponoka FCSS supported many individuals in navigating the more 'complex' systems of care. The top five areas where community members most often required assistance included being informed of, engaged with, or connected to the following services:

- 1) **Social Assistance:** Income Support applications and follow-up with clients.
- 2) **Health Services:** Includes medical and sexual health, however a majority of interactions were for Addictions and/or Mental Health supports.
- 3) **Housing:** Assistance in filling out housing applications or locating temporary or emergency shelter.
- 4) **Food Support**
- 5) **Education and Employment:** Including employment services, resume support, and referrals to education or skill-development opportunities.

PARTNERSHIPS INFORMATION AND REFERRAL

Programs Survey Response:

“We like that you include information on businesses in the community for their benefit - we get to know about services that we many not normally use”.

HEALTHIER TOGETHER

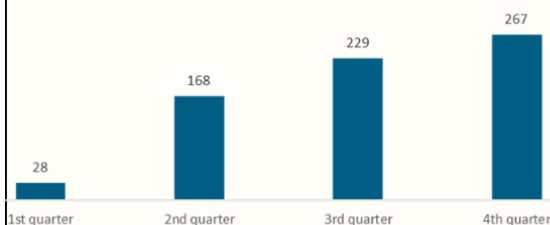
The *Healthier Together* project is a 3-year pilot initiative focused on building healthier, more supportive communities. This work includes completing a community needs assessment to identify priority areas, setting goals and objectives based on those findings, designing targeted interventions to address identified needs, putting these interventions into action, and evaluating how effective they are in achieving meaningful outcomes.

As part of the Healthier Together initiative, the “Vulnerable Persons Tracking Tool” was created as a prototype to support shared data collection and strengthen a collective impact approach. This tool helps partner organizations better coordinate services and track outcomes for vulnerable individuals within the Healthier Together: Influencing the Future project.

The data presented was collected for interactions between **June 2024** – **March 2025** as part of a pilot project.

Total Client Interactions per Quarter

Vulnerable Persons Ponoka FCSS
June 2024–March 2025

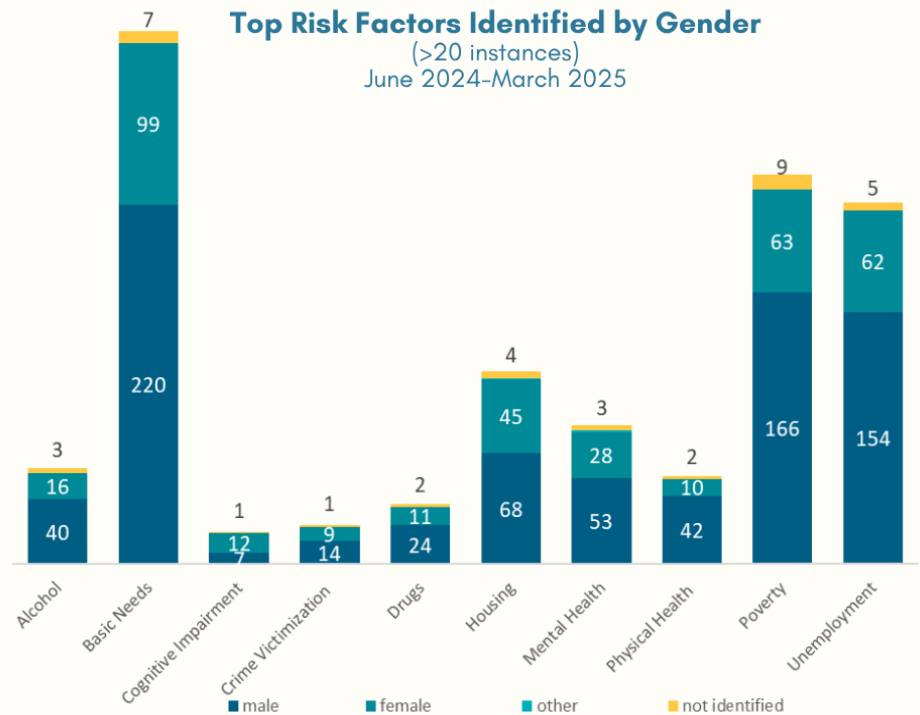


Between June 2024 and March 2025, a total of **692** interactions with vulnerable persons were made by Ponoka FCSS.

