

1960

20th ANNUAL REPORT

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BOARD OF DIRECTORS AND STAFF

PROGRAM COMMITTEE

COMMITTEE: Mrs. F.W. Hewes, Chairman, Mrs. H.B. Collier, Mrs. J. Hart, Mrs. W.H. Schlosser, Mr. Boyd Hipfner, Mr. Morton Coburn and Mr. C.A. Westcott.

PURPOSE: The purpose of the Program Committee is to make membership in the Council more meaningful, not only through education concerning Council functions and activities, but also by serving as a forum for discussion on health, welfare, recreation and rehabilitation problems in the community.

PROJECTS: During the past year, the committee held 13 meetings, and has

- ... arranged two general Council meetings: one in the Fall "demonstrating" Council projects and community agency services, and one in the Spring concerning the Council's proposed relationship to the United Community Fund.
- ... facilitated a meeting of member agencies with Dr. Stanley Greenhill to discuss the possibility of field work for medical students.
- ... planned and programmed a joint meeting of the Edmonton and Calgary Boards of Directors of Councils in Banff, February 5-7.
- ... arranged a membership meeting of those working in the field of public welfare with Mr. Norman F. Cragg of the Canadian Welfare Council.
- ... initiated a meeting of the principal parties concerned with the problems of Indian, Metis and Eskimos in the city, with the possibility of a Fall Conference being convened on this subject.

PROGRAM COMMITTEE

JOINT PERSONNEL COMMITTEE

COMMITTEE: W.H. Pettigrew, Chairman; T.P. Fox, J.B. Whelihan (Community Chest), D. Homersham, G.S. Craig, A.C. Nicholls (Council).

FUNCTION: The Joint Personnel Committee has responsibility for the Community Chest and Council professional and office staff. This committee has met frequently during the past year to consider matters relating to salary schedules, hiring of staff and re-organization of staff responsibilities. The committee endeavours to consider carefully the efficiency and effectiveness of the joint staffing operation. It is the considered opinion of the committee the joint staffing of the two operations brings about a close liaison between the Chest and Council.

PROJECTS:

1. The Committee has drafted a personnel manual which lays down the conditions of employment, salary schedules, holidays, retirement, etc.
2. A staff organizational chart has been developed to establish a better workload for the professional staff, especially in view of the advent of the United Community Fund.
3. Once a year a full meeting is devoted to a staff review, discussing working conditions, workloads, salary schedules, salaries, and staff requirements for the coming year. Careful attention has been given to salary schedules and rates of pay for all categories of staff.

ACKNOWLEDGEMENTS: We have been given considerable assistance by Mr. J.B. Macauley, formerly of the City Personnel Department, and Mr. E.S. Bishop of the Welfare Department. We have also received valuable information from the Canadian Welfare Council and from Chest and Council Boards in other cities.

JOINT PERSONNEL COMMITTEE

CHRISTMAS BUREAU

COMMITTEE: Mrs. Robert Kirkpatrick, Chairman; Miss Bessie Mah (C.W.D.), Mrs. C. Warr (C.V.B.), Capt. I. Arkinstall (S.A.), S.J. Baker (Legion), Mrs. Mary Bloomfield (F.S.B.), L.H. Mace (Rotary), Fred U. Brown (D.V.A.), and Mrs. Ruth Patrick, Christmas Bureau Secretary.

OPERATION: 1160 families and individuals were assisted this year through the Christmas Bureau by 144 organizations and 23 individuals. Of the 200 possible duplicate contributions that might have been made, the Bureau was able to avoid 75%. A total of \$633. was collected from donors and distributed to some 45 families and individuals.

STAFFING: This year for the first time a staff person was employed for 6 weeks to handle the actual operation of the Bureau. From comments received, and from the point of office continuity it made for a very satisfactory operation. In addition, more uniform information was obtained through a registration form. Having one person responsible for the total operation, meant the policies of the Bureau could be carried out more consistently.

DIRECTORY OF COMMUNITY SERVICES

A complete revision of the format and content of the Directory of Services has been made this past year. The resulting pocket-size edition may prove more useful. The principal change, however, occurs in the lay-out and classification. In order to avoid duplicate entries, the listings have been ordered alphabetically, and an extensive classified index has been added. With introductory notes, and a guide to the use of the Directory, we hope this will be a valuable tool in the rendering of services to the citizens and organizations of Edmonton and district.

