

AN INVENTORY OF SOCIAL SERVICES  
IN THE CITY OF LLOYDMINSTER

May, 1985

Prepared by  
Edmonton Social Planning Council

THE UNIVERSITY OF CHICAGO LIBRARY

## Acknowledgements

We would like to thank the staff and volunteers of the many social service organizations in Lloydminster who gave so willingly of their time and expertise to assist us in the gathering of the information required for the study. As well we appreciated the support and encouragement of James Hammermeister of the City of Lloydminster and the enthusiastic assistance provided by Susan Learoyd and Pat Wangler of the Vermilion River Family and Community Support Services.

Barbara Sykes  
Peter Faid

Edmonton Social Planning Council

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28  
29  
30  
31  
32  
33  
34  
35  
36  
37  
38  
39  
40  
41  
42  
43  
44  
45  
46  
47  
48  
49  
50  
51  
52  
53  
54  
55  
56  
57  
58  
59  
60  
61  
62  
63  
64  
65  
66  
67  
68  
69  
70  
71  
72  
73  
74  
75  
76  
77  
78  
79  
80  
81  
82  
83  
84  
85  
86  
87  
88  
89  
90  
91  
92  
93  
94  
95  
96  
97  
98  
99  
100

## Table of Contents

### Introduction

Purpose	1
Format	1
Methodology	2

### Section One: An Examination of the Existing Social Services

Services For Children and Youth	4
Services to Families	9
Services to the Elderly	14
Services to Those With Social and Emotional Problems	18
Services to the Disabled	24
Services for Those With Health Related Problems	28
Services for Those Seeking Further Education, Employment or Recreation	32
Services to Native Canadians	37

### Section Two: Expectations for the Future 40

### Section Three: Some Recommendations 46

### Appendices:

- An Inventory of Social Service Providers
- Questionnaire



INTRODUCTION

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28  
29  
30  
31  
32  
33  
34  
35  
36  
37  
38  
39  
40  
41  
42  
43  
44  
45  
46  
47  
48  
49  
50  
51  
52  
53  
54  
55  
56  
57  
58  
59  
60  
61  
62  
63  
64  
65  
66  
67  
68  
69  
70  
71  
72  
73  
74  
75  
76  
77  
78  
79  
80  
81  
82  
83  
84  
85  
86  
87  
88  
89  
90  
91  
92  
93  
94  
95  
96  
97  
98  
99  
100



## 1. Purpose

1.1 As part of the development of its general plan, Plan Lloydminster 1985, the City of Lloydminster decided to undertake a detailed inventory of the various social services that are presently available to the community. This decision recognized that the orderly development of a strong social services network is an important element in any general plan. As well, it acknowledges that the City does have a role to play in the future development of social services. Identifying social objectives in a general plan provides the necessary framework for all levels of government and the voluntary social service sector to plan their future services in a manner that will best contribute to individual and community well being.

1.2 The City's interest in preparing an inventory of the existing social services was also motivated by a concern that it needed to have an appreciation of the likely impact of the proposed Husky Oil bi-provincial upgrader on the provision of social services in Lloydminster. To its credit, the City of Lloydminster is anxious to avoid the well documented pitfalls and problems that have accompanied rapid economic development in other parts of the province.

1.3 In contracting with the Edmonton Social Planning Council to prepare the social services inventory, the city identified two major tasks:

- to describe and examine all of the social services that are presently being provided within Lloydminster
- to review with all of the service providers their perceptions of the likely future demand for their services and any plans they may have for meeting any anticipated demand

## 2. Format

2.1 This report provides a detailed response to these two major tasks. The findings of the study are presented in four major sections.

### 2.11 Section One - An Examination of the Existing Social Services

In order to provide as meaningful a picture as possible, the existing social services are grouped into eight primary categories of service:

- Services to Children and Youth
- Services to Families
- Services to the Elderly
- Services to Those With Social and Emotional Problems
- Services to the Disabled
- Services for Those With Health Related Problems
- Services for Those Seeking Further Education, Employment or Recreation
- Services to Native Canadians

Within each of these categories, different types of service are identified, along with the name of the government department or voluntary organization that offers the particular service. Each service is then examined in detail, with regard to:

- the amount of service that has been provided during each of the past three years
- the presence of any waiting list for service
- the expected demand for the service in the next few years
- the estimated increase in funding and staffing that would be required to meet any increase in demand

## 2.12 Section 2. Expectations for the Future

This section highlights the findings of a series of questions designed to learn more about the expectations of the present service providers regarding the need for additional social services and the likely impact of the bi-provincial upgrader on the social services sector.

## 2.13 Section 3. Some Recommendations

These recommendations are intended to guide the City of Lloydminster in establishing an appropriate role for it to play in the future development of social services in the city.

## 2.14 Section 4. Appendices

Appendix I provides a detailed inventory of all of the organizations that were identified during the study. Standardized information is provided under the following categories:

- purpose
- services provided
- client group(s)
- structure
- funding sources
- employees
- volunteers
- major referral sources
- number of years in the community

Appendix II includes the questionnaire that was used during the study and the covering letters that encouraged participation.

## 3. Methodology

3.1 Following meetings with city officials and representatives from the social services community, a questionnaire was designed and mailed to 78 organizations in the city that were identified as being providers of social services. While every effort was made to insure that all appropriate organizations were included, it is likely that some of the

smaller voluntary social service providers were missed. Careful attention was also paid to the question of what should be included as a social service. In the interest of providing as comprehensive a picture as possible, it was decided that health, recreation, education, employment and housing services as well as churches should all be included.

3.2 Approximately two weeks after the distribution of the questionnaire an interview was arranged with a representative of each of the organizations included in the survey. In this manner, responses to the questions were checked and any uncertainties were clarified. The response to the questionnaire was particularly gratifying as 66 organizations showed a keen interest in participating in the study. The majority of those who felt unable to participate because of their limited involvement in social services, were church organizations.

3.3 In the examination of the material gathered as part of the study, it was decided that it was inappropriate to include the two school systems and therefore they have been excluded from the analysis and the inventory. It should also be noted that while the Vermilion River Family and Community Support Services and the Lloydminster and District United Way have been included in the inventory, they have been excluded from the analysis of the existing services as their primary role is one of funding.

AN EXAMINATION OF THE EXISTING SOCIAL SERVICES

1. SERVICES TO CHILDREN AND YOUTH

<u>ORGANIZATION</u>	1	2	3	4	5	6
Rainbow Castle Child Care Inc.	*					
Lloydminster Children's Day Care Society	*	*	*			
Little Tot Co-operative Day Care Centre	*	*				
Kiddies Corner Day Care	*					
Southridge Community Playschool and Kindergym Society		*				
Lloydminster Play Development Group		*				
Lloydminster Early Intervention Program				*		
Satellite Family Day Homes		*				
Alberta Social Services and Community Health					*	
Saskatchewan Social Services						
Lloydminster Big Brother Association						*
Big Sisters of Lloydminster						*

- 
1. Regular Day Care Programming
  2. Specialized Child Care Programming
  3. Before and After School Care
  4. Developmental Programs
  5. Financial Support
  6. Child/Adult Matching

## 1. SERVICES TO CHILDREN AND YOUTH

### 1.1 Regular Day Care Programs

1.11 The City of Lloydminster is presently served by four facilities that provide regular day care programming for children from 18 months to five years: Little Tots Co-operative Day Care Centre, Lloydminster Children's Day Care Society, Rainbow Castle Child Care Incorporated and Kiddies Corner Day Care.

1.12 In 1983 there were 103 day care spaces available, and in 1984 the number of spaces increased to 155. With the recent addition of Rainbow Castle Child Care it is evident that in 1985 there will be 211 spaces in all. Significantly, there is a 25% vacancy rate. A waiting list is presently being maintained for only one of the centres, although it was mentioned that many of the 21 names are of children who are not yet old enough to attend the day care program. A second centre referred to the fact that they have a small waiting list for children under 30 months as the centre is limited to five spaces for children in this age group.

1.13 Although some children from families living outside of the city attend one of four Lloydminster day care centres, approximately 90% of the occupied spaces are filled by children from Lloydminster itself. Children from Alberta families are using a little less than two thirds of the occupied spaces, which is reasonably proportional to the city's Alberta population. It was also noted that in one centre, 75% of the children who attend live in single parent families.

1.14 Despite the existing vacancy rate, three of the centres were anticipating an increasing demand for their services in the next few years, primarily as a result of more younger families moving into the community, greater opportunities for employment, and the greater availability of financial assistance for parents who are interested in retraining or upgrading their present skills. The director of the fourth centre also agreed that, with more people being employed, more day care services may be required. However, a note of caution was added with the comment, "with four day care centres in town now I feel that this is quite sufficient".

### 1.2 Specialized Child Care Programming

1.21 There are five programs in Lloydminster that offer specialized child care programming. The Lloydminster Children's Day Care Society has six spaces available in its Nursery program for children under the age of 18 months. The present waiting list of 20 names suggests that there is an unmet demand for service for these younger children. As a subsidy is available only to residents of Alberta, all of the present users of the service are from that province.

1.22 The Satellite Family Day Home program, funded by the Family and Community Support Services, provides care for approximately 80 children in a home setting. The program is intended to meet the specific needs of working parents, particularly those who are involved in shift work. At the present time,

the program has a waiting list of ten children and generally it has been taking up to two months to arrange for suitable care. Almost all of the present users of the service live in Alberta, although 30% live outside of Lloydminster.

1.23 The Little Tots Co-operative Day Care Centre includes within its regular day care activities a Special Needs Program that provides individual instruction. The program is presently available to Saskatchewan residents only, although the centre is in the process of seeking Alberta government support. The Saskatchewan Department of Social Services pays a supervision grant of \$200 per child, while the Saskatchewan Department of Education provides \$1,300 per month for the Special Needs Program.

1.24 The Lloydminster Play Development Group and the Southridge Community Playschool and Kindergym Society both provide opportunities for younger children to interact and socialize with children of their own age. The Play Development Group has involved 75 children in their weekly two hour program which is run from September to June. They generally have a waiting list of approximately 20 children. While almost all of the children involved are from Lloydminster, approximately two thirds live in Alberta. The Southridge program presently has 154 children registered for their pre-school enrichment activities. As well, there has normally been a waiting list of approximately 20 children after the fall registration has been completed. All but ten of the children in this program are from Lloydminster, with 80% living in Alberta.

1.25 The staff of all of these specialized child care programs anticipate an increase in demand in the next few years. The nursery program is the only one presently available in the city and the projected increase in working mothers, along with the existing waiting lists, does support the concern for additional services. The Satellite Family Day Homes program anticipates a 10% increase in demand as more women return to work, while the Play Development Group is considering adding an additional weekly class for 1985-86. The Southridge Community Playschool and Kindergym Society anticipates an increase of between 10% and 20% in the next few years as new families move into the city.

### 1.3 Before and After School Care Programming

Only one agency, Lloydminster Children's Day Care Society, provides a before and after school care program. It has been operating since August 1984 and presently offers services to seven children, although a further twelve are on the waiting list. All of the present participants in the program live on the Alberta side of Lloydminster. There are no subsidies available for the program despite the apparent need for care for school age children, particularly for full-time care during the summer months.

### 1.4 Developmental Programs

The Lloydminster Early Intervention Program provides a home based intervention program for families with children who are developmentally delayed. Since its inception in 1982 the program has doubled its clientele to where it is presently providing services to 30 families, while a further eight have been on the waiting list for the past six months. Of those presently receiving support and assistance, three quarters live outside of Lloydminster. As well three quarters of

the families involved in the program are residents of Saskatchewan, indicative of the fact that 70% of the funding is presently provided by the Government of Saskatchewan. The staff of the program anticipate a 50% increase in the numbers requesting services in the next few years, as a result of people becoming more aware of the program and because developmentally delayed children are now being identified at an earlier age.

#### 1.5 Financial Support

1.51 Both provincial governments provide financial support for day care programs. The Alberta government provides an **operating allowance** to day care centres based on the number of enrolled spaces, as well as an **administrative fee** to agencies which contract with the government to supervise satellite family day homes. Subsidies are also available to low income families. Based on their ability to pay, as assessed by a sliding fee schedule, parents contribute a minimum of \$45 per month and up to the full cost of care.

1.52 The Government of Saskatchewan is willing to provide a child care subsidy to support parents who are seeking employment, but this is only available for a period of four months. Social Services will also provide an equipment grant of \$100 per child per year. Additional funding is available for a Special Needs Program (see 1.23 above).

#### 1.6 Child/Adult Matching Programs

1.61 **Big Sisters of Lloydminster and Lloydminster Big Brother Association** provide opportunities for children between the ages of four and seventeen, to be matched with a mature adult who can provide companionship and guidance. The majority of the children involved in the two programs are from single parent families. The number of matches that have been arranged and supported by the two agencies are as follows:

	<u>1982</u>	<u>1983</u>	<u>1984</u>
Big Brother Association	70	78	65
Big Sisters	29	37	43

Both agencies reported that they have waiting lists (Big Brother Association 25, Big Sisters 16) for suitable matches that can take up to five months to arrange. Almost all of the children involved in the two matching programs are from Lloydminster, although significantly, two-thirds of them live in Saskatchewan.

1.63 Both agencies are anticipating an increased demand for their services during the next few years as a result of Lloydminster's anticipated population increase and the likelihood of higher divorce rates and family separations. Big Sisters are estimating that demand for their program will likely double, which would require at least a 30% increase in their budget and the addition of a caseworker and part-time clerical assistance. The Big Brother Association foresees the need for a 25% increase in their funding to enable them to hire extra part-time staff to assist with the program.



Some Conclusions:

- With a 25% vacancy rate it is apparent that at present there is an adequate supply of day care spaces, although there is an expectation of an increasing demand in the future.
  
- At present, approximately 30% of the city's pre-school aged children are involved in either a day care or playschool program.
  
- There is very limited provision for the care of children under the age of 18 months or in before and after school care programs, particularly in the Saskatchewan portion of Lloydminster.
  
- While Big Sisters and Big Brothers involve about 25% of the children from Lloydminster's 300 single parent families, there are no other programs that are directed specifically toward the needs of youth in the city.

## 2. SERVICES TO FAMILIES

<u>ORGANIZATION</u>	1	2	3	4	5	6	7
Saskatchewan Department of Social Services	*	*	*	*			*
Alberta Social Services & Community Health	*		*	*			
District Extension Office of Alberta Agriculture							*
Catholic Social Services	*						
Lloydminster Foster Parents Association		*					
Parent Support Group		*				*	
One Parent Families Association		*			*		
Lloydminster La Leche League	*					*	
Lloydminster & District Childbirth Education Association		*				*	
Lloydminster Pro-life Association						*	
Serena	*						

- 
1. Individual, Family and Group Counselling
  2. Parent Support and Self Help Groups
  3. Child Protection and Placement Services
  4. Income Support
  5. Recreational and Cultural Activities
  6. Public Education (Workshops, Seminars)
  7. Information and Referral

## 2. SERVICES TO FAMILIES

### 2.1 Individual, Family and Group Counselling

2.11 Each provincial social service department presently employs five social workers who are expected to provide counselling services to clients or recipients of their programs; however no specific numbers are available with respect to clients served.

2.12 **Catholic Social Services** provides approximately 130 sessions of counselling a year, about one third of those being marital counselling. The agency's present clients come, proportionately, from both sides of the border, with three quarters of them living in Lloydminster. Catholic Social Services anticipates an increase in demand for their services in the coming few years, particularly as a result of greater public awareness of the importance of counselling, and they are hopeful that they can add a further full-time counsellor.

2.13 **Serena** and the **La Leche League** provide counselling services to women and couples in the community; for example La Leche assisted approximately 300 women in 1984. Both groups anticipate increases in demand for their services in the next few years as the population rises and public awareness of their agencies is improved.

