

1760
Nov.

Letter

PLEASE RETURN TO:
EDMONTON SOCIAL PLANNING COUNCIL
418, 10010 STREET PLACE
10010 - 105 STREET
EDMONTON, ALBERTA
T5J 1C4

SPRUCE GROVE

Social Service Needs Assessment

NOVEMBER - 1980

Edmonton Social Planning Council
#418, 10010 - 105 Street,
Edmonton, Alberta. T5J 1C4

Phone: 423-2031



United Way
A Member Agency

EDMONTON SOCIAL PLANNING COUNCIL

#418, 10010 - 105th Street, Edmonton, Alberta T5J 1G4 Telephone 424-0331

November 10, 1980.

Spruce Grove Social Service Advisory Committee,
C/o The Town of Spruce Grove,
Spruce Grove, Alberta.

Dear Committee Members:

I am pleased to present to you the final copy of the report,
Spruce Grove Social Service Needs Assessment. With this transmittal
the Edmonton Social Planning Council concludes its contract with the
Town of Spruce Grove.

I trust that the report will be helpful to the Town in formulating
and subsequently implementing its Social Development Plan. I also
trust that the report accurately reflects the attitudes and wishes of
citizens who took part in the study.

I ask that you forward this report to the Town Council with the
view to having the recommendations considered for inclusion in the
Spruce Grove Social Development Plan.

In closing I would like to thank you individually and collectively
for your assistance and guidance throughout the project.

Yours Sincerely,

Beverly Zubot

Beverly Zubot,
Researcher,
Edmonton Social Planning Council.

BZ/rf
Encl.



United Way
A Member Agency

November 13, 1980.

Mayor Cuff and Town Council,
Town of Spruce Grove,
Spruce Grove, Alberta.
TOE 2CO

Dear Mayor and Council Members:

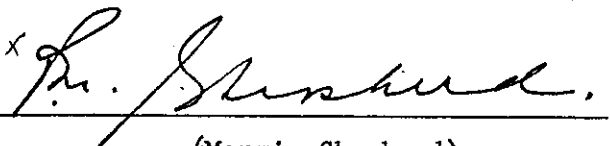
The Spruce Grove Social Service Advisory Committee is pleased to present to you the following report entitled Spruce Grove Social Service Needs Assessment, received from Beverly Zubot of the Edmonton Social Planning Council.

We support the findings, suggestions, and recommendations contained herein. In forwarding this report to you, we urge that the recommendations of the report be incorporated in a Spruce Grove Social Development Plan.

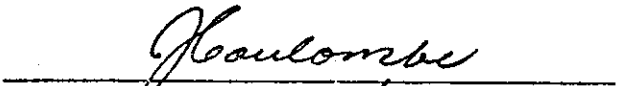
With the transmittal of this document we have completed our duties and ask that you disband our committee.

Yours truly,

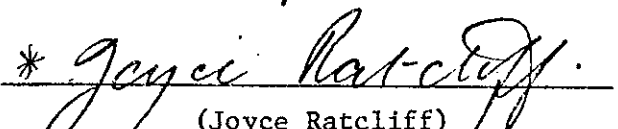
The Spruce Grove Social Services
Advisory Committee.

x 
(Marvin Shepherd)


(Judy Unterschultz)


(Joanne Coulombe)


(Roland Hoepfner)

* 
(Joyce Ratcliff)

A C K N O W L E D G E M E N T S

I would like to acknowledge the contribution of the numerous individuals living and/or working in the Spruce Grove community who completed the questionnaires, were interviewed, or responded to my requests for information. Their knowledge of the community was invaluable.

A special thanks is extended to the Spruce Grove Social Service Advisory Committee members who volunteered many hours of their personal time to guide and direct the study. I was stimulated by their strong support of the study and their sincere concern for the community. I would also like to thank the committee members for providing a link between the project and the community, and for their helpful comments which allowed this report to more accurately reflect the wishes and needs of Spruce Grove.

Finally, thanks is extended to the Professional Advisory Committee for assisting in the design of the study and the editing of the final report. Their advice undoubtedly enhanced the quality of the study.

Beverly Zubot

TABLE OF CONTENTS

	<u>PAGE</u>
LETTERS OF TRANSMITTAL	
ACKNOWLEDGEMENTS	1
TABLE OF CONTENTS	11
EXECUTIVE SUMMARY AND RECOMMENDATIONS	vi
Introduction	vi
Methods and Respondents	vi
Recommendations	vii
Spruce Grove Social Service Advisory Committee Recommendations	viii
<u>SECTION</u>	
I INTRODUCTION	1
Organization of the Report	1
II METHODOLOGY	3
Objective a: Identification of Present Social Services	3
Objective b: Identification of Plans for Future Provision of Services	3
Objective c: Identification of Social Service Needs and Priorities	3
i) Needs Questionnaire	3
ii) Interviews	4
Objective d: Identification of Gaps in Service	4
Objective e: Identification of Potential Social Service Providers and Funders	5
Formulation of Recommendations	5

<u>SECTION</u>	<u>PAGE</u>
III RESPONDENTS	6
a) Social Service Description Questionnaire	6
b) Social Service Needs Questionnaire	6
c) Interviews	7
IV SOCIAL SERVICE NEEDS AND PRIORITIES: QUESTIONNAIRE FINDINGS	8
a) Importance of Services	8
b) Location of Services	8
c) Ranking of Social Service Priorities	9
d) Need for Expansion of Present Services	12
e) Summary of Findings	12
V SOCIAL SERVICE NEEDS, PRESENT SERVICES, GAPS AND POTENTIAL PROVIDERS	14
1. Teen Activities	14
2. Youth Co-ordinator's Services	16
3. Youth Counselling	17
4. Crisis/Distress Line	18
5. Child Day Care	19
6. Alcohol and Drug Abuse Counselling/Education	23
7. Senior Citizens	24
8. Counselling - - Family/Individual	26
9. Child Welfare/Protection	28
10. Physically Handicapped	29
11. Meals on Wheels	29
12. Community Facilities	30
13. Family Life Education	31
14. Mentally Handicapped	33
15. Uncles at Large and Big Sisters	34
16. Information and Referral Service	35
17. Home-maker Services	36
18. Other Services	37
Career/Vocational Counselling	37
Family Birth Planning	37
Financial Assistance	38
Home Management	38
Legal Counselling	38
Probation Services	38

SECTIONPAGE

VI	SUMMARY OF FINDINGS AND SUGGESTIONS	40
	Teen Activities	40
	Youth Co-ordinator	40
	Youth Counselling	40
	Crisis Line/Distress Line	40
	Child Day Care	41
	Alcohol and Drug Abuse Counselling/Education	41
	Senior Citizen Services	41
	Counselling - Family/Marriage and Individual	42
	Child Welfare (Protection)	42
	Services for the Physically Handicapped	42
	Meals-on-Wheels	43
	Community Facilities	43
	Family Life Education	43
	Services for the Mentally Handicapped	43
	Uncles-at-Large and Big Sisters	44
	Information and Referral Service	44
	Home-Maker Services	44
	Family Birth Planning	44
	Probation Services	45
	Career Counselling, Financial Assistance, Home Management, and Legal Counselling	45
VII	POTENTIAL FUNDERS	
	Province	46
	Municipality	46
	Municipality and Province	46
	United Way	47
	Churches	47
	Service Clubs	47

APPENDIX

A	TABLES	
	1.1 Social Service Needs Identified by Students	A1
	1.2 Social Service Needs Identified by School Staff	A2
	1.3 Social Service Needs Identified by Citizens-at-Large	A3

APPENDIXPAGE

1.4	Social Service Needs Identified by Service Providers	A4
1.5	Percentage of Respondents in each Group who Specified that Services Should be Located Within Spruce Grove	A5
1.6	Number and Percentage of Adults who Specified that Services Should be Located Within Spruce Grove	A6
2.1	Social Service Priorities Identified by Students	A7
2.2	Social Service Priorities Identified by School Staff	A8
2.3	Social Service Priorities Identified by Citizens	A9
2.4	Social Service Priorities Identified by Service Providers	A10
2.5	Social Service Priorities as Indicated by Average Ranking Scores	A11
3.1	Need for Existing Services to be Expanded, Identified by Students and Adults Familiar with Services	A12
4.1	Number of Respondents to Questionnaire, by Group	A15
4.2	Gender of Respondents to Questionnaire	A16
4.3	Age of Respondents to Questionnaire	A16
4.4	Age Distribution: Comparison of Spruce Grove Population June, 1980, and Respondents	A17
4.5	Neighborhood of Respondents to Questionnaire	A18
B	DIRECTORY OF SPRUCE GROVE SOCIAL SERVICES	B1
C	QUESTIONNAIRES	
	Spruce Grove Social Service Description Questionnaire	C1
	Spruce Grove Social Service Needs	C3
D	PREVENTIVE SOCIAL SERVICES	D1
E	UNITED WAY	E1

EXECUTIVE SUMMARY AND RECOMMENDATIONS

Introduction

The Spruce Grove Social Service Needs Project was undertaken to assist the Town in preparing its Social Development Plan. The objectives of the project were to identify a) the social service needs and priorities of Spruce Grove, b) present social services, c) plans for future social service provision by current providers, d) gaps in services, and e) potential social service providers and funders.

Methods and Respondents

Nearly every organization presently providing social services in Spruce Grove completed a Social Service Description Questionnaire. The information was compiled in the form of a Social Service Directory.

A social Service Needs Questionnaire was used to assess the need for locating social services in Spruce Grove, and to establish social service priorities. A total of 295 people responded to the Questionnaire: 153 high school students, 70 school personnel, 53 citizens-at-large, and 19 social service providers. The fact that half the respondents were high school students was not problematic because the responses of each group were analyzed separately. The priorities identified by each group were very similar to each other.

A more indepth assessment of social service needs, plus information on potential social service providers and funders was obtained from interviews with 30 current social service providers, 7 citizens and 7 potential social service providers.

Recommendations

Recommendations derived from the findings of this study are listed below in order of priority. A summary of the findings, and more specific action strategies, may be found in Section VI of this report. (See cross references.)

The following recommendations should be acted upon immediately:

Cross reference
to rationale and
suggested actions

		Page	Suggestion Number
RECOMMENDATION 1:	The Town hire a full-time Youth Coordinator for the purpose of increasing youth activities and providing informal youth counselling.	40	3 - 5
RECOMMENDATION 2:	The Town develop and/or encourage and assist in the development of child day care facilities and programs, for full-time and part-time care, including after school care.	41	7 - 9
RECOMMENDATION 3:	The Town establish or encourage the establishment of alcohol/drug education programs through the school system and adult education opportunities.	41	10
RECOMMENDATION 4:	The Town establish public transportation specifically for senior citizens and handicapped individuals.	41 - 43	13, 16, 19
RECOMMENDATION 5:	The Town establish or encourage the establishment of a counselling service.	42	15
Within the next two years the Town should have further developed or assisted in the further development of:			
RECOMMENDATION 6:	Programs, such as a home maintenance program, which allow senior citizens to remain in their own homes	41 - 42	12
RECOMMENDATION 7:	Special services for physically and mentally handicapped individuals	42 - 43	20, 23
RECOMMENDATION 8:	Facilities for community meetings and social functions	43	17
RECOMMENDATION 9:	Family life education	43	18
RECOMMENDATION 10:	Adult companionship for children of single parent families	44	24
RECOMMENDATION 11:	Information and referral service	44	25
RECOMMENDATION 12:	(Non-medical) home-maker service	44	26

Spruce Grove Social Service Advisory Committee Recommendation

The Spruce Grove Social Service Advisory Committee members are aware that no individual or group is specifically responsible for the planning, coordination and delivery of social services in Spruce Grove. The Committee strongly recommends that the first step to be taken in developing appropriate social services should be the establishment of a responsible body.

RECOMMENDATION A: The Town of Spruce Grove establish a community Social Service Board. ✓

It is suggested by the Committee that Town Council form a subcommittee to define the areas of responsibility of the Social Service Board, and ensure that the responsibilities of the Social Service Board and Recreation Board do not overlap. Similar to the Recreation Board, the Social Service Board would be directly responsible to Council.

SECTION I: INTRODUCTION

The Spruce Grove General Municipal Plan stipulates that: "The Town shall prepare a Social Development Plan to guide the planning and delivery of Social Services." The Spruce Grove Social Service Needs Project was undertaken to assist the Town in preparing its Social Development Plan. The objectives of the project were to identify:

- a) present social services,
- b) plans for future social service provision by current providers,
- c) the social service needs and priorities of Spruce Grove,
- d) gaps in services, and
- e) potential social service providers and funders.

Based upon the findings of the investigation, recommendations guiding the development of social services were to be formulated. These recommendations would subsequently be formalized in a Social Development Plan.

The project was conducted by the Edmonton Social Planning Council in consultation with the Spruce Grove Social Service Advisory Committee and the Professional Advisory Committee. Town Council appointed five residents of Spruce Grove to the Social Service Advisory Committee. This group of citizens met twice a month with the principal investigator to provide information, give advice and guide the direction of the project. The Professional Advisory Committee included the Executive Directors of the United Way of Edmonton, Family Service Association of Edmonton and the Edmonton Social Planning Council.

The members of the Professional Advisory Committee were involved in the development of the needs assessment proposal. This group met with the Mayor of Spruce Grove on several occasions to identify the types of information Spruce Grove required for its Social Development Plan and the terms of reference of the project. This developmental phase culminated with the acceptance of the proposal by the Spruce Grove Town Council on May 6, 1980.

Organization of the Report

The methods used to reach the objectives of the project are outlined in Section II. An account of the numbers and types of respondents is given in Section III. Next, in Section IV, social service priorities are identified from the findings of the social service needs questionnaire. The information

from interviews and relevant documents is reviewed in Section V. Using this information, we assessed the need for each possible social service, reviewed the present services, plus identified the social service gaps and potential providers. In the subsequent section we combined and summarized the findings presented in the previous two sections. We also suggest actions which may be taken to develop needed social services. Potential funding options are outlined in Section VII. The recommendations derived from the findings of this study are presented in the "Executive Summary", located at the beginning of this report.

SECTION II: METHODOLOGY

The methods used to reach each objective of the study are described below.

