

Camrose Interagency Meeting Minutes
Monday, May 11, 2020 from 1:15 – 3:15 p.m.
Location: Remote via Zoom

Present: Tammy Richard, Alberta Health Services, Addictions and Mental Health; Robin Gray, Camrose Public Library; Laurie Jansen, Camrose Family Resource Centre; Maria Lobreau, Camrose & District Home Support Services; Stacy Olstad, Camrose Association for Community Living; Isabelle Sylvestre, Service Canada; Javon Stamp, Mental Health Capacity Team, BRSD; Sheralyn Dobos, Family Violence Action Society; Clarence Hastings, Rural Community Programs, Camrose & District Support Services; Margaret Holliston, Camrose & District Support Services; Dori Wolfe, Children’s Services; Reese James, Boys and Girls Club; Anthony Holder, Schizophrenia Society Camrose Branch; Andrea Weber, Association for Communities Against Abuse; Joy Vanderwerf, Seasons Retirement Communities; April McCorquindale, Camrose Primary Care Network; Jen Willes, Prairie Central FASD; Joy LeBlanc, Hospice Society of Camrose and District; Rachel Coventry, Camrose & District Victim Services; Suraj Kha, Action for Healthy Communities; Zoil de Paz-Gendreaw; Action for Healthy Communities; Melody Stohl, The Bethany Group; Margaret Falk, Recording Secretary, Camrose & District Support Services.

Chair: Margaret Holliston

1. **Welcome & Introductions** – Meeting called to order at 1:15 p.m.
2. **Agenda** – no changes.
3. **Member Reports**

Based on the conversation and individual program reports that follow, CDSS identified the following trends from the meeting:

- Access to CERB funding seems to be holding people together for duration of the assistance.
- Some of the federal and provincial supports have worked in keeping the anxiety and chaos down for the time being.
- Informal social connections can be positive.
- Families are overwhelmed with information, which attributes to some resistance to doing on-line activities provided by agencies.
- Domestic violence numbers are increasing during this time. As the Judicial System is shut down victims may not get validation/resolution within what normally takes up to 18 months. The judicial system was already challenged pre-COVID.
- The Family Violence Response Council will meet to respond to concerns about domestic violence.
- Food Security – agencies have been meeting and grant applications have been made/received to support food security. FCSSAA has relaxed regulations and money can be re-allocated towards food security (providing individual FCSS programs actually have money to re-allocate).
- Agencies that support youth will meet to determine if programming of some sort is a possibility for the summer.
- Individual/marginalized middle-aged adults may not have access to phone/internet to receive information. Are these folks being supported? How do we reach them if not?

Camrose Neighbor Aid Center May 2020 (Report submitted, not in attendance at meeting)

How have your core services and service delivery changed?

- Camrose Neighbor Aid is open during COVID-19. We are running on a skeleton staff and volunteers. All our older volunteers are not coming in during this time.
- Hours of Operation: Open Monday – Friday. 9am – 4 pm
- Food Bank: Tuesday, Wed. Thurs from 9am – 11:30 am (however if someone comes in on a Monday or in the afternoon for a hamper, we are not turning them away) during this pandemic.
- New Clients: are required to call the office to set up an appointment outside of regular Food Bank hours.
- Outreach workers – may and have been picking up hampers for their clients when in need.
- SOS – has been picking up hampers and delivering them to seniors who are unable to pick up themselves. Seniors are to call Neighbor Aid first to inform us SOS are picking up their hamper.
- Social Distancing: One client is allowed in the building at a time. We are practicing social distancing with clients.

What are you still offering, and how?

- Food Bank is Open see above
- Emergency Financial assistance for those in immediate financial crisis who qualifies.

What has been (temporarily) terminated?

- Breakfast Clubs in 7 local schools suspended.
- Martha's Table suspended until further notice.
- Drives for clients into Edmonton for Specialty Medical Appointments are suspended until further notice.