### 2.2 Parent Support and Self Help Groups

2.21 Saskatchewan Social Services provides preventive parent support programs through its **Services to Unmarried Mothers**, its **Teen Parent Program** and its **Parent Aide Services**. In 1983 an average of seven and in 1984 an average of four unmarried mothers were being assisted each month, while 14 young families were being assisted each month in the other two programs. All three programs are only available to residents of Saskatchewan. The department anticipates an increase in program activity of approximately 20% to 25% during the next few years; as a result of an anticipated rise in the number of young single parents.

2.22 Three voluntary agencies providing services of this kind are the **Foster Parents Association**, the **One Parent Families Association** and the **Parent Support Group**. Although details on the membership of the Foster Parents Association were not available, it was discovered that approximately fifteen children are in foster care in any one month on the Saskatchewan side of the Lloydminster border. As well, 30 single parent families are members of the One Parent Families Association, out of a total single parent population of approximately 300. In all 22 families are presently involved in the Parent Support Group. While the One Parent Families Association draws the majority of its membership from Lloydminster the other two agencies include a majority from beyond the city. Some increases in activities are anticipated in the next few years as the population increases.

### 2.3. Child Protection and Placement Services

These are statutory services that are provided by both provincial social service departments.

#### 2.31 Saskatchewan Social Services

The level of activity through the Saskatchewan department is as follows:

	<u>1983</u>	<u>1984</u>
Average adoption cases per month	67	33
Average number of children in care per month	33	18
Average number of investigations per month	31	15

It was indicated that there is presently a total waiting list of 33 cases and a suitable foster care placement is taking between 9 and 14 months to finalize. An increase in activity of 20% to 25% is anticipated because of the likely influx of new people.

#### 2.32 Alberta Social Services and Community Health

At present the department has a child welfare caseload of 70 per month. While there is no waiting list at the moment they do expect to see a 10% to 20% increase in the caseload in the immediate future.

### 2.4 Income Support

Again, both social service departments have a statutory obligation to provide income support through their respective social allowance programs. The present level of activity is as follows:

	<u>1983</u>	<u>1984</u>
Saskatchewan - Average number of recipients per month	704	603
Alberta - Average number of recipients per month	<u>175</u>	<u>200</u>
TOTAL	879	803

These figures show that residents of the Saskatchewan side of the city represent 80% of the families and individuals who are receiving social allowance, a proportion which is double their respective share of the city's total population. Both government departments expect to see an increase in demand in the next few years; an increase of between 10% - 20% for Alberta and between 20% -

25% in Saskatchewan. Department officials anticipate that this additional activity will result from an increase in the number of people coming to Lloydminster in search of work.

## 2.5 Recreational and Cultural Activities

As part of its service to its members, the One Parent Families Association provides recreational and cultural activities for parents and for families. Although the number of activities is not available it does include a family camp.

## 2.6 Public Education (Workshops and Seminars)

Four voluntary organizations in the city - Parent Support Group, La Leche League, Childbirth Education Association and the Pro-life Association - provide opportunities, through seminars and workshops, for interested members of the general public to learn more about parenting skills and childbirth related issues. For example, the Childbirth Education Association holds about three evening seminars a year on topics such as discipline, and teenage pregnancies. All of these groups predict an increase in their activities during the coming few years as a result of growing public awareness and interest in their particular concerns.

## 2.7 Information and Referral

2.71 The District Extension Office of Alberta Agriculture offers a wide range of information and assistance to primarily rural families around Lloydminster. Along with approximately 60 home visits, the office received 4,800 requests for information and assistance in 1983 and 4,890 such requests in 1984. Staff concluded that there would likely be an increase in the next few years in the number of calls received by their office.

2.72 The Saskatchewan Department of Social Services indicated that it provides its clients with information on other services that are available in the city, and also assists with appropriate referrals. However, information on the extent of this service is not gathered by the department.

Some Conclusions:

- As a result of the presence of two provincial departments of social services, the city is well provided with statutory social service programs that are intended to assist families.
- Opportunities for family and marital counselling appear to be particularly limited.
- While a number of community organizations provide support to specific groups of parents, teen parents and unmarried mothers appear to have few opportunities to obtain support and assistance.
- All present services to families anticipate a significant increase in demand in the next few years, especially if there is a rapid increase in the city's population.

3. SERVICES TO THE ELDERLY

1 2 3 4 5

ORGANIZATION

Pioneer Lodge		*			
Knox Manor		*			
Fellowship Village		*			
Padua Place		*			
Halls Home		*			
Jubilee Home	*				
Twin Rivers Home Care				*	
Lloydminster Senior Citizens Society			*		*
Lloydminster, Vermilion and Districts Memorial Society					*

- 
1. Residential Nursing Care
  2. Residential Accommodation
  3. Educational and Recreational Programs
  4. Home Support Services
  5. Information and Referral

### 3. SERVICES TO THE ELDERLY

#### 3.1 Residential Nursing Care

Jubilee Home provides residential nursing care for 50 elderly citizens of Saskatchewan; about two-thirds of whom formerly lived outside of Lloydminster. The Home is also presently planning a new facility that will include a day care program and respite care. It is expected that an additional demand for the services offered by Jubilee House will be forthcoming in the next few years; as a result both of more people living longer and the fact that families moving to Lloydminster are likely to want their elderly relatives close at hand.

#### 3.2 Residential Accommodation

3.21 Five organizations were identified as providers of residential accommodation for senior citizens: Pioneer Lodge, Knox Manor, Fellowship Village, Padua Place and Hallsholme. Unfortunately, it was only possible to obtain relevant information on the first two facilities. Pioneer Lodge is presently the residence of 130 men and women over the age of 65. The average age of those living in the Lodge is 80. As a preference is given to Alberta residents, three-quarters of those in the Lodge are from that province. About half of the residents previously lived in Lloydminster. There is no waiting list for Pioneer Lodge, and in fact, the staff did not believe that there would be an increase in demand during the next three years.

3.22 Knox Manor provides 24 self-contained apartments for men and women over the age of 65. Although there is no waiting list the Manor has been completely filled since it opened in 1982. All of the Manor's residents formerly lived in the Alberta portion of Lloydminster. It is understood that Padua Place, which is an even newer facility, provides a similar number of self contained apartments. There was no expectation of additional demand for this type of accommodation in the near future.

#### 3.3 Educational and Recreational Programs

For the past 15 years, the Lloydminster Senior Citizens Society has provided educational and recreational programs for senior citizens over the age of 60 and for younger people if they are retired or the spouse of a senior citizen. The Society presently has 258 members, almost all of whom live in Lloydminster. While many of the residences for the elderly also provide activity programs, the Society sees an increasing demand for their type of programs as a result of early retirement, more public awareness of the Society's activities and population growth. In anticipation of this increasing demand, the Society plans to build a new facility within the next five years.



### 3.4 Home Support Services

3.41 **Twin Rivers Home Care** presently provides four important home support services in the community: home nursing, homemaking, meals on wheels and home maintenance. In its **home nursing program**, which is contracted to the **Lloydminster Society of Home Nursing**, Twin Rivers Home Care provides approximately 6,500 visits a year to residents of Lloydminster. As people are living longer and are also interested in staying longer in their own homes, it is expected that there will be an increased demand for home nursing services in the future.

3.42 The **Homemaking Program**, which is contracted to **Lloydminster Home Support Services**, provides over 4,000 hours of service to Lloydminster senior citizens each year. Again, a substantial increase in demand is expected in the future and this will require additional funding.

3.43 Over 3,000 meals a year are delivered through the **Meals on Wheels** program, which is also contracted to **Lloydminster Home Support Services**. While Lloydminster seniors are the major recipients of this service, mentally and physically disabled adults are also included. A significant increase in demand for the **Meals on Wheels** program is not expected.

3.44 The **Home Maintenance** program has been more limited, offering senior citizens in Lloydminster approximately 80 hours of service during the past year. **Twin Rivers Home Care** does not expect to see much of an increase in demand for this program.

### 3.5 Information and Referral

3.51 The **Lloydminster Senior Citizens Society** provides its members with current information on issues of concern to seniors, particularly through its membership in such groups as the **Alberta Council on Aging and Pensioners Concerned**.

3.52 The **Lloydminster, Vermilion and Districts Memorial Society** provides information to its members and the general public, as to how they can obtain information on funeral costs and procedures. As well, the Society offers advice on how to make bequests to charitable organizations.

Some Conclusions:

- There is adequate residential accommodation for the elderly of Lloydminster at the present time and no increase in demand is expected in the next few years.
  
- A range of home support services is presently available in the city. Some increase in the demand for these services is anticipated as a result of more elderly people wanting to remain in their homes.

4. SERVICE TO THOSE WITH SOCIAL AND EMOTIONAL PROBLEMS

	1	2	3	4	5	6
<u>ORGANIZATION</u>						
Lloydminster Interval Home	*		*		*	*
Lloydminster Sexual Assault and Information Centre			*		*	
Birthright of Lloydminster			*			*
Walter A. 'Slim' Thorpe Recovery Centre	*		*			
Alcoholics Anonymous				*		
Narcotics Anonymous				*		
Elizabeth 'Libbie' Young Residential Centre	*		*			
Lloydminster Mental Health Clinic		*	*		*	
Lloydminster Mental Health Association					*	

- 
1. Treatment and Residential Services
  2. Assessments
  3. Individual Counselling and Support
  4. Self Help Groups
  5. Public Education/Community Awareness
  6. Information and Referral

#### 4. SERVICES TO THOSE WITH SOCIAL AND EMOTIONAL PROBLEMS

##### 4.1 Treatment and Residential Services

4.11 Three agencies provide treatment and residential care to those with social and emotional problems. The first is the **Walter A. "Slim" Thorpe Recovery Centre** which is dedicated to helping and rehabilitating those who are addicted to alcohol and drugs. The Centre's **Detoxification Program** has seen a steady rise in the number of clients from 200 in 1982 to 230 in 1983 and 285 in 1984. The increasing number is surprising given that the Centre has only two beds available on a 'first come, first served' basis. Of the clients presently using the service, 85% are male, about two-thirds are from Lloydminster itself and slightly more than half are from the province of Alberta. It is also notable that almost half of the clients are from the construction trades. For this reason, the Recovery Centre would anticipate a major impact on its Detoxification Program once the construction activities on the upgrader are underway. To respond to this increase, the Recovery Centre would like to have an additional four to six beds, one new staff member, and a further \$25,000 in funding.

4.12 As a result of the increasing use of its detoxification program, the Centre has also experienced a significant increase in the number of clients involved in its **Fourteen Day Treatment Program**. From 320 clients in 1982, the Centre has seen a 64% increase in two years to a 1984 total of 525. At any one time there are at least fourteen names on the waiting list. Significantly, two-thirds of those who participate in the treatment program live outside of the city of Lloydminster. The Recovery Centre staff anticipate that in the next few years they will see a 100% increase in the number of people seeking to participate in the treatment program. This level of activity would require two additional staff, seven extra beds and at least \$100,000 in funding.

4.13 The **Lloydminster Interval Home** provides accommodation for women, as well as women with children, who are anxious to escape from a violent home environment. The numbers that are assisted in this way by Interval Home have increased significantly over the last three years from 91 women and 143 children to 140 women and 201 children in the most recent twelve month period. Significantly, about 40% of those accommodated by the home are from outside of the city. Interval Home anticipates that there will be an increasing demand for their accommodation in the next few years as a result of the rapid population growth and the likelihood of additional families facing uncertainties and stress. In response to this demand, they would like to be in a position to hire a number of additional staff, including a child care worker.

4.14 A small residential program for those who are having difficulty with depression, anxiety or stress is operated by the **Elizabeth "Libbie" Young Residential Centre**. Its present facilities allow it to assist only eight residential and four day clients at any one time. In 1983, 22 clients were involved in the program, while there were 24 in 1984. A month's wait before a bed is available is normally expected. It is estimated that 56% of the clients involved in the program are from Lloydminster, with the remainder from the surrounding areas. As well, three quarters are residents of Alberta. The Centre foresees an increasing demand for their program in the next few years, which, without further beds, would simply result in a much longer waiting list.

## 4.2 Assessments

The Lloydminster Mental Health Clinic presently provides social, psychological and psychiatric assessments upon request from doctors, nursing homes, schools, courts, social services and the police. Although the number of assessments carried out was not made available, the staff of the Centre expect to see the number double in the next few years. In particular, it was suggested that school related assessments would probably increase the fastest.

## 4.3 Individual Counselling and Support

All of the programs that provide residential services also offer individual counselling and support. In addition, Birthright of Lloydminster, the Lloydminster Sexual Assault and Information Centre, and the Lloydminster Mental Health Clinic are involved in providing similar services to the community.

4.31 Out-patient counselling through the Walter A. "Slim" Thorpe Recovery Centre has risen very significantly in the past few years, from 200 clients in 1982 to 560 in 1984. A four to six week waiting period is indicative of a growing number of people seeking counselling assistance. In all, 90% of the clients are from Lloydminster. The Recovery Centre would certainly require additional funding and staff if the demand for counselling in the next few years increased by the 100% that the present Centre staff anticipate.

4.32 Interval Home provides counselling and support to the women and children who are staying in the Home's accommodation. As well, they provide similar services by telephone to victims of family violence. In all, 199 calls were dealt with in 1982-83, 232 in 1983-84 and 250 in 1984-85. Again, it is anticipated that these numbers will increase particularly as the availability of the service becomes better known.

4.33 The Elizabeth "Libbie" Young Residential Centre, as well as offering counselling to its residential clients, is also prepared to provide counselling and crisis intervention to others in the community who are having problems coping with depression and stress. The number of clients who have been assisted was not available.

4.34 Counselling to victims of past, or present, sexual assaults is available through the Lloydminster Sexual Assault and Information Centre. In 1984 the Centre provided counselling and support to 54 victims of sexual assault, up from 37 in the previous year. Although the clients who are assisted come equally from Saskatchewan and Alberta, 40% live outside of Lloydminster. The Centre is expecting to see a rising demand for its counselling program as a result of the increase in public awareness about the issue of sexual assault. Along with a significant increase in the number of volunteers, the Centre would like to see a 20% increase in the staffing.

4.35 Birthright of Lloydminster is prepared to provide counselling and support to any distressed pregnant girl, or woman, to enable her to carry her pregnancy to term. The organization receives between 40 and 50 calls a year from primarily single teenagers or single women in their early twenties. Of this number, about a dozen require extensive follow-up involving accommodation, clothing, education and guidance, while another 25 require a less extensive involvement. An

increasing population and a higher profile on the part of the agency is expected to account for a rising demand for Birthright's counselling and support program.

#### 4.36 Lloydminster Mental Health Clinic

Funded by the Government of Saskatchewan, the **Lloydminster Mental Health Clinic** provides individual, family and marital counselling, as well as community mental health follow-ups. The Clinic also works closely with the Sexual Assault Centre in providing support to victims of sexual assault (such as providing group support for victims of incest). Although the total client numbers could not be made available for the study, the present weekly caseloads for the staff provide a good indication of the extent of the service. At the moment each social worker has a weekly caseload of 30, each psychologist 30, and the part-time psychiatrist a weekly caseload of 12. Those presently requiring services from the clinic can expect to have to wait up to a month for counselling, and the clinic staff anticipate that this waiting period will increase significantly in the next few years unless additional professional and support staff are added.

#### 4.4 Self Help Groups

4.41 The two agencies that are presently offering assistance through self help groups in the community are **Alcoholics Anonymous** and **Narcotics Anonymous**. Both organizations have adopted a similar, well-tested approach to providing support to those people who are determined to stay away from their previous addiction to alcohol and/or drugs. Alcoholics Anonymous has been active in the community for 35 years. In 1982 the organization had two self help groups with fifteen people in each group. By 1984 it had increased to nine such groups. Further increases are anticipated in the next few years, particularly if the city's population increases as a result of the upgrader. Presently, all of those involved with Alcoholics Anonymous are from Lloydminster, the majority of them having been referred to the program by the Thorpe Recovery Centre.

4.42 Narcotics Anonymous has been active about one month, but already has twelve regular attendees at their weekly self-help group meetings. The group also expects to see a further increase in their numbers once the existence of the group is better known.