CENTRAL SERVICES:

CHRISTMAS BUREAU - DIRECTORY OF SERVICES

DRAFT REPORT FROM DR. R.L. JAMES, RESEARCH ASSOCIATE

Nearly three years ago the last interviews for the Edmonton Senior Residents Survey were completed. In the intervening time, the interview results were coded, tabulated, and entered on IBM cards. A source book was prepared, based on responses to questions by various age and sex groupings. In addition, several special runs of the IBM cards were made relative to specific problems arising in connection with persons 65 years and older.

Because the results from the survey are on IBM cards, answers to many specific questions included in the original questionnaire are readily available. In addition, various cross-relationships between significant factors in the lives of older people can be ascertained. It is to be hoped much more use will be made of the data available.

It is to be regretted that some form of report on the study is not yet available. No apology is intended for this lack at the present time. This indicates, however, the need for full-time research workers on projects as large as the Aging Study. It is also important to recognize, that although some of the specific aspects of the study may become "dated", the bulk of the data will be useful for many years to come. This is especially true of those aspects of the lives of the aging which will be revealed by depth analysis of the data, and by a return to a content analysis of the original interviews. To expect optimum usage of such rich data without further personnel and finances, would not be realistic.

Several points concerning the lives of older persons in Edmonton stand out at this stage of analysis.

1. The extent to which older people are not aware (of the availability) of the very services and agencies designed to assist them; nor are they aware of how to go about seeking help in cases of need.
2. The extent to which the older person is separated from church life. Where-as this may represent a desire on the part of the individual, it may be inferred this is often the result of a shortcoming on the church's part in facilitating attendance and participation of older people.

AGING STUDY - PROGRESS REPORT

3. The longevity of females, and the resulting large proportion of women who spend many years of their lives as widows. This group faces special problems, and is large enough to require specialized services and facilities.
4. It is obvious from the data that older persons do not wish special treatment simply because of age; they do not wish to be isolated from the community, nor do they have interests and activities which differ greatly from their fellow citizens. Except in cases of infirmities, the senior citizen can have his health, both mental and physical, prolonged by being encouraged to continue as an integral part of the community's life. This is especially true in the area of employment, for perhaps no other factor will contribute to the well-being of the older person than the feeling he is able to continue living in some useful and contributing way.

In the final analysis, Edmonton's Senior Citizens are not really very different from the rest of the population, insofar as their basic needs and problems are concerned.

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Progress as a Result of the Aging Study

The Council's participation on the Provincial-Municipal Committee on Homes for the Aged, through Mrs. A.J. Lobsinger and Mr. W.M. Nicholls has been an important link with the data revealed by the Study. The size of each of 8 homes for the Edmonton District has been set at the maximum of 100 people, each having space for approximately 50 people in hostel-type accommodation and 50 in self-contained units. The site for each of the homes is to be 5 acres, and negotiations are under way for securing appropriate sites. Relationships of voluntary groups to the homes will be of great significance in the future.

As pointed out in the report of Dr. James, the Study needs personnel and further funds for completion.

JOINT STUDY OF THE FAMILY SERVICE BUREAU

COMMITTEE: W.H. Pettigrew, Chairman; G.S. Craig, Dr. D.E. Smith (Council); J. Ward, W. Flook, W.H. Ross, J.N. Willis (Family Service Bureau); Dr. George Ball, A. Stockwell (Budget Committee).

TERMS OF REFERENCE:

1. Long and short-term development plans of the Bureau.
2. The Bureau's rate of development.
3. Services to the unmarried mother and the Bureau's relationship to the Provincial Government service and other services in the city.
4. Child Care - relationship to the City of Edmonton Welfare Department and the Provincial Welfare Department, especially with respect to the non-ward foster care.
5. Family counselling - relationship with the Family Court Counselling Division of the City Welfare Department.
6. Relationship of the Family Service Bureau and the Emergency Homemaker Service.
7. Relationship with other community services, with particular attention to possible duplications or gaps.
8. Effect of fee-charging which began January 1st, 1959.