For full details go to our website: www.neighboraid

Joy Vanderwerf, Seasons Retirement Communities

Seasons Retirement is exercising extremely heightened precautions, which makes a difference on how we do everything. One of the chief concerns is boredom among the residents. Protocols have been set up for family members to visit. The patio is open for scheduled family/resident social distance visits, with the visits overseen by staff. Visits can accommodate up to 4 people per group and 5 family groups per time.

Protocols are developed for people moving into the building. Anyone that enters the building must always go through a thorough screening process.

Rees James – Boys and Girls Club

As of March 15th, the Recreation Centre was shut down, which stopped in person contact with the kids. Staff implemented virtual programming, but it was not well subscribed too. Virtual programming is hard because the kids are already spending time on the computer for schooling; once they are finished with school work they just want to be outside. The Boys and Girls Club has had to lay off 3 staff.

The Recreation Centre will likely not open up until stage 3, therefore the Boys and Girls Club will remain closed until the building is re-opened. They Boys and Girls Club is not taking referrals at this point, but will resume referrals once fully operational.

The Boys and Girls Club will make a decision before June as to whether or not they will do summer outreach/programming. A meeting with other agencies regarding summer programming for kids is in the works.

The Alberta Boys and Girls Club meets weekly via zoom.

The Boys and Girls Club has applied for several grants and has received \$9,000.00 worth of grocery gift cards which have been distributed to families, agencies and Neighbor Aid Centre. If you are aware of individuals/families who are struggling to maintain food security, please email Rees. (or contact the Food Bank.)

The City of Camrose is extending a lease to the Boys and Girls Club.

Rees had a conversation with Jim Cook regarding the re-opening of playgrounds. If playgrounds were to open now, staff would need to be placed at the playgrounds to monitor/enforce physical distancing and to conduct continual sanitation of playground equipment. Playgrounds will not be opening soon.

April McCorquindale, Camrose Primary Care Network

As the Camrose Recreation Centre remains closed, PCN is unable to be in their office space. PCN continues to support clients through phone/virtual appointments. Some medical based appointments are supported through a virtual platform. Referrals have waned a bit, but once things start to open up, need for supports will increase. A large majority of referrals come from physicians, with other referrals coming from agencies or self-referral. The PCN is accepting phone calls at 780-608-4927.

Laurie Jansen – Camrose Family Resource Centre (Report Submitted)

Camrose Family Resource Centre has been successful in securing new funding. We are now part of the Camrose and Area Family Resource Network as a Hub and offering spoke services with our formal partnering agencies – Camrose Association for Community Living and the Open Door. For us, what has changed is we now provide support and services to families with children up to the age of 18, rather than having an ECD focus as a Parent Link Centre. In September we will share more details, but for now please call our office and we can connect and let you know what's happening for us. Suffice it to say, we are still here providing support to families. For that we are thankful.

We are providing supports to families through virtual and telephone access. We are still offering family support, Triple P and have virtual programs posted Monday through Friday at 10:00 a.m. for families with children 0 to 6, and at 1:30 p.m. for families with children 7 to 13. We have been running virtual parent groups for the past 2 months. Clearly our Indoor Playground is not open and we are not travelling in rural Alberta to provide support.

Referrals to our programs can come from anyone. For professionals, we have a new referral form that you will be receiving shortly but we will take referrals by phone as well. Families can simply call in or drop in, when it is safe. As part of the FRN, we have streamlined our referral and intake process to ensure that all families are approached in a strength based, and family centered way with control of the process in the parents lap.

All of our staff are working part-time in the office and the rest of the time from home. We have no concrete re-open date and we are satisfied to sit and 'wait and see' for a while.

An unique stress for families include parents educating their children at home. FRC is still receiving Triple P requests, but absolutely can still accommodate referrals.