Objective a: Identification of Present Social Services ✓

A list of 36 individuals/organizations which provide social services within Spruce Grove was compiled using the information obtained from the Social Service Advisory Committee, Spruce Grove Parks and Recreation, the phone directory and background reports to the Town of Spruce Grove General Municipal Plan. The social service providers were mailed a Social Service Description Questionnaire (See Appendix C) which instructed them to give the location, phone number of the organization and to describe the services they offered. In addition, they were sent a list of social service providers and were asked to identify the service providers who had been omitted from the list. Subsequently, the newly identified service providers were contacted by mail or by phone. The information was organized in the form of a directory of social services (See Appendix B).

questionnaires. 30 interviewed

Objective b: Identification of Plans for Future Provision of Services

The Social Service Description Questionnaire, completed by service providers, instructed them to specify their service delivery plans for the next year and the next five years. Their written responses were expanded upon and clarified during the interviews with social service providers.

questionnaire Interviews

Objective c: Identification of Social Service Needs and Priorities

i) Needs Questionnaire

The Social Service Needs Questionnaire contained a list of 25 social services (See Appendix C). The list of possible social services required by Spruce Grove was compiled from the input of Social Service Advisory Committee members and participants at a Town meeting dealing with service needs held in February, 1980. In addition, the list included the broad range of services found in other communities of Alberta. To ensure that needed services were not ignored, respondents to the questionnaire were given the opportunity to add other services to the list.⁽¹⁾

-
- (1) Since respondents did not add different types of social services to the list, we are confident that the questionnaire included the broad range of services needed in Spruce Grove.

Respondents were asked to specify whether or not they thought each service is needed by their community, and whether the services should be provided within the Town of Spruce Grove or whether they could be conveniently obtained outside the Town. It was explained to the respondents that the Town may not be able to support all the services they thought were important thus priorities had to be established. Respondents were asked to list the five most important services for Spruce Grove, in order of priority.

The Social Service Needs Questionnaire was distributed to a) students in a sample of high school classes, b) teachers, principals and counsellors of all six schools in Spruce Grove, c) social service providers in Spruce Grove, and d) citizens-at-large.⁵³

Three strategies were used to distribute the Social Service Needs Questionnaire to residents of the Spruce Grove Community:

- 1) The questionnaire was put onto a full page of the July 9th edition of the Grove Examiner, a weekly newspaper distributed to every household in Spruce Grove and the surrounding district.
- 2) The six churches in Spruce Grove agreed to announce the availability of the questionnaire and distribute the questionnaire on two consecutive Sundays.
- 3) Copies of the questionnaire with an accompanying sign reading: "How would you plan Spruce Grove: Take a Questionnaire!" were placed on the receptionist's desk in the Town Office.

ii) Interviews

Interviews with social service providers and residents within the Spruce Grove community supplemented the questionnaire findings. During the non-structured interviews, people were asked to give their rationale for stating a) that specific types of social services were needed and b) that specific services need, or need not, be located in the Town. Their responses provided a description of social problems and an explanation as to why the present level of service was, or was not, meeting the needs of people in the Spruce Grove community.

Objective d: Identification of Gaps in Services

Gaps in social services were noted by comparing the current social services and the needed social services (as identified by the questionnaire findings and interviewees).

Since there was the possibility that the types of social services needed by the community were already available but needed to be broadened or expanded, it was necessary to evaluate the adequacy of the present services. Three methods were used:

- 1) Social Service providers were asked whether there was a need to increase their service, and whether they had a waiting list.
- 2) The Social Service Needs Questionnaire instructed respondents to specify whether or not the services, with which they were familiar, needed to be expanded.
- 3) Those who were interviewed described the inadequacies of present services.

Objective e: Identification of Potential Social Service Providers and Funders

In the interviews social service providers and citizens-at-large were asked to suggest potential social service providers and funders. Representatives from potential providers of funds and services were also interviewed. The feasibility of locating their service in Spruce Grove or providing funds for the delivery of services was explored.

Formulation of Recommendations

We recommended that gaps in services be filled in the order of priority specified by the results of the questionnaires and interviews. In addition, specific actions to be taken to fill the gaps in social services were suggested. For the most part, the suggestions were those of the interviewees and the Spruce Grove Advisory Committee.

SECTION III: RESPONDENTS

a) Social Service Description Questionnaire

A total of 32 organizations described the social services they provide in the Spruce Grove community (See the Directory of Services, Appendix B). Four kindergartens, two play schools and three churches did not complete a Social Service Description Questionnaire.

b) Social Service Needs Questionnaire

Number and Types - A total of 295 people responded to the Social Service Needs Questionnaire. About one-half (153) were high school students, and nearly one-quarter (70) were school staff. The remaining quarter was composed of 53 citizens-at-large and 19 social service providers. (See Table 4.1, Appendix A).

The majority of School staff who lived outside the community, plus two social service providers, chose not to complete the questionnaire because they felt they were not sufficiently familiar with the community. Primarily due to summer holidays, 4 of the 6 church representatives, 4 of the 6 kindergarten presidents, both play schools and 5 of the 19 social service personnel did not complete the Social Service Needs Questionnaire in time to be included in the final analysis. Summer holidays may have also reduced the number of responses from citizens-at-large.

Proportionately more students and school staff than citizens-at-large responded to the questionnaire. To avoid weighing the results in favour of students and school staff, the responses of students, school staff, citizens and service providers were analyzed separately in this report.

Gender - Fifty-seven percent of the respondents were female, 39% were male and 4% were unknown. According to the 1980 census, half the population of Spruce Grove is male and half is female, thus the gender distribution of the sample closely resembles the population of Spruce Grove. (See Table 4.2, Appendix A).

Age - The age distribution of the respondents was very similar to the age distribution of Spruce Grove residents. (?) The major difference was that there were proportionately more teens in our sample than in the population of Spruce Grove. (See Tables 4.3 and 4.4, Appendix A).

Neighborhood - A small fraction (2%) of the respondents resided in Edmonton or towns other than Spruce Grove. All of these people were social service providers. Nearly a third of the social service providers lived outside the Town and rural districts of Spruce Grove.

Almost 40% of the respondents lived in the rural districts surrounding Spruce Grove. Approximately 90% of rural respondents were either students or school staff.

The reader who is interested in knowing the response of residents within the Town of Spruce Grove should pay careful attention to the responses of citizens-at-large because 85% of this group was composed of individuals living in the Town of Spruce Grove. (See Table 4.5, Appendix A).

c) Interviews

A total of 44 people were interviewed: 30 current service providers, 7 citizens and 7 potential social service providers. The 30 current providers were representatives from 22 different organizations. It was decided to devote most of the time to interviews with current service providers because they were likely to be the most knowledgeable about present social services and social problems in Spruce Grove. The majority of the service providers were also residents of the community.

The current social service providers are listed in Appendix B. The potential social service providers, who were interviewed, were representatives from the United Way, Preventive Social Services, Alberta Alcohol and Drug Abuse Commission, Catholic Family and Child Services, Family Service Association of Edmonton, and Edmonton Big Sisters and Uncles at Large.

Four of the seven interviewed citizens were identified by the Social Service Advisory Committee as being knowledgeable and active individuals in the community. The remaining three citizens telephoned the principal investigator to voice their concerns.

SECTION IV: SOCIAL SERVICE NEEDS AND PRIORITIES: QUESTIONNAIRE FINDINGS

a) Importance of Services

The vast majority of respondents specified that all of the 25 types of social services listed in the questionnaire were in fact, important (see Tables 1.1, 1.2, 1.3, 1.4, Appendix A). Not one service was rated as unimportant by more than 20% of the school staff, citizens-at-large or service providers. *combined average*

More students than adults stated that services were unimportant. Twenty to thirty percent of the students stated that the following services were unimportant: family life education, facilities for community activities, financial assistance, home management advice, home-maker service, information and referral service, and probation and parole service.

b) Location of Services

While most of the respondents agreed that the 25 social services were important, there was less agreement as to whether or not the social services needed to be located within the Town of Spruce Grove.

Since fewer students than adults thought social services were important, it was not surprising to find that fewer students than adults stated that social services should be located within Spruce Grove. Activities for teens was the only service which had over 70% of the students stating it should be located within Spruce Grove. (See Table 1.5, Appendix A.)

On the other hand, over 70% of the adults specified that eight different services should be located within Spruce Grove:

- Activities for Teens (93.7%)
- Child Day-Care (Full-time) (88.0%)
- Youth Activities Co-ordinator (81.0%)
- Child Day-Care (Part-time) (76.7%)
- Meals-on-Wheels (76.0%)
- Facilities for Community Organizational Meetings & Activities (73.9%)
- Senior Citizen Services (72.5%)
- Counselling for Youth (71.8%)

Slightly over one-half of the adults thought that an additional six social services should be located within Spruce Grove:

- Uncles at Large and Big Sisters (57.7%)
- Alcohol & Drug Abuse Counselling/Education (57.7%)
- Homemaker Service (57.7%)
- Services for the Physically Handicapped (53.5%)
- Child Welfare (52.8%)
- Family Life Education (50.7%)

Upon examination of the responses of each adult group, it was found that the responses of school staff, citizens and service providers were fairly similar. Only with regard to three services was there more than a 30% discrepancy. Most notably, 84% of the school staff believed that services for the mentally handicapped should be located within Spruce Grove; whereas only 32% of the citizens and 47% of the service providers thought this service should be located within Spruce Grove. ⁽¹⁾

Service providers tended to attach more importance to locating an information and referral service, and Meals-on-Wheels, in Spruce Grove than did the other respondents. All of the service providers, 69% of the citizens and 76% of the school staff thought Meals-on-Wheels should be located within Spruce Grove. Sixty-eight percent of the service providers specified that an information and referral service should be located within Spruce Grove, whereas only 45% of the citizens-at-large and 24% of the school staff thought it should be within Spruce Grove.

c) Ranking of Social Service Priorities

Respondents to the Social Service Needs Questionnaire were instructed to identify the most important to the fifth most important service. The majority of respondents answered this question: $\frac{98}{153}$ (64%) of the students; $\frac{54}{70}$ (77%) of the school staff; $\frac{52}{53}$ (98%) of the citizens-at-large; and $\frac{19}{19}$ (100%) of the social service providers.

The average rank score assigned to the services by each group of respondents is presented in Table 2.5, Appendix A. These scores are indicators

-
- (1) It is hypothesized that since teachers have to cope with the problems of mentally handicapped children, they are more aware of the special needs of these children.

of the relative importance of services; the higher the scores, the more important the service.⁽¹⁾

Giving equal weight to the response of each group of respondents,⁽²⁾ an overall ranking score was calculated to determine the relative importance of services to the respondents as a whole. *Valid?*

Upon examination of the relative importance of services to the respondents as a whole, and relative importance of services to each group of respondents, a general consensus was found among the respondents that seven of the twenty-five services should be given top priority. (See Table 2.5, Appendix A.) These services are listed below in order of priority according to the overall ranking of scores:

- Activities for Teens
- Child Day-Care (Full-time)
- Alcohol & Drug Abuse Counselling/Education
- Child Day-Care (Part-time)
- Senior Citizen Services
- Counselling for Youth
- Counselling - Family/Marriage

The importance of the above services, relative to the other services was indicated by two factors. First, these services had the highest overall ranking scores. Second, these services, except family counselling, had been chosen as one of the top four priorities by at least two groups of respondents. Family counselling was ranked as one of the top four priorities by only one group.

In general, all four groups perceived activities for teens as the most important service. Approximately 59% of the service providers and over 70% of the other respondents chose teen activities as one of the top five priorities. (See Tables 2.1, 2.2, 2.3, 2.4, Appendix A).

School staff, citizens-at-large and service providers saw day-care as

-
- (1) Average ranking scores were calculated by assigning a 5 to the most important service, 4 to the second most important service, 3 to the third, 2 to the fourth, and 1 to the fifth most important service, and zero to the services that were not ranked as one of the top five priorities.
 - (2) Essentially, each group of respondents was given one vote to determine the relative importance of services.

one of the next most important services. Sixty-three percent of the school staff and 53% of the citizens and service providers ranked full-time day-care as one of the top five priorities. Full-time day-care was ranked as somewhat more important than part-time day-care. In contrast to adults, students specified that day-care was relatively unimportant; especially part-time day-care.

Students, as a whole, saw alcohol and drug abuse counselling as the second most important service, and school staff saw it as the third most important. Forty-four percent of the students and 35% of the school staff had ranked alcohol and drug abuse counselling/education as one of the top five priorities. In contrast, only 21% of the citizens and 26% of the service providers ranked it as one of their top five priorities.

Senior citizen services tended to be ranked as the fourth or fifth most important service by students, school staff and citizens-at-large. Over 40% of the latter respondents, as opposed to 26% of the service providers, ranked senior citizen services as one of their top five priorities.

Service providers showed a greater preference for counselling; both youth counselling (the group's sixth priority) and family counselling (the group's second priority). Counselling was a relatively low priority for students and school staff but a high priority for citizens-at-large; particularly youth counselling (the group's fourth to fifth priority).

The four groups of respondents have similar top priorities. Only the students do not have their top four priorities chosen from the seven top priority services discussed previously. The students, as a group, ranked the crisis distress line as the third most important service. Thirty-six percent of the students rated it as one of their top five priorities. In sharp contrast, none of the service providers ranked it as one of the five top priorities, and only 19% of the school staff and 21% of the citizens rated it as a top priority.

The analysis thus far has been limited to the seven top priority services. The rank order of all services needed in Spruce Grove, according to the majority of respondents, is given in Table 1, located at the end of this section. For a complete documentation of the rank order of all

social services, see Table 2.5, Appendix A.

d) Need for Expansion of Present Services

Respondents were instructed to specify whether they were familiar with each service, and if so, whether the service needed to be expanded. Even the most well known services, activities for teens and community facilities, were familiar to only approximately one-half of the respondents. The remaining services were familiar, for the most part, to less than one-quarter of the students, citizens-at-large, and school staff. Although service providers were more familiar with services than the other three groups, 60% of the providers were unfamiliar with the majority of existing services.

The majority of respondents who were familiar with services specified that nearly half of the services need not be expanded; these were: Child Welfare, career/vocational counselling, family life education, family birth planning, financial assistance, home management, legal counselling, Meals-on-Wheels, probation and parole services and Uncles at Large and Big Sisters.

The results of the "need for expansion" question should be interpreted with caution because there was a limited number of respondents to this question.

e) Summary of Findings

The responses to the Social Service Needs Questionnaire provided some indication as to a) what social services are needed in the Town, and b) what social services should be given priority when planning the future services of Spruce Grove. Table 1 lists, in the order of priority, those services which need to be located in Spruce Grove, according to the majority of respondents. The table also provides one indication as to whether or not the needed services should be expanded in the future.