#### 4.5 Public Education/Community Awareness

4.51 The **Sexual Assault and Information Centre**, the **Lloydminster Interval Home**, the **Mental Health Clinic** and the **Mental Health Association** all provide workshops, seminars and public information on their services or the social needs that their organization is attempting to address.

4.52 The **Sexual Assault and Information Centre** has been very active in offering public education opportunities to community groups and professional associations, particularly on the issue of the sexual abuse of children. In 1983 they addressed 21 groups (483 people) and again in 1984, 27 groups (485 people). So far in 1985 they have already spoken to over 300 people and a further ten groups are waiting for programs in the next few months. Approximately half of the presentations are conducted beyond Lloydminster. The Centre fully expects

that the demand for their services will double in the next few years, which would require at least a 25% increase in their funding, staffing and the number of volunteers. A second program, also run by the Centre, involves presentations to school age children and their parents on the preventive aspects of child sexual abuse. In 1985, staff and volunteers of the Centre have already spoken to between 1,000 - 1,500 school children, both in and beyond Lloydminster. Many additional invitations to speak have been received and as a result a 300% increase in demand is expected.

4.53 **Interval Home** has also been active in speaking to service clubs, churches and women's organizations about its program and the needs of the women and children that they serve. Similarly, the **Mental Health Clinic** has provided public education opportunities on issues such as stress, suicide, incest and sexual abuse to social service agencies and related organizations in the city. Although no detailed information was available, the Lloydminster Mental Health Association has been active in improving public awareness of mental health issues in the community and in encouraging the development of new services for those with mental health problems.

#### 4.6 Information and Referral

4.61 While a many of the agencies in Lloydminster provide general information to their clients or users two agencies in this service category made specific mention of their information and referral services. **Interval Home**, in addition to offering information on their own programs, also provides an answering service for both the Sexual Assault Centre and for Al Anon, which is a service offering help to relatives or friends of problem drinkers. In 1984 Interval Home received 79 calls for Al Anon.

4.62 **Birthright of Lloydminster**, as part of its services to its clients, provides information on available community resources, medical care referrals, legal advice, help with job placements, information on adoptions and referrals for professional counselling.

Some Conclusions:

- All of the programs concerned with alcohol and/or drug abuse have experienced very significant increases in demand for their services during the past few years, and even greater increases are anticipated in the next few years.
- The need to provide safe accommodation and counselling support for women and children who have been subject to domestic violence is continually increasing in the community.
- The evident increase in public awareness of the problems of sexual assault is likely to result in additional requests for counselling and support in the future.
- Residential and hospital care for those with mental health difficulties is quite limited.
- Approximately 40% of the users of these services live outside of Lloydminster and a similar percentage of the public education and community awareness programs are conducted beyond Lloydminster.



5. SERVICES TO THE DISABLED

	1	2	3	4	5	6
<u>ORGANIZATION</u>						
Lloydminster Chapter of the Multiple Sclerosis Society		*				*
Lloydminster and District Sheltered Workshop and Training Centre	*			*		
Canadian Paraplegic Association		*				*
Lloydminster Handivan Society					*	
Lloydminster Association for the Mentally Retarded			*			*

- 
1. Residential Services
  2. Counselling and Support
  3. Recreational and Developmental Agencies
  4. Pre-vocational, Vocational Training and Job Placement
  5. Transportation
  6. Public Education and Information

## 5. SERVICES TO THE DISABLED

### 5.1 Residential

The Lloydminster and District Sheltered Workshop and Training Centre provides residential services for mentally handicapped adults. The number of people assisted by the agency has increased from 41 in 1982, to 49 in 1983 and 54 in 1984. A recent client survey indicated that in addition to the present waiting list of 14, there are approximately a further 35 people within the agency's catchment area who require service. It is estimated that providing services to these clients would require an additional \$300,000, 14 additional staff and the support of ten volunteers. About 80% of the centre's clients who are using the residential accommodation are from outside of Lloydminster.

### 5.2 Counselling and Support

5.21 The Lloydminster Chapter of the Multiple Sclerosis Society presently provides counselling and support to approximately 16 multiple sclerosis patients, almost all of whom live in the Alberta portion of Lloydminster. Along with home visits and gifts of fruit or flowers, the Society also provides limited financial assistance for such services as use of the Handivan. The Society does expect to see an increase in demand for its services in the next few years as a result of a rising number of multiple sclerosis patients.

5.22 The Canadian Paraplegic Association provides counselling and support to spinal cord injured people. Approximately 40 people are currently receiving help, with about half this number living in Lloydminster. It is anticipated that, as the agency becomes better known, the number receiving help will increase.

### 5.3 Recreational and Developmental Programs

Through the work of the Association for the Mentally Retarded, approximately 50 mentally handicapped people from Lloydminster are involved in various types of recreational activities. The Association does expect to see an increasing amount of activity in the next few years and as a result, will require a 25% increase in its budget and the addition of two further staff positions. The Association also provides an Early Childhood Development program to children under the age of five who are mentally and/or physically handicapped. In 1982, 15 children were involved in the program headed by a teacher-therapist. By 1984, 21 children were involved and four were on the waiting list. Two-thirds of those who participate live outside of Lloydminster. The Association also expects to see an increase in activity in this program and ideally they would like to have a 35% increase in their present budget, additional staff and an increased number of volunteers.

#### 5.4 Pre-Vocational and Vocational Training and Job Placement

5.41 The Lloydminster and District Sheltered Workshop and Training Centre provides vocational services for mentally handicapped adults living in and around Lloydminster. In its pre-vocational training program it currently assists 20 adults, all but four of whom live outside Lloydminster. There are another 14 on the waiting list until an opening becomes available and a recent survey showed that there were many others within the agency's catchment area who require assistance. At least a 40% increase in current funding, including three additional staff, would be necessary to meet this increased demand.

5.42 In the Centre's vocational training and job placement program there are presently 52 people; up from 31 in 1982. Again there is a waiting list of approximately 18. Anticipated demand in the next few years would require a 50% increase in budget and three additional staff. About 80% of those involved in the program are from outside of the city.

#### 5.5 Transportation

Since 1980 the Lloydminster Handivan Society has been providing transportation services for the disabled. In 1984 approximately 50 people, all from Lloydminster, made regular use of the Handivan services. Some increase would be likely in the next few years, particularly if awareness of the program is improved. This would require the society to hire additional part-time drivers.

#### 5.6 Public Education/Information

Three of the agencies, the Multiple Sclerosis Society, the Paraplegic Association and the Association for the Mentally Retarded all made reference to their work in the area of public education and information. The M.S. Society made specific mention of their involvement in the National Carnation Week, while the Paraplegic Association outlined its work in encouraging public officials to better understand the needs of the disabled regarding accessibility to public buildings. The Association for the Mentally Retarded mentioned their efforts in increasing public awareness of birth defects, and as well their present work in developing a television documentary to publicize the needs of the mentally handicapped.

Some Conclusions:

- At least half of the disabled who use the services provided by these agencies live outside of Lloydminster.
- Additional unmet needs of the disabled are evident in areas such as accommodation, pre-vocational and vocational training and early childhood development.
- All of the agencies anticipate an increased demand for their services in the future, which in some cases would require significant increases in funding and staffing.

6. SERVICES FOR THOSE WITH HEALTH RELATED PROBLEMS

1 2 3 4 5

ORGANIZATION

Lloydminster Hospital	*				
Lloydminster Auxiliary Hospital and Dr. Cooke Nursing Home	*				
Lloydminster District Office, Saskatchewan Health Services		*		*	*
Lloydminster Clinic Management Co. Ltd.		*			
Lloydminster and District Community Health Services Association		*			
Canadian Cancer Society			*	*	
Cansurmount			*		

- 
1. Acute Personal Care
  2. Outpatient Health and Medical Care
  3. Counselling and Support
  4. Public Education
  5. Public Health Issues

## 6. SERVICES FOR THOSE WITH HEALTH RELATED PROBLEMS

### 6.1 Acute Personal Care

6.11 Since 1909 the Lloydminster Hospital has been providing for the care of the sick and injured in Lloydminster and the surrounding areas in both Saskatchewan and Alberta. In 1982 it provided 23,501 inpatient days of service; in 1983, 22,681 and in 1984, 20,893. In each of these years there were approximately 4,000 inpatient admissions. As well, during each year, the hospital handled almost 12,000 emergency and outpatient visits, 1,000 operating procedures and delivered over 500 babies. In total, 53% of those using the services of the hospital were residents of Alberta. The hospital does anticipate that there will be an expanded need for its services. It has estimated that, by 1986-87, it will be providing care to approximately 5,400 inpatients, with almost 30,000 days of patient care.

6.12 The Lloydminster Auxiliary Hospital and Dr. Cooke Nursing Home presently provides supportive and intensive personal care for senior citizens and those with advanced chronic illnesses. In 1984 care was provided to 182 patients, up from 165 in 1982. A further 44 names are presently on the waiting list for admission. Three-quarters of the patients are residents of Lloydminster; with over 80% coming from the Alberta side of the border. The Auxiliary Hospital is anticipating a 10% to 20% increase in the demand for its beds in the next few years. This is partly a result of the provision of home care, which has meant that while people have been able to stay in their homes for a longer period of time, when they do require additional care it is likely to be intensive care that is necessary.

### 6.2 Outpatient Health and Medical Care

6.21 Two of the three health clinics in Lloydminster responded to the questionnaire: the Lloydminster Clinic Management Co. Ltd. and the Lloydminster and District Community Health Services Association Ltd. The two clinics provide the services of 13 medical doctors and it is estimated that in total, they deal with almost 85,000 visits a year. As well as visits to the clinic, the doctors also visit homes and lodges and provide medical care in the hospitals. Approximately three-quarters of those patients using the two clinics are from Lloydminster, with a proportional number coming from Alberta and Saskatchewan. Both of the clinics foresee a need for additional services if the population of the city increases significantly.

6.22 The Lloydminster District Office of the North Battleford Health Region of Saskatchewan Health Services provides an array of health services to the community, with a focus on services for children and pregnant women. These services include immunizations, home visits, school health visits, child health clinics, speech and language therapy for preschool children, an early childhood psychologist, chiropody services for the elderly as well as administering, for Saskatchewan residents only, the Saskatchewan Aid to Independent Living Program and the Saskatchewan Hearing Aid Plan. Unfortunately, statistics on the numbers using these services were not available. However, it was noted that for the services specifically for children there was a two month delay in receiving

attention. Generally, it was felt that additional demands on the services would be evident if the population increased significantly. In planning for services it was stated that one public health nurse was provided for a population of 5,000.

#### 6.4 Counselling and Support

Two related agencies in the community, the **Canadian Cancer Society** and **Cansurmount** offer counselling and support to those who have cancer or to their family members. The Cancer Society is presently assisting approximately 15 patients or their families, with counselling, the provision of dressings or financial support. Cansurmount is a support group for cancer patients that currently involves 20 clients and 18 volunteers. The programs of both groups primarily service residents of Lloydminster, although cancer patients from beyond the city are certainly involved. Both groups anticipate an increase in the number of people involved, particularly as more become aware of the services that they provide.

#### 6.4 Public Education

6.41 The **Canadian Cancer Society** also has a public education program which includes films and education kits that are provided to schools and community meetings. In 1984 six schools were visited and as well, there was one major public information event.

6.42 The **Lloydminster District Office of the Saskatchewan Health Services** offers public education on nutrition to professional groups, schools and community organizations. This particular service is available through the North Battleford Health Office.

#### 6.5 Public Health Issues

The **Health Services District Office** has responsibility for conducting all public health inspections in food service facilities, schools and public facilities. Also the services of a Medical Officer are available to provide public health advice, to ensure proper communicable disease control and to enforce the regulation of the public health act. These services are available to physicians, municipal government, schools, businesses and interested individuals. The office would expect additional health inspections and greater use of the services of the Medical Officer if the city's population was to increase significantly.

Some Conclusions:

- With some exceptions, the health related services presently available in Lloydminster should be able to meet the demand unless there is a significant increase in the population in the next few years.
  
- The present lengthy waiting list for intensive nursing care suggests that this may be an area of concern for the future.
  
- The need for specialist doctors in some areas of health care requires consideration.



7. SERVICES FOR THOSE SEEKING FURTHER EDUCATION, EMPLOYMENT OR RECREATION

	1	2	3	4	5	6
<u>ORGANIZATION</u>						
Lakeland College		*				
Lloydminster Further Education Council		*				
LEARN	*					*
Canada Employment Centre	*	*	*	*		
Alberta Career Centre	*		*			*
Lloydminster Training and Employment Centre	*		*	*		
Lloydminster Recreation Board					*	

- 
1. Individualized Counselling and Tutoring
  2. Educational Courses, Workshops and Seminars
  3. Financial Assistance
  4. Job Placement Services
  5. Recreational Facilities and Support
  6. Information and Referral

## 7. SERVICES FOR THOSE SEEKING FURTHER EDUCATION, EMPLOYMENT OR RECREATION

### 7.1 Individual Counselling and Tutoring

7.11 Residents of Lloydminster and the surrounding communities have four organizations that are prepared to offer individual counselling and tutoring with respect to education and employment. LEARN, which operates within Lakeland College, has established a volunteer network of people who provide individualized confidential tutoring to non-reading adults. The program gave assistance to 48 people in 1982, 42 in 1983 and 32 in 1984. Approximately 80% of those involved were from Lloydminster. With the prospects of additional construction workers coming to Lloydminster the program is anticipating a growing demand for this one-to-one tutoring.

7.12 The Canada Employment Centre provided employment counselling to over 1,200 employed and unemployed people during 1984. An increase of about 10% is expected in each of the next few years.

7.13 The Alberta Career Centre offered individual employment counselling to 960 men and women in 1984. The demand for the Centre's assistance has meant that appointments are now being booked up to six weeks in advance, and a further 50% increase is expected in the next few years once the Career Centre's services are better known. Although the service is primarily intended for Alberta residents, about a quarter of those using the Centre are from Saskatchewan.

7.14 Saskatchewan residents who are receiving benefits from the Department of Social Services receive employment counselling from the Lloydminster Training and Employment Centre. Counselling was provided to 285 people, predominantly Lloydminster residents, in 1983. In 1984, this number increased to over 300. Of those who are assisted, three quarters are under 30 years of age, half have had less than grade 10 education, 40% are single parents and a quarter have had drug abuse or related problems. A steady increase in the number requiring assistance is anticipated, particularly as the upgrader developments will likely attract a significant amount of unqualified workers.

### 7.2 Educational Courses, Workshops and Seminars

7.21 Lakeland College presently provides courses for academic upgrading, post secondary and continuing education. The growth of the College's activities is evident in the following enrollment statistics:

	<u>1982</u>	<u>1983</u>	<u>1984</u>
Full-time	183	245	219
Part-time	1,348	2,581	5,417

A waiting list is in place in a number of the upgrading programs as well as in some courses that are oil related. While the availability of funding will be critical, the College does expect to see significant increases in enrollments in the next few years, especially in the area of training for the oil industry. The expectation is that there will soon be a permanent campus with a residence and a full complement of student services.

7.22 The Lloydminster Further Education Council co-ordinates adult education within the city by providing non-credit courses and workshops. Under the auspices of the Council, 79 courses were offered in 1982, 78 in 1983 and 74 in 1984. Waiting lists exist for many of the courses and people are required to wait six months to a year for a further opportunity to participate. The Council does expect to see an increasing demand for its courses and workshops during the next few years, as the courses are reasonably priced and people seem very anxious to improve their knowledge.

7.23 The Alberta Career Centre involved almost 500 people during 1984 in a number of workshops offered in the community on such topics as career planning, job searches and establishing a Job Club.

### 7.3 Financial Assistance

7.31 Besides responding to approximately 5,000 applications a year for Unemployment Insurance the Canada Employment Centre also offers training subsidies to both employers and potential employees. In 1984, 650 trainees received financial assistance from the Centre, while approximately \$300,000 was made available as subsidies to employers. Future increases in training subsidies are expected as there is a greater demand for skilled workers on the part of industry.