Isabelle Sylvestre – Service Canada

All Canada Service Centres have been closed to the public since March 19th. Individuals must apply online at Canada.ca for E.I., CERB, Canada Pension Plan, OAS, including GIS, etc. A "My Service Canada account" needs to be set up prior to applying for these benefits. A Social Insurance number can now be applied for on-line. Passport applications are not happening currently, (emergency passport applications may be possible). Inquiries can be made by phone or on-line. Online Canada.ca has an eservice request (<https://sr-ds.powerappsportals.com/caseintakeen/>) portal where you can fill in what service you are looking for help with and a Citizen Service officer will call back within 48 hours. Phone lines are open as usual. The EI line is extremely busy and wait times are longer than usual. There have been millions of EI claims.

A few weeks ago a Service Canada Outreach inbound call support centre was created to assist indigenous communities and other vulnerable clients who are facing barriers in receiving supports to access services and benefits. The number is 1-877-631-2657.

Staff from Camrose Canada Service Centre are working from home, with no updates of when the office will re-open. A strategy that will take social distancing into consideration is being worked on to re-open to the public.

Jen Willes – Prairie Central FASD (Report Submitted)

Jen Willes is available for remote or phone consult or just to chat for anyone caring for individuals with FASD, school or agencies. Please email me at j.willes@prairiecentralfasd.ca to set up a call. We will be back in the office full time starting next week.

Prairie Central FASD is looking for Board members. This is about a 2-3 hour/month commitment. These meetings are held monthly in Camrose but can be done remotely. Please contact our ED, Cathy Cross at cathy.cross@prairiecentralfasd.ca

CanFASD, our national organization and leader in FASD research, offers the on-line level 1 "Foundations in FASD" for free and as a special offering the level 2 "FASD for Educators" course is free right now as well! (This is usually \$80/person). Once registered you have a year to complete so I highly recommend registering and doing it as you have time. Wonderful opportunity!

<https://canfasd.ca/online-learners/>

Joy LeBlanc – Hospice Society of Camrose and District. (Report Submitted)

Bill Harder, Program and Grief and Bereavement Coordinator and Joy LeBlanc, Volunteer Coordinator are continuing to take referrals by phone or email and will talk to people over the phone. Volunteers are making phone visits. Clients are finding it hard not being able to visit as frequently as possible with family who are in long term care or the hospital. They understand the need for social distancing but are finding it hard.

The group programs and training sessions are on hold until further notice. Bill and Joy will meet with clients when necessary and also when protective gear is available.

Contact info: Bill Harder: email: program@camrosehospice.com Phone: 780.608.0636

Joy: email: volunteer@camrosehospice.com Phone: 587.322.9269

Rachel Coventry - Camrose and District Victim Services (Report Submitted)

- The referral process for clients to access CDVSU services has not changed during the Covid-19 pandemic situation. Waiting times for services also remain unchanged – our response is immediate if needed.
- However, CDVSU is not providing face-to-face responses/assistance to our clients at the present time. We remain on-call, and continue to respond and offer assistance – all by phone.
- No advocates are going into the CDVSU office. The only people accessing the office are the acting Program Managers, who are in the office as little as possible.
- Our return to 'normal' services will be guided by K-Division, JSG and CPS guidelines, in accordance with the relaunch plan. I'm not sure how that will look at the present time – but will likely involve some use of PPE in certain situations, and will therefore require training and policy development.
- Beginning to see an increase in anxiety related to domestic violence/abuse. Seeing a frustration for the length of time in the court system for resolution – will not hear anything for a least a 3 month period.
- Police Services / Victim Services cannot support people physically and have currently lost the hands on support. The physical strengths play a huge role in supporting people, and not being able to support people in a physical presence does create a lot of anxiety.

Suraj KhaTiwada, Action for Healthy Communities

Action for Healthy Communities continue to offer on-line supports to people in Camrose. Staff are getting many service requests related to application to CERB, EI and other employment services. Camrose staff can be reached at 587-340-0903 or 587-338-3162.