TABLE 1

THE PRIORITY AND NEED FOR EXPANSION OF SERVICES WHICH SHOULD BE
LOCATED IN SPRUCE GROVE ACCORDING TO THE MAJORITY OF RESPONDENTS

<u>SOCIAL SERVICE</u>	<u>RANK</u>	<u>MAJORITY FAMILAIR WITH SERVICE STATED EXPANSION WAS NEEDED</u>
Activities for Teens	1	Yes
Day Care (Full-Time)	2	Yes
Alcohol/Drug Abuse Counselling/Ed.	3	Yes
Day Care (Part-Time)	4	Yes
Senior Citizen Services	5	Yes
Counselling - Youth	6	Yes
*Counselling - Family/Marriage	7	Yes
Child Welfare (Protection)	8	No
Services for Physically Handicapped	9	Yes
Youth Co-ordinator	10	Yes
Meals-on-Wheels	11	No
Community Facilities	12	Yes
Family Life Education	13	No
Uncles at Large and Big Sisters	15	No
Homemaker Service	19	Yes

* Even though only 42% of the adults thought family counselling should be located in Spruce Grove, it is included in this table because it is, nevertheless, a top priority service.

SECTION V: SOCIAL SERVICE NEEDS, PRESENT SERVICES, GAPS AND POTENTIAL PROVIDERS

Each social service is examined individually in this section. Youth related services, the services which respondents tended to be most concerned about, are dealt with first. The remaining services are discussed in the order of priority designated by the results of the Social Service Needs Questionnaire.

This section primarily reflects the knowledge and opinions of the service providers and citizens who were interviewed. Their rationale for stating that a service was important is given, along with their reasons for stating the service be located within or outside Spruce Grove. A detailed description of the kinds of services needed (e.g. kinds of senior citizens services) is also given. The current level of service is briefly described and the gaps are identified. Finally, the potential social service providers are identified.

1. TEEN ACTIVITIES

a) Need:

Teen activities were seen as a means of preventing youth from "getting into trouble". According to several service providers, including the R.C.M.P., there have been numerous juvenile criminal offences, particularly theft and vandalism, within the last year. There was also a concern for unwanted pregnancies, and the abuse of alcohol and soft drugs.

A couple of parents of teenagers mentioned they wanted more entertainment for teens in Spruce Grove. They did not want teens to commute to Edmonton for entertainment because it is both expensive and dangerous to travel to Edmonton.

Thirteen people offered suggestions as to what teen activities need to be developed. Interestingly, none of them suggested competitive sports, since sports only reach the youth who are athletically minded. The youth who are most likely to get into trouble are those who have problems dealing with authority, and thus are unlikely to join coached sports teams. In addition, sports have been provided by schools and the Recreation Department. Although competitive sports were not seen as needing further development, there were recommendations to expand the ice arena and other sports facilities which could be used in the winter for general leisure activities.

Nearly everyone interviewed, including the Town's Youth Co-ordinator, thought that teens preferred non-structured activities. Teens are not attracted to programmes which are designed by others, require registration and binds them to do a particular activity at a particular time. As one mother put it, teens like to "hang out". They like to get together with their friends to socialize and to decide amongst themselves what activities they are going to pursue that day.

The usual meeting places of teens (malls, the streets and cars) may not be conducive to constructive activities. Most people who thought activities for teenagers were very important, recommended a teen centre be developed. They were aware of previous attempts to develop a teen centre and some of the supervision problems involved. If a centre was heavily supervised by parents, the teens may not be attracted to the centre; but neither would the centre be viewed as desirable by many adults and teens if it was not supervised. A few suggested the centre be supervised by responsible teens who are assisted by adults and/or a youth co-ordinator. Another suggestion was to locate a teen centre in a room which was part of the community centre. Adults would be close at hand if needed.

In addition to a teen centre, a few people recommended the teen club be extended. They saw the club as a means of getting teens to develop more activities and social events for themselves.

Three people who work with youth were strongly in favour of emphasizing the development of community as opposed to teen activities, centres and clubs. They said the various age groups learn from each other, enjoy being with each other and are more co-operative and pleasant when mixed.

b) Present Services:

Schools, churches and in particular, the Recreation Department provide liesure opportunities for youth. The Recreation Department introduced a youth program and hired a part-time co-ordinator in the summer of 1980. The youth program has sponsored non-competitive activities such as dances, talent hunts, live theatre, bike rally, film nights, roller discos, film production, horseback riding and an art festival. One of the major objectives of the program is to provide youth with an opportunity to become involved in the process of creating activities, and ultimately to take responsibility for the programs they develop. To assist teens in organizing their own activities, the youth program has attempted to revitalize the teen centre, teen club, and teen newsletter.

c) Gaps:

The Recreation Department was beginning to fill the previous void in non-sport youth activities through the youth program operated by the youth co-ordinator. It was also noted that the Parks and Recreation Master Plan (1980) addressed the need to expand general leisure activities. However, a facility for a teen centre was not identified.

d) Potential Providers:

The Recreation Department's Master Plan (1980) recommended that a youth co-ordinator be employed full-time. The leisure needs of teens would likely be met if the Recreation Program continues to employ a youth co-ordinator and supports the activities of teens; e.g. provides facilities for a teen centre, office equipment for the production of the newsletter and leadership training for teens.

Leisure opportunities for youth will also increase as additional recreation facilities are constructed in Spruce Grove. According to the Recreation Master Plan (1980), the Town plans to have a theatre open by September, 1981.

Citizens of Spruce Grove have emphasized the importance of youth activities as a means of curbing vandalism. Certainly recreation alternatives may encourage positive use of leisure time rather than destructive behaviour, but other methods of reducing vandalism may also be employed. In the Recreation Master Plan it was recommended that a co-ordinating committee be established to deal with vandalism. The committee, which would report to Council, would include, but not be limited to, representatives of the Police Commission, Recreation Board, School Board, teens, and interested parents. This study suggests that it may also be helpful to include individuals who have counselled "troubled youth" and have an understanding of the underlying dynamics of youth problems.

2. YOUTH CO-ORDINATOR'S SERVICESa) Need:

The interviewed individuals who rated the youth co-ordinator's position as highly important thought that a Youth Co-ordinator was needed before activities could be developed. Their rationale was that once teens identify what they want to do, the co-ordinator provides the leadership and co-ordination needed to ensure that the activities are organized.

No one clearly defined the role of the youth co-ordinator, but some saw it as going beyond co-ordinating recreational activities. Service providers saw the necessity for a youth worker who would do counselling. Apparently a few citizens in Spruce Grove also perceived the youth co-ordinator as a youth

employment worker. The co-ordinator has been asked to organize a teen baby-sitting roster. In general, a youth co-ordinator has been perceived as someone who will act on behalf of the well-being of youth.

b) Present Services:

As mentioned previously, Spruce Grove Parks and Recreation hired a part-time Youth Program Co-ordinator in 1980. The Co-ordinator's role thus far has been to develop leisure activities for youth and to develop mediums such as the teen newsletter, club and centre, which teens can use to create and organize their own activities.

c) Gaps:

Apparently the Youth Co ordinator has had difficulty accomplishing the goals of the Youth Program while working only part-time. Thus, the Co-ordinator's position needs to be a full-time one if the Co-ordinator is also to attend to the employment and counselling needs of youth.

d) Potential Service Providers:

It is recommended in the Parks and Recreation Master Plan (1980) that the youth co-ordinator position be made full-time. But rather than broadening the services to youth, the plan is to have the youth co-ordinator's responsibilities encompass co-ordinating recreation programs for seniors and the disabled.

The Recreation Department's mandate is to provide for the leisure needs of the community, thus its Master Plan naturally has not taken social service needs into account. The co-ordination of both leisure and social services must be given serious consideration. There are several possibilities:

- 1) One co-ordinator could be responsible for both leisure and social services for special groups (seniors, youth and disabled),
- 2) One co-ordinator could be responsible for the recreational needs and another co-ordinator could be responsible for the social service needs, or
- 3) A youth co-ordinator could be responsible for the leisure and social needs of youth, while the needs of other groups could be attended to by others.

3. YOUTH COUNSELLING

a) Need:

Several school staff and church representatives claimed that youth usually do not seek help from counsellors attached to an institution. Instead they tend to seek counselling from adults and their peers on an informal basis.

b) Present Services:

Schools and churches provide counselling for youth. Mental Health Services will counsel youth with mental/emotional problems.

c) Gaps:

Even though Mental Health Service has a mental health worker travelling to Spruce Grove, some social workers and school counsellors were dissatisfied with the fact that a Counselling service was not located in Spruce Grove for easy access to youth.

Access to formal counselling is not sufficient if youth are in fact reluctant to seek the help of professional counsellors. Thus, as one counsellor working in the Spruce Grove community suggested, someone who regularly works with teens and has their trust (e.g. youth co-ordinator) should be trained to counsel youth.

d) Potential Providers:

The Spruce Grove Recreation Department's part-time youth co-ordinator has frequently been approached by youth with personal problems. She believes that a youth co-ordinator such as herself, could counsel youth, given the time. She recommended the youth co-ordinator be provided with some in-service training on counselling and more important, the co-ordinator should have access to a professional counsellor in the community who could advise the co-ordinator and could help youth who require on-going counselling.

Whoever is identified as the family/individual counsellor for Spruce Grove could possibly also be the youth counsellor.

4. CRISIS/DISTRESS LINEa) Need:

No service providers supported the development of a crisis/distress line in Spruce Grove; but, as a whole, teens who responded to the Social Service Needs Questionnaire rated a crisis/distress line as the third most important service. Youth may experience personal crises that require immediate attention and may also prefer non-scheduled, more informal counselling than is provided by professional counsellors.

b) Present Services:

The crisis phone number in Edmonton can be used by Spruce Grove residents without charge.

c) Gaps:

The crisis/distress services in Edmonton do not have complete information on the services available to Spruce Grove residents in their own community.

d) Potential Providers:

The crisis/distress service in Edmonton could more adequately serve Spruce Grove if the crisis centre was given a directory of social services in Spruce Grove.

A crisis line for youth could be organized in Spruce Grove, or the Edmonton crisis line could be publicized in schools.

5. CHILD DAY CARE

a) Need:

i) Full time: Service providers thought that full-time day care was necessary for a large proportion of children because their families are either families with both parents working or one-parent families. In fact, some people claimed that the traditional family with the husband as breadwinner and the wife as homemaker was in the minority. It was believed to be financially necessary for both parents to work, given the present cost of living, particularly the cost of housing. Elementary school counsellors and nurses working in the baby clinic estimated that between ten to twenty percent of the children in the community come from single parent families.

Apparently the demand for child day care has not been met. The operators of the only child care centre in Spruce Grove reported that last fall they turned away approximately 20 families who needed full-time day care and they expected more this fall due to the availability of provincial subsidies.

In Spruce Grove, child care is a major concern for parents. Every week at the Well Baby Clinic the nurses get several requests for information on babysitters. Also, "Where can I find a babysitter?" is the question most frequently asked by newcomers who are visited by a representative of the Welcome Wagon.

It has been difficult to find reliable child care which is necessary if parents are to maintain employment. The probation officer and social workers were aware of cases in which single mothers have had to give up their jobs and had to rely upon "welfare" because they could not find child day care on an on-going basis.

ii) Part-time: It appears to be even more difficult to obtain after-school care than full-time day care. The day care centre in Spruce Grove had hundreds of requests for after-school care last year. The day care centre usually does not provide child care on a part-time basis, and people who care for children out of their own family homes prefer to care for children throughout the day rather than after school when their own children return home.

It was reported that due to the difficulty in obtaining after-school care, and possibly due to the expense, some children are left home alone after school.

Part-time day care, on a temporary basis, was thought to be important for the physical and mental well-being of the family. Mother's Day Out Programs would allow parents to 'get away' for a while, which may offset potential crises such as child abuse, mental breakdown and separations. The day care centre in Spruce Grove frequently receives calls from mothers who want a babysitter for a couple of hours.

Day care operators and nurses felt that the availability of emergency day care was critical. About one or two emergency cases have come to the attention of the Home Care Program staff every week and the day care centre frequently receives requests for temporary child care from families in emergency situations.

iii) Estimated Number of Children Needing Day Care: According to the demographic profile of Spruce Grove, the need for day care was not over estimated by those who were interviewed. In June, 1980, there were 3,470 children in Spruce Grove - - over one-third of the population. An analysis of the 1978 census indicated that 27% of the families with children at that time, were families with both parents working.⁽¹⁾ Assuming the proportion of working parents has remained stable, we estimate that approximately 27% of the children presently in Spruce Grove require day care on a regular basis. Approximately 367 of the children with working parents are under school age, thus require full-time day care; 320 children are 6 to 10 years of age, thus requiring after-school care; and approximately 250 children are 11 to 15 years of age. (See Table 2 below). It should be noted that these estimates do not include children living in the acreages surrounding Spruce Grove.

TABLE 2:

ESTIMATED NUMBER OF CHILDREN IN SPRUCE GROVE WITH WORKING PARENTS, 1980

Age in Years	Total Number in June, 1980	Estimated Number with Working Parents (27% of total)
0 - 5	1,361	367
6 - 10	1,190	321
11 - 15	919	248
TOTAL	3,470	936

(1) Unfortunately the 1980 census data does not include marital status and occupation. Thus we have to rely upon the 1978 census data. The 1978 census data is analyzed in the paper "Community Survey", by Michael Goldstein.

*Assumes
Working parents
Equally distributed
Among age
groups*

b) Present Services:

It is impossible to estimate the number of children who presently are cared for by non-licensed day care homes. There is one licensed day care centre in Spruce Grove which has the capacity to care for about 24 children, 2½ to 5 years of age.

Two day care centres recently opened in Stony Plain, but as the operators of these programs pointed out, the location is inconvenient for children and parents in Spruce Grove. Children who attend day care in Stony Plain are unable to take advantage of the playschools and kindergarten programs in Spruce Grove. Plus, children in Spruce Grove obviously do not have access to after-school care located in Stony Plain.

c) Gaps:

Child day care space for 24 pre-school children is not sufficient considering that an estimated 367 pre-school children have both parents employed outside the home. There are no after-school care programs or other types of part-time day care programs in Spruce Grove.

d) Potential Providers:

There are basically two types of child care arrangements: (a) day care centres, and (b) child care in family homes. Those who were interviewed tended to think part-time child care could best be accommodated by a day care centre because the service would be reliable, possibly less expensive than family day care, and more easily supervised.

To ensure a home-like atmosphere, it was believed that full-time day care should be made available in small day care centres or family homes. In either case, they should be licensed to assure a minimum standard of care is maintained.

A couple of people suggested that individuals who intend to care for children out of their own homes should be trained. A publicized training course would not only improve the quality of care but would promote the idea of family home care. It was believed that many women who are now staying at home with their own children would be willing to care for other children if they were encouraged to do so.