Top Risk Factors Identified by Gender

(>20 instances)

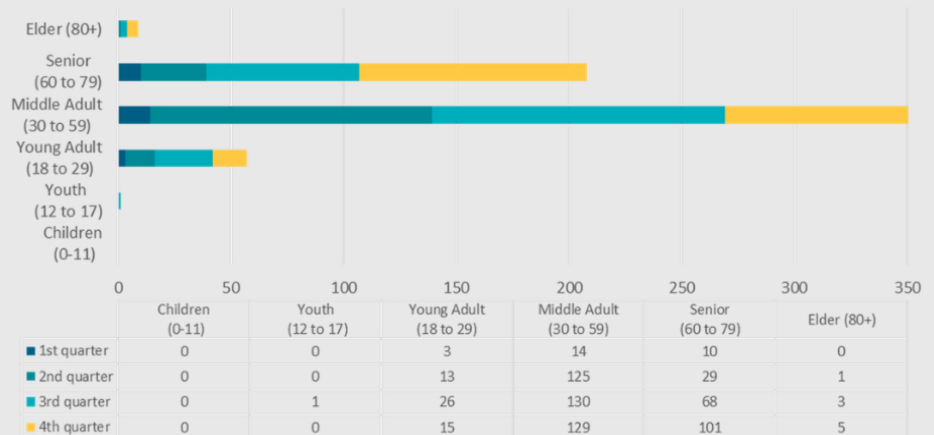
June 2024–March 2025



Number of Quarterly Client Interactions by Age Cohort

Vulnerable Persons Ponoka FCSS

June 2024–March 2025



PARTNERSHIPS

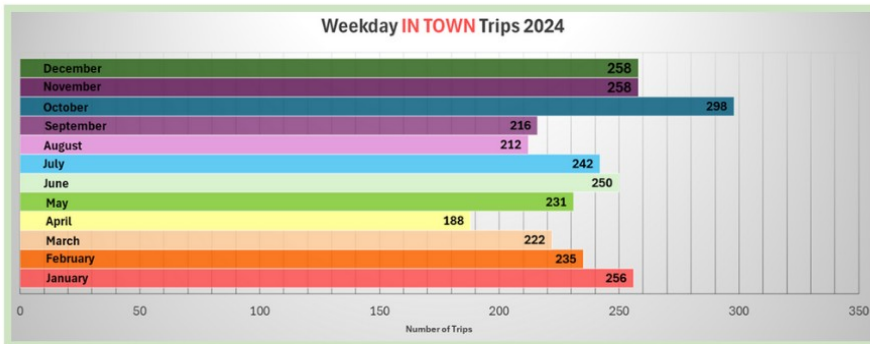
PONOKA WHEELCHAIR VAN SOCIETY

"I am glad that Ponoka has a service like the wheelchair van. Thank you."

-Client Comment from 2024 Survey

The Ponoka Covered Wagon Handicapped Transport Society provides safe, reliable, and affordable transportation for individuals with mobility challenges in our community. The wheelchair-accessible van ensures that clients can attend medical appointments, community programs, and social outings with comfort and dignity. By offering this essential service, the society helps residents maintain independence, reduce isolation, and stay connected to the people and places that matter most.

IN-TOWN TRIPS:



Please note that numbers represented in the graphs for in-town trips only represent stops patrons make around town and do not include trips returning them home.

In 2024, **237 unique clients** used the van services.