Suraj announced that the SWIS program will be offered in Camrose, Bonnyville, and Cold Lake. The SWIS program supports settlement work in the school program. AHC is recruiting a Team Lead (<https://a4hc.ca/get-involved/job/small-centers-team-lead-edmonton-based/>) and a SWIS worker for this program. Settlement Navigator positions (2 staff) are continuing to work with the Camrose community.

Zoil de Paz-Gendreau reported Michelle has been supporting families with language difficulties in applying for CERB, EI, etc. If you know of families who are having struggles due to language barriers, please refer to AHC.

Zoil is coordinating a virtual night game for ESL students. Zoil is starting to see that ESL students are feeling lonely. Please refer families needing support to 587-340-0903.

Robyn Gray – Camrose Public Library (Report Submitted - Relating Specifically to How the Library's Services Have Changed with COVID-19)

Camrose Public Library closed to the public on March 15. Therefore, we do not have patrons entering the building to collect materials, attend programs, use the computers, write exams, etc. We have been using social media to offer virtual programs (storytimes, virtual language conversation circles, book clubs, etc) and direct people to a variety of community resources that are available to them during this difficult time. We are also registering new patrons for library cards, so that more people are able to access all of our free e-resources online including ebooks, audiobooks, and language-learning services. We are slowly initiating curbside-pickup services of materials.

Our main form of referral has been receiving emails and Facebook messages from patrons. We try to get back to all queries within 24 hours. When we formally begin our curbside-pickup service within the next few weeks, we will have official 'office hours' during which times patrons can call the library and expect to speak directly to staff instead of needing to leave a voicemail.

Our staff are doing a combination of working from home and working in the library itself. Some staff are providing virtual programs from home, while others are in the library conducting inventory, dusting shelves, mending materials, and taking on other 'tidying' tasks that can sometimes get neglected when we're open.

Public Libraries are considered to be in Phase 2 of the Provincial Re-Opening Plan, and we are hoping to potentially open by the beginning of July. Whenever we do reopen, we will put several social distancing measures into place depending on the requirements by that time. If need be, we could allow patrons to come in to sign out books and use computers (although we will have to spread our computer stations throughout the library and wipe them down after each use), but we may have limited in-person programs. Signing out books may be a process of asking staff to retrieve materials for patrons so that there is not crowding between library shelves. When materials are returned in our book drop, we may isolate them for a period of time before enabling them to be checked out again. We still have to finalize these decisions, but are aware of the fact that as long as social distancing practices are necessary, our services to the public will look different than what they were before COVID-19.

Camrose Public Library eResources (Report Submitted by Shannon Stolee)

Check out our online resources at cpl.prl.ab.ca/elibrary - the are available 24/7! As always, if you have problems accessing anything, please do not hesitate to call the library at 782-672-4214 or email rgray@prl.ab.ca All information is available online at <https://cpl.prl.ab.ca/elibrary>

cloudLibrary - A growing eBook collection that can be downloaded to your computer or your favourite device. Cloudlibrary titles are automatically returned after 21 days.

RBdigital eAudio - Choose from over 1,000 digital audiobook titles, including recent bestsellers. Download the app to access on your favourite device.

RBdigital Magazines - Popular digital magazines are available to read on your computer, tablet, or smartphone. Titles on demand and never need to be returned.

Ancestry Library Edition - Genealogy database providing access to millions of records. Access to this resource has been temporarily expanded to library cardholders working remotely. Explore your family history and expand your genealogical knowledge.

Stacey Olstad - Camrose Association for Community Living Healthy Families (Report Submitted)

Healthy Families continues to provide Home Visitation and PCAP supports and services to families with in the City of Camrose, Counties of Flagstaff, Beaver and the Municipal Districts of Wainwright and Provost.

Home Visitation is a voluntary free-of-charge program for Alberta families prenatally or with children from newborn to six years of age. Priority is given to children in the 0-6 year age range. Home visitors support and enhance parenting skills, provide information on child development, child health and other aspects of positive family functioning.