A couple of people suggested that a registry of individuals willing to care for children be maintained. This idea is not new to Spruce Grove. Citizens have asked the youth co-ordinator to establish a teen babysitting registry. The Home Care Program located in Stony Plain has started a registry of baby-sitters and homemakers for patients who need help in emergencies. The registry has not been very helpful thus far. Five people in Spruce Grove responded to the advertisement for emergency baby-sitters and homemakers, and only one person is still

available for babysitting. The secretary in charge of maintaining the registry said that the registry needs constant up-dating because of the high turnover rate. Baby-sitters frequently quit this type of work because they find full-time employment, move from the community or decide to work full-time raising their own family. Thus, a registry of baby-sitters is unlikely to be helpful unless the registry is well publicized and significant time is put into up-dating the registry.

The Town of Spruce Grove could encourage the development of family day care homes by:

- 1) hiring a co-ordinator to maintain a registry of family day care homes,
- 2) supporting a publicity campaign to encourage people to start family day care homes, and
- 3) providing a day care consultant, or sponsoring frequent workshops/courses for those operating or interested in operating family day care homes.⁽¹⁾

One of the major factors hindering the development of child day care centres is the lack of appropriate facilities and the capital expenditure required to construct new facilities. In fact, one citizen in the community who has tried to start a day care centre in Spruce Grove said this has been her only "road-block". Thus the Town of Spruce Grove could encourage the development of a day care centre by providing the facilities. The Town could rent the facilities to operators. If reduced rates are offered to day care centres, the Town may wish to give preference to centres administered by non-profit community boards.

The Town Council could take a leadership role by establishing a committee to plan the development of child day care in Spruce Grove. Ideally, the committee would include concerned parents and representatives of local groups and organizations who could potentially administer a day care centre.

The administration of a day care centre may be the responsibility of the government (in this case, the Town), community boards, service groups, church boards and organizations, parent co-ops, or private operators.

(1) A representative from the Day Care Licencing Unit reported that the day care consultant in the County of Strathcona has very effectively assisted in the initiation and development of quality day care.

The advantages and disadvantages of each administrative type are outlined in the manual "Growing Together: The 'How To' of Children's Programs" by Maryanne Kuzio and Caryl Robinson.⁽¹⁾

6. ALCOHOL AND DRUG ABUSE COUNSELLING/EDUCATION

a) Need: Fourteen of the interviewed service providers and citizens considered alcohol and drug abuse to be a problem for many youth and adults of Spruce Grove. In fact, several people claimed that numerous family breakdowns in the community have been a result of drug or alcohol abuse.

Generally, alcohol abuse was seen as more of a problem than drug abuse. School staff saw drug abuse as a problem, but not a severe one. Four individuals working in the areas of health, law, and alcohol and drug counselling claimed that many housewives abuse drugs, particularly prescription drugs. In fact, one person claimed that the abuse of drugs by housewives was more of a problem than the abuse of drugs by youth.

b) Present Services:

Alcoholics Anonymous (A.A.) provides counselling to alcohol abusers who are attracted to this type of support/counselling group.

Spruce Grove has no alcohol/drug education in the schools or elsewhere on a regular basis. On occasion the local Alcoholics Anonymous group has been asked to speak to the students and they are willing to do so again in the future, if requested.

c) Gaps:

Those who do not wish to join A.A., or abuse drugs other than alcohol, presently have to travel to Edmonton for counselling.

Education about non-alcohol drugs is not available in Spruce Grove.

d) Potential Providers:

Some interviewees thought that alcohol and drug counselling should be provided by an Alberta Alcoholism and Drug Abuse Commission (A.A.D.A.C.) counsellor who visits the Spruce Grove area. Supposedly many people who have alcohol/drug problems cannot afford a vehicle or have lost their licence so they cannot drive to Edmonton. Another suggestion was to have a non-specialized counsellor in Spruce Grove who would counsel people with alcohol and drug abuse problems in addition to providing other types of counselling.

(1) This manual is an excellent resource book for individuals and groups who are planning to develop child day care services. This book was published in September, 1980 by the Edmonton Private Day Care Parent's Society, 10239 - 63A Street, Edmonton, Alberta.

People tended to view alcohol and drug education as education offered in schools. Most people recommended education be provided by A.A.D.A.C. One person thought an ex-addict should speak to the students because they would listen to an ex-addict more than they would listen to an R.C.M.P. officer or an educator. One citizen thought the community should buy an educational film on drugs which would be stored in the library for easy access to schools and other community groups.

A.A.D.A.C. has a Community Extension Service Program in Edmonton. Consultants from this program participate in or consult with students and teachers in developing a program related to drug abuse. Pamphlets or films are available upon request. Educational consultants from the Community Extension Service will also appear as guest lecturers at community clubs or organizations.

7. SENIOR CITIZENS

a) Need: Those who thought senior citizen services were extremely important did so because they had "a weakness in their heart for seniors", as one interviewee put it. They would like to see seniors in Spruce Grove and elsewhere, be active, productive citizens in the community. Both seniors and younger people could benefit from interaction with each other. The service providers who work with children tended to think children and senior citizens should be given more of an opportunity to interact.

b) Present Services:

Although people were deeply concerned about the elderly in Spruce Grove, they did not offer any examples of situations in which seniors in the community of Spruce Grove have been neglected. They had the impression that the Golden Age Club was very active and seniors took care of themselves. Service clubs have assisted the Golden Age Club in improving their facilities and have helped in other ways. Meals-on-Wheels provides one warm meal a day for seniors who, due to illness or a handicap, are unable to cook for themselves.

c) Gaps:

Citizens and service providers recommended that three types of services be established in Spruce Grove:

- 1) a home maintenance service (e.g. changing storm windows),
- 2) public facilities and transportation for the handicapped elderly, and
- 3) opportunities for children and senior citizens to interact.

The first two services would allow senior citizens to remain in their own homes and in Spruce Grove as long as possible. A mere 1.3% of Spruce Grove's

total population is over the age of 65. To be a well balanced community, Spruce Grove cannot afford to lose senior citizens to senior citizen homes in other communities.

Senior citizens themselves were most concerned about the handicapped elderly. The Golden Age Club representative met with several other seniors to discuss the needs of the community. The group concluded that public transportation for physically handicapped individuals of all ages was one of the most important services. Senior citizens were frustrated with the Town for not yet spending the grant the Town had been receiving for the last two years from the Province for public transportation for the elderly and handicapped. Otherwise, the seniors were fairly satisfied with the services they received.

d) Potential Providers:

For the last two years, Alberta Transportation has provided every City and Town in Alberta with a \$2.00 per capita grant specifically intended to assist in the establishment of a transportation service for senior citizens and the handicapped. If the transportation grant and minimum fees from riders does not cover the purchase and operation of a handi-bus, possibly service clubs could give donations to cover the deficit. The Town may also wish to look into the feasibility of sharing Stony Plain's handi-bus. The operation of the handi-bus could be the responsibility of the Town staff or a citizen's group. In Stony Plain, the handi-bus is managed by a committee of senior citizens.

Public buildings (such as the new multi-use building) should be built with the elderly and handicapped in mind. For example, there should be wheelchair ramps and handrails on stairways.

Home maintenance services for the elderly could be provided by volunteers or paid staff in the community if someone was available to co-ordinate the service. Spruce Grove Meals-on-Wheels is presently considering the possibility of co-ordinating friendly visiting and home maintenance services.

The development of activities and programs which would stimulate interaction between the young and the elderly could be the responsibility of: a) the Golden Age Club, b) the Recreation Department, c) schools and child day care centres, and d) a social service co-ordinator(s). The following are some suggestions made by those who were interviewed:

- 1) There should be more social functions and community events attractive to all ages.
- 2) Schools should have senior citizens talk to the students about the pioneer days.

- 3) There should be a Grandparent program modelled after Big Sisters and Uncles at Large. Senior citizens could be a substitute grandparent for the children who have no grandparents living close to Spruce Grove.
- 4) Teen volunteers or teen workers could do home maintenance work for seniors and could visit seniors on a regular basis.

8. COUNSELLING - FAMILY/MARRIAGE AND INDIVIDUAL

a) Need:

i) Family Counselling: Several interviewees believed that family counselling would be helpful to a large proportion of the families in the community even though they had no serious problems. Parents sometimes need advice as to how they could better manage their children and often need reassurance they are doing a "good job" of raising their children. Other families have more serious problems which surface as family conflicts. School counsellors and principals have become aware of many family problems because they deal with the victims of these problems - - children. They, more than any other group of people interviewed, believed family counselling was essential.

The large number of divorces and separations in the community indicated to most people that family/marriage counselling was needed. They saw it as a source of help for couples who were attempting to save their marriages, and a source of help for parents and children who were experiencing distress as a result of a separation or divorce. One individual thought it was important for people to have pre-marital counselling as a means of preventing "bad marriages".

ii) Counselling Centre: Six of the social service providers did not differentiate family counselling from counselling in general. They recommended the establishment of a counselling centre which would counsel individuals and families on a variety of problems. They envisioned it as the central social service agency in Town. Some thought it should provide preventative programs as well as counselling: family life education programs, family planning information and possibly alcohol and drug counselling. A couple of people suggested the counselling centre act as an information and referral centre. It would be a place where people could go, regardless of their problem, and know they could receive help, either there or be referred to an appropriate place.

iii) Location of Counselling Services: Approximately one-half of the social service providers thought that counselling services should be established in Spruce Grove. They thought more people would seek help and resolve their family problems if counselling was readily accessible. Having to travel to

Edmonton gives them an excuse not to seek help. Other people may not have transportation to travel to the City. Many housewives have no means of transportation when their spouse drives their only vehicle to work. To some interviewees, it made sense to have a counsellor travel to Spruce Grove, if necessary, rather than having numerous families travel to the counsellor.

Service providers and citizens who did not think it was necessary for counselling services to be located in Spruce Grove offered a number of reasons: a) it is easy to travel to Edmonton, b) it would be difficult to attract counsellors, and c) people in Town are unlikely to go to a family counsellor in Town because they would not want the local people to know they are having problems. The City provides more anonymity. One suggestion was to include family counselling as one of the many services one could obtain at an information/counselling office. That way, no one in the Town would know why you entered the office.

b) Present Services:

Counselling for Spruce Grove residents is presently being provided by school counsellors, ministers and a mental health worker in Spruce Grove, and family counselling agencies and private counsellors in Edmonton.

c) Gaps:

The present counsellors in Spruce Grove agreed that there was sufficient demand to warrant having a resident counsellor.

School counsellors do some family counselling, but they have neither the time nor the mandate to extend their services to meet the demands they have encountered in the past. All three ministers, who were interviewed, agreed that counselling outside the church was needed in order to supplement their services because not everyone feels comfortable going to a counsellor who is affiliated with the church.

The mental health worker from Alberta Mental Health Services is the only other counsellor who provides counselling with the community. The worker either travels to resident's homes or has clients come to the Spruce Grove Health Unit when space is available. The numbers of people she is able to counsel in Spruce Grove is limited because she serves a large proportion of the whole Stony Plain - Lac St. Anne Health Unit.

d) Potential Providers:

It is uncertain whether mental health services will expand to meet the demands of Spruce Grove. Mental Health Services plans to locate a worker in the provincial building in Stony Plain. This would reduce the travelling time of the worker which could then be devoted to counselling. An additional worker for the Stony Plain - Lac St. Anne Health Unit has been requested, but the 1981 - 1982

budget has not yet been approved. The Town of Spruce Grove may wish to request that Mental Health Services provide a worker who would work mainly in Spruce Grove and the surrounding rural district.

Agencies or private therapists located in Edmonton who presently counsel families in Spruce Grove could possibly make their services more accessible to residents by having a counsellor located in a Spruce Grove office on a part-time, or possibly a full-time basis. The Family Service Association of Edmonton has expressed a willingness to consider extending their services to the Spruce Grove community.

As suggested by several service providers and citizens-at-large, a counselling/information and referral centre could be established in Spruce Grove. There are at least two ways in which the counselling services could be organized. One option is to have a number of part-time counsellors, who specialize in specific areas, such as family/marriage, alcohol and drug abuse, youth problems, and psychiatric problems. These counsellors would also be affiliated with other organizations. A skilled intake worker/co-ordinator could make appointments for people with the appropriate counsellors, or refer them elsewhere if the counselling available through the centre was not appropriate. The success of this organization would rely upon the ability of the intake worker to assess clients and co-ordinate the efforts of several parties. The other option would be to have one counsellor who would be able to respond to most of the counselling needs of the community.

9. CHILD WELFARE/PROTECTION

a) Need:

Social workers, nurses and school staff were aware of numerous child abuse and neglect cases.

b) Present Services:

One social worker from Alberta Social Services and Community Health is providing child protection services and financial assistance for the Towns of Spruce Grove and Stony Plain. Another social worker is responsible for the rural areas.

Spruce Grove Block Parents offer short-term protection for children.?

c) Gaps:

The social workers have had a very full case load, thus they are frequently unable to respond immediately to reported cases of child abuse or neglect. Several school counsellors stated that the number of social workers serving the area should be increased, and/or a social worker should reside in the community so that the worker is more accessible. It was also suggested that a phone number to call, when child abuse and neglect is detected, should be publicized.

d) Potential Providers:

The plans are to have the social workers located in an office in the new provincial building in Stony Plain.

10. SERVICES FOR PHYSICALLY HANDICAPPED INDIVIDUALS

a) Need:

The public health nurse in Spruce Grove was aware of numerous physically handicapped individuals in the community, but of those on her files, only eleven required special services.

b) Present Services:

There are no special programs or services in Spruce Grove for physically disabled individuals, other than physiotherapy.

c) Gaps:

Apparently adequate transportation for the physically handicapped is lacking in Spruce Grove. One senior citizen pointed out that there are no public transportation vehicles that can accommodate wheel-chairs.

The lack of public transportation is problematic for families of children with severe physical handicaps. According to the Director of Student Services for the County of Parkland #31, dependent handicapped children are educated in Edmonton. Parents have the option of putting the child into a boarding home in Edmonton or transporting the child back and forth every day. The County of Parkland provides a transportation/boarding allowance but does not provide the transportation or boarding.

Nurses and parents of physically handicapped children complained about insufficient physiotherapy in the community. Public buildings in Spruce Grove do not, for the most part, accommodate physically handicapped individuals.

d) Potential Providers:

The Town of Spruce Grove could assist handicapped residents by a) providing a handi-bus and b) assuring public facilities (such as schools, playschools, and libraries) are accessible to the handicapped. There should be wheelchair ramps and washroom facilities for individuals using wheelchairs.