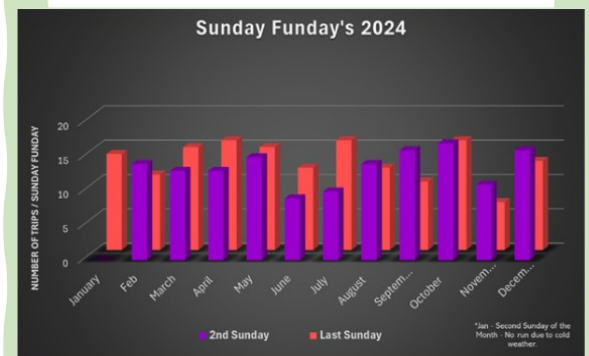
- 197 Used ONLY Regular Weekday Services
- 6 Used ONLY Sunday Funday Services
- 2 Used ONLY Spectacular Sunday Services

- 18 Used a Combination of Regular and SFD Services
- 4 Used a Combination of only Regular and Spectacular Sunday services
- 10 Used a Combination of all 3 Services



SUNDAY FUNDAYS!!

Sunday Funday, occurring on the second and last Sunday of each month, provide FREE trips to patrons in-town.



Ponoka
WHEELCHAIR VAN SOCIETY

APPRECIATES AND SENDS A THANK YOU TO.....

Alberta

Community Initiatives Program (CIP)
Project- Based Grant

These funds have supported

3388 trips in 2024
91,298 km of travel for Out-of-town medical appts and outings
and 19,265 in town kms of travel.



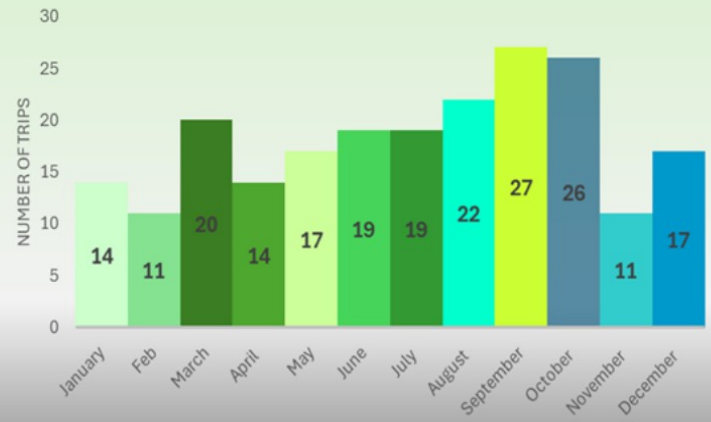
OUT-OF-TOWN TRIPS:

70 individuals accessed the wheelchair vans out-of-town services in 2024. Of these patrons:

- 28 people ONLY used the out-of-town services taking a total of **95 trips**, and
- 42 patrons used both in-town and out-of-town services taking a total of **118 out-of-town trips**.

11 ppl booked 5 or more trips in the year, 4 of whom booked over 10 trips with the out-of-town van.

OUT-OF-TOWN Trips 2024



COMMUNITY SUPPORT:

Thanks to the generosity of our community, the Ponoka Covered Wagon Handicapped Transport Society was able to purchase new wheelchair-accessible vans, which became available to residents early in 2024. These new vehicles have improved comfort and safety for clients.

Community sponsorship also provided free transportation to patrons throughout the year.



CELEBRATING NATIONAL SENIORS DAY!

Tuesday, October 1st, 2024

FREE IN-TOWN RIDES IN CELEBRATION OF NATIONAL SENIORS DAY THANKS TO COUNTRYSIDE DENTURES PONOKA.

Countryside
403-790-2700
To book your ride: 403-783-0399

Shout-out to the Ponoka Kinettes and Countryside Dental sponsoring free rides in honor of our seniors!



Ponoka WHEELCHAIR VAN SOCIETY

HANDIVAN OPEN HOUSE

TUESDAY FEBRUARY 6TH, 2024

George Crowhurst SPECIAL GUEST

MR. GEORGE CROWHURST CAME TO CHECK OUT THE NEW VANS. HE IS HOLDING THE ORIGINAL NOTE AND MINUTE BOOK FROM 1977.

MINUTES MARCH 3RD, 1978

THE FIRST VANS ARRIVED IN 1978 AND ON MARCH 03 1978 AT THE WHEELCHAIR VAN SOCIETY MEETING. IT WAS MOVED THAT MR. AND MRS. J. CROWHURST BE GIVEN A FREE RIDE AS THE FIRST PASSENGERS IN THE VAN.