Enhanced Home Visitation holistically supports the entire family, including youth between the ages of 7-13 if they reside in the same home. Home Visitation Facilitators actively engage caregivers and youth over the age of 6 supporting caregiver capacity through providing knowledge surrounding youth resilience, social connections, knowledge of adolescent development, concrete supports in times of need and cognitive and social-emotional competence.

PCAP (Parent Child Assistance Program) is a voluntary free-of-charge program for Alberta families. Long term support in response to the concern of substance use during pregnancy.

Facilitators work directly with participants offering personalized services for 3 years. What can you expect:

- support to improve health of women and their children,
- making steps towards a healthy independent lifestyle
- connecting women to resources in their community.

This program is for women who are pregnant or up to six months post partum, that self report alcohol and/or drug use during pregnancy and are ineffectively engaged with community or women who have delivered a child with fetal alcohol

Healthy Families continues to develop and implement best practice principles and strategies to support all families and children in maintaining connection during this time of increased anxiety and stress. Facilitators are working from home, connecting with families through creative outlets such as face time, messenger, text, calls and curb side pick ups of activity kits and essential food security items. Conversations about infant and early childhood development, parent-child interactions, child health, safety and nutrition, dynamics of family relationships and community resources and support are happening daily.

We have identified some challenges, such as: technology limitations and virtual visits (I am sure we have all experienced this at one point), social distancing can lead to social isolation for families, increased stresses. On the flip side to that we have also seen many opportunities!! Increased desire for connection and motivation for change, increased time/availability for families members to be together and have fun together, the opportunity to build on social emotional development of children and attachment between parents and children.

We continue to accept referrals and will connect with all referrals at this time respecting social distancing recommendations from AHS and the province. To refer please feel free to call 780-672-0257 - I have also attached a referral form for your reference.

Kandu Summer Camp and Leaders in Training (LIT for youth) are both in the planning process - we are closely watching and taking note of Alberta's relaunch strategy and will follow guidelines and recommendations within both camps. Safety will be a top priority. Keep an eye out for registrations or call 780-672-0257. Hired 2 summer students for summer programming.

Trends – increase in family violence, continuing to do reactive screens. Working with Children's Services and development safety and responsibility plans. Have families looking for plane language resources. Appreciate AHS resources Tammy Richard has shared. Taking a trauma informed approach in support people. Some of the families where increased anxiety is expectant mothers.

Residential services are in full force in using PPE.

Maria Lobreau Camrose and District Home Support Society – (Report Submitted)

Still operating

Meals on Wheels is still delivering meals but has restructured the entire program. All meals are delivered on Mondays, all meals are in disposable containers and all driver volunteers must follow steps to maintain community health.

Later in the week volunteers and staff call every client to see how they are coping with change in society and how things operate. Donated cell phones are now available for clients and families to use in order to maintain communication.

Homemaker services is operating at 45%. Clients still require our services essential for their health and safety. Following the protocol that the senior buildings have mandated.

Updated In-Home Support Services Referral listing – on hold. There is no point to update this listing since there is so much change occurring daily. Last update is January 10 2020. <https://camrosefcss.ca/wp-content/uploads/2020/01/In-Home-Support-Services-January-10-2020.pdf>

Thank you to “Days for Girls (Masks4Millions.org) Camrose Rotary clubs” Volunteers stepped forward and make 150 cotton masks for Meals on Wheels and Homemaker services to be distributed to staff, volunteers, and seniors in our community. Volunteers work very hard behind the scenes and continue to sew masks and distribute these to our community.

Camrose Seniors Coalition met informally via Zoom meeting April 14 2020 for community updates related to service updates for seniors. Senior Chat article appeared in Camrose Booster April 28 2020. Article was titled “Getting what you need online”.

Camrose and District Pre-school – Provincial COVID response for Early Education programs ended classes indefinitely March 16, 2020.