11. MEALS-ON-WHEELS

a) Need:

Meals-on-Wheels was perceived as a necessity, particularly for the elderly, because they may not be able to cook for themselves.

b) Present Service:

Spruce Grove has its own society which co-ordinates Meals-on-Wheels. Volunteers deliver the meals. The recipients pay a fee and the remaining costs are covered by donations from community service clubs. The Support Service Developer of the Home Care Program is the resource person for Spruce Grove volunteers.

c) Gaps: *No gap.*

As far as anyone knew, the people who needed a meal prepared for them were being attended to by Meals-on-Wheels. About 2 - 3 people in Spruce Grove receive meals daily.

12. COMMUNITY FACILITIESa) Need:

Interviewees tended to think a social centre/community centre was needed more than any other type of community facility. A community centre would provide a large space for community social functions and for meetings. It would play an important role in developing community cohesion and identity. Spruce Grove is a fast growing community with new-comers who know few people in the community. Community social functions could provide people with an opportunity to meet others and build an informal support network. Aside from organized social functions, the community centre could be a place for people to meet regularly, visit, and take part in spontaneous activities. The centre could be a place used by young and old simultaneously, thus encouraging interaction between age groups.

Ten people had pointed out the need for a facility resembling a community centre, whereas only four people stated there was a need for more sports facilities and space for structured programs. There was mention of a need for more ice arena space, spaces for kindergartens and playschools, and spaces for craft activities.

b) Present Facilities:

Non-recreational activities - - service club meetings, kindergarten and playschool classes, have been held in the SURPLEX, schools, churches, and, to some extent, in the Golden Age Club's centre. Schools and the community have had a joint-use agreement which specifies that the school can be used by the community between 6 p.m. and 6 a.m. every day of the week. ⁽¹⁾

(1) See the Spruce Grove Parks and Recreation Master Plan (1980) for a detailed description of recreational facilities.

c) Gaps:

There needs to be more recreational facilities for non-team sport activities, and additional facilities available for pre-school children's programs, community meetings and social functions.

d) Potential Providers:

The Spruce Grove Parks and Recreation Master Plan (1980) outlines plans for the next five years. In addition to developing sports facilities (ice arena, tennis courts, soccer fields and ball diamonds), the Plan recommends that a suitable location be found to accommodate a craft-workshop which provides a drop-in area. As mentioned elsewhere, there are also plans to have a theatre constructed by September, 1981.

The lack of space for community meetings may be remedied when the meeting rooms in the planned multi-use centre are available.

The SURPLEX, which is heavily booked, is the only community facility available for community social functions. There presently is no community facility available for non-scheduled meetings and socializing. Last year the Lions Club of Spruce Grove worked on the planning of a Spruce Grove Community Hall, but no definite plans were developed.

The Town and service clubs could construct a community centre, or the present facilities in Spruce Grove, such as schools, could be used as a community centre.

13. FAMILY LIFE EDUCATIONa) Need:

Social service providers (school staff, nurses, ministers and social workers), who have assisted residents with family problems, claimed that family life education has been in great demand. Parents have been requesting more knowledge and advice because they want to do the best possible for their children. Parents have requested advice on how to manage their children; for example, how to get them to do their chores. They have also wanted to know how to deal with the children who have been using drugs or have an early interest in sex. In general, parents want advice on problems that are common to most parents.

Some service providers pointed out that separations and divorces require family adjustments. Families could benefit by having some support and advice while adjusting to being a single parent family. In cases of re-marriage, some children have found it difficult to adjust to two sets of parents. Both parents and children have to learn how to adjust, and often need assistance in doing so. Workshops and courses in this area may be helpful.

There are many young families who have recently moved to Spruce Grove. Apparently, many of them ask nurses and school counsellors for advice; advice which ordinarily would be sought from friends or family.

Those who were interviewed envisioned three types of family life education: a) parent self-help groups, b) family life education in schools, and c) parent courses on child rearing.

As a substitute for the family support systems lacking in Spruce Grove, it was recommended that parent self-help groups be established. Families could get together to learn from and support each other.

The nurses and some of the school staff who were interviewed believed that a family education program should be very broad, and should be offered to children as well as adults. Elementary school children could be educated about living skills and human relationships. Teens could learn about parenthood, consumer education, financing, sexuality and communication skills. Such a program would have to be incorporated into the educational system.

According to school staff, the type of family education most frequently requested by parents was courses on child rearing.

b) Present Services:

Parents in Spruce Grove may initiate the development of a course on child rearing by contacting the Home Economist of the Department of Agriculture in Stony Plain, or Early Childhood Services of the County of Parkland #31.

c) Gaps:

Despite the presence of professionals who are willing to organize courses, few courses have been offered in Spruce Grove within the last few years. Social service providers were more familiar with services than citizens-at-large; nevertheless, most social service providers did not know who provided family life education. Thus, it is very probable that parents have not known who to contact when they wanted to attend courses on child rearing. Either the phone numbers of people who organize courses should be advertised, or courses should be offered on a regular basis. Ideally, one person would be identified as the co-ordinator of family life education for the community.

Children do not receive family life education in schools to any great extent. Nor are there parent self-help groups established in Spruce Grove.

d) Potential Providers:

Early childhood Services is currently the principle body responsible for sponsoring courses on child rearing, thus it would be appropriate for them to publicize and promote family life education courses.

Parent self-help groups are unlikely to emerge unless a facilitator initiates and develops the group. This could be the responsibility of a concerned citizen, a social service co-ordinator, or sponsors of family life education courses.

14. SERVICES FOR MENTALLY HANDICAPPED INDIVIDUALS

a) Need:

Citizens who were dissatisfied with the level of services for the handicapped formed two associations; the East Parkland Association for Children with Learning Disabilities, and the Parkland Association for the Handicapped. The former has had over 200 families attend their meetings in the last two years. The Parkland Association for the Handicapped was formed this summer. Their executive estimates that 35 to 45 families in Spruce Grove have mentally and/or physically handicapped children.

The associations are primarily comprised of parents with handicapped children. The Association of the Learning Disabled has stressed the need for teachers and medical professionals to be trained in the area of learning disabilities. The Association for the Handicapped supports the principle of normalization -- the integration of handicapped children with other children. Thus, they would like special services for the handicapped to be available within the community.

The Association for the Handicapped presented several arguments in favor of developing services in the community rather than transporting children to Edmonton. Some children have to travel five hours a day in order to obtain services within Edmonton. Furthermore, there are waiting lists for services in Edmonton and city residents are often given first priority.

In addition to parents of handicapped children, school staff were concerned about the mentally handicapped. The school counsellors and principals who were interviewed recommended a variety of services: a) a day care service to give parents a break, b) a group home so that the mentally handicapped need not move out of the community, and c) pre-vocational programs and employment opportunities.

b) Present Services:

The gap in residences and pre-vocational training for mentally handicapped adults has recently been filled, to some extent, by Rehoboth (sponsored by the Christian Association for the Mentally Retarded). Rehoboth is situated nine miles southwest of Stony Plain. It has space for eight residents and twenty students in their pre-vocational/vocational program. The vocational program provides training in woodworking, horticulture and agriculture. Thus far, several Spruce

Grove adults have sought admission to the vocational program, but no one has applied for residency.

Speech therapy is available to pre-schoolers through the Health Unit, and available to school children through the County of Parkland Student Services. Special education teachers educate some of the children with learning disabilities.

A part-time day care service for the handicapped is lacking in Spruce Grove. In conjunction with the development of additional child care and home-maker services in Spruce Grove, arrangements could be made for the part-time care of handicapped children and adults.

Some parents of mentally handicapped children are not being taught how to educate their infant children. Apparently, the home education program available through the Mayfield Elementary School in Edmonton, gives first priority to Edmonton families on the waiting list.

In order to integrate handicapped children in regular playschool, kindergarten and school programs, special aides (assistants) are required to assist handicapped children.

Parents of handicapped children think their children are not receiving sufficient speech therapy, and other special educational services. There is a waiting list of pre-school children needing speech therapy.

d) Potential Service Providers:

Playschools, kindergartens, schools and day care centres could be responsible for providing special services (e.g. aides) for handicapped children.

School age children with learning disabilities or other mental handicaps receive special services from Student Services, County of Parkland. These same services could be, but presently are not, accessible to pre-school children.

The Parkland Association for the Handicapped has expressed a desire to develop a home education program for parents. As a non-profit society they would have to seek financial support from the government and other funding sources.

15. UNCLES AT LARGE AND BIG SISTERS

a) Need:

The nurses and school staff, who were interviewed, estimated from their class records that 10 - 20% of the children in Spruce Grove (i.e. 350 to 700 children) are from single parent families. The 1978 census indicated that nearly 10% of the heads of households in Spruce Grove were either divorced or legally separated.

b) Present Services:

Uncles at Large and Big Sisters match children of one-parent families with

adults who provide friendship and support. These programs are presently administered from Edmonton.

c) Gaps:

Big Sisters has not been able to extend their services to Spruce Grove because they have not been able to meet the demand in Edmonton. Big Sisters is examining the feasibility of establishing branch offices in communities surrounding Edmonton. Uncles at Large recently has had no Spruce Grove children on their waiting list.

d) Potential Providers:

Big Sisters and Uncles at Large should be encouraged to extend their services to Spruce Grove as resources and demands dictate.

16. INFORMATION AND REFERRAL SERVICE

a) Need:

Service providers claimed that few people know what services exist in Spruce Grove and elsewhere. If they don't know who to call, they may never find the service they need. By having an information and referral service in Spruce Grove, services would become more accessible to the community.

The utilization of present services could be optimized by introducing an information service. Several citizens argued that many residents of Spruce Grove are willing to provide baby-sitting and home-making services and are willing to do volunteer work for seniors, but people who are willing to provide the services and people who need these services do not know where to go. An information and referral service would maintain a registry of baby-sitters, home-makers, and volunteers.

Another useful function of an information service would be to monitor the requests for services. This would help evaluate what services were in demand.

b) Present Services:

Newcomers receive limited information about social services from the Welcome Wagon. The Recreation Department provides comprehensive information about recreational organizations and service clubs in the community.

c) Gaps:

Spruce Grove residents do not have a phone number to call when they want information about social services available in the community.

d) Potential Providers:

The information and referral service was perceived by interviewees as either the responsibility of the Town, the Chamber of Commerce, or a social service co-ordinator. The latter is most appropriate because informing the citizens of

services available in the community is a complementary role of a social service co-ordinator. Several people proposed that the information phone number be made known to citizens by regularly placing an ad in the local newspaper.

17. HOME-MAKER SERVICES

a) Need:

Home-maker services assist families through times of crisis by providing help to keep the family together and the home running smoothly. The crisis may be the result of illness, physical disability or emotional strain.

Less than one tenth of the Spruce Grove families have lived in the Town for more than ten years. Thus it is reasonable to assume that most families do not have uncles, aunts, grandparents, and other relatives to call upon in times of crisis.

b) Present Services:

Home-maker services can be obtained from the Health Unit only if the person who usually cares for the children and the family home is receiving home care or physiotherapy.

c) Gaps:

There is no non-medical home-maker service in Spruce Grove.

The people who frequently need home-maker services -- the elderly, and single parents, may not be able to afford to pay for a home-maker service for an extended period of time; thus, it is necessary to have the fee for home-maker services on a sliding scale according to income.

Apparently, most people in Spruce Grove are willing to pay for the service but are unable to find someone who will work in their home. Spruce Grove is primarily composed of young families. The adults are either employed full-time and/or raising young children. Thus, there naturally is a shortage of people available to provide home-making services.

d) Potential Providers:

Nurses are the service providers most familiar with the number of families needing home-maker services, both for medical and non-medical reasons. The nurses serving Spruce Grove recommended one or two full-time paid home-makers be established in Spruce Grove. One nurse suggested these home-makers be paid a retainer to sit by their phones at home in order to receive emergency calls.

The other option would be to have a registry of home-makers -- people living in the community who are willing to do the work. The Home Care Program started a registry for emergency home-makers within the last year, but it has not been successful. The few home-makers on the registry have not always been

available when emergencies arose. In August, 1980, there was only one home-maker in Spruce Grove on the registry. With this experience, it is not surprising that the nurses recommended paid full-time home-makers.

If a non-medical home-maker service is to be made available, several tasks have to be undertaken. Home-makers need to be hired, trained, and their work has to be co-ordinated and supervised. These tasks could be undertaken by various bodies.

1. The Health Unit's Home Care Program could provide home-making services on a contracted basis when families were not patients of the Home Care Program. This would eliminate the necessity of having two training/co-ordinating bodies for home-making services provided to Spruce Grove residents. The Home Care Program has expressed a willingness to extend their services.
2. An agency providing home-maker services in Edmonton could hire and train home-makers, plus supervise and co-ordinate the work of home-makers in Spruce Grove.
3. The Town could hire a social service co-ordinator whose responsibilities would include the administration of a home-maker service.

18. OTHER SERVICES

Information on the remaining six services was limited. Interviewees had few comments about these services because further development of these services was viewed as relatively unimportant.

Career/Vocational Counselling

Career/vocational counselling was viewed as a service for teens. For the most part, it was felt that the schools should, and were, providing career/vocational counselling for students. The high school staff have discussed the possibility of having someone from Canada Employment to work out of the schools, but nothing concrete has been planned.

Family Birth Planning

Each year the high school has some girls drop out due to pregnancy. The high school staff who were interviewed would like to see a sex education course introduced in schools, but they are not optimistic that the course would be received well by parents. A community health nurse suggested that nurses provide sex education in schools because this would be more acceptable to parents. Community nurses have been providing birth planning information for individual students in schools and for adults via the Health Clinic; thus, it would be appropriate for the Health Clinic to continue to do so and to expand their service as needed.

Financial Assistance

Three service providers argued that the population of Spruce Grove is sufficient to warrant having a social worker in Spruce Grove. One extremely busy social worker presently serves the Towns of Spruce Grove and Stony Plain, and apparently only a small fraction of the caseload is from Stony Plain. Thus serious consideration should be given to locating the social worker in Spruce Grove, rather than Stony Plain.

Home Management

Consumer information, money management advice and other types of home management advice were not, according to those interviewed, one of the essential services for Spruce Grove residents.

The Department of Agriculture has a home economist located in Stony Plain. She primarily serves the rural district, but will provide advice and information to Spruce Grove residents.

Legal Counselling

Legal counselling was seen as being needed for the numerous adults who get divorced or separated, and for youths who have been charged with theft and other offences. It was estimated by high school staff that 25 to 30 students in high school had been to court in the previous year. Only one person said that it was important to have Legal Aid in Town for those who cannot afford a lawyer.

Probation Services

Adult probation services are available through the office in Stony Plain. The service most relevant to all residents of Spruce Grove is the Inmate Community Work Projects program. Through this program, inmates volunteer their labour for community projects, such as park maintenance and snow shovelling for senior citizens. Thus far, the Town has utilized the volunteer work of inmates to a limited extent, but the experience with the program to date has been positive. Teens in Spruce Grove benefitted this summer from the skills of inmates who provided training in film processing and provided additional expertise and supervision on horseback trail rides and canoeing trips.