7.32 The Alberta Career Centre also provides financial sponsorship into training programs, both in institutions and within companies. Although details on the numbers involved were not available, almost all of the support went to residents of Alberta. Again, an increase in demand is expected.

7.33 Through the Lloydminster Training and Employment Centre approximately \$30,000 was made available in 1984 for a wage subsidy program for employers. Despite the fact that the program is funded by the Government of Saskatchewan employers in Alberta are also considered eligible for support. An increase in demand is not anticipated, especially as the Saskatchewan government did not provide any increase in funding for 1985.

### 7.4 Job Placement Services

7.41 The Canada Employment Centre made 1,650 job placements in 1984, up from 1,200 in 1983, and 1,500 in 1982. As well, the centre was responsible for approximately 1,600 student placements. The centre presently has seven staff involved in both aspects of job placement, but it expects to see an additional 20% increase in its placement activity and in the number of staff involved as a result of the spin-off activity that will accompany the upgrader developments.

7.42 The Lloydminster Training and Employment Centre also makes job referrals for its clients, but the number of successful placements made was not available.

#### 7.5 Recreational Facilities and Support

The Lloydminster Recreation Board provides and manages recreational facilities for the citizens of Lloydminster. As well, it offers consulting services for community groups, such as minor hockey teams, in order to assist them with the development of their programs. In 1984, approximately 20 groups were assisted in this way. With population increases the Board expects to see a growing demand for its services.

#### 7.6 Information and Referral

7.61 LEARN makes presentations to groups and provides information for newspapers and television programs in order to improve the community's awareness of the issue of literacy.

7.62 The Alberta Career Centre offers its users a resource library on occupations and possible careers.

Some Conclusions:

- The City of Lloydminster appears to be very well provided with opportunities for academic upgrading and continuing education; as well there is evidence of planning to meet the future training needs of the oil industry in the area.
  
- Job counselling, financial assistance and job placement services are readily available at present, although all of these services are anticipating an increasing demand during the next few years as a consequence of the upgrader developments.

## 8. SERVICES TO NATIVE CANADIANS

	1	2	3	4	5
<u>ORGANIZATION</u>					
Lloydminster Native Friendship Centre		*	*	*	
Lloydminster Metis Society	*	*			*
Metis Association, Local 201	*	*			

- 
1. Housing
  2. Educational, Social and Cultural Activities
  3. Counselling and Support
  4. Information and Referral
  5. Day Care

### 8.1 Housing

Both the Lloydminster Metis Society and the Metis Association, Local 201 presently provide housing to metis families, although non-status and treaty Indians are also considered. The Society now has 77 housing units, almost double the number it had in 1982. As well they have a further 160 applicants on the waiting list. The Association presently has six houses, with a further 16 about to be added. Its waiting list includes 50 families. Both groups see a need for a substantial increase in the number of houses in their programs as a result of the long waiting lists and the likely impact of the arrival of the upgrader.

### 8.2 Educational, Social and Cultural Activities

8.21 The Metis Society, the Metis Association, and the Lloydminster Native Friendship Centre all provide various forms of educational, social and cultural activities for their members.

8.22 The Metis Society provides university courses in business administration and human resource development through its affiliation with the Gabriel Dumont Institute in Regina. In all, 25 metis and non-status Indians are presently involved in the program, while a further 20 are on the waiting list. Expectations are that the numbers enrolled will double in the next few years.

8.23 All three groups work to encourage a greater appreciation of metis or native culture and also to provide social events for their members. The Friendship Centre also has a drop-in centre, with the majority of those who participate coming from the Saskatchewan side of Lloydminster. Increased activity is anticipated in the next few years.

### 8.3 Counselling and Support

The Native Friendship Centre offers a general counselling program for its members as well as providing the services of a court worker to assist natives who have had difficulties with the law. It is expected that demands for this particular service will increase in the next few years, especially as a result of the introduction of the Young Offenders Act and the increasing number of 16 to 18 year olds who are expected to arrive in Lloydminster.

### 8.4 Information and Referral

The Native Friendship Centre provides a staff person to assist those who are new to the community to find accommodation and employment. Information on the services available in the community is also provided. Again, a large increase in this kind of activity is anticipated by the Friendship Centre.

### 8.5 Day Care

The Metis Society is responsible for running the Kiddies Corner Day Care, which is included in section 1.11 under the heading of Services to Children and Youth.

Some Conclusions:

- Both Metis groups have large waiting lists for housing for low income Metis families.
  
- All three agencies are presently providing a wide range of services to their members and with almost every service there is an expectation of an increasing demand in the future.



EXPECTATIONS FOR THE FUTURE

1. Demand for Existing Services

It is apparent that the majority of the service providers in Lloydminster are anticipating an increasing demand for their services in the next few years. While the most frequently mentioned explanation for the increases was linked to likely population growth, accompanying the construction and operation of the upgrader, other explanations were also offered. For example some service providers justified their predictions on the future demand for their services on the steady increases that had occurred in the past few years. For others a needs assessment had identified the anticipated needs of the provider's client population. However for a good number of the service providers, particularly the smaller voluntary agencies, their explanation was that once they had achieved a higher profile in the community this would naturally result in a greater demand for their services.

2. Demand for New Services

2.1 It was considered important to identify whether agencies in the city saw the need for any new human services in the next few years. Over three-quarters of those interviewed indicated that there were areas of social need they thought should be addressed in the future. The new services that were mentioned, in order of priority, are as follows:

Additional Services to Youth 31%

- counselling and therapy programs
- programs to address teenage drug and alcohol abuse
- sexuality seminars
- programs for those in conflict with the law
- life skills training
- a youth activity centre

Additional Services to Families 20%

- more marriage and family counselling
- family life education programs in schools
- parenting programs
- support for unwed mothers
- child care services for infants

Additional Medical and Health Care Services 12%

- more specialist doctors
- more psychiatric services, including a special ward in the new hospital
- the services of speech therapists
- more mental health programs
- support programs for clients and families with special health needs
- more services for those with alcohol problems

<u>Additional Information and Referral Services</u>	11%
<ul style="list-style-type: none"> <li>- an annual directory of available services</li> <li>- a central information number</li> <li>- a crisis line</li> <li>- a volunteer bank</li> </ul>	
<u>Additional Accommodation Services</u>	10%
<ul style="list-style-type: none"> <li>- for transient single men</li> <li>- for battered women and their children</li> <li>- for the disabled</li> <li>- for unwed mothers</li> </ul>	
<u>Additional Educational Services</u>	7%
<ul style="list-style-type: none"> <li>- teaching people to cope with stress and change</li> <li>- job retraining programs</li> <li>- literacy courses</li> </ul>	
<u>Other Additional Services</u>	4%
<ul style="list-style-type: none"> <li>- support services and activity for programs for seniors</li> <li>- better accessibility to public buildings for the physically disabled</li> <li>- a rent control board</li> </ul>	
TOTAL	84
	100%

2.2 The agencies involved in the study were then asked if they were making plans to offer any new services in the future. Approximately one-quarter said they were. The new services mentioned included the following:

"more counselling for students, more social service and human development courses" (Lakeland College)

"developing self help groups for male and teenage victims of sexual assault or abuse" (Sexual Assault and Information Centre)

"planning a summer camp for youth" (Native Friendship Centre)

"we will be increasing our support for unwed mothers, prior to and after the delivery of the baby" (Birthright of Lloydminster)

"we will be adding day care and respite care for elderly residents" (Jubilee Home)

"with the opening of our new Centre we will be able to offer specialized youth services" (Thorpe Recovery Centre)

"as well as adding pre-retirement planning we'll have an emphasis on maintaining job skills and employee-employer relations" (Alberta Career Centre)

### 3. The Impact of the Upgrader on Social Services

3.1 In all, 80% of the service providers interviewed suggested that the construction and operation of the upgrader would have a substantial impact on social services in Lloydminster. For many of those who felt this way, it was evident that any increase in population would generate additional demands on a social service sector that was already fully stretched in attempting to meet the needs of the community. As one person commented:

"The social service sector is already overworked, understaffed and the waiting lists are large. If more families move in all of our services will have additional burdens."

A second agency said:

"We certainly feel that there will be an increased need for our services with the projected population increase. Since the announcement of the upgrader we have already had a big increase in referrals. Alberta and Saskatchewan Social Services already have inadequate staffing to deal with their heavy caseloads and this will only get worse."

3.2 A particular concern that was mentioned by many of those who responded was that the upgrader would encourage the influx of a transient population, many of whom would be unskilled, which in turn would mean greater utilization of social services. As one person commented:

"In any boom period a city will have a great influx of a transient population. These people, who are usually in the 20 - 40 year age range, bring with them young families or a senior dependent. Having no immediate support group, such as family or friends, in a crisis situation they have no choice but to seek the help of a social service agency."

3.3 For some who were concerned about the influx of a transient population into Lloydminster, the impact on social services would be felt as a result of the likely increase in family stress and disruption.

"The transient nature of the oil industry is known to substantially increase family breakdowns...or at least family stress."

"Since the major influx of people will be young parents without the advantages of a support network we would anticipate parenting stress syndromes, such as child abuse and depression. We need to make services more available and as well allow young mothers an opportunity to meet with other young mothers."

3.4 Alcohol and drug abuse concerns were also referred to in the responses:

"The type of people who are attracted to a construction site often have drinking problems and as a result it will put a strain on all social programs."

"A sudden influx always brings stress due to change of location, new friends, new schools. Often these stresses bring about an increase in the use and abuse of alcohol and drugs."

3.5 While some of those who replied to the questionnaire saw the additional opportunities for employment as a real advantage to the community, others commented on the possible negative aspects:

"The spin off industries from the upgrader should create employment, but problems will occur if there is a large influx of unemployables from other areas."

"I suspect that we will have more people arrive than the number of jobs available which will then result in stress and frustration."

"The oil will attract people who will not obtain employment. There are social and emotional problems related to unemployment which will increase in frequency in Lloydminster."

"I am concerned about people who will make lots of money and then have nothing constructive to do with it. This will only result in a lot of aimlessness. There is just not enough available for 18 to 25 year olds."

3.6 Other suggestions as to the likely impact of the upgrader developments, were that it would mean additional pressure on schools, libraries, day cares, playschools, recreation programs and the availability of affordable housing.

#### 4. Interagency Co-operation and Public Information

4.1 It was significant that, in responding to the question of the likely impact of the upgrader, a number of service providers suggested that there was a need for much greater co-ordination of services and more public information on what is presently available. In addition, the importance of encouraging a greater degree of interprovincial co-ordination in the future planning of social services was emphasized.

4.2 Those responding to the questionnaire were asked specifically if they thought that there was a need for more interagency co-operation and co-ordination in Lloydminster. Two-thirds of the service providers replied that there is a need for more interagency co-operation. When they were asked how this might be achieved the following suggestions were offered:

By improving the existing inter-agency association;  
introducing a more formal structure and increasing  
the representation.

40%

By improving the availability of information on existing services; through a directory and/or a centralized information centre.		33%
By encouraging a greater degree of co-ordination and planning in the community; more formal meetings at the level of decision makers for the city and both provinces.		16%
By introducing a volunteer centre with a bank of available volunteers.		7%
By working together to co-ordinate proposed workshops and seminars and to provide a regular calendar of community events.		4%
TOTAL	47	100%

4.3 A further question asked was whether people felt that there was sufficient public information on the type of services which were presently available. Over three-quarters of those surveyed felt that there was insufficient information available. When these respondents were asked for their suggestions as to how this might be improved, they replied as follows:

By developing and distributing a directory of all available social services in the city.		38%
By assisting agencies with the promotion of their programs and services; through increased advertising and media coverage.		25%
By setting up 'information days' in the mall and providing current information on available social services to all newcomers to the community.		25%
By establishing an information and referral centre, maintaining a bank of available volunteers, and providing a regular community services bulletin.		12%
TOTAL	40	100%

Some Conclusions:

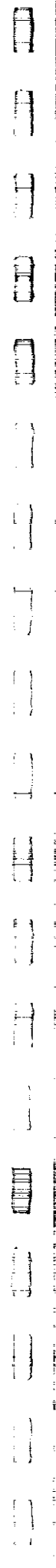
- Almost all of the service providers anticipate an increasing demand for their services if the population of Lloydminster increases significantly.
- A substantial increase in funding and staffing will be required if the future demand for services, as anticipated by the providers, is to be fully met.
- Service providers confirmed that additional services will be required in the future, particularly services for youth and for families.
- Very few of the service providers are planning to offer any new services to the community in the next few years.
- In the opinion of the majority of the service providers, the construction and operation of the upgrader will have a substantial impact on the provision of social services in the city.
- Service providers are generally very interested in finding ways to improve interagency co-operation.
- The need for more public information on the services that are presently available is strongly supported.

**SOME RECOMMENDATIONS**



## SOME RECOMMENDATIONS:

- The City of Lloydminster should be prepared to develop, distribute and maintain an annual directory of the various social services that are available in the community.
  
- Associated with the development of an annual directory, the City of Lloydminster should install an 'AID line' that would receive calls from the general public and then make referrals to the appropriate government department or social agency.
  
- The additional complexities in the social services network that result from the presence of the provincial border requires that the City of Lloydminster be prepared to take the lead in bringing together representatives of both provincial governments and the voluntary social services sector to plan for the development of any new social services.
  
- The City of Lloydminster should be prepared to actively support the work of an Interagency Council, particularly in regard to the identification of community social needs and the co-operative planning of new social services.
  
- The City of Lloydminster should include within its staff, a **Social Development Officer** who would be required to oversee the development and maintenance of the community directory and the 'AID line', maintain an active liaison with social service providers in the community, co-ordinate research projects on emerging social needs, monitor the social impact of the bi-provincial upgrader and report regularly to the City Council.
  
- Consideration should be given to the possibilities of establishing a separate Lloydminster Family and Community Support Services program and negotiating with the Saskatchewan government for matching funding to support preventive social services in the community.