Child Care – Camrose Children’s Centre will release information as plans are implemented.

Tammy Richard – Alberta Health Services Addictions and Mental Health

The Adult, Children, Geriatric, and Mental Health and Addiction Treatment teams continue to work with clients via telephone/skype/zoom conversations. On a rotation schedule, half of the staff are working at home and half are working at the office. Walk-in clients are seen, with AHS screening protocols in place.

Clients can continue to see their psychiatrists through telephone/zoom conversations. When possible, initial appointments to see a psychiatrist are set up through zoom. If the client does not have access to zoom in their home, person to person appointments can be scheduled, using the board room (as psychical distancing is possible) and AHS screening protocols. There is an increase in calls to AHS 1-800 numbers for people seeking help, which is good as Albertans are reaching out.

As reported on the news, there is an increase in alcohol and cannabis use. Some of the calls staff are receiving are in regards to relationships, stress build-up, and anger management issues. Clients are looking for support.

Many AHS staff have been deployed to 1-800 numbers. Camrose office continues to answer calls at 780-672-1181.

Included with the minutes will be handouts regarding seniors, working with seniors, mobile apps, and taking care of ourselves. These handouts can be shared with clients.

Javon Stamp – Wellness Coach with Mental Health Capacity Team – BRSD

Javon is one of the 4 Wellness Coaches for BRSD. The Wellness Coaches are releasing weekly wellness packs for students in grades 2 to 10, along with a weekly wellness newsletter for school staff. The wellness packs outline activities that families can do together, and are sent out through google classroom or in paper format. The wellness packs and the newsletters have had a positive impact. Visit <https://www.brsd.ab.ca/wellness-and-learning-support-for-parents> for resource information for parents and teachers that the Mental Health Capacity team has put together.

The team has started offering virtual programming directly to students. The Wellness Coaches join the teachers in a virtual classroom to present a 10 minute wellness activity. There are also google classrooms on mental wellness learning that students can individually sign up for.

In partnership with AHS (Tammy Richard), the Wellness Capacity team is promoting a “Move Your Mood” challenge. The 8 week challenge is currently running, with an end date of June 22nd. Over 30 families have signed up for this challenge.

Summer Plans for the Mental Health Capacity team are uncertain at this time, but planning to be operational in some capacity.

Clarence Hastings – Rural Community Program Director

Clarence secured the use of Telus data enabled cell phones for distribution to individuals who may not otherwise have the use of a cell phone. Agencies received information on this early April, 2020. Thanks to Telus for this donation. It is intended the phones be returned after the pandemic, to be refurbished and used again if necessary. Contact Clarence if you have questions.

The Village of Bawlf is undergoing a municipal review.

Clarence has been supporting individuals in the Camrose County and area, by providing information regarding supports/benefits during this time.

The July/August 2020 Rural Community Summer in the Park program has been cancelled. Clarence will attend a zoom meeting with other agencies that work with youth to plan ways to connect/support youth throughout the summer.

Sheralyn Dodos - Family Violence Action Society (Report Submitted)

FVAS suspended in-person services on March 9th, mid-series for men’s and women’s intimate partner violence groups and anger management group. We had just begun offering adult counselling on a limited basis so most adult and child / youth in-person counselling were also suspended. Some child / youth counselling has continued to be offered by phone on a very select basis, assessing for confidentiality and safety issues. We have considered the possibility of virtual meetings for the groups but our psycho-educational model is unsuited to this format due to concern for privacy, confidentiality and safety of our clients. Going forward, we will be

exploring our options for completing, in some modified way, the groups that have been left in limbo.

Together with Association of Communities Against Abuse, we applied for provincial Covid-19 response funding that's to flow through FCSSAA. There has been no word on this funding yet.