Shannon Boyce Campbell and Betty Cook WHAT A HISTORY!

Melissa Moonch, Shannon Boyce Campbell, Betty Cook OLD TREASURES FOUND & DISPLAYED

Board Members, Drivers, and Clients visiting the two new vans, visiting, and enjoying snacks and refreshments. HANDIVAN OPEN HOUSE

Doug Gull (Board Member), Jack Sorbey (Board Member), Mark Matryk (Board Member), Howard Isaac (Driver) BOYS AND THEIR TOYS

LOCAL CELEBRITIES - Doug and Marvin completing interviews for Stampede Week



- 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.

QUESTIONS - Continued:

Quality Improvement

17. My visitors and I are informed about infections and how to control them (for both personal care and home support clients).

18. FCSS staff ask their Screening Questions before starting any services (such as "are you ill," or "do you have symptoms").

19. I feel more independent because of the services that I am receiving from FCSS.

20. I have enjoyed other programs FCSS supports such as Community Events and Holiday Celebrations.

21. FCSS gives me information about falls and ways to prevent them. (Falls Prevention Program & Home Safety Checklist)

22. I have made changes to my actions or home after FCSS staff completed the Home Safety Checklist with me. (Removed throw rugs, use walker more, etc.)

FCSS gives me information on preparing for emergencies and what to do if there is a fire.

RATING SCALE:

Never	Rarely	At times	Often	Always
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐

Yes No Yes No Yes No

PERSONAL RESPONSE QUESTIONS

27. Overall, how satisfied are you with the services that you are receiving from FCSS?

Extremely Unsatisfied Unsatisfied Neutral Satisfied Extremely Satisfied

28. I would like the FCSS Staff to know:

29. I would like the FCSS Office and Board to know:

30. What suggestions do you have for improving the services that you receive from FCSS? Alternatively, what services would you like to see FCSS provide that might assist you and other community members?

QUESTIONS - Continued:

FCSS Services - Continued

4. I feel the information and options available to me about FCSS services are explained.

5. FCSS staff values the ideals and beliefs of myself and my family when providing services.

6. I feel FCSS acts in a manner that keeps me safe.

7. I feel FCSS keeps their staff safe. (This might include noticing that staff have the right tools to complete jobs in a safe manner).

8. I am encouraged to discuss my services (or that of my loved one) with family.

9. I am greeted, and treated, with kindness and respect from the FCSS staff. (The folks that do my personal care or cleaning for me)

10. FCSS staff respect my day-to-day routines and habits.

11. I feel that staff listen to what and how I would like my personal care done or my services done (w/ awareness of my needs/respect)? For example:

12. When getting personal care or services from FCSS staff, I feel:

RATING SCALE:

Never	Rarely	At times	Often	Always
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐

CLIENT INFORMATION:

Name: (Optional) _____

Gender: ☐ Male ☐ Female ☐ Other ☐ Prefer Not to Say

Age: _____

INSTRUCTIONS:

FCSS kindly requests that Home Care and Home Support clients please take a moment to answer the following 30 questions. Your opinion is valuable to us! While filling out the survey, please be completely honest, as it gives FCSS a chance to improve services. The DEADLINE to hand survey back is September 30th, 2024.

Please return the survey by giving it to an FCSS Staff member, mailing it, or by dropping it off at the FCSS office. Information on how to contact FCSS can be found at the end of this survey. Do not hesitate to contact our office if you need assistance completing the survey out or have questions. One of our administrative staff would be more than happy to assist you.

THANK YOU FOR TAKING THE TIME TO COMPLETE THE SURVEY

QUESTIONS:

FCSS Services

a hold of FCSS if I want to express concerns, comments, or concerns about my services.

as much as I can.