APPENDICES



# ALBERTA AGRICULTURE, DISTRICT EXTENSION OFFICE

5124 - 40 Street  
Lloydminster, Alberta  
T9V 0M3

## PURPOSE

- To provide information and education in order to develop knowledge, attitudes and skills for daily living and for the management of the home and farm

## SERVICES OFFERED

- Information on food, nutrition, clothing and textiles
- Home management and financial counselling
- Educational workshops on issues of family living

## CLIENT GROUPS

- Rural families in Alberta

## STRUCTURE

- Department, Government of Alberta

## FUNDING SOURCES

- Government of Alberta 100%

## EMPLOYEES

- Two

## VOLUNTEERS

- Extensive volunteer network in rural communities

## MAJOR REFERRAL SOURCES

- Advertising
- Word of Mouth
- Self Referral

## NUMBER OF YEARS IN COMMUNITY

- Twelve years

April, 1985

## ALBERTA CAREER CENTRE

5124 - 50 Street  
Lloydminster, Alberta  
T9V 0M3

### PURPOSE

- To provide assistance with career planning

### SERVICES OFFERED

- Individual career counselling
- Career planning workshops and resource library
- Financial assistance for training programs

### CLIENT GROUPS

- Alberta residents and some Saskatchewan residents

### STRUCTURE

- Branch of Alberta Manpower

### FUNDING SOURCES

- Government of Alberta 100%

### EMPLOYEES

- Four

### VOLUNTEERS

- None

### MAJOR REFERRAL SOURCES

- Word of Mouth 70%
- Government Offices 10%
- Schools 10%
- Self Referral 10%

### NUMBER OF YEARS IN COMMUNITY

- Less than a year

April, 1985

# ALBERTA SOCIAL SERVICES AND COMMUNITY HEALTH

2nd Fl., 5124 - 50 Street  
Lloydminster, Alberta  
T9V 0M3

## PURPOSE

- To provide financial support and child welfare services to the Alberta portion of the community

## SERVICES OFFERED

- Income security
- Day care subsidy
- Foster care
- Child welfare
- Adoptions
- Family relations
- Handicapped children's services

## CLIENT GROUPS

- Unemployed, single parent families, dysfunctional families, families with handicapped children

## STRUCTURE

- Department, Government of Alberta

## FUNDING SOURCES

- Government of Alberta 100%

## EMPLOYEES

- Ten full-time

## VOLUNTEERS

- None

## MAJOR REFERRAL SOURCES

- Self Referral 90%
- Other Agencies, Organizations 5%
- Schools, Churches 5%

## NUMBER OF YEARS IN COMMUNITY

- Three years (local office)
- Fifteen years (Vermilion District Office)

April, 1985

# ALCOHOLICS ANONYMOUS

875-2477

## PURPOSE

- To provide support to those who wish to overcome their alcohol dependency

## SERVICES OFFERED

- Support through a self-help group

## CLIENT GROUPS

- Those who are or have been dependent on alcohol

## STRUCTURE

- No local board of directors
- Affiliated with national organization

## FUNDING SOURCES

- Member's contributions

## EMPLOYEES

- None

## VOLUNTEERS

- All members

## MAJOR REFERRAL SOURCES

- |                                 |     |
|---------------------------------|-----|
| - Other Agencies, Organizations | 40% |
| - Self Referral                 | 40% |
| - Police, Courts                | 20% |

## NUMBER OF YEARS IN COMMUNITY

- Thirty-five years

April, 1985



# BIG SISTERS OF LLOYDMINSTER

5118 - 48 Street  
Lloydminster, Alberta  
T9V 0V6

## PURPOSE

- To provide a positive adult influence upon children who require mature adult companionship and guidance on a one-to-one basis

## SERVICES OFFERED

- An adult-child matching program

## CLIENT GROUPS

- Children between the ages of 4 and 16, who are predominantly from single parent homes

## STRUCTURE

- A locally elected board of directors
- Affiliated with Big Sisters of Saskatchewan

## FUNDING SOURCES

- |  |     |
|--|-----|
| - Family & Community Support Services      | 70% |
| - Donations, Fund Raising or Service Clubs | 28% |
| - United Way                               | 2%  |

## EMPLOYEES

- One

## VOLUNTEERS

- Forty-four

## MAJOR REFERRAL SOURCES

- |                                 |     |
|---------------------------------|-----|
| - Self Referral                 | 80% |
| - School or Church              | 10% |
| - Other Agencies, Organizations | 10% |

## NUMBER OF YEARS IN COMMUNITY

- Five years

April, 1985

## BIRTHRIGHT OF LLOYDMINSTER

Station E, 4920 - 49 Avenue  
Lloydminster, Sask.  
S9V 0T7

### PURPOSE

- To provide support to any distressed pregnant girl or woman to enable her to carry her pregnancy to term.

### SERVICES OFFERED

- Emotional support
- Information and referral services
- Assistance with accommodation, clothing, legal advice, etc.

### CLIENT GROUPS

- Single pregnant women
- Couples

### STRUCTURE

- No local board of directors
- Affiliated with international Birthright organization

### FUNDING SOURCES

- |                     |     |
|---------------------|-----|
| - Private Donations | 90% |
| - Churches          | 10% |

### EMPLOYEES

- None

### VOLUNTEERS

- Fifteen

### MAJOR REFERRAL SOURCES

- |                    |     |
|--------------------|-----|
| - Self Referral    | 98% |
| - School or Church | 1%  |
| - Physicians       | 1%  |

### NUMBER OF YEARS IN COMMUNITY

- Three years

April, 1985

## CANADA EMPLOYMENT CENTRE

4618 - 49 Avenue  
Lloydminster, Sask.  
S9V 0T2

### PURPOSE

- To provide assistance in meeting labor market needs and the development of potential labor force members
- To provide temporary income support to the unemployed

### SERVICES OFFERED

- Job placement
- Unemployment insurance
- Job creation programs
- Training subsidies
- Student employment
- Employment counselling

### CLIENT GROUPS

- Unemployed
- Underemployed
- Employers

### STRUCTURE

- A federal government office administered by Employment and Immigration Canada

### FUNDING SOURCES

- Government of Canada 100%

### EMPLOYEES

- Twelve to fifteen

### VOLUNTEERS

- None

### MAJOR REFERRAL SOURCES

- Self Referral 90%
- Other Agencies, Organizations 10%

### NUMBER OF YEARS IN COMMUNITY

April, 1985

## CANADIAN CANCER SOCIETY

4905 - 50 Avenue  
Lloydminster, Sask.  
S9V 0P7

### PURPOSE

- To provide services and support to cancer patients
- To increase public awareness and encourage fund raising activities

### SERVICES OFFERED

- Education programs
- Counselling support for cancer patients and their families
- Financial assistance for transportation, medical supplies

### CLIENT GROUPS

- Cancer patients and their families
- Community organizations and schools

### STRUCTURE

- No local board of directors
- Affiliated with the Saskatchewan Division of the Canadian Cancer Society

### FUNDING SOURCES

- Donations and Fund Raising                      100%

### EMPLOYEES

- One

### VOLUNTEERS

- Thirty to forty regular volunteers

### MAJOR REFERRAL SOURCES

### NUMBER OF YEARS IN COMMUNITY

- Two years

April, 1985

# CANADIAN PARAPLEGIC ASSOCIATION

Box 102  
Lloydminster, Sask.  
S9V 0X9

## PURPOSE

- To provide assistance to spinal cord injured people

## SERVICES OFFERED

- Counselling and information

## CLIENT GROUPS

- People with spinal cord injuries

## STRUCTURE

- No local board of directors
- Affiliated with national association

## FUNDING SOURCES

- |  |     |
|--|-----|
| - United Way                               | 33% |
| - Canadian Paraplegic Assn. (Saskatchewan) | 33% |
| - Canadian Paraplegic Assn. (Alberta)      | 33% |

## EMPLOYEES

- One part-time

## VOLUNTEERS

- None

## MAJOR REFERRAL SOURCES

- |                                |     |
|--------------------------------|-----|
| - Other Agency or Organization | 75% |
| - Service Clubs                | 10% |
| - Self Referral                | 10% |
| - Government                   | 5%  |

## NUMBER OF YEARS IN COMMUNITY

- Less than one year

April, 1985

## CANSURMOUNT

5506 - 47 Street  
Lloydminster, Alberta  
T9V 0H1

### PURPOSE

- To provide support for people who have or who have had cancer and for family members of those who have cancer

### SERVICES OFFERED

- Counselling and support groups
- Community awareness

### CLIENT GROUPS

- People who have or who have had cancer
- Family members

### STRUCTURE

- Affiliated with Canadian Cancer Society

### FUNDING SOURCES

- None

### EMPLOYEES

- None

### VOLUNTEERS

- Six to eight

### MAJOR REFERRAL SOURCES

- Self Referral 50%
- Other Agencies, Organizations 50%

### NUMBER OF YEARS IN COMMUNITY

- Two years

April, 1985

# CATHOLIC SOCIAL SERVICES

5116 - 50 Street  
Lloydminster, Alberta  
T9V 0M3

## PURPOSE

- To provide support to individuals and families in the community through counselling

## SERVICES OFFERED

- Individual, family and marital counselling
- Group counselling and workshops

## CLIENT GROUPS

- Families and individuals of all ages and religious denominations

## STRUCTURE

- A locally elected board of directors with membership on the provincial board of Catholic Social Services

## FUNDING SOURCES

- |                           |     |
|---------------------------|-----|
| - Government of Alberta   | 65% |
| - Donations, Fund Raising | 25% |
| - User Fees               | 6%  |
| - United Way              | 4%  |

## EMPLOYEES

- One full-time

## VOLUNTEERS

- Eight

## MAJOR REFERRAL SOURCES

- |                                 |     |
|---------------------------------|-----|
| - Self Referral                 | 50% |
| - Other Agencies, Organizations | 25% |
| - Schools or Churches           | 15% |
| - Government                    | 10% |

## NUMBER OF YEARS IN COMMUNITY

- Two years

April, 1985

# CHILDBIRTH EDUCATION ASSOCIATION

Box 707  
Lloydminster, Sask.  
S9V 0Y7

## PURPOSE

- To meet the needs of expectant and new parent(s) as well as to encourage a greater awareness of current medical practices concerning childbirth

## SERVICES OFFERED

- Parenting skills workshops
- Assistance in setting up support groups

## CLIENT GROUPS

- Expectant parent(s)
- Professionals

## STRUCTURE

- No board of directors
- All members automatically belong to International Childbirth Education Association

## FUNDING SOURCES

- User Fees 100%  
(Workshops and Seminars)

## EMPLOYEES

- None

## VOLUNTEERS

- Fifteen

## MAJOR REFERRAL SOURCES

- Advertising 80%
- Agencies, Organizations 10%
- Self Referral 10%

## NUMBER OF YEARS IN COMMUNITY

- Less than one year

April, 1985



# ELIZABETH "LIBBIE" YOUNG RESIDENTIAL CENTRE

Box 2013  
Lloydminster, Sask.  
S9V 1E9

## PURPOSE

- To provide problem solving skills and counselling to people who have difficulty in coping with depression, anxiety and stress

## SERVICES OFFERED

- A residential program offering group and individual counselling as well as a crisis intervention service

## CLIENT GROUPS

- People having difficulty in coping with depression, anxiety and stress

## STRUCTURE

- A locally elected board of directors
- Associated with an informal Saskatchewan group: the Residential Services Committee

## FUNDING SOURCES

- Government of Saskatchewan                      100%

## EMPLOYEES

- Four full-time, two part-time

## VOLUNTEERS

- None

## MAJOR REFERRAL SOURCES

- Word of Mouth
- Friends and Relatives

## NUMBER OF YEARS IN COMMUNITY

- Two years

April, 1985

## KNOX MANOR

5501 - 47 Street  
Lloydminster, Alberta  
T9V 0G9

### PURPOSE

- To provide suitable accommodation for people over the age of 65

### SERVICES OFFERED

- Twenty-four self contained apartments

### CLIENT GROUPS

- Men and women over 65

### STRUCTURE

- An appointed Housing Board established by the Knox Presbyterian Church

### FUNDING SOURCES

- |   |      |
|---|------|
| - (Operating Costs) User Fees           | 100% |
| - (Capital Costs) Government of Alberta | 100% |

### EMPLOYEES

- Two part-time

### VOLUNTEERS

- Eight

### MAJOR REFERRAL SOURCES

- |                 |     |
|-----------------|-----|
| - Advertising   | 75% |
| - Word of Mouth | 25% |

### NUMBER OF YEARS IN COMMUNITY

- Three years

April, 1985

# LAKELAND COLLEGE

4420 - 50 Avenue  
Lloydminster, Alberta  
T9V 0W2

## PURPOSE

- To provide opportunities for academic upgrading, post secondary and continuing education to residents of the area

## SERVICES OFFERED

- Academic upgrading
- Post secondary training
- Continuing education and personal development

## CLIENT GROUPS

- Anyone within commuting distance of the College
- Students sponsored by Alberta Vocational Training, Saskatchewan Social Services, Workers Compensation Board, etc.

## STRUCTURE

- College board appointed by Government of Alberta

## FUNDING SOURCES

- Government of Alberta	73%
- User Fees	3%
- Government of Saskatchewan	3%
- Other	21%

## EMPLOYEES

## VOLUNTEERS

## MAJOR REFERRAL SOURCES

- Self Referral	66%
- Government	15%
- Schools	15%
- Other Agencies, Organizations	4%

## NUMBER OF YEARS IN COMMUNITY

- Ten years

April, 1985

## LEARN

4420 - 50 Avenue  
Lloydminster, Alberta  
T9V 0W2

### PURPOSE

- To provide individualized, confidential tutoring to non-reading adults and to increase the community's awareness of the issue of literacy

### SERVICES OFFERED

- Private tutoring and counselling to non-reading adults
- Public education concerning literacy

### CLIENT GROUPS

- Non-reading adults

### STRUCTURE

- A local advisory committee
- Affiliated with the Alberta Association for Adult Literacy and operated through Lakeland College

### FUNDING SOURCES

- Government of Alberta 90%
- Government of Saskatchewan 10%

### EMPLOYEES

- One

### VOLUNTEERS

- Fifty-eight

### MAJOR REFERRAL SOURCES

- Agencies, Organizations 40%
- Government 40%
- Self Referral 20%

### NUMBER OF YEARS IN COMMUNITY

- Three years

April, 1985

# LITTLE TOT CO-OPERATIVE DAY CARE CENTRE

5007 - 47 Avenue  
Lloydminster, Sask.  
S9V 0W5

## PURPOSE

- To provide a program of educational play for children based upon their individual needs, interests and abilities
- To provide parents with the opportunity to better understand their children's needs and behavior

## SERVICES OFFERED

- Child care and programming on a full-time or part-time basis
- Special needs programming

## CLIENT GROUPS

- Children 18 months to 6 years of age

## STRUCTURE

- Local board of directors

## FUNDING SOURCES

- Parent Subsidies	43%
- User Fees	35%
- Government of Saskatchewan Grants	20%
- Other	2%

## EMPLOYEES

- Eleven

## VOLUNTEERS

- Board members and periodic assistance from parents

## MAJOR REFERRAL SOURCES

- Advertising and Word-of-Mouth	95%
- Other Agencies and Organizations	5%

## NUMBER OF YEARS IN COMMUNITY

- Fifteen years

April, 1985

LLOYDMINSTER AND DISTRICT  
COMMUNITY HEALTH SERVICES ASSOCIATION LTD.

4920 - 50 Street  
Lloydminster, Sask.  
S9V 0Y6

PURPOSE

- To provide comprehensive health care services to the community

SERVICES OFFERED

- Medical services

CLIENT GROUPS

- Members of the Association

STRUCTURE

- Affiliated with Community Health Co-operative Federation (Saskatchewan)

FUNDING SOURCES

- Government of Saskatchewan 50%
- Government of Alberta 40%
- Office Rentals 10%

EMPLOYEES

- Ten full-time, one part-time

VOLUNTEERS

- Ten

MAJOR REFERRAL SOURCES

- Self Referral 90%
- Other Agencies, Organizations 10%

NUMBER OF YEARS IN COMMUNITY

- Twenty-three years

April, 1985

**THE LLOYDMINSTER AND DISTRICT  
SHELTERED WORKSHOP AND TRAINING CENTRE**

3514 - 51 Avenue  
Lloydminster, Sask.  
S9V 0Y2

**PURPOSE**

- To enable mentally handicapped adults to live as normal a life as possible

**SERVICES OFFERED**

- Pre-vocational training
- Vocational training and employment placement
- Residential services

**CLIENT GROUPS**

- Adult mentally handicapped people

**STRUCTURE**

- A locally elected board of directors

**FUNDING SOURCES**

- |                              |     |
|------------------------------|-----|
| - Generated Revenue          | 63% |
| - Government of Alberta      | 23% |
| - Government of Saskatchewan | 11% |
| - Government of Canada       | 3%  |

**EMPLOYEES**

- Forty-eight

**VOLUNTEERS**

- Twenty

**MAJOR REFERRAL SOURCES**

- |                                 |     |
|---------------------------------|-----|
| - Government                    | 40% |
| - Self Referral                 | 25% |
| - Other                         | 25% |
| - School or Church              | 5%  |
| - Other Agencies, Organizations | 5%  |

**NUMBER OF YEARS IN COMMUNITY**

- Thirteen years

April, 1985

# LLOYDMINSTER AND DISTRICT UNITED WAY

5642 - 42 Street  
Lloydminster, Alberta  
T9V 1C6

## PURPOSE

- To raise funds for non-profit organizations in Lloydminster and area

## SERVICES OFFERED

- Provides funding for approximately twenty agencies

## CLIENT GROUPS

- Non-profit agencies in Lloydminster and surrounding area

## STRUCTURE

- Local board of directors
- Affiliated with United Way of Canada

## FUNDING SOURCES

- Fund Raising                      100%

## EMPLOYEES

- One part-time

## VOLUNTEERS

- Fifty

## MAJOR REFERRAL SOURCES

- Other Agencies, Organizations              90%
- Government                                      5%
- Other    5%