METHOD:

The committee met frequently for over a year, and secured information and assistance from source materials of the Canadian Welfare Council, the Family Service Association of America, other Family Service Bureaus in Canada, and from studies in other service areas made by previous Council Committees. The Committee report was forwarded to the Community Chest Board of Directors and the Budget Committee.

FINDINGS:

- a) The committee agreed on the following five functions for the Bureau:
(1) providing casework services; (2) participating in community planning;
(3) conducting group educational activities; (4) contributing to professional education; (5) engaging in research. The primary function of the Bureau, however, should be family casework service.
- b) The functions of the Family Service Bureau were found not to overlap with other community services, except in the services to the unmarried mother, which were agreed to be the responsibility of the Provincial Welfare Department. Until comparable services were provided, the Family Service Bureau would continue to have some responsibility in this area.

AGENCY EVALUATION:

FAMILY SERVICE BUREAU - ALL PEOPLE'S MISSION

- c) Non-ward care generally was considered part of the field of protection services. Where assistance was not obtainable from government sources, and where non-ward care was indicated, it might be a legitimate function of the Family Service Bureau to provide the service.
- d) Emergency Homemaker Service, as an essential service in the community, might eventually be a government responsibility. Until such time it must remain a function of the Family Service Bureau, second in importance only to that of family casework.

ACKNOWLEDGEMENTS: Members of the committee were effective, the Family Service Bureau representatives proved most helpful, and committee members felt the study had proved helpful to all groups represented in the study.

ALL PEOPLE'S MISSION STUDY

COMMITTEE: Mr. Chas. M. Norman, Chairman; Mrs. H.B. Collier, Mr. David Graham (E.C.C.S.) Miss A. Marchand (City Welfare Department), and Mr. J.A. Therrien (Special Placements, N.E.S.). The Committee held a total of four meetings, including a field visit to the agency.

REQUEST: In May 1959, the Community Chest referred to the Council for study and recommendation a request from the All People's Mission for a three-fold program for expansion:

1. establishment of a "Good-will" type of industry for the repair and sale of used clothing, and second-hand furniture.
2. employment in this type of industry for unemployed, transient, and alcoholic persons.
3. increased social facilities for older people.

FINDINGS: The Committee recognized All People's Mission was doing fine work, not only for its own neighbourhood, but also for families throughout the Greater Edmonton area. The committee concluded plans of the agency for the establishment of a "Good-will" type of industry had not taken into account sufficiently total community services, nor the implications in terms of staffing and finance to warrant any definite recommendation at the present time. The Committee also agreed the study had pointed out the need for a clearer definition of the functions of the various agencies working in this neighbourhood.

WELFARE INFORMATION SERVICE

COMMITTEE: D.W. Rogers and William Sykes (Provincial Department of Public Welfare), E.S. Bishop and Miss A. Marchand (City Welfare Department), Mrs. C.J. Farrell and D.R. Milne (Council of Community Services), Miss D. Ward and K. Wass alternated as representatives from the City Welfare Department. The Chairmanship was on a rotating basis.

ORIGIN: In December 1958, the Council accepted in principle the recommendation of the Information and Referral Study Committee that an Information Service be established in the community. Since that time, meetings held with representatives from the Provincial Department of Public Welfare, the City Welfare Department and the Council culminated in an agreement to participate in the establishment and operation of a Welfare Information Service for the Edmonton region. The Service is financed on a 40-40-20 basis, from the two levels of Government and the Community Chest respectively: the operation of the service is the responsibility of the Council. An advisory committee, composed of two representatives each from the participating agencies is responsible for the policies of the service; the representatives, in turn, are responsible to their respective parent bodies for the activities of the service.

OPERATION: To date, seventy-one agencies, departments and organizations have been interviewed to gather all pertinent information on policies and conditions upon which their particular service is rendered. The card index of the Service now shows 256 types of services offered in the community. The Service began operation on January 15, 1960, and has already proven its worth in terms of usage (appr. 750 calls for information in the first 3½ months). On an experimental basis, a twenty-four hour, seven-day week operation is maintained with the help of the Edmonton Telephone Answering Service. (Since the new Telephone Directory appeared, on March 15th, about 125 after-hour calls have been received).