Juvenile probation services are provided by the Young Offenders Unit of Alberta Social Services and Community Health. A probation officer, who works with young offenders and their families, travels from his Edmonton office to homes in the Spruce Grove community.

Vandalism and other offences committed by youth have been a major concern of Spruce Grove residents, thus residents may wish to influence the ways in which the Young Offenders Unit responds to young offenders and their families. The first step would be to establish a committee, similar to the anti-vandalism committee recommended in the Spruce Grove Parks and Recreation Master Plan (1980).

This committee may wish to place pressure upon the Youth Offenders Unit to work more closely with cases in the Spruce Grove community. This may involve establishing an office in Spruce Grove. The committee may also wish to work in co-operation with Young Offenders Unit to establish an active Community Work Program for young offenders. Instead of paying fines, which are often paid by parents, youth could work for the community. In fact, in cases of vandalism, the juvenile may be required to assist in repairing or replacing damaged property.

SECTION VI:

SUMMARY OF FINDINGS AND SUGGESTED ACTIONS

This Section summarizes the findings detailed in Sections IV and V, plus suggests actions which are supported by the findings of the study. The suggested actions are primarily the recommendations of individuals who were interviewed.

Teen Activities: was rated as the most important service in Spruce Grove. People hoped that youth would take part in constructive, rather than destructive activities if given attractive alternatives. They believed that youth preferred non-structured, non-competitive activities which they had a hand in creating.

SUGGESTION 1: The Recreation Department continue to assist teens in developing non-competitive activities.

SUGGESTION 2: Space be provided for a teen centre.

The Youth Co-ordinator: was the tenth priority and was seen as providing the necessary resources and co-ordination for the development of youth activities.

SUGGESTION 3: The Youth Co-ordinator position be made a full-time position.

Youth Counselling: was rated as the sixth most important service. It was believed that the majority of youth were seeking counselling from adults and their peers on an informal basis, rather than seeking help from professional counsellors.

SUGGESTION 4: The Youth Co-ordinator's duties include the counselling of youth and referring of youth to a professional counsellor if on-going counselling is required.

SUGGESTION 5: The Youth Co-ordinator be provided with in-service training on counselling.

Crisis Line/Distress Line: was rated by teens as the third most important service; whereas adults rated it as one of the least important services for Spruce Grove. Possibly teens have personal problems which, at least in their eyes, require immediate attention.

SUGGESTION 6: The Edmonton crisis/distress line be publicized in schools and the agency operating the crisis/distress line in Edmonton be made aware of counselling services available for teens in Spruce Grove

- OR -

SUGGESTION 6(B) A crisis/distress line be established in Spruce Grove.

R 45% S 38% SS 45% C at L
P. 2150

Child Day Care: (Full-time) was rated as the second most important service and part-time day care (after-school care and Mother's Day Out programs) was rated as the fourth most important service. It was estimated that at least 350 pre-school children living in Spruce Grove require full-time day care and 300 children, six to ten years of age, require after-school care because their parents are employed. The only day care centre in Spruce Grove presently accommodates 24 children.

SUGGESTION 7: Spruce Grove residents be encouraged to operate day care programs in their own homes.

- a) A publicity campaign to encourage citizens to start family day care homes be undertaken.
- b) Day care consultants be made available to potential and existing day care personnel.

SUGGESTION 8: A registry of family day care homes, day care centres and babysitters be maintained.

SUGGESTION 9: The development of quality full-time day care programs and part-time day care programs (particularly after-school care) be encouraged.

- a) The Town provide facilities for a day care centre at a reasonable cost.
- b) Town Council take a leadership role by establishing a committee to plan the development of child day care.

Alcohol and Drug Abuse Counselling/Education: was rated as the third most important service. Emphasis was placed upon alcohol/drug education in schools. Spruce Grove residents who abuse alcohol may receive help from Alcoholics Anonymous if they so desire, but those who abuse other drugs have no one in Spruce Grove to counsel them. About one-half of the questionnaire respondents thought alcohol/drug counselling should be available in Spruce Grove.

SUGGESTION 10: The schools in Spruce Grove develop an alcohol/drug education program in consultation with the Community Extension Service Program of A.A.D.A.C.

SUGGESTION 11: A counsellor be available in Spruce Grove at least two days of the week to provide alcohol/drug abuse counselling for individuals and their families.

Senior Citizen Services: was rated fifth in importance, even though only 1.3% of the Town's population was over 65 years of age. The small percentage of elderly in the community may be one reason why people emphasized the need for support services which would allow the elderly to remain in their own homes and part of the community.

SUGGESTION 12: A home maintenance program for senior citizens be established.

SUGGESTION 13: The Town of Spruce Grove use the Public Transportation Operating Assistance Grant to establish transportation for senior citizens.

SUGGESTION 14: A committee be formed to plan and implement the means of stimulating inter-action between the young and senior citizens in the community. The committee should include senior citizens, personnel working with children, youth co-ordinator, parents and other concerned citizens.

Counselling - Family/Marriage and Individual: was rated as the seventh most important service. Similar to Edmonton, family problems are common and frequently result in a divorce or separation. Only 42% of the adults thought that family counselling should be located in Spruce Grove, but two-thirds of the adults who were familiar with family counselling presently available in the community stated that more counselling was needed in Spruce Grove. The amount of counselling time needed was uncertain.

SUGGESTION 15: A counsellor be available to counsel families in Spruce Grove at least two days a week or as required by demand.

Options: a) a part-time family counselling service be established
b) a full-time counselling service be established and include counselling for youth, family and alcohol/drug abusers.

Child Welfare (Protection): was rated as the eighth most important service; although slightly more than one-half of the respondents to the questionnaire thought the Child Welfare office should be located in Spruce Grove. School counsellors and others who have had slow responses to their reports of child abuse and neglect suggested that an additional social worker be assigned to Spruce Grove. The community of Spruce Grove should make their dissatisfaction with the present level of service known to the Child Welfare Branch of Alberta Social Services and Community Health.

Services for the Physically Handicapped: was ninth in priority. Slightly over one-half of the respondents to the questionnaire thought that these services should be located in Spruce Grove. It was believed that services are not accessible to the physically disabled, whether these services are in Edmonton, Stony Plain or Spruce Grove, if appropriate transportation (for example, a vehicle to transport wheelchairs) is not available. A means of transportation for disabled persons would make the present services, available to other citizens, more accessible to disabled persons.

SUGGESTION 16: The Town use the Public Transportation Operating Assistance Grant to provide transportation for the hysically disabled.

Meals-on-Wheels: the eleventh priority, : was available in Spruce Grove and required no further development.

Community Facilities: was rated twelfth in priority. People who were interviewed emphasized the need for a space for social gatherings - - a means of enhancing community cohesion and informal support systems. Also, more space was needed for playschools, kindergarten and meetings of large groups of people.

SUGGESTION 17: Facilities accessible for community groups and social gatherings be increased.

- Options:
- a) maximize the use of the new multi-use building for housing playschools and community meetings.
 - b) construct a community centre for social functions and community organizational meetings and activities.

Family Life Education: was thirteenth in priority. Typically this type of education is defined as parent education on child-rearing and coping as parents. Comments from school staff suggested that family life education was in great demand. Parents may arrange courses and workshops through the Department of Agriculture or Early Childhood Services, both located in Stony Plain; yet only one or two courses have been held in Spruce Grove in the last few years.

SUGGESTION 18: Family Life Education courses/workshops available to families in Spruce Grove should be publicized.

Services for the Mentally Handicapped: was rated as the fourteenth most important type of service. School staff and parents of handicapped children suggested special services be developed in the community to promote 'normalization' of mentally handicapped children. They also suggested support services be established for families who are caring for a handicapped individual.

SUGGESTION 19: Public transportation be made available for mentally handicapped individuals.

SUGGESTION 20: Temporary day care services (Day Out Programs) be made available to families caring for a mentally handicapped individual.

SUGGESTION 21: Special student services available to school-age children through Student Services, County of Parkland, be extended to pre-school children with sepcial needs.

SUGGESTION 22: Aides be provided for mentally (and physically) handicapped children in playshools, kindergarten and schools.

SUGGESTION 23: A home education program for the parents of handicapped infants be developed within the Spruce Grove community.

Uncles at Large and Big Sisters: was rated fifteenth in priority. These are agencies which match children of one-parent families with adult volunteers who provide support and friendship. An estimated 10 to 20% of the children in Spruce Grove (i.e. 350 to 700 children) were from one-parent families. The Edmonton Uncles at Large has been able to meet the demands from Spruce Grove and will continue to serve Spruce Grove. Edmonton Big Sisters has not been able to meet the demands for their services and thus hope to develop branch offices in the communities surrounding Edmonton.

SUGGESTION 24: Office space be made available for Big Sisters and Uncles at Large, if these organizations wish to develop a branch office in Spruce Grove.

Information and Referral Service: was rated the eighteenth most important service. The majority of service providers thought this service should be located in Spruce Grove, but the majority of citizens-at-large, school staff and students did not.

SUGGESTION 25: Information and referral service be provided by a person familiar with social services.

Home-maker Services: was ranked nineteenth. Seventy-four percent of the social service providers and sixty percent of the citizens-at-large thought this service should be located in Spruce Grove. Home-maker services were only available to patients of the Health Unit's Home Care Program.

SUGGESTION 26: A (non-medical) home-maker service be established in Spruce Grove, with at least one full-time employed home-maker.

- Options:
- a) Town contract services from the Health Unit's Home Care Program.
 - b) Town contract services from a home-maker service established in Edmonton.
 - c) Social service co-ordinator's responsibilities include administration of home-maker service.

Family Birth Planning: was rated as one of the least important services. The Health Unit presently provides birth control/family planning information to new mothers, and to students if requested.

SUGGESTION 27: The Health Unit extend their services by providing family planning courses in schools.

Probation Services: was rated as the least important service, even though vandalism was a major concern of Spruce Grove residents. Apparently probation services were not viewed as a means of preventing criminal offences.

SUGGESTION 28: The community work in co-operation with the Young Offenders Unit to establish a Community Work Program for young offenders.

Career Counselling, Financial Assistance, Home Management and Legal Counselling: were rated as some of the least important services in Spruce Grove. They require no further development in the near future.

SECTION VII:
POTENTIAL FUNDERS

An expansion of services will require additional funds. Some of the available options are discussed below.

Province

The provincial government funds social services administered by three distinct sections: a) the Department of Social Services and Community Health, b) the voluntary agency sector, and c) municipalities.

The Department of Social Services and Community Health provides a social allowance program, child welfare services (including foster care, adoptions, and probation services for young offenders), rehabilitation services for the handicapped, mental health services, and community health services. Voluntary agencies receive provincial grants for providing services to specific client groups. Municipalities receive provincial funds to operate two principal programs: preventive social services (P.S.S.) and health units, each of which is operated by local boards.⁽¹⁾

Municipality

The municipality may either a) provide 100% funding for social services, or b) enter into agreements with other funding bodies to jointly fund social services.

Municipality and Province: P.S.S. Program

The Preventive Social Service Act of 1966 provides cost sharing to municipalities which operate or support services that attempt to alleviate or forestall anticipated social problems and their effects. The principal areas of programming at the local level are family services, services for senior citizens and youth, home support services, and management and planning.

The province funds local P.S.S. programs with a combination of federal and provincial money by assuming 80% of the deficit cost; municipalities pay the remaining 20%.⁽²⁾

-
- (1) For further information on provincial programs see "Alberta Social Services and Community Health, Its Programs and their Development", (Alberta Social Services and Community Health, January, 1979)
- (2) See Appendix D for a description of the organization of P.S.S. programs, and the local response to P.S.S.

If Spruce Grove decides to establish a P.S.S. program, the Town may wish to jointly participate in the program with Stony Plain and the county. The advantage would be that these communities would share a P.S.S. director. This would be financially advantageous, plus it would assist in the co-ordination of services, many of which are located in Stony Plain but serve the Spruce Grove community..

United Way

The United Way is the major non-government fund raising body for social service agencies. The United Way of Edmonton funds a variety of social services in Edmonton and surrounding communities.⁽¹⁾ Developmental Grants are available from one to three years after which the project must seek long term funding from the United Way as a member agency or from other sources. The United Way would be willing to fund some services in Spruce Grove if the United Way fund raising campaign was extended to the Spruce Grove community.

Churches

Churches in Spruce Grove have been, and will likely continue to be, "community-minded". They have provided counselling services and space for kindergarten and A.A. groups. Nevertheless, their funds are limited and they are committed first and foremost to meeting the needs of their congregation. Thus they may not be financially capable of meeting the needs of the community-at-large.⁽²⁾

Service Clubs

The Town of Spruce Grove has at least eleven active service clubs. Service clubs have donated funds and volunteer hours for the construction of community facilities. They have also donated funds to community services such as Meals-on-Wheels, Block Parents, Stony Plain Hospital and the Spruce Grove Library. The extent to which service clubs are willing to provide additional funds for social services needs to be explored further.⁽³⁾

(1) See Appendix E for a sample of agencies funded by the United Way of Edmonton.

(2) Contact the Ministerial Association or individual churches for more information.

(3) Information on Service Clubs was obtained from the Spruce Grove 'Parks and Recreation Department', 1979 Annual Report. Additional information may be obtained from the Recreation Department.