RATING SCALE:

Never	Rarely	At times	Often	Always
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐
☐	☐	☐	☐	☐

Quality Improvement: Falls Prevention

24

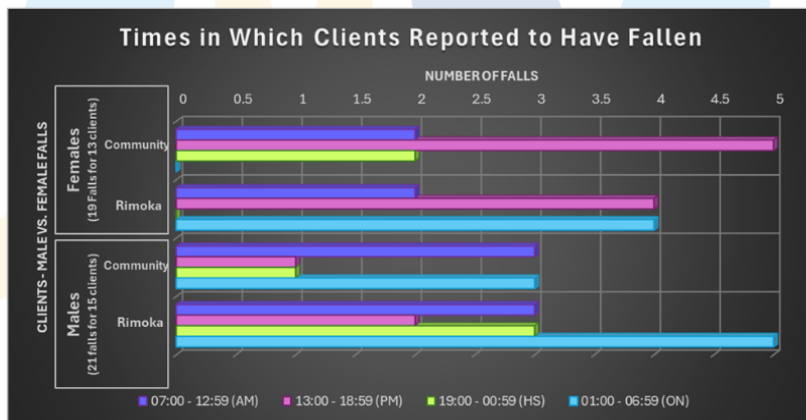
Falls are a significant but preventable concern that can cause fear, pain, disability, financial strain, and increased dependence on others. The Ponoka FCSS Falls Prevention Program, offered to clients in Ponoka FCSS Home Services Programs, is designed to address these risks and help individuals maintain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

2024 FCSS Falls Statistics

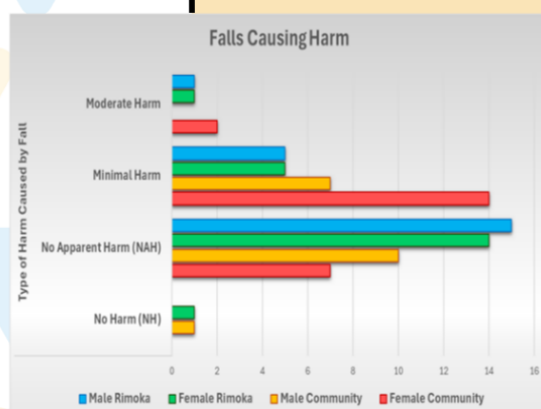
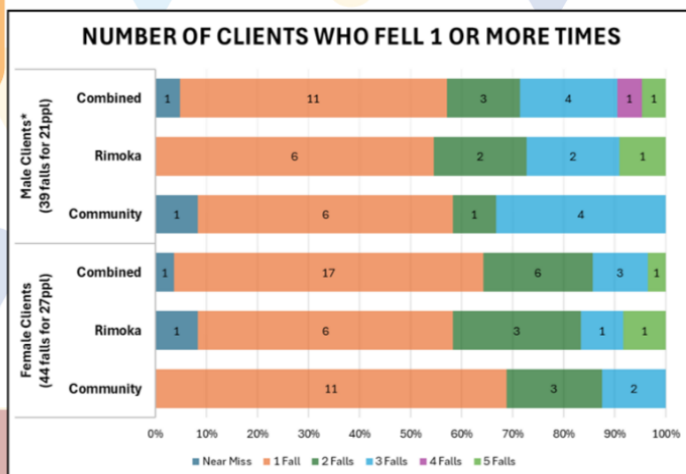
FCSS fall statistics are derived from documented client incident reports. Data is collected and analyzed anonymously to identify patterns, contributing factors, and emerging trends. These insights guide the development of targeted prevention strategies, staff training initiatives, and client support measures aimed at reducing the risk of future falls and improving overall safety outcomes.

In 2024 there were a total of **83** reported falls.

The graphs shown indicate the time falls occurred, any injury resulting, and comparison of male and female clients.



Times broken down into Morning(AM), Afternoon/Evening (PM), Evening into night (HS), and overnight (ON)



CLIENT SATISFACTION



92% of Ponoka Home Services clients (Home Care & Home Support) indicated that fall prevention information was provided by FCSS in their 2024 Client Satisfaction survey (Goal 95%)

78% of these clients indicated that changes to their actions or environment were made after falls prevention information was provided to them.