PUBLICITY: The listing of the phone number with the Emergency numbers on the front page of the Telephone Directory, Radio announcements in eight languages, and on-going publicity through talks and a printed card, has kept the phone number in front of the general public.

RESEARCH DATA: The Service makes monthly statistical reports to the Advisory Committee on the number, nature and source of all enquiries. Such reports, in time, will provide invaluable data on possible gaps in services, and may be channelled for study and action to those organizations in the community concerned with social planning.

CENTRAL SERVICES: WELFARE INFORMATION SERVICE

STANDING COMMITTEE ON REHABILITATION

COMMITTEE: Miss L. Wilson, Chairman; G. Stangier, Dr. M.T.F. Carpendale, R. Bedard, Mrs. C.J. Farrell, C.A. Westcott, J.P. van Soeren, C.R. Gilbert, Dr. F.G. Day, and advisory members: Dr. O. Rostrup, and F. Marlyn. The committee met seven times this year.

PROJECTS: During the past year the Standing Committee has

....written the various levels of Government, expressing concern about the inability of homebound disabled persons to exercise their voting rights.

....launched a full scale survey of existing facilities and services for the disabled in Edmonton and district. With substantial financial support from both the federal and provincial governments a chart was produced showing the variety of services and facilities available through the different agencies. The data thus collected with the excellent assistance of Mrs. A.J. Lobsinger have been verified, and a report is to be written to accompany the chart. It should prove an excellent tool for further study.

....considered the services available for the placement of the disabled person. A concern had been expressed the more severely disabled persons were not getting placed and a private employment liaison officer might provide the answer. As a result of the study a Brief has been forwarded to the Honourable Michael Starr, Minister of Labour, recommending certain expanded services through the National Employment Service.

....studied the need for providing hospital patients with prosthetic appliances without delay. Discovered a substantial lapse of time between medical assessment of the need for a prosthetic appliance and delivery of same, due to the inability of the patient to assume the full cost immediately. Recommended to the Ministers of Health and of Welfare that consideration be given to setting up a central fund from which prosthetic appliances could be purchased so that delay in delivery could be minimized. As a corollary letters were written to the hospitals asking them to consider establishing or expanding social service departments.

....been represented through the Chairman on a Provincial Committee to study the needs in vocational training of retarded children.

....evaluated its own purpose, functions and development over the past year and a half. Participated in a joint study with the Executive of the Edmonton Rehabilitation Study Group to determine the best ways of giving continuing attention to the improvement of services to the disabled in Greater Edmonton.

STANDING COMMITTEE ON REHABILITATION

YOUTH SERVICES DIVISION

During the past year the Division has...

-convened regular meetings of the Delinquency Study Group, the Executive Workshop, and the Staffs of Child Care Institutions for the purpose of defining common problems and increasing communication and cooperation.
-completed the Boys' Club Study. The Council Board has endorsed the recommendation that support be given to the establishment of a Boys' Club with a limited girls' work programme in the Boyle Street area.
-undertaken in cooperation with the North-East Edmonton Community Council a study of the needs of and services for the young people of North East Edmonton.
-almost completed a study of the true nature and function of a juvenile and family court.
-continued to provide staff leadership for the Edmonton City-wide Teen Council which sponsored the Second Edmonton Youth Conference, three television programmes on youth, and Youth Project Day (75 trees planted and 20 tons of earth spread for seeding). It is expected the Teen Council will shortly become a youth section of the Division thereby making it possible for greater youth involvement in the Division and the community.
-expressed its concern to City Council concerning the mixing of neglected and delinquent children, the division of responsibility for temporary and permanent wards. It was gratifying to learn that a Children's Emergency Shelter is planned and that temporary wards have been made an administrative responsibility of the City Welfare Department.
-recommended that a study be undertaken to determine the values, ideals and ethical beliefs of Canadian young people. This has developed from the Division's concern about cultural influences on young people. The possibility of the study being undertaken by the Edmonton Home and School Council in cooperation with the University of Alberta and the North-East Edmonton Study is being explored.
-been conscious of the fact that in spite of many positive developments, cooperative planning between youth services (both governmental and private) remains largely an unrealized ideal. A major challenge facing the Division will be that of discovering and encouraging means by which increased cooperative problem definition and problem solving can be effected without threatening an agency's natural concern with the preservation of its autonomy and independence.
-realized that the work of the Division has grown to the extent that additional staff services are required. Negotiations are underway to secure an additional staff member.