## NUMBER OF YEARS IN COMMUNITY

- Ten years

April, 1985



# LLOYDMINSTER ASSOCIATION FOR THE MENTALLY RETARDED

5624 - 42 Street  
Lloydminster, Alberta  
T9V 1C6

## PURPOSE

- To promote the well-being and rights of mentally handicapped persons

## SERVICES OFFERED

- Recreational activities for mentally retarded persons
- An early childhood development program
- Public awareness program

## CLIENT GROUPS

- Mentally handicapped persons of all ages

## STRUCTURE

- A locally elected board of directors
- Affiliated with the Saskatchewan and Alberta Associations for the Mentally Retarded

## FUNDING SOURCES

- |   |     |
|---|-----|
| - Foundations, Fund Raising and Donations | 47% |
| - Government of Saskatchewan              | 32% |
| - Government of Alberta                   | 17% |
| - United Way                              | 4%  |

## EMPLOYEES

- Two full-time and two part-time

## VOLUNTEERS

- Forty

## MAJOR REFERRAL SOURCES

- |                                 |     |
|---------------------------------|-----|
| - Other Agencies, Organizations | 40% |
| - Referrals from Government     | 20% |
| - Self Referral                 | 20% |
| - Schools or Churches           | 10% |
| - Other                         | 10% |

## NUMBER OF YEARS IN COMMUNITY

- Twenty-five years

April, 1985

# LLOYDMINSTER BIG BROTHER ASSOCIATION

5220 - 51 Street  
Lloydminster, Alberta  
T9V 0P4

## PURPOSE

- To match boys from father-absent homes with suitable volunteer men in an effort to improve self-esteem and foster worthwhile goals

## SERVICES OFFERED

- A matching program between Little Brothers and approved volunteer Big Brothers

## CLIENT GROUPS

- Boys between the ages of 5 and 17 from father-absent homes

## STRUCTURE

- A locally elected board
- Affiliated with National Big Brothers Organization

## FUNDING SOURCES

- |   |     |
|---|-----|
| - Fund Raising                          | 50% |
| - Family and Community Support Services | 40% |
| - Donations from Service Clubs          | 10% |

## EMPLOYEES

- One

## VOLUNTEERS

- Fifty-three

## MAJOR REFERRAL SOURCES

- |                                   |     |
|-----------------------------------|-----|
| - Self Referral                   | 80% |
| - Other Agencies or Organizations | 10% |
| - Schools or Churches             | 10% |

## NUMBER OF YEARS IN COMMUNITY

- Nine years

April, 1985

# LLOYDMINSTER CHAPTER OF THE MULTIPLE SCLEROSIS SOCIETY

5514 - 49 Avenue  
Lloydminster, Sask.  
S9V 0V4

## PURPOSE

- To provide support to multiple sclerosis patients

## SERVICES OFFERED

- Visiting programs for multiple sclerosis patients
- Financial assistance for special needs such as Handivan fares

## CLIENT GROUPS

- Multiple sclerosis patients

## STRUCTURE

- A locally elected board of directors with affiliation to the Multiple Sclerosis Society of Canada

## FUNDING SOURCES

- |                                |     |
|--------------------------------|-----|
| - United Way                   | 47% |
| - Memberships, Sales           | 44% |
| - Donations from Service Clubs | 9%  |

## EMPLOYEES

- None

## VOLUNTEERS

- Ten

## MAJOR REFERRAL SOURCES

- |                      |     |
|----------------------|-----|
| - Family and Friends | 50% |
| - Self Referrals     | 50% |

## NUMBER OF YEARS IN COMMUNITY

- Nine years

April, 1985

# LLOYDMINSTER CHILDREN'S DAY CARE SOCIETY

3312 - 50 Avenue  
Lloydminster, Alberta  
T9V 0V6

## PURPOSE

- To provide child care programs that offer a positive creative environment

## SERVICES OFFERED

- Nursery program
- Regular day care program
- Before and after school program

## CLIENT GROUPS

- Children up to eighteen months (nursery)
- Children nineteen months to five years (regular day care)
- Children six years to twelve years (after school)

## STRUCTURE

- A locally elected board of directors

## FUNDING SOURCES

- |                         |     |
|-------------------------|-----|
| - User Fees             | 70% |
| - Government of Alberta | 30% |

## EMPLOYEES

- Twelve full-time, one part-time

## VOLUNTEERS

- None

## MAJOR REFERRAL SOURCES

- |                 |     |
|-----------------|-----|
| - Word of Mouth | 85% |
| - Advertising   | 15% |

## NUMBER OF YEARS IN COMMUNITY

- Three years

April, 1985

# LLOYDMINSTER CLINIC MANAGEMENT CO. LTD

5102 - 48 Street  
Lloydminster, Alberta  
T9V 0J1

## PURPOSE

- To provide health care to the community

## SERVICES OFFERED

- Medical clinic
- Home visits and hospital care

## CLIENT GROUPS

- Anyone requiring medical care

## STRUCTURE

- Board of directors

## FUNDING SOURCES

- |                              |     |
|------------------------------|-----|
| - Government of Alberta      | 60% |
| - Government of Saskatchewan | 38% |
| - Government of Canada       | 2%  |

## EMPLOYEES

- Twenty-four full-time
- Four part-time

## VOLUNTEERS

- None

## MAJOR REFERRAL SOURCES

- |                  |     |
|------------------|-----|
| - Self Referral  | 98% |
| - Other Patients | 2%  |

## NUMBER OF YEARS IN COMMUNITY

- Forty years

April, 1985

**LLOYDMINSTER DISTRICT OFFICE  
SASKATCHEWAN HEALTH SERVICES**

5001 - 50 Avenue  
Lloydminster, Sask.  
S9V 0Y2

**PURPOSE**

- To prevent disease and disability through primary preventive measures and early detection

**SERVICES OFFERED**

- Public health nursing - immunization, school health, prenatal classes, child health clinics, etc.
- Public health inspections
- Nutrition education and information
- Speech and language therapy

**CLIENT GROUPS**

- Pre-school and school aged children
- Pregnant women
- Senior citizens
- Food service facilities

**STRUCTURE**

- District office of North Battleford Health Region
- Advisory Board of Health in Regina

**FUNDING SOURCES**

- Government of Saskatchewan 100%

**EMPLOYEES**

- Eight

**VOLUNTEERS**

- None

**MAJOR REFERRAL SOURCES**

- Self Referral 90%
- Word of Mouth 10%

**NUMBER OF YEARS IN COMMUNITY**

April, 1985

# LLOYDMINSTER EARLY INTERVENTION PROGRAM

4804 - 50 Street  
Lloydminster, Sask.  
S9V 0M9

## PURPOSE

- To provide a home-based intervention program for families with children who are developmentally delayed

## SERVICES OFFERED

- Home visits from a qualified therapist
- Emotional and educational support to parents

## CLIENT GROUPS

- Developmentally delayed children up to five years of age and their families

## STRUCTURE

- A locally elected board of directors
- Affiliated with the Saskatchewan Early Childhood Intervention Provincial Council

## FUNDING SOURCES

- |  |     |
|--|-----|
| - Government of Saskatchewan                         | 70% |
| - Family and Community Support Services              | 24% |
| - Lloydminster Association for the Mentally Retarded | 6%  |

## EMPLOYEES

- Three full-time

## VOLUNTEERS

- Ten

## MAJOR REFERRAL SOURCES

- |                                 |     |
|---------------------------------|-----|
| - Other Agencies, Organizations | 80% |
| - Doctors                       | 10% |
| - Self Referrals                | 10% |

## NUMBER OF YEARS IN COMMUNITY

- Three years

April, 1985

# LLOYDMINSTER FOSTER PARENTS ASSOCIATION

Box 248  
Marshall, Sask.  
SOM IRO

## PURPOSE

- To provide support for foster parents in order to ensure a secure home environment for children

## STRUCTURE

- Locally elected executive
- Associated with provincial board of the Saskatchewan Foster Parent Association

## SERVICES OFFERED

- Support group and information/referral service for foster parents

## CLIENT GROUPS

- Foster parents

## FUNDING SOURCES

- Government of Saskatchewan 100%

## EMPLOYEES

- None

## VOLUNTEERS

- Executive members

## MAJOR REFERRAL SOURCES

- Government (Social Services) 100%

## NUMBER OF YEARS IN COMMUNITY

- Two years

April, 1985



# LLOYDMINSTER FURTHER EDUCATION COUNCIL

5311 - 35 Street  
Lloydminster, Alberta  
T9V 1J8

## PURPOSE

- To co-ordinate adult education programs and courses in the city

## SERVICES OFFERED

- Non-credit courses and workshops

## CLIENT GROUPS

- Residents of Lloydminster over the age of eighteen

## STRUCTURE

- A locally elected Council
- Affiliated with the Alberta Association for Continuing Education

## FUNDING SOURCES

- Government of Alberta - covers instructional costs
- Tuition Fees

## EMPLOYEES

- One part-time

## VOLUNTEERS

- Twenty-five Council representatives

## MAJOR REFERRAL SOURCES

- Newspaper advertisements 100%

## NUMBER OF YEARS IN COMMUNITY

- Six years

April, 1985

# LLOYDMINSTER HANDIVAN SOCIETY

c/o 6th Fl., 5116 - 50 Street  
Lloydminster, Alberta  
T9V 0M3

## PURPOSE

- To provide transportation for disabled persons

## SERVICES OFFERED

- Transportation

## CLIENT GROUPS

- Disabled people

## STRUCTURE

- A locally elected board of directors

## FUNDING SOURCES

- |                              |     |
|------------------------------|-----|
| - Donations, Fund Raising    | 40% |
| - User Fees                  | 30% |
| - Government of Saskatchewan | 20% |
| - Government of Alberta      | 10% |

## EMPLOYEES

- One full-time

## VOLUNTEERS

- One

## MAJOR REFERRAL SOURCES

- |                                 |     |
|---------------------------------|-----|
| - Other Agencies, Organizations | 75% |
| - Schools, Churches             | 15% |
| - Self Referral                 | 10% |

## NUMBER OF YEARS IN COMMUNITY

- Five years

April, 1985

# LLOYDMINSTER HOSPITAL

4611 - 48 Avenue  
Lloydminster, Sask.  
S9V 0Z5

## PURPOSE

- To provide for the care of the sick and injured
- To encourage research and the promotion of health

## SERVICES OFFERED

- Acute care hospital

## CLIENT GROUPS

- Population of Lloydminster and the surrounding area in Alberta and Saskatchewan

## STRUCTURE

- A locally appointed board

## FUNDING SOURCES

- |                              |     |
|------------------------------|-----|
| - Government of Alberta      | 48% |
| - Government of Saskatchewan | 43% |
| - Local Governments          | 4%  |
| - Donations, Fund Raising    | 5%  |

## EMPLOYEES

- Three hundred

## VOLUNTEERS

- None

## MAJOR REFERRAL SOURCES

## NUMBER OF YEARS IN COMMUNITY

- 75 years

April, 1985

# LLOYDMINSTER INTERVAL HOME

Box 523  
Lloydminster, Sask.  
S9V 1K5

## PURPOSE

- To provide safe accommodation for women, and women with children, in crisis situations

## SERVICES OFFERED

- A residential service that meets basic needs
- Counselling and information services
- Public awareness programs
- Answering service for other agencies

## CLIENT GROUPS

- Women and children who are victims of family violence
- Women with a housing crisis

## STRUCTURE

- A locally elected board of directors

## FUNDING SOURCES

- |                                       |     |
|---------------------------------------|-----|
| - Government of Alberta               | 70% |
| - Government of Canada                | 12% |
| - Family & Community Support Services | 10% |
| - Donations, Churches, Service Clubs  | 8%  |

## EMPLOYEES

- Six full-time, six part-time

## VOLUNTEERS

- Twelve

## MAJOR REFERRAL SOURCES

- |                                 |     |
|---------------------------------|-----|
| - Self Referral                 | 50% |
| - Relatives or Friends          | 25% |
| - Other Agencies, Organizations | 25% |

## NUMBER OF YEARS IN COMMUNITY

- Five years

April, 1985

# LLOYDMINSTER LA LECHE LEAGUE

2704 - 47 Avenue  
Lloydminster, Sask.  
S9V 1H4

## PURPOSE

- To provide encouragement, information and telephone counselling to women who wish to breast feed their babies

## SERVICES OFFERED

- Counselling
- Public Education

## CLIENT GROUPS

- Pregnant women or new mothers
- Medical personnel

## STRUCTURE

- Affiliated with La Leche League Canada

## FUNDING SOURCES

- |                   |     |
|-------------------|-----|
| - Membership Fees | 90% |
| - Donations       | 10% |

## EMPLOYEES

- None

## VOLUNTEERS

- Four

## MAJOR REFERRAL SOURCES

- |                  |     |
|------------------|-----|
| - Self Referral  | 70% |
| - Another Agency | 30% |

## NUMBER OF YEARS IN COMMUNITY

- Seven years

April, 1985

# LLOYDMINSTER MENTAL HEALTH ASSOCIATION

P. O. Box 2277  
Lloydminster, Sask.  
S9V 1R6

## PURPOSE

- To promote public awareness of the importance of good mental health

## SERVICES OFFERED

- Public education and awareness

## CLIENT GROUPS

- Community organizations

## STRUCTURE

- A locally elected board
- Affiliated with the Saskatchewan Mental Health Association

## FUNDING SOURCES

- United Way                      100%

## EMPLOYEES

- None

## VOLUNTEERS

- Twenty

## MAJOR REFERRAL SOURCES

- Other Agencies, Organizations                      75%
- Advertising    25%

## NUMBER OF YEARS IN COMMUNITY

- Twenty-five years

April, 1985

# LLOYDMINSTER MENTAL HEALTH CLINIC

4611 - 48 Avenue  
Lloydminster, Sask.  
S9V 0Z5

## PURPOSE

- To provide mental health services to the community; including the prevention of mental and emotional problems and the treatment of active disorders

## SERVICES OFFERED

- Individual, family and group counselling
- Psychiatric, psychological and social assessments
- Public education

## CLIENT GROUPS

- Children, teenagers, single adults, couples and families

## STRUCTURE

- A branch of the Saskatchewan Department of Health

## FUNDING SOURCES

- Government of Saskatchewan 100%
- Reimbursement from Government of Alberta for Alberta residents

## EMPLOYEES

- Seven full-time, one part-time

## VOLUNTEERS

- None

## MAJOR REFERRAL SOURCES

- Self Referral 50%
- Other Agencies, Organizations 35%
- Schools or Churches 15%

## NUMBER OF YEARS IN COMMUNITY

- Fourteen years

April, 1985

# LLOYDMINSTER METIS SOCIETY

Amnis Local #18  
5009 - 48 Avenue  
Lloydminster, Sask.  
S9V 0V8

## PURPOSE

- To unite Metis and non-status Indians, to work for their betterment and to promote their culture

## SERVICES OFFERED

- Housing
- Education programs
- Day care

## CLIENT GROUPS

- Metis, non-status and status Indians

## STRUCTURE

- A locally elected board
- Affiliated with the Association of Metis and Non-Status Indians of Saskatchewan

## FUNDING SOURCES

- |                              |     |
|------------------------------|-----|
| - Government of Saskatchewan | 40% |
| - Government of Canada       | 50% |
| - Fund Raising               | 10% |

## EMPLOYEES

- Nine

## VOLUNTEERS

- Twenty

## MAJOR REFERRAL SOURCES

- |                                 |     |
|---------------------------------|-----|
| - Self Referrals                | 60% |
| - Other Agencies, Organizations | 20% |
| - Government                    | 20% |