Quality Improvement: Client & Employee Safety

25



This year, we focused on strengthening client and employee safety while continuing to improve the quality of our services. Through regular training, updated procedures, and ongoing feedback from clients and staff, we worked to create safer environments and better experiences for everyone. These efforts help us learn, grow, and ensure our programs meet the needs of our community.

Education & Training:

Proper education and job satisfaction play an important role in keeping both clients and staff safe. When employees receive clear training and understand how to do their jobs well, they feel more confident and are better prepared to handle risks, follow safety procedures, and respond appropriately in challenging situations. At the same time, when staff feel valued, supported, and satisfied in their work, they are more engaged, more attentive, and more likely to take ownership of creating a safe environment. Together, strong education and positive workplace morale lead to safer interactions, fewer incidents, and a higher quality of care for the people we serve.

WORKFORCE SURVEY RESULTS

87%

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%)

87%

84%

of FCSS staff indicate they have good opportunities for personal and professional growth and development.
(Combined Overall Results)

91%

Administrative Employees

92%

Ponoka Health Care Aides

71%

Wetaskiwin Health Care Aides

92% 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:



Providing clear, timely information to clients is an essential part of maintaining safety. When clients understand what to expect, how to use equipment or services properly, and who to contact with questions or concerns, they are better able to make informed decisions. Good communication also helps reduce misunderstandings, supports compliance with safety procedures, and empowers clients to speak up when something doesn't feel right. In short, sharing accurate information strengthens trust and helps create a safer experience for everyone involved.

Ponoka FCSS supplies new clients to the Home Care and Home Support programs with a 'Welcome Package' which includes information on emergencies. They also receive newsletters on occasion to inform them of updates to programs & services.

CLIENT SATISFACTION



95%

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.

91%

90% 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.

91%

Ponoka Clients

77%

Combined Results

64%

Wetaskiwin Clients



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.

WORKFORCE SURVEY RESULTS



Employee Satisfaction Survey results include feedback from both administrative staff and field employees in Ponoka and Wetaskiwin. Some percentage ratings are lower than in 2023, which is expected given the significant number of new staff hired to support the expansion of home care services in Wetaskiwin.

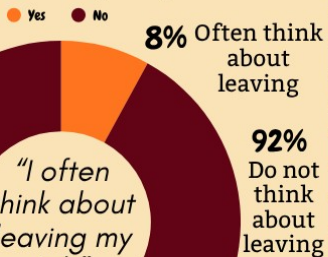
Overall Job Satisfaction:

84%

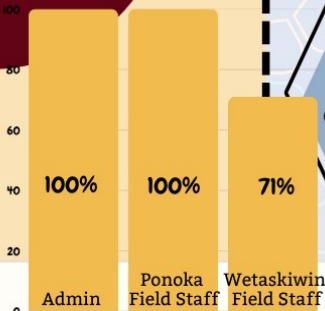
Employees indicate they are satisfied to very satisfied with their job (Goal 85%)

Goal: 85% of staff members indicate that they look forward to going to work.

Staff survey responses:



% of staff who would recommend Ponoka FCSS as a place to work:



Programs Survey Responses:

"Ponoka FCSS is the best! You offer so many fun outings. Thanks you."

"FCSS is doing a fantastic job of meeting community needs."

A Ponoka Home Support client says:

"I greatly appreciate all that you do and look forward to your visits, not only for your services but also for your company."