YOUTH SERVICES

PRESIDENT'S REPORT

This occasion marks the twentieth year of service for the Edmonton Council of Community Services as a central planning and coordinating body in the Edmonton district. It is not my purpose to turn historian in this report, but I am sure we can all be proud of the many ways in which we have progressed in the development of health, welfare and recreational services in the City of Edmonton. The Council was born and became active in the war years. During the immediate post-war period many new organizations were formed and their activities have become accepted and needed components of the complex network of services required in an area of this size. Our focus has changed fundamentally from a body primarily concerned with inter-agency activities to one which deals with a range of undertakings related to a wide variety of community problems - from the broad base of the Youth Services Division to the needs and services for our senior citizens. It can well be said that your Council has endeavoured over the years to accept the challenge of change in a growing and expanding community.

The pages of the twentieth annual report present in summary a review of many projects, and I commend these reports to your most earnest perusal. During the past year, in addition to a very full program of on-going projects, there has been intense activity displayed by the Board of Directors, Committees and the Council membership in the formation of the United Community Fund. We have been fortunate that the Council has been looked to with trust and cooperation during the period of transition to a new and expanded concept of fund-raising federation. There is no doubt now that the Council will play a never more critical role in relation to the voluntary program of services. Great responsibility will be placed upon our voluntary leadership in the immediate future.

The cooperation of governmental bodies has been greatly esteemed, and in particular we are pleased with the addition of the Welfare Information Service to the work of the Council during the past year. This was made possible by the interest and financial support of the Provincial Department of Public Welfare, the City of Edmonton and the Community Chest.

We can also see evidence of a closer liaison with the Calgary Council of Community Services. In February a joint Board meeting was held in Banff with representatives also attending from Medicine Hat and Lethbridge. This has resulted in a much greater awareness of individual and common problems, and will, I trust, give impetus to further developments in the future.

Several important problems are on our doorstep. We may look forward this fall to a special conference on problems of native Canadians; a major study has been launched in North-East Edmonton. Many of the committee reports contain follow-up work, particularly in the field of rehabilitation.

I would like here to indicate one major problem to which I hope we would all address ourselves in the time ahead. This has to do with the need for more people to be familiar with, and understand the role of the Council in our community. Planning and coordination in themselves are difficult tasks; and as they do not present themselves as simply as the direct services of our agencies, we must spend more time and thought on developing public understanding of our work. The Board of Directors has recommended a special meeting for new Council delegates in the Fall, and we hope to develop and strengthen our Board work with the type of meeting which has come to be known as the

Council Board Fireside. These may be seen as only beginning steps toward the continuing responsibilities we must share and carry.

The executive and office staff have displayed amazing qualities and quantities of effectiveness and good honest hard work during this year of reorganization and through Mr. W.M. Nicholls, Executive Director, I offer my appreciation for the job they have done.

The following Directors have retired from the Board: Mrs. W.F. Bowker, Dr. Stanley Greenhill, Mrs. Robert Kirkpatrick, Mr. Duncan Campbell, Miss Candace Hainstock, Mr. C.M. Norman, Mrs. H.B. Collier, Dr. W. Scott Hamilton, Mr. C.A. Westcott.

Their contribution to the Council's activities are appreciated both by myself and by the other members of the Board.

It is also fitting at this time to express special appreciation to the Central Volunteer Bureau for help in the preparation of the Directory of Welfare Services and for office assistance; to Mr. Mickelberry of the Telephone Answering Service who has made it possible to provide contact with the Welfare Information Service on a 24-hour basis; and to the Edmonton Journal, and Edmonton's Radio Stations and TV station, for their cooperation in publicizing Council activities. We would also like to give well-deserved recognition to the Community Chest for its financial support, understanding and cooperation with the Council.

Finally, with the proposed development of a Community Welfare Research program we can look forward to a more effective basis for a planned approach to meeting the social welfare needs of our Community.

George S. Craig,
President.