## NUMBER OF YEARS IN COMMUNITY

April, 1985



# LLOYDMINSTER NATIVE FRIENDSHIP CENTRE

Box 1968  
Lloydminster, Sask.  
S9V 1R5

## PURPOSE

- To assist native people in their adjustment to urban life, to encourage their participation in community affairs and to create a better understanding between native and non-native citizens

## SERVICES OFFERED

- A drop-in centre with recreation opportunities
- Information and referral services
- Counselling and court worker program
- Community awareness

## CLIENT GROUPS

- Native Canadians

## STRUCTURE

- A locally elected board of directors
- Affiliated with the National Association of Friendship Centres

## FUNDING SOURCES

- |  |     |
|--|-----|
| - Government of Canada                       | 80% |
| - National Association of Friendship Centres | 10% |
| - Government of Saskatchewan                 | 9%  |
| - Membership                                 | 1%  |

## EMPLOYEES

- Five

## VOLUNTEERS

- None

## MAJOR REFERRAL SOURCES

- |                                 |     |
|---------------------------------|-----|
| - Centre's Reputation           | 60% |
| - Self Referral                 | 20% |
| - Other Agencies, Organizations | 18% |
| - School or Church              | 2%  |

## NUMBER OF YEARS IN COMMUNITY

- Three years

April, 1985

# LLOYDMINSTER PLAY DEVELOPMENT GROUP

3509 - 47 Avenue  
Lloydminster, Sask.  
S9V 1K9

## PURPOSE

- To provide pre-school aged children with an opportunity to interact and socialize

## SERVICES OFFERED

- A play development program offered two hours a week

## CLIENT GROUPS

- Pre-school children, aged from 2 to 5

## STRUCTURE

- A locally elected board

## FUNDING SOURCES

- |                                       |     |
|---------------------------------------|-----|
| - User Fees                           | 84% |
| - Family & Community Support Services | 16% |

## EMPLOYEES

- One

## VOLUNTEERS

- Seventy-five

## MAJOR REFERRAL SOURCES

- |                                 |     |
|---------------------------------|-----|
| - Word of Mouth                 | 90% |
| - Other Agencies, Organizations | 10% |

## NUMBER OF YEARS IN COMMUNITY

- Two years

April, 1985

# LLOYDMINSTER PRO-LIFE ASSOCIATION

5603 - 27 Street  
Lloydminster, Alberta  
T9V 2B7

## PURPOSE

- To educate the public about the sacredness of life from conception to natural death

## SERVICES OFFERED

- Public education

## CLIENT GROUPS

- Pro-life members
- Schools and service clubs

## STRUCTURE

- Affiliated with Alliance for Life, Alberta Pro-Life and Saskatchewan Pro-Life

## FUNDING SOURCES

- |                       |     |
|-----------------------|-----|
| - Donations           | 75% |
| - Memberships & Sales | 25% |

## EMPLOYEES

- None

## VOLUNTEERS

- Eight to ten

## MAJOR REFERRAL SOURCES

- |                 |      |
|-----------------|------|
| - Self Referral | 100% |
|-----------------|------|

## NUMBER OF YEARS IN COMMUNITY

- Seven years

April, 1985

# LLOYDMINSTER RECREATION BOARD

5011 - 49 Avenue  
Lloydminster, Sask.  
S9V 0T8

## PURPOSE

- To provide and manage recreational facilities

## SERVICES OFFERED

- Recreational facilities
- Consulting services for community groups

## CLIENT GROUPS

- General public
- Community groups

## STRUCTURE

- A locally appointed board of directors

## FUNDING SOURCES

- |                              |     |
|------------------------------|-----|
| - City of Lloydminster       | 50% |
| - User Fees                  | 40% |
| - Government of Alberta      | 5%  |
| - Government of Saskatchewan | 5%  |

## EMPLOYEES

- Eleven full-time

## VOLUNTEERS

- Ten to fifteen

## MAJOR REFERRAL SOURCES

- |                 |      |
|-----------------|------|
| - Self Referral | 100% |
|-----------------|------|

## NUMBER OF YEARS IN COMMUNITY

April, 1985

# LLOYDMINSTER SENIOR CITIZENS SOCIETY

4723 - 49 Street  
Lloydminster, Alberta  
T9V 0L7

## PURPOSE

- To provide fellowship, assistance and recreation for seniors

## SERVICES OFFERED

- Recreational and educational programming
- A blood pressure clinic

## CLIENT GROUPS

- Senior citizens, sixty years of age or over, as well as their spouses

## STRUCTURE

- A locally elected board of directors
- Associated with the Alberta Council on Aging, Pensioners Concerned and Alberta Sports and Recreation for Seniors

## FUNDING SOURCES

- Family and Community Support Services	57%
- Maintenance and User Fees	25%
- Sales	13%
- Donations, Fund Raising	5%

## EMPLOYEES

- One

## VOLUNTEERS

- Sixty

## MAJOR REFERRAL SOURCES

- Word of Mouth
- Newspapers

## NUMBER OF YEARS IN COMMUNITY

- Fifteen years

April, 1985

# LLOYDMINSTER SEXUAL ASSAULT & INFORMATION CENTRE

6th Fl., 5116 - 50 Street  
Lloydminster, Alberta  
T9V 0M3

## PURPOSE

- To provide support counselling for victims and family members of past or present sexual abuse, and to increase public awareness of the problems of sexual abuse

## SERVICES OFFERED

- Counselling
- Public awareness
- Educational presentations

## CLIENT GROUPS

- Victims of sexual assault, as well as family and friends
- Community groups and schools

## STRUCTURE

- A locally elected board
- Affiliated with Sexual Assault Services of Saskatchewan

## FUNDING SOURCES

- |  |     |
|--|-----|
| - Family & Community Support Services      | 56% |
| - Churches, Service Clubs and Fund Raising | 14% |
| - Government of Canada                     | 13% |
| - United Way                               | 6%  |
| - Other                                    | 11% |

## EMPLOYEES

- Two part-time

## VOLUNTEERS

- Fourteen

## MAJOR REFERRAL SOURCES

- |                                 |     |
|---------------------------------|-----|
| - Self Referral                 | 65% |
| - Media, Public Awareness       | 20% |
| - Other Agencies, Organizations | 10% |
| - Schools, Churches             | 5%  |

## NUMBER OF YEARS IN COMMUNITY

- Two years

April, 1985

## LLOYDMINSTER TRAINING AND EMPLOYMENT CENTRE

1, 5009 - 48 Avenue  
Lloydminster, Sask.  
S9V 0V8

### PURPOSE

- To provide counselling and assistance to enable Saskatchewan residents who are receiving benefits from the Department of Social Services to return to the work force

### SERVICES OFFERED

- Job counselling and referral services
- Wage subsidy program

### CLIENT GROUPS

- Saskatchewan residents of Lloydminster who are receiving, or are eligible to receive, benefits from the Department of Social Services
- Employees of Lloydminster and surrounding area (both Saskatchewan and Alberta)

### STRUCTURE

#### FUNDING SOURCES

- Government of Saskatchewan 100%

#### EMPLOYEES

- Four full-time

#### VOLUNTEERS

- None

#### MAJOR REFERRAL SOURCES

- Saskatchewan Department of Social Services 100%

#### NUMBER OF YEARS IN COMMUNITY

- Two years

April, 1985

# LLOYDMINSTER, VERMILION AND DISTRICTS MEMORIAL SOCIETY

P. O. Box 99  
Lloydminster, Sask.  
S9V 0X9

## PURPOSE

- To obtain dignity, simplicity and economy in funeral arrangements by advance planning

## SERVICES OFFERED

- Information on funeral customs, costs and procedures and opportunity for a 'living memorial' through a donation to charitable organizations

## CLIENT GROUPS

- Individuals in the community

## STRUCTURE

- A locally elected board of directors
- Affiliated with Memorial Society of Canada

## FUNDING SOURCES

- |                        |     |
|------------------------|-----|
| - City of Lloydminster | 90% |
| - Membership Fees      | 10% |

## EMPLOYEES

- None

## VOLUNTEERS

- Five

## MAJOR REFERRAL SOURCES

## NUMBER OF YEARS IN COMMUNITY

- Twelve years

April, 1985



# METIS ASSOCIATION, LOCAL 201

5103 - 54 Street  
Lloydminster, Alberta  
T9V 0R9

## PURPOSE

- To provide metis families with suitable housing and with an opportunity to meet together to become more involved in their culture

## SERVICES OFFERED

- Housing
- A meeting place and social activities

## CLIENT GROUPS

- Low income metis families

## STRUCTURE

- A locally elected board of directors
- Affiliated with the Metis Association of Alberta

## FUNDING SOURCES

- Donations, Fund Raising 100%
- Government of Canada (CMHC) capital for housing

## EMPLOYEES

- One

## VOLUNTEERS

- Twelve

## MAJOR REFERRAL SOURCES

- Friends and Relatives 100%

## NUMBER OF YEARS IN COMMUNITY

- Six years

April, 1985

# NARCOTICS ANONYMOUS

825-9135

## PURPOSE

- To help drug users understand that there is a better way of life

## SERVICES OFFERED

- Support through a self-help group

## CLIENT GROUPS

- Those who are or have been dependent on drugs

## STRUCTURE

- No local board of directors

## FUNDING SOURCES

- Member's contributions

## EMPLOYEES

- None

## VOLUNTEERS

- All members

## MAJOR REFERRAL SOURCES

- |                                |     |
|--------------------------------|-----|
| - Self Referral                | 80% |
| - Other Agency or Organization | 20% |

## NUMBER OF YEARS IN COMMUNITY

- Less than one year

April, 1985

# ONE PARENT FAMILIES ASSOCIATION

5118 - 48 Street  
Lloydminster, Alberta  
T9V 0J1

## PURPOSE

- To provide mutual support for single parent families

## SERVICES OFFERED

- Counselling and support
- Activities for families and parents

## CLIENT GROUPS

- Single parent families

## STRUCTURE

- A small Executive Committee
- Associated with national organizations

## FUNDING SOURCES

- |                           |     |
|---------------------------|-----|
| - Donations, Fund Raising | 80% |
| - Memberships             | 10% |
| - Churches                | 10% |

## EMPLOYEES

- None

## VOLUNTEERS

- Members

## MAJOR REFERRAL SOURCES

- |                                 |     |
|---------------------------------|-----|
| - Self Referral                 | 50% |
| - Newspapers                    | 40% |
| - Other Agencies, Organizations | 10% |

## NUMBER OF YEARS IN COMMUNITY

- One year

April, 1985

## PARENT SUPPORT GROUP (TOUGHLOVE)

74 Sunset Crescent  
Lloydminster, Alberta  
T9V 2A3

### PURPOSE

- To offer support to parents of problem teenagers

### SERVICES OFFERED

- Public education
- Support for families

### CLIENT GROUPS

- Parents of teenagers

### STRUCTURE

- No local board of directors
- Associated with regional and national Toughlove groups

### FUNDING SOURCES

- Donations & Fund Raising 100%

### EMPLOYEES

- None

### VOLUNTEERS

- Members

### MAJOR REFERRAL SOURCES

- Self Referral 40%
- Other Agencies, Organizations 30%
- School or Church 30%

### NUMBER OF YEARS IN COMMUNITY

- Less than one year

April, 1985

## PIONEER LODGE

5722 - 50 Street  
Lloydminster, Alberta  
T9V 0N6

### PURPOSE

- To provide a residence for men and women over the age of sixty-five

### SERVICES OFFERED

- Accommodation for senior citizens

### CLIENT GROUPS

- Men and women over the age of sixty-five

### STRUCTURE

- A local board of directors

### FUNDING SOURCES

- |  |     |
|--|-----|
| - User Fees                            | 89% |
| - Foundation & Municipal Contributions | 11% |

### EMPLOYEES

- Twenty-four

### VOLUNTEERS

- None

### MAJOR REFERRAL SOURCES

- |                                 |     |
|---------------------------------|-----|
| - Self Referral                 | 80% |
| - Other Agencies, Organizations | 15% |
| - Churches                      | 5%  |

### NUMBER OF YEARS IN COMMUNITY

- Twenty-five years

April, 1985

# RAINBOW CASTLE CHILD CARE

Box 1615  
Lloydminster, Sask.  
S9V 1K5

## PURPOSE

- To provide a day care program

## SERVICES OFFERED

- Day care services

## CLIENT GROUPS

- Children between the ages of nineteen months and five years

## STRUCTURE

- No local board of directors

## FUNDING SOURCES

- |                         |     |
|-------------------------|-----|
| - User Fees             | 70% |
| - Government of Alberta | 30% |

## EMPLOYEES

- Five full-time, five part-time

## VOLUNTEERS

- Two

## MAJOR REFERRAL SOURCES

- |                                 |     |
|---------------------------------|-----|
| - Advertising                   | 50% |
| - Self Referral                 | 30% |
| - Other Agencies, Organizations | 10% |
| - School or Church              | 10% |

## NUMBER OF YEARS IN COMMUNITY

- Less than one year

April, 1985

# SASKATCHEWAN SOCIAL SERVICES

4817 - 50 Street  
Lloydminster, Sask.  
S9V 0M9

## PURPOSE

- To provide basic and emergency financial services and family services including the protection of children, foster care, adoption and services to young offenders

## SERVICES PROVIDED

- Financial assistance
- Child care services
- Young offenders services
- Parent Aide Program
- Teen-Parent Program
- Services to unmarried mothers

## CLIENT GROUPS

- Low income adults
- Children and adolescents
- Single parent families
- Two parent families

## STRUCTURE

- Department of the Government of Saskatchewan

## FUNDING SOURCES

- Government of Saskatchewan 50%
- Government of Canada 50%

## EMPLOYEES

- Nine

## VOLUNTEERS

- None

## MAJOR REFERRAL SOURCES

- Self Referral 70%
- R.C.M.P. and Courts 20%
- Other Agencies, Organizations 8%
- School or Church 2%

## NUMBER OF YEARS IN COMMUNITY

- Three years

April, 1985

## SATELLITE FAMILY DAY HOMES

6th Fl., 5116 - 50 Street  
Lloydminster, Alberta  
T9V 0M3

### PURPOSE

- To provide a day care program for children in a home setting

### SERVICES OFFERED

- A child care program which is designed to meet the special needs of working parents, particularly those involved in shift work

### CLIENT GROUPS

- Infants and young children of single and two-parent families

### STRUCTURE

- Sponsored by the Family & Community Support Services Board

### FUNDING SOURCES

- |                                       |     |
|---------------------------------------|-----|
| - Government of Alberta               | 35% |
| - User Fees                           | 33% |
| - Subsidies (from Alberta Government) | 32% |

### EMPLOYEES

- Three full-time
- Forty contracted services

### VOLUNTEERS

- Eight

### MAJOR REFERRAL SOURCES

- |                  |     |
|------------------|-----|
| - Self Referral  | 80% |
| - Another Agency | 20% |

### NUMBER OF YEARS IN COMMUNITY

- Three years

April, 1985



## SERENA

5712 - 35 Street  
Lloydminster, Alberta  
T9V 1X1

### PURPOSE

- To provide information on natural family planning

### SERVICES OFFERED

- Counselling
- Group workshops
- Family planning supplies

### CLIENT GROUPS

- Married couples
- Single people

### STRUCTURE

- No local board of directors
- Affiliated with Serena Alberta

### FUNDING SOURCES

- |                           |     |
|---------------------------|-----|
| - Churches                | 60% |
| - Donations, Fund Raising | 20% |
| - Grant - Serena Alberta  | 20% |

### EMPLOYEES

- None

### VOLUNTEERS

- Four

### MAJOR REFERRAL SOURCES

- |                 |     |
|-----------------|-----|
| - Self Referral | 80% |
| - Doctors       | 20% |

### NUMBER OF YEARS IN COMMUNITY

- Four years

April, 1985

# SOUTHRIDGE COMMUNITY PLAYSCHOOL AND KINDERGYM SOCIETY

3404 - 57A Avenue  
Lloydminster, Alberta  
T9V 1W8

## PURPOSE

- To provide preschoolers with an opportunity for interaction and in so doing to foster their social, emotional and physical development

## STRUCTURE

- A locally elected board of directors

## SERVICES OFFERED

- An enrichment program for preschool aged children

## CLIENT GROUPS

- Preschool children and their parents

## FUNDING SOURCES

- |   |     |
|---|-----|
| - User Fees                             | 62% |
| - Family and Community Support Services | 28% |
| - Fund Raising, Donations               | 10% |

## EMPLOYEES

- Six

## VOLUNTEERS

- One hundred and fifty

## MAJOR REFERRAL SOURCES

- |                 |     |
|-----------------|-----|
| - Advertising   | 50% |
| - Word of Mouth | 50% |

## NUMBER OF YEARS IN COMMUNITY

- Three years

April, 1985

## TWIN RIVERS HOME CARE

4804 - 50 Street  
Lloydminster, Alberta  
T9V 0W2

### PURPOSE

- To provide care and support services to individuals to allow them to remain independent at home

### SERVICES OFFERED

- Home nursing
- Homemaking
- Home maintenance
- Meals-on-Wheels

### CLIENT GROUPS

- Senior citizens
- Mentally and physically disabled

### STRUCTURE

- Locally elected board
- Affiliated with the Saskatchewan Home Care Association

### FUNDING SOURCES

- Government of Alberta 47%
- Government of Saskatchewan 43%
- User Fees 10%

### EMPLOYEES

- Sixty direct employees and forty contract services

### VOLUNTEERS

- Four hundred volunteers involved in delivering meals-on-wheels, helping at clinics, visiting, etc.