CLIENT SATISFACTION



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

94%

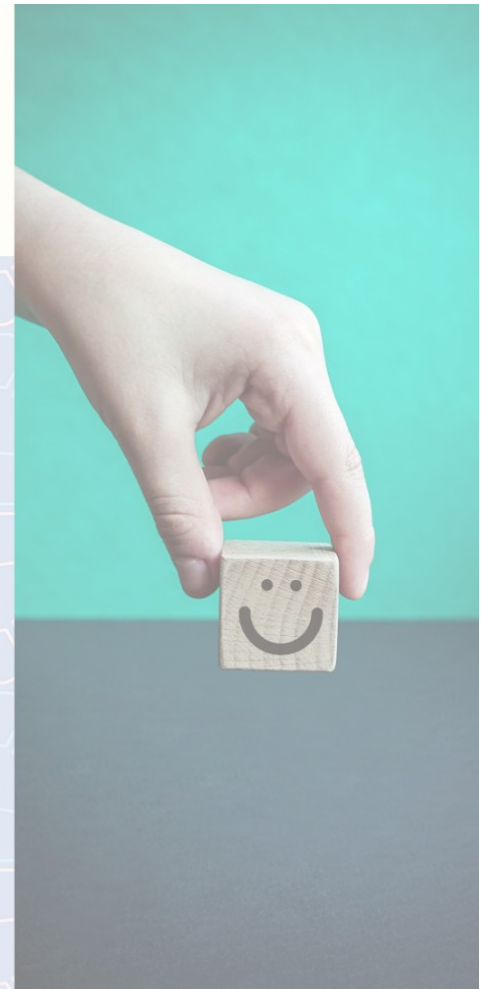
stated that they are satisfied or extremely satisfied with the services they are receiving.

66

A Wetaskiwin Home Care client says:

"I would like my HCA's to know how much they are appreciated. They they are often the highlight of my day and often my only outside contact. They are amazing ladies. I feel well cared for and that I matter. Thank you!"

99





FCSS BOARD MEMBERS VOLUNTEERS & EMPLOYEES



EMPLOYEES:

NUMBER OF EMPLOYEES:

16 Administrative Staff: 43 Ponoka Field Staff:

- 8 General
- 4 Ponoka Home Care
- 4 Wetaskiwin Home Care

- 36 Health Care Aides (HCA)
- 7 Home Support Workers (HSW)

5 Contract Staff:

- 1 Finance
- 1 Home Care
- 3 Family Counselling

34 Wetaskiwin Field Staff:

- 33 Health Care Aides (HCA)

TURN-OVER IN 2024:

Administrative Staff:

- 6 NEW admin
- 1 Resignation

33%
Increase in
Administrative
Staff

Ponoka Field Staff:

- 1 NEW HSW
- 13 NEW HCAs
- 1 HCA Retired

1.8% Turn
over

Wetaskiwin Field Staff:

- 34 NEW HCAs
- 2 HCAs Resigned

60%
Increase in
Field Staff



SUPPORTING STAFF IN EDUCATION PURSUITS

8 Administrative Employees and **4 Ponoka Field Staff** were supported through educational pursuits in 2024.

Thanks to the *United Way*, funding was received allowing staff to apply for additional education and training to better themselves both personally and professionally.

In addition to the individual staff who applied for education, employees and board members were also supported through conferences, team building retreats, and online education opportunities.

EMPLOYEE EDUCATION

NOTHING TO LOSE,
A WORLD OF
KNOWLEDGE
TO DISCOVER.

Ongoing Employee Education and Training is vital to the success of Ponoka FCSS. We want to give each staff member the opportunity to improve their creativity, confidence, skills, and abilities through learning.

*You told us what Education and Training you were looking for, now it is time to **LEARN!***

Ponoka FCSS will pay for training courses that you wish to take. Submit your 'Knowledge & Skills Improvement Plan' to your Supervisor by **Friday February 23rd, 2024!**



Staff were offered different team-building opportunities through planned events designed to celebrate employees and help them feel valued and appreciated.



PONOKA FCSS - 'FALL INTO WELLNESS' FIELD STAFF APPRECIATION EVENT

PONOKA FCSS - 'FALL INTO WELLNESS' FIELD STAFF APPRECIATION EVENT

SATURDAY OCTOBER 19, 2024
1:00 PM - 3:30 PM

LONGSHOT DISTILLERY - 32023 AB-13, WINFIELD, AB

RSVP:
Sign up for one of the event dates by 12:00 Noon, Friday October 4th!

MEET AND MINGLE WITH FELLOW FIELD STAFF

GRATITUDE & GRAFFITI

'TASTE OF ITALY' LUNCH

RELAXATION AND REJUVENATION THROUGH COLLABORATION AND CREATIVITY.