We are currently recruiting for the Program Director position, as I am planning to retire in July. Application deadline is May 22nd. Details are available at <https://camrosefcss.ca/job-opportunities/>

Andrea Weber – Association for Communities Against Abuse (Report Submitted)

May is Sexual Violence Awareness Month #SVAM - Please contact us if you would like to coordinate an online training session, obtain promotional materials, or coordinate other activities. Although we will not be able to host public events, ACAA can provide resources and information through other platforms.

Operations - ACAA closed the central office, and both satellite office locations (Drumheller & Camrose) to the public on March 16th, 2020. All in person services were also suspended at that time. All therapists and support workers continue to serve clients via video or phone. Services include therapy, crisis support, family support and specialized police and court support. Admin staff are working both from home and at the central office as needed, while following health guidelines. Intakes may be directed to the central office by phone, fax or email. An intake worker will respond within 24 hours.

In response to the Covid-19 pandemic, ACAA is offering enhanced support and counselling services to all individuals and families who may be experiencing mental health difficulties, anxiety, the effects of trauma and/or abuse or assault. This enhanced service offers 1-2 sessions of crisis support with a trained counsellor or support worker, this support is **available to anyone in need**. (If an individual fits the criteria for ACAA's therapy or support services, an intake for long term treatment or specialized support is offered.) To access crisis support, please call the central office. There is no cost, this service will continue until restrictions are lifted and in person services resume.

Education Program - All in-school programs were cancelled in early March. At this time, educators are working to modify programs for online delivery, revising program content and taking part in additional training opportunities. Public education programs are available to agencies, groups and individuals through online delivery. To request a training session or presentation, please contact the central office by phone or email.

ACAA will host 3 training sessions during the month of May, there is no cost but registration is required. Delivery via Zoom:

- **Understanding Sexual Violence, May 7th, 10:00-11:30am**
- **Responding to Disclosures (Adult), May 14th, 10:00-11:30am**
- **Responding to Disclosures (Child/Youth) May 21st, 10:00-11:30am**

To register: <https://forms.gle/BxzAoCPdpbmT6JFcA> or by phone.

Resources - We recognize that many individuals are at greater risk of domestic and/or sexual violence while in isolation. ACAA has a number of resources on hand with contact information, if you would like to distribute items to individuals in your area, please contact us. We have shopping bags, note books, pens, lip chap, stress stars, and print materials.

Phone: 1-866-807-3558 Email: info@acaahelps.ca

Dori Wolfe – Children’s Services

The Children’s Services office has been closed to public since March 23rd, but is working with an in office skeleton crew. In-home visits are suspended. If there is a crisis, an in-home visit will be made. A lot of support is managed via by phone/video. There has been a noticeable increase in domestic violence. All intake calls are directed through to the crisis unit by calling 1-800-387-5437.

As relaunch happens, more face to face support will be managed. The Ministry will develop/roll out protocols for face to face meetings.

Melody Stohl, The Bethany Group

The last 8 weeks for anyone doing health provision with the Bethany Group has been exceptionally busy. Melody works with 6 different boards; including regional housing management bodies. All meetings have been moved on-line, with some challenges for stable internet connection in the rural communities. The Bethany group is responding to how best support residents and families. Families are anxious to visit their loved ones in care facilities.

Margaret Holliston – Camrose and District Support Services.

Applicants are awaiting word on funding approval for the FCSSAA provincial flow through grants. FCSSAA received over 600 applications.

Margaret previously shared “Opening Soon ... Alberta’s Relaunch Strategy”, with Interagency Members. This will be attached to the minutes for easy reference.

CDSS continues to be closed to the public, but phones are answered. Re-opening in some form will happen early June.

4. **Future Presentations (deferred to September meeting):**
 - Family Resource Centre – new provincial model
 - Association of Communities Against Abuse – overview of services
5. **Next Meeting:** Margaret Holliston will assess if an Interagency check-in meeting should be held towards the end of June. Please email Margaret Holliston at cdss@telus.net if you feel it necessary to meet in June

Monday, September , 2020, 1:15 pm

- Location to be determined