### MAJOR REFERRAL SOURCES

- Another Agency, Organization (Doctors) 60%
- Family and Friends 20%
- Self Referral 20%

### NUMBER OF YEARS IN COMMUNITY

- Four years

April, 1985

# VERMILION RIVER AREA FAMILY AND COMMUNITY SUPPORT SERVICES

6th Floor, 5116 - 50 Street  
Lloydminster, Alberta  
T9V 0M3

## PURPOSE

- To support preventive projects, operated by non-profit agencies, that are intended to strengthen family and community life

## SERVICES OFFERED

- Community development
- Information and referral

## CLIENT GROUPS

- FCSS funded projects

## STRUCTURE

- A locally appointed board of directors representative of Lloydminster, the County of Vermilion River and surrounding towns and villages

## FUNDING SOURCES

- Government of Alberta	80%
- Town of Vermilion & Surrounding Villages	8%
- Donations, Fund Raising	7%
- City of Lloydminster	5%

## EMPLOYEES

- Two full-time, three part-time

## VOLUNTEERS

- Indirectly through funded agencies

## MAJOR REFERRAL SOURCES

## NUMBER OF YEARS IN COMMUNITY

- Fifteen years

April, 1985

# WALTER A. 'SLIM' THORPE RECOVERY CENTRE

4611 - 48 Avenue  
Lloydminster, Alberta  
T9V 1Z5

## PURPOSE

- To help and rehabilitate those people addicted to alcohol and/or drugs

## SERVICES OFFERED

- Detoxification program
- Fourteen day treatment program
- Out-patient counselling

## CLIENT GROUPS

- Men and women who have a dependency on alcohol and drugs

## STRUCTURE

- A locally elected board
- Associated with the Saskatchewan Alcoholism Commission, the Alberta Alcoholism and Drug Abuse Commission and the Canadian Addictions Foundation

## FUNDING SOURCES

- |                              |     |
|------------------------------|-----|
| - Government of Alberta      | 52% |
| - Government of Saskatchewan | 43% |
| - Government of Canada       | 4%  |
| - Donations, Fund Raising    | 1%  |

## EMPLOYEES

- Eleven full-time

## VOLUNTEERS

- Sixteen

## MAJOR REFERRAL SOURCES

- |                                 |     |
|---------------------------------|-----|
| - Self Referral                 | 40% |
| - Other Agencies, Organizations | 30% |
| - Government                    | 20% |
| - School or Church              | 10% |

## NUMBER OF YEARS IN COMMUNITY

- Ten years

April, 1985

8.22 The Metis Society provides university courses in business administration and human resource development through its affiliation with the Gabriel Dumont Institute in Regina. In all 25 metis and non-status Indians are presently involved in the program, while a further 20 are on the waiting list. Expectations are that the numbers enrolled will double in the next few years.

8.23 All three groups work to encourage a greater appreciation of metis or native culture and as well provide social events for their members. The Friendship Centre also has a drop-in centre, with the majority of those who participate coming from the Saskatchewan side of Lloydminster. Increased activity is anticipated in the next few years.

### 8.3 Counselling and Support

The Native Friendship Centre offers a general counselling program for its members; as well as providing the services of a court worker to assist natives who have had difficulties with the law. This particular service is expected to see additional work in the next few years, especially as a result of the introduction of the Young Offenders Act and the increasing number of 16 to 18 year olds who are expected to arrive in Lloydminster.

### 8.4 Information and Referral

The Native Friendship Centre provides a staff person to assist those who are new to the community to find possible accommodation and employment. Information on the services available in the community is also provided. Again a large increase in this kind of activity is anticipated by the Friendship Centre.

### 8.5 Day Care

The Metis Society is responsible for running the Kiddies Corner Day Care, which is included in section 1.11 under the heading of Services to Children and Youth.

March 13, 1985

Dear Service Provider,

As you will see from the accompanying letter from the Mayor, the City of Lloydminster has decided to undertake a social service inventory study as part of the development of its General Municipal Plan. The purpose of the inventory is to get a better idea of the social services that are presently available in the city and the extent to which they are used. However the study is also intended to gather the views of service providers on the likely impact of the rapid increase in Lloydminster's population that is expected in the next few years.

Hopefully all of this information that will be gathered will be of considerable value to social service agencies or departments of government as they plan for the future. As a result it would be very much appreciated if you could assist the study by completing the questionnaire that is attached. It should only take a few minutes of your time. In a few days, it is our intention to call to arrange a brief interview when we can discuss with you any questions that you had difficulty in completing.

In the meantime, should you have any concerns please feel free to call any of the three names that are listed below. We do appreciate your assistance with the inventory study and we look forward to meeting you at a later date.

Yours truly,

Peter T. Faid,  
Executive Director  
Edmonton Social Planning Council

423-2031

Janes Hammermeister,  
Assistant to the City Commissioner  
City Hall

825-6184

Susan Learoyd,  
Director, Family and Community  
Support Services

875-9127





CITY OF LLOYDMINSTER  
SOCIAL SERVICES INVENTORY STUDY

Instructions: Most of the questions below require only a brief answer from you. If you find that some of the questions are not applicable to your organization, move on to the next questions that you can answer. As we noted in the introductory letter, we will be calling to arrange a brief interview in a few days. At that time, we can discuss with you any of the questions which you found difficult to answer.

Thank you for your help in completing this questionnaire.

-----  
Name of your organization: \_\_\_\_\_

Contact person: \_\_\_\_\_

1. How do you generally describe the purpose (goals) of your organization?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. a) Is your organization part of a larger provincial or national organization?  
(Check) Yes \_\_\_\_ No \_\_\_\_ (IF YES) which Organization?

\_\_\_\_\_

b) How long has your organization been providing services in Lloydminster?

\_\_\_\_\_

3. Do you have a locally elected or appointed board of directors?

Yes \_\_\_\_ No \_\_\_\_

4. What different types of services (eg. counselling, public education, home medical care, etc.) does your organization provide? (Please list each type of service separately and if your organization offers more than three different services please photocopy additional pages.)

Service 1: \_\_\_\_\_

\_\_\_\_\_

Service 2: \_\_\_\_\_

\_\_\_\_\_

Service 3: \_\_\_\_\_

\_\_\_\_\_

ON THE FOLLOWING PAGES WE WILL ASK A NUMBER OF QUESTIONS ABOUT EACH OF THE SERVICES YOU HAVE LISTED ABOVE. IF YOU LISTED ONLY ONE TYPE OF SERVICE, JUST ANSWER THE QUESTIONS ON PAGE 2 AND THEN CONTINUE TO PAGE 5.

5. For the first type of service that you noted above:

a. Type of service (repeat from page 1): \_\_\_\_\_

b. i) Who is the major client group of this service?  
\_\_\_\_\_

ii) Are there other client groups who use the service?  
\_\_\_\_\_

c. For each of the last three years, could you tell us how extensively you were providing this service (eg. number of clients, home visits, placements, inquiries, etc.)?

1982 \_\_\_\_\_ 1983 \_\_\_\_\_ 1984 \_\_\_\_\_

d. Do you currently have a waiting list for this service?

No \_\_\_\_\_ Yes \_\_\_\_\_ (IF YES) i. How large is this list?  
\_\_\_\_\_

ii. How long do people generally remain on this list?  
\_\_\_\_\_

e. Is there any other group or agency currently providing this type of service in Lloydminster?

No \_\_\_\_\_ Yes \_\_\_\_\_ (IF YES) i. What is the name of this organization?  
\_\_\_\_\_

f. What percentage of the clients for this service come from the city of Lloydminster and what percentage live outside the city?

% from Lloydminster: \_\_\_\_\_ % from outside the city: \_\_\_\_\_

g. What percentage of the clients for this service live in Alberta and what percentage live in Saskatchewan?

% from Alberta: \_\_\_\_\_ % from Saskatchewan: \_\_\_\_\_

h. Could you tell us approximately the amount of money and the percentage of your total annual budget that you spent providing this service last year (1984)?  
\_\_\_\_\_

i. Do you expect the demand for this service to increase significantly during the next few years?

No \_\_\_\_\_ Yes \_\_\_\_\_ (IF YES) i. What increase would you anticipate?  
\_\_\_\_\_

ii. Why do you expect this increase to occur?  
\_\_\_\_\_  
\_\_\_\_\_

iii. What increases in funding, staffing and volunteers do you think you will need to meet this additional demand?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. For the second type of service that you noted above:

a. Type of service (repeat from page 1): \_\_\_\_\_

b. i) Who is the major client group of this service?

\_\_\_\_\_

ii) Are there other client groups who use the service?

\_\_\_\_\_

c. For each of the last three years, could you tell us how extensively you were providing this service (eg. number of clients, home visits, placements, inquiries, etc.)?

1982 \_\_\_\_\_ 1983 \_\_\_\_\_ 1984 \_\_\_\_\_

d. Do you currently have a waiting list for this service?

No \_\_\_\_\_ Yes \_\_\_\_\_ (IF YES) i. How large is this list?

\_\_\_\_\_

ii. How long do people generally remain on this list?

\_\_\_\_\_

e. Is there any other group or agency currently providing this type of service in Lloydminster?

No \_\_\_\_\_ Yes \_\_\_\_\_ (IF YES) i. What is the name of this organization?

\_\_\_\_\_

f. What percentage of the clients for this service come from the city of Lloydminster and what percentage live outside the city?

% from Lloydminster: \_\_\_\_\_ % from outside the city: \_\_\_\_\_

g. What percentage of the clients for this service live in Alberta and what percentage live in Saskatchewan?

% from Alberta: \_\_\_\_\_ % from Saskatchewan: \_\_\_\_\_

h. Could you tell us approximately the amount of money and the percentage of your total annual budget that you spent providing this service last year (1984)?

\_\_\_\_\_

i. Do you expect the demand for this service to increase significantly during the next few years?

No \_\_\_\_\_ Yes \_\_\_\_\_ (IF YES) i. What increase would you anticipate?

\_\_\_\_\_

ii. Why do you expect this increase to occur?

\_\_\_\_\_

\_\_\_\_\_

iii. What increases in funding, staffing and volunteers do you think you will need to meet this additional demand?

\_\_\_\_\_

\_\_\_\_\_

7. For the third type of service that you noted above:

a. Type of service (repeat from page 1): \_\_\_\_\_

b. i) Who is the major client group of this service?

\_\_\_\_\_

ii) Are there other client groups who use the service?

\_\_\_\_\_

c. For each of the last three years, could you tell us how extensively you were providing this service (eg. number of clients, home visits, placements, inquiries, etc.)?

1982 \_\_\_\_\_ 1983 \_\_\_\_\_ 1984 \_\_\_\_\_

d. Do you currently have a waiting list for this service?

No \_\_\_\_\_ Yes \_\_\_\_\_ (IF YES) i. How large is this list?

\_\_\_\_\_

ii. How long do people generally remain on this list?

\_\_\_\_\_

e. Is there any other group or agency currently providing this type of service in Lloydminster?

No \_\_\_\_\_ Yes \_\_\_\_\_ (IF YES) i. What is the name of this organization?

\_\_\_\_\_

f. What percentage of the clients for this service come from the city of Lloydminster and what percentage live outside the city?

% from Lloydminster: \_\_\_\_\_ % from outside the city: \_\_\_\_\_

g. What percentage of the clients for this service live in Alberta and what percentage live in Saskatchewan?

% from Alberta: \_\_\_\_\_ % from Saskatchewan: \_\_\_\_\_

h. Could you tell us approximately the amount of money and the percentage of your total annual budget that you spent providing this service last year (1984)?

\_\_\_\_\_

i. Do you expect the demand for this service to increase significantly during the next few years?

No \_\_\_\_\_ Yes \_\_\_\_\_ (IF YES) i. What increase would you anticipate?

\_\_\_\_\_

ii. Why do you expect this increase to occur?

\_\_\_\_\_

\_\_\_\_\_

iii. What increases in funding, staffing and volunteers do you think you will need to meet this additional demand?

\_\_\_\_\_

\_\_\_\_\_

8. It would be helpful to us to have some idea of the sources of your organization's revenue, and the approximate percentage contribution from each. For the last fiscal year:

Government of Alberta:	_____	%
Government of Saskatchewan:	_____	%
Government of Canada:	_____	%
Family and Community Support Services:	_____	%
City of Lloydminster:	_____	%
United way:	_____	%
Churches:	_____	%
Donations, Fund Raising or Service Clubs:	_____	%
User Fees:	_____	%
Other Sources (please specify)	_____	%
	100 %	

9. Do any groups/sources fund only specific programs offered by your organization? If so, which?

\_\_\_\_\_  
\_\_\_\_\_

10. How many people are employed in your organization? \_\_\_\_\_

11. What are the positions held by these people?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

12. Do volunteers play any part in your organization? Yes \_\_\_ No \_\_\_

(IF YES) i. How many volunteers are currently helping you?

\_\_\_\_\_  
ii. What types of contributions do volunteers make?  
\_\_\_\_\_  
\_\_\_\_\_

(IF NO) iii. Do you think that volunteers could play a part in your organization?

\_\_\_\_\_

13. Do you think there is a need for more interagency co-operation and co-ordination in this community?

No \_\_\_ Yes \_\_\_ (IF YES) i. How might this be achieved?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

14. Do you think that there is sufficient public information on the types of human services which exist in this community?

Yes \_\_\_\_\_ No \_\_\_\_\_ (IF NOT) i. How might this be changed?

\_\_\_\_\_  
\_\_\_\_\_

15. Generally how do people who use your service(s) find out about them? (Please give approximate percentage for each source.)

- referral from another agency or organization \_\_\_\_\_ %
- Referral from government \_\_\_\_\_ %
- Referral from a school or church \_\_\_\_\_ %
- Self referral \_\_\_\_\_ %
- Other (please specify) \_\_\_\_\_ %

16. Looking into the future a few years, do you think there are any new human services that will be needed in Lloydminster?

No \_\_\_\_\_ Yes \_\_\_\_\_ (IF YES) i. what types of new services do you think will be needed and why?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

17. Does your organization have any plans to offer such new services?

No \_\_\_\_\_ Yes \_\_\_\_\_ (IF YES) i. Can you tell us a little about these plans?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

18. If the heavy oil development plans for this area are implemented, and Lloydminster's population increases significantly, do you expect any substantial impacts on the social service sector? Please explain.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you very much for helping us with this study of Lloydminster's human services. One of our research team members will be calling you in a few days to arrange a short meeting and to pick up this questionnaire. If some of the questions above have not been quite applicable to your organization, they can be discussed at that time.