12, 2024
PM
-13, WINFIELD, AB

RSVP:
Sign up for one of the event dates by 12:00 Noon, Friday October 4th!

BOARD OF DIRECTORS:

29

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 Board works closely with staff 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



6 of the 9 Board Members completed the annual Governance Survey, resulting in the following:.



100% (6 of 6)

100% of Members come to meetings prepared to engage in meaningful discussion and thoughtful decision making.



100% (6 of 6)

100% of Board members agree or strongly agree that Working relationships among individual members are positive.



100% (6 of 6)

agree or strongly agree that disagreements are viewed as a search for solutions rather than a "win/lose"



Hannah Barrett



Marvin Beier



Shelly Brake



Dennie Hycha



Sandra Lyon



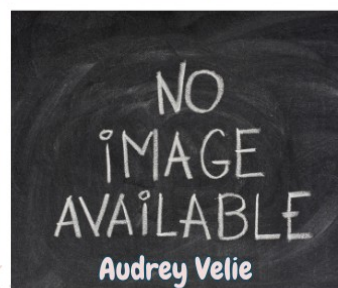
Mark Matjeka



Adam Smith



Karin Star

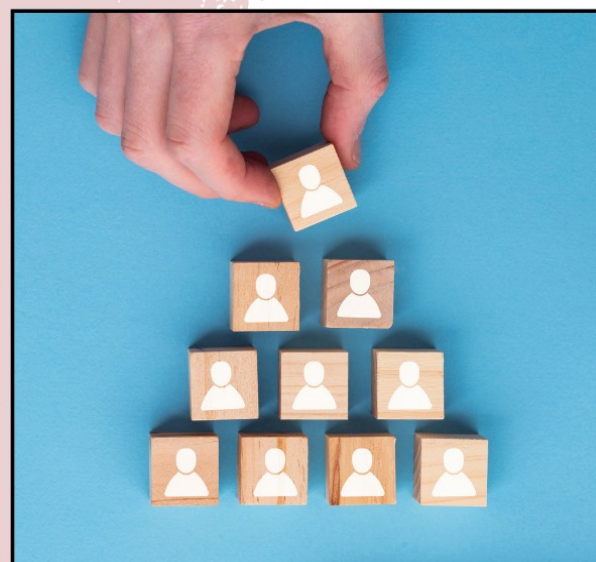


Audrey Velie

SUPPORTING BOARD MEMBER EDUCATIONAL PURSUITS

Board members also benefited from the United Way grant funds, which provided opportunities for personal and professional growth.

In addition to participating in the Board and Administration Retreat, **3 members** used the funds to access online courses and conferences, expanding their knowledge and strengthening their leadership capacity within the organization.



VOLUNTEERS:

30



"Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has."

-Margaret Mead



WE
♥
OUR
VOLUNTEERS!



Ponoka FCSS Volunteer Appreciation

PLEASE JOIN US IN A GET TOGETHER
A SMALL TOKEN OF OUR IMMENSE APPRECIATION FOR
ALL OF YOU!

PLEASE SIGN UP at the Ponoka FCSS office by May 17th 403.783.4462

(if you already registered from previous email you do not register again)

Ponoka FCSS volunteers registered will get a drink, sandwich, and treat
Those who register for a gift certificate and can't make it that day we will be able to pick up their gift certificate at our office after the event
You are welcome to bring lawn chairs if weather is nice in case seating fills up
To make things a little quicker on May 23rd you can pre-order by stopping by the Timber Coffee shop or looking at the online menu and call in your order

The event will be held at:

TIMBER COFFEE CO. at 4820 AB-2A Ponoka
MAY 23rd 10:30 a.m. to 12:30 p.m.



IN 2024:

79 Registered
Volunteers,

42 of whom were
active this year.

2938 Recorded
Volunteer Hours





Thank You!

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@ponokafcscs.net



www.ponokafcscs.net



403-783-4462



P.O. Box 4004, 5006-52nd Avenue,
Ponoka AB, T4J 1R5