APPENDIX A:

TABLES

TABLE 1.1

SOCIAL SERVICE NEEDS IDENTIFIED BY STUDENTS

(Number = 153)

	Not Important		Important Locate Outside Spruce Grove (%)		Important Locate Within Spruce Grove (%)		No Response		TOTAL	
	#	(%)	#	(%)	#	(%)	#	(%)	#	(%)
Activities for Teens	4	(2.6)	21	(13.7)	128	(83.7)	0	(0)	153	(100.0)
Alcohol & Drug Abuse Counselling/Educ.	19	(12.4)	61	(39.9)	72	(47.1)	1	(.6)	153	(100.0)
Child Day Care (Full-Time)	24	(15.7)	34	(22.2)	95	(62.1)	0	(0)	153	(100.0)
Child Day Care (Part-Time)	26	(17.0)	37	(24.2)	85	(55.6)	5	(3.3)	153	(100.0)
Child Welfare	14	(9.2)	54	(35.3)	84	(54.9)	1	(.6)	153	(100.0)
Counselling - Family/Marriage	19	(12.4)	89	(58.2)	44	(28.8)	1	(.6)	153	(100.0)
Counselling - Individual	17	(11.2)	68	(44.4)	66	(43.1)	2	(1.3)	153	(100.0)
Counselling - For Youth	14	(9.1)	54	(35.3)	83	(54.2)	2	(1.3)	153	(100.0)
Counselling - Career/Vocational	13	(8.5)	55	(36.0)	84	(55.0)	1	(.6)	153	(100.0)
Crisis/Distress Line	25	(16.3)	53	(34.6)	70	(45.8)	5	(3.3)	153	(100.0)
Family Life Education	37	(24.2)	75	(49.0)	36	(23.5)	5	(3.3)	153	(100.0)
Family (Birth) Planning Education	27	(17.6)	78	(51.0)	45	(29.4)	3	(2.0)	153	(100.0)
Community Facilities	31	(20.3)	49	(32.0)	69	(45.1)	4	(2.6)	153	(100.0)
Financial Assistance (Welfare)	33	(21.6)	78	(51.0)	40	(26.1)	2	(1.3)	153	(100.0)
Home Management Advice/Information	43	(28.1)	66	(43.1)	35	(22.9)	9	(5.9)	153	(100.0)
Homemaker Service	47	(30.7)	59	(32.6)	42	(27.5)	5	(3.3)	153	(100.0)
Information & Referral Service	49	(31.4)	64	(41.8)	58	(24.8)	3	(1.9)	153	(100.0)
Legal Counselling	18	(11.8)	61	(39.9)	70	(45.8)	4	(2.4)	153	(100.0)
Meals on Wheels	19	(12.4)	34	(22.2)	93	(60.8)	7	(4.6)	153	(100.0)
Probation & Parole Services	35	(22.9)	74	(48.3)	40	(26.0)	4	(2.6)	153	(100.0)
Senior Citizen Services	7	(4.6)	39	(25.5)	103	(67.3)	4	(2.6)	153	(100.0)
Services for the Physically Handicapped	12	(7.8)	49	(32.0)	90	(58.8)	2	(1.3)	153	(100.0)
Services for the Mentally Handicapped	9	(5.9)	59	(38.6)	79	(51.6)	6	(3.9)	153	(100.0)
Uncles at Large & Big Sisters	11	(7.2)	54	(35.3)	82	(53.6)	6	(3.9)	153	(100.0)
Youth Activities Co-ordinator	14	(9.1)	37	(24.2)	99	(64.7)	3	(2.0)	153	(100.0)

TABLE 1.2

SOCIAL SERVICE NEEDS IDENTIFIED BY SCHOOL STAFF

(Number = 70)

	Not Important		Important Locate Outside Spruce Grove		Important Locate Within Spruce Grove		No Response		TOTAL
	#	(%)	#	(%)	#	(%)	#	(%)	(%)
Activities for Teens	1	(1.43)	2	(2.86)	66	(94.3)	1	(1.43)	(100.0)
Alcohol & Drug Abuse Counselling/Educ.	0	(0)	24	(34.3)	44	(62.9)	2	(2.9)	(100.0)
Child Day Care (Full-Time)	0	(0)	3	(4.3)	66	(94.3)	1	(1.4)	(100.0)
Child Day Care (Part-Time)	1	(1.4)	3	(4.3)	55	(78.6)	11	(15.7)	(100.0)
Child Welfare	0	(0)	33	(47.1)	34	(48.6)	3	(4.3)	(100.0)
Counselling - Family/Marriage	2	(2.9)	40	(57.1)	25	(35.7)	3	(4.3)	(100.0)
Counselling - Individual	2	(2.9)	39	(55.7)	27	(38.6)	3	(2.9)	(100.0)
Counselling - For Youth	0	(0)	23	(32.9)	46	(65.7)	1	(1.4)	(100.0)
Counselling - Career/Vocational	0	(0)	36	(51.4)	31	(44.3)	3	(4.3)	(100.0)
Crisis/Distress Line	1	(1.4)	37	(52.9)	27	(38.6)	5	(7.1)	(100.0)
Family Life Education	2	(2.9)	27	(38.6)	39	(55.7)	2	(2.9)	(100.0)
Family (Birth) Planning Education	1	(1.4)	43	(61.4)	24	(34.3)	2	(2.9)	(100.0)
Community Facilities	6	(8.6)	7	(10.0)	54	(77.1)	3	(4.3)	(100.0)
Financial Assistance (Welfare)	3	(4.3)	50	(71.4)	13	(18.6)	4	(5.7)	(100.0)
Home Management Advice/Information	10	(14.3)	49	(70.0)	8	(11.4)	3	(4.3)	(100.0)
Homemaker Service	6	(8.6)	25	(35.7)	36	(51.4)	3	(4.3)	(100.0)
Information & Referral Service	4	(5.7)	42	(60.0)	17	(24.3)	7	(10.0)	(100.0)
Legal Counselling	2	(2.9)	45	(64.3)	19	(27.1)	4	(5.7)	(100.0)
Meals on Wheels	0	(0)	16	(22.9)	53	(75.7)	1	(1.4)	(100.0)
Probation & Parole Services	4	(5.7)	42	(60.0)	20	(28.6)	4	(5.7)	(100.0)
Senior Citizen Services	2	(2.9)	7	(10.0)	58	(82.9)	3	(4.3)	(100.0)
Services for the Physically Handicapped	1	(1.4)	30	(42.8)	37	(52.8)	2	(2.9)	(100.0)
Services for the Mentally Handicapped	1	(1.4)	38	(54.3)	29	(41.4)	2	(2.9)	(100.0)
Uncles at Large & Big Sisters	2	(2.9)	27	(38.6)	40	(57.1)	1	(1.4)	(100.0)
Youth Activities Co-ordinator	1	(1.4)	12	(17.1)	56	(80.0)	1	(1.4)	(100.0)

TABLE 1.3

SOCIAL SERVICE NEEDS IDENTIFIED BY CITIZENS AT LARGE (Number = 53)

	Not Important # (%)	Important Locate Outside Spruce Grove # (%)	Important Locate Within Spruce Grove # (%)	No Response # (%)	TOTAL # (%)
Activities for Teens	0 (0)	4 (7.5)	48 (90.6)	1 (1.9)	(100.0)
Alcohol & Drug Abuse Counselling/Educ.	1 (1.9)	19 (35.8)	29 (54.7)	4 (7.5)	(100.0)
Child Day Care (Full-Time)	5 (9.4)	4 (7.5)	42 (79.2)	2 (3.8)	(100.0)
Child Day Care (Part-Time)	5 (9.4)	4 (7.5)	40 (75.5)	4 (7.5)	(100.0)
Child Welfare	0 (0)	20 (37.7)	31 (58.5)	2 (3.8)	(100.0)
Counselling - Family/Marriage	1 (1.9)	25 (47.2)	25 (47.2)	2 (3.8)	(100.0)
Counselling - Individual	2 (3.8)	22 (41.5)	28 (52.8)	1 (1.9)	(100.0)
Counselling - For Youth	1 (1.9)	10 (18.9)	41 (77.4)	1 (1.9)	(100.0)
Counselling - Career/Vocational	6 (11.3)	17 (32.1)	26 (49.1)	4 (7.5)	(100.0)
Crisis/Distress Line	2 (3.8)	24 (45.2)	24 (45.2)	3 (5.7)	(100.0)
Family Life Education	6 (11.3)	13 (24.5)	22 (41.5)	12 (22.6)	(100.0)
Family (Birth) Planning Education	6 (11.3)	25 (48.0)	18 (34.0)	4 (7.5)	(100.0)
Community Facilities	5 (9.4)	7 (13.2)	37 (69.8)	4 (7.5)	(100.0)
Financial Assistance (Welfare)	9 (17.0)	24 (45.3)	17 (32.1)	3 (5.7)	(100.0)
Home Management Advice/Information	4 (7.5)	31 (58.5)	14 (26.4)	4 (7.5)	(100.0)
Homemaker Service	1 (1.9)	16 (30.2)	32 (60.4)	4 (7.5)	(100.0)
Information & Referral Service	5 (9.4)	20 (37.7)	24 (45.3)	4 (7.5)	(100.0)
Legal Counselling	6 (11.3)	20 (37.7)	24 (45.3)	3 (5.7)	(100.0)
Meals on Wheels	2 (3.8)	13 (24.5)	36 (67.9)	2 (3.8)	(100.0)
Probation & Parole Services	1 (1.9)	28 (52.8)	20 (37.7)	4 (7.5)	(100.0)
Senior Citizen Services	1 (1.9)	12 (22.6)	37 (69.8)	3 (5.1)	(100.0)
Services for the Physically Handicapped	1 (1.9)	18 (34.0)	32 (60.4)	2 (3.8)	(100.0)
Services for the Mentally Handicapped	0 (0)	17 (32.1)	17 (32.1)	19 (35.8)	(100.0)
Uncles at Large & Big Sisters	1 (1.9)	18 (34.0)	30 (56.6)	4 (7.5)	(100.0)
Youth Activities Co-ordinator	3 (5.6)	6 (11.3)	41 (77.4)	3 (5.6)	(100.0)

SOCIAL SERVICE NEEDS IDENTIFIED BY SERVICE PROVIDERS

(Number = 19)

	Not Important		Important Locate Outside Spruce Grove		Important Locate Within Spruce Grove		No Response		TOTAL	
	#	(%)	#	(%)	#	(%)	#	(%)	(#)	(%)
Activities for Teens	0	(0)	0	(0)	19	(100.0)	0	(0)	19	(100.0)
Alcohol & Drug Abuse Counselling/Educ.	0	(0)	9	(47.4)	9	(47.4)	1	(5.3)	19	(100.0)
Child Day Care (Full-Time)	1	(5.3)	1	(5.3)	17	(89.5)	0	(0)	18	(100.0)
Child Day Care (Part-Time)	1	(5.3)	1	(5.3)	14	(73.7)	3	(15.8)	19	(100.0)
Child Welfare	1	(5.3)	7	(36.8)	10	(52.6)	1	(5.3)	19	(100.0)
Counselling - Family/Marriage	1	(5.3)	8	(42.1)	10	(52.6)	0	(0)	19	(100.0)
Counselling - Individual	2	(10.5)	7	(36.8)	10	(52.6)	0	(0)	19	(100.0)
Counselling - For Youth	0	(0)	3	(15.8)	15	(78.9)	1	(5.3)	19	(100.0)
Counselling - Career/Vocational	2	(10.5)	5	(26.3)	12	(63.2)	0	(0)	17	(100.0)
Crisis/Distress Line	1	(5.3)	13	(68.4)	4	(21.1)	1	(5.3)	19	(100.0)
Family Life Education	1	(5.3)	1	(5.3)	11	(57.9)	6	(31.6)	19	(100.0)
Family (Birth) Planning Education	1	(5.3)	9	(47.4)	9	(47.4)			19	(100.0)
Community Facilities	2	(10.5)	1	(5.3)	14	(73.7)	2	(10.5)	19	(100.0)
Financial Assistance (Welfare)	1	(5.3)	10	(52.6)	8	(42.1)	0	(0)	19	(100.0)
Home Management Advice/Information	3	(15.8)	11	(57.9)	4	(21.1)	1	(5.3)	19	(100.0)
Homemaker Service	2	(10.5)	2	(10.5)	14	(73.7)	1	(5.3)	19	(100.0)
Information & Referral Service	1	(5.3)	4	(21.1)	13	(68.4)	1	(5.3)	19	(100.0)
Legal Counselling	1	(5.3)	9	(47.4)	9	(47.4)	0	(0)	19	(100.0)
Meals on Wheels	0	(0)	0	(0)	19	(100.0)	0	(0)	19	(100.0)
Probation & Parole Services	1	(5.3)	11	(57.9)	7	(36.8)	0	(0)	19	(100.0)
Senior Citizen Services	0	(0)	1	(5.3)	18	(94.7)	0	(0)	19	(100.0)
Services for the Physically Handicapped	1	(5.3)	10	(52.6)	7	(36.8)	1	(5.3)	19	(100.0)
Services for the Mentally Handicapped	1	(5.3)	8	(42.1)	9	(47.4)	1	(5.3)	19	(100.0)
Uncles at Large & Big Sisters	0	(0)	4	(21.1)	15	(78.9)	0	(0)	19	(100.0)
Youth Activities Co-ordinator	0	(0)	1	(5.3)	18	(94.7)	0	(0)	19	(100.0)

1/3 lived outside the town of Rural Districts of Spruce Grove.

TABLE 1.5

PERCENTAGE OF RESPONDENTS IN EACH GROUP WHO SPECIFIED THAT SERVICES SHOULD BE LOCATED WITHIN SPRUCE GROVE

	STUDENTS	SCHOOL STAFF	CITIZENS	SERVICE PROVIDERS
Activities for Teens	83.7	94.3	90.6	100.0
Alcohol & Drug Abuse Counselling/Educ.	47.1	62.9	54.7	47.4
Child Day Care (Full-Time)	62.1	94.3	79.2	89.5
Child Day Care (Part-Time)	55.6	78.6	75.5	73.7
Child Welfare	54.9	48.6	58.5	52.6 <i>ack</i>
Counselling - Family/Marriage	28.8	35.7	47.2	52.6 <i>ack</i>
Counselling - Individual	43.1	38.6	52.8	52.6
Counselling - For Youth	54.2	65.7	77.4	78.9
Counselling - Career/Vocational	55.0	44.3	49.1	63.2
Crisis/Distress Line	15.8	38.6	45.2	21.1
Family Life Education	23.8	55.7	41.5	57.9
Family (Birth) Planning Education	29.4	34.3	34.0	47.4
Community Facilities	45.1	77.1	69.8	73.7
Financial Assistance (Welfare)	26.1	18.6	32.1	42.1
Home Management Advice/Information	22.9	11.4	26.4	21.1
Homemaker Service	27.5	51.4	60.4	73.7
Information & Referral Service	24.8	24.3	45.3	68.4
Legal Counselling	45.8	27.1	45.3	47.4
Meals on Wheels	60.8	75.7	67.9	100.0 <i>ack</i>
Probation & Parole Services	26.0	28.6	37.9	36.8
Senior Citizen Services	67.3	83.9	69.8	94.7
Services for the Physically Handicapped	58.8	52.8	60.4	36.8
Services for the Mentally Handicapped	51.6	83.9	32.1	47.4
Uncles at Large & Big Sisters	53.6	57.1	56.6	78.9
Youth Activities Co-ordinator	64.7	80.0	77.4	94.7

TABLE 1.6:

NUMBER AND PERCENTAGE OF ADULTS WHO SPECIFIED THAT SERVICES SHOULD
BE LOCATED WITHIN SPRUCE GROVE

ADULTS RESPONDING: LOCATE SERVICE WITHIN SPRUCE GROVE				
	SCHOOL STAFF No. = 70	CITIZENS No. = 53	SERVICE PROVIDERS No. = 19	TOTAL No. = 142
				(%)
Activities for Teens	66	48	19	133 (93.7)
Alcohol & Drug Abuse Counselling/Educ.	44	29	9	82 (57.7)
Child Day Care (Full-Time)	66	42	17	125 (88.0)
Child Day Care (Part-Time)	55	40	14	109 (52.8)
Child Welfare	34	31	10	75 (42.2)
Counselling - Family/Marriage	25	25	10	60 (42.2)
Counselling - Individual	27	28	10	65 (45.8)
Counselling - For Youth	46	41	15	102 (71.8)
Counselling - Career/Vocational	31	26	12	69 (48.6)
Crisis/Distress Line	27	24	4	55 (38.7)
Family Life Education	39	22	11	72 (50.7)
Family (Birth) Planning Education	24	18	9	51 (35.9)
Community Facilities	54	37	14	105 (73.9)
Financial Assistance (Welfare)	13	17	8	38 (26.7)
Home Management Advice/Information	8	14	4	26 (18.3)
Homemaker Service	36	32	14	82 (57.7)
Information & Referral Service	17	24	13	54 (38.0)
Legal Counselling	19	24	9	52 (36.6)
Meals on Wheels	53	36	19	108 (76.0)
Probation & Parole Services	20	20	7	47 (33.1)
Senior Citizen Services	58	27	18	103 (72.5)
Services for the Physically Handicapped	37	32	7	76 (54.5)
Services for the Mentally Handicapped	29	17	9	55 (38.7)
Uncles at Large & Big Sisters	40	30	15	85 (59.9)
Youth Activities Co-ordinator	56	41	18	115 (81.0)

TABLE 2.1

SOCIAL SERVICE PRIORITIES IDENTIFIED BY STUDENTS

(Number = 98)

	Most Important		2nd Most Important		3rd Most Important		4th Most Important		5th Most Important		TOTAL	
	#	(%)	#	(%)	#	(%)	#	(%)	#	(%)	#	(%)
Activities for Teens	41	(41.8)	14	(14.3)	6	(6.1)	4	(4.1)	6	(6.1)	71	(72.4)
Alcohol & Drug Abuse Counselling/Educ.	15	(15.3)	7	(7.1)	10	(10.2)	8	(8.2)	3	(3.1)	43	(43.9)
Child Day Care (Full-Time)	1	(1.0)	3	(3.1)	8	(8.2)	9	(9.2)	2	(2.0)	23	(23.5)
Child Day Care (Part-Time)	0	(0)	1	(1.0)	0	(0)	4	(4.0)	3	(3.1)	8	(8.2)
Child Welfare	2	(2.0)	4	(4.1)	6	(6.1)	2	(2.0)	1	(1.0)	15	(15.3)
Counselling - Family/Marriage	0	(0)	3	(3.1)	2	(2.0)	0	(0)	0	(0)	5	(5.1)
Counselling - Individual	1	(1.0)	3	(3.1)	2	(2.0)	3	(3.1)	2	(2.0)	11	(11.2)
Counselling - For Youth	0	(0)	8	(8.2)	3	(3.1)	6	(6.1)	4	(4.1)	2	(2.0)
Counselling - Career/Vocational	1	(1.0)	3	(3.1)	3	(3.1)	2	(2.0)	1	(1.0)	10	(10.2)
Crisis/Distress Line	7	(7.1)	6	(6.1)	6	(6.1)	7	(7.1)	9	(9.2)	35	(35.7)
Family Life Education	2	(2.0)	1	(1.0)	0	(0)	2	(2.0)	2	(2.0)	7	(7.0)
Family (Birth) Planning Education	0	(0)	1	(1.0)	5	(5.1)	2	(2.0)	3	(3.1)	11	(11.2)
Community Facilities	5	(5.1)	3	(3.1)	2	(2.0)	5	(5.1)	2	(2.0)	17	(17.3)
Financial Assistance (Welfare)	1	(1.0)	2	(2.0)	3	(3.1)	4	(4.1)	5	(5.1)	15	(15.3)
Home Management Advice/Information	0	(0)	2	(2.0)	2	(2.0)	0	(0)	0	(0)	4	(4.0)
Homemaker Service	1	(1.0)	0	(0)	1	(1.0)	0	(0)	0	(0)	2	(2.0)
Information & Referral Service	1	(1.0)	3	(3.1)	0	(0)	1	(1.0)	3	(3.1)	8	(8.2)
Legal Counselling	4	(4.1)	2	(2.0)	8	(8.2)	3	(3.1)	3	(3.1)	20	(20.4)
Meals on Wheels	1	(1.0)	8	(8.2)	3	(3.1)	7	(7.1)	8	(8.2)	27	(27.5)
Probation & Parole Services	2	(2.0)	2	(2.0)	2	(2.0)	4	(4.1)	2	(2.0)	12	(12.2)
Senior Citizen Services	5	(5.1)	5	(5.1)	6	(6.1)	10	(10.2)	13	(13.3)	39	(39.8)
Services for the Physically Handicapped	2	(2.0)	5	(5.1)	9	(9.2)	14	(14.3)	5	(5.1)	35	(35.7)
Services for the Mentally Handicapped	2	(2.0)	2	(2.0)	3	(3.1)	7	(7.1)	4	(4.1)	18	(18.4)
Uncles at Large & Big Sisters	3	(3.1)	1	(1.0)	7	(7.1)	4	(4.1)	13	(13.3)	28	(28.6)
Youth Activities Co-ordinator	1	(1.0)	10	(10.2)	5	(5.1)	1	(1.0)	5	(5.1)	22	(22.4)

TABLE 2.2

SOCIAL SERVICE PRIORITIES IDENTIFIED BY SCHOOL STAFF

(Number = 54)

	Most Important		2nd Most Important		3rd Most Important		4th Most Important		5th Most Important		TOTAL	
	#	(%)	#	(%)	#	(%)	#	(%)	#	(%)	#	(%)
Activities for Teens	23	(42.6)	12	(22.2)	5	(20.8)	2	(3.7)	4	(7.4)	46	(85.2)
Alcohol & Drug Abuse Counseling/Educ.	3	(5.5)	2	(3.7)	7	(13.0)	5	(9.2)	2	(3.7)	19	(35.2)
Child Day Care (Full-Time)	12	(22.2)	6	(11.1)	3	(18.0)	9	(16.7)	4	(7.4)	34	(63.0)
Child Day Care (Part-Time)	1	(1.9)	6	(11.1)	4	(7.4)	4	(7.4)	2	(3.7)	17	(31.5)
Child Welfare	0	(0)	2	(3.7)	2	(3.7)	1	(1.9)	2	(3.7)	7	(13.0)
Counseling - Family/Marriage	1	(1.9)	3	(5.5)	0	(0)	3	(5.6)	1	(1.9)	8	(14.8)
Counseling - Individual	0	(0)	1	(1.9)	1	(1.9)	1	(1.9)	2	(3.7)	5	(9.3)
Counseling - For Youth	0	(0)	4	(7.4)	2	(3.7)	3	(5.6)	6	(11.1)	15	(27.8)
Counseling - Career/Vocational	0	(0)	1	(1.9)	0	(0)	1	(1.9)	2	(3.7)	4	(7.4)
Crisis/Distress Line	0	(0)	0	(0)	2	(3.7)	1	(1.9)	2	(3.7)	5	(9.3)
Family Life Education	3	(5.6)	1	(1.9)	4	(7.4)	2	(3.7)	1	(1.9)	11	(20.4)
Family (Birth) Planning Education	0	(0)	2	(3.7)	0	(0)	3	(5.6)	3	(5.6)	8	(14.8)
Community Facilities	2	(3.7)	6	(11.1)	1	(1.9)	3	(5.6)	3	(5.6)	15	(27.8)
Financial Assistance (Welfare)	0	(0)	0	(0)	1	(1.9)	0	(0)	0	(0)	1	(1.9)
Home Management Advice/Information	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)
Homemaker Service	0	(0)	0	(0)	2	(3.7)	1	(1.9)	1	(1.9)	4	(7.4)
Information & Referral Service	1	(1.9)	1	(1.9)	0	(0)	1	(1.9)	2	(3.7)	5	(9.3)
Legal Counseling	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)
Meals on Wheels	1	(1.9)	2	(3.7)	0	(0)	4	(7.4)	3	(5.6)	10	(18.5)
Probation & Parole Services	0	(0)	0	(0)	0	(0)	0	(0)	1	(1.9)	1	(1.9)
Senior Citizen Services	2	(3.7)	5	(9.3)	8	(14.8)	3	(5.6)	5	(9.3)	23	(42.6)
Services for the Physically Handicapped	0	(0)	0	(0)	3	(5.6)	3	(5.6)	5	(9.3)	11	(20.4)
Services for the Mentally Handicapped	0	(0)	0	(0)	0	(0)	3	(5.6)	2	(3.7)	5	(9.3)
Uncles at Large & Big Sisters	2	(3.7)	2	(3.7)	6	(11.1)	1	(1.9)	3	(5.6)	14	(25.9)
Youth Activities Co-ordinator	3	(5.6)	3	(5.6)	2	(3.7)	5	(9.3)	4	(7.4)	17	(31.5)

TABLE 2.3

SOCIAL SERVICE PRIORITIES IDENTIFIED BY CITIZENS

(Number = 52)

	Most Important		2nd Most Important		3rd Most Important		4th Most Important		5th Most Important		TOTAL	
	#	(%)	#	(%)	#	(%)	#	(%)	#	(%)	#	(%)
Activities for Teens	18	(34.6)	7	(13.5)	7	(13.5)	4	(7.7)	2	(3.8)	38	(73.1)
Alcohol & Drug Abuse Counselling/Educ.	2	(3.8)	7	(13.5)	0	(0)	2	(3.8)	0	(0)	11	(21.2)
Child Day Care (Full-Time)	15	(28.9)	3	(5.8)	5	(9.6)	3	(5.8)	2	(3.8)	28	(53.8)
Child Day Care (Part-Time)	7	(13.5)	7	(13.5)	3	(5.8)	6	(11.5)	1	(1.9)	24	(46.2)
Child Welfare	0	(0)	7	(13.5)	5	(9.6)	2	(3.8)	0	(0)	14	(26.9)
Counselling - Family/Marriage	4	(7.7)	1	(1.9)	2	(3.8)	4	(7.7)	2	(3.8)	13	(25.0)
Counselling - Individual	2	(3.8)	1	(1.9)	2	(3.8)	3	(5.8)	2	(3.8)	10	(19.2)
Counselling - For Youth	4	(7.7)	2	(3.8)	5	(9.6)	3	(5.8)	2	(3.8)	16	(30.8)
Counselling - Career/Vocational	2	(3.8)	1	(1.9)	3	(5.8)	3	(5.8)	2	(3.8)	11	(21.2)
Crisis/Distress Line	2	(3.8)	2	(3.8)	1	(1.9)	2	(3.8)	4	(7.7)	11	(21.2)
Family Life Education	1	(1.9)	2	(3.8)	0	(0)	0	(0)	4	(7.7)	7	(13.5)
Family (Birth) Planning Education	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)
Community Facilities	0	(0)	2	(3.8)	1	(1.9)	4	(7.7)	3	(5.8)	10	(19.2)
Financial Assistance (Welfare)	1	(1.9)	2	(3.8)	0	(0)	0	(0)	0	(0)	3	(5.8)
Home Management Advice/Information	0	(0)	1	(1.9)	0	(0)	2	(3.8)	2	(3.8)	5	(9.6)
Homemaker Service	0	(0)	2	(3.8)	4	(7.7)	1	(1.9)	3	(5.8)	10	(19.2)
Information & Referral Service	1	(1.9)	0	(0)	3	(5.8)	1	(1.9)	4	(7.7)	9	(17.3)
Legal Counselling	0	(0)	0	(0)	2	(3.8)	2	(3.8)	0	(0)	4	(7.7)
Meals on Wheels	1	(1.9)	2	(3.8)	4	(7.7)	5	(9.6)	1	(1.9)	13	(25.0)
Probation & Parole Services	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)
Senior Citizen Services	2	(3.8)	2	(3.8)	2	(3.8)	9	(17.3)	9	(17.3)	24	(46.2)
Services for the Physically Handicapped	1	(1.9)	1	(1.9)	4	(7.7)	2	(3.8)	2	(3.8)	10	(19.2)
Services for the Mentally Handicapped	1	(1.9)	0	(0)	1	(1.9)	1	(1.9)	3	(5.8)	6	(11.5)
Uncles at Large & Big Sisters	0	(0)	0	(0)	1	(1.9)	1	(1.9)	2	(3.8)	4	(7.7)
Youth Activities Co-ordinator	0	(0)	3	(5.8)	1	(1.9)	1	(1.9)	2	(3.8)	7	(13.5)

TABLE 2.4

SOCIAL SERVICE PRIORITIES IDENTIFIED BY SERVICE PROVIDERS

(Number = 19)

	Most Important		2nd Most Important		3rd Most Important		4th Most Important		5th Most Important		TOTAL	
	#	(%)	#	(%)	#	(%)	#	(%)	#	(%)	#	(%)
Activities for Teens	5	(26.3)	3	(15.9)	1	(5.3)	1	(5.3)	1	(5.3)	11	(57.9)
Alcohol & Drug Abuse Counselling/Educ.	0	(0)	2	(10.5)	1	(5.3)	1	(5.3)	1	(5.3)	5	(26.3)
Child Day Care (Full-Time)	2	(10.5)	4	(21.1)	3	(15.8)	1	(5.3)	0	(0)	10	(52.6)
Child Day Care (Part-Time)	2	(10.5)	3	(15.8)	2	(10.5)	2	(10.5)	0	(0)	9	(47.4)
Child Welfare	2	(10.5)	0	(0)	1	(5.3)	1	(5.3)	1	(5.3)	5	(26.3)
Counselling - Family/Marriage	3	(15.8)	1	(5.3)	1	(5.3)	3	(15.8)	1	(5.3)	9	(47.4)
Counselling - Individual	1	(5.3)	1	(5.3)	1	(5.3)	0	(0)	1	(5.3)	4	(21.1)
Counselling - For Youth	1	(5.3)	2	(10.5)	1	(5.3)	0	(0)	2	(10.5)	6	(31.6)
Counselling - Career/Vocational	0	(0)	0	(0)	0	(0)	0	(0)	1	(5.3)	1	(5.3)
Crisis/Distress Line	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)
Family Life Education	2	(10.5)	1	(5.3)	0	(0)	1	(5.3)	0	(0)	4	(21.1)
Family (Birth) Planning Education	0	(0)	0	(0)	0	(0)	1	(5.3)	0	(0)	1	(5.3)
Community Facilities	0	(0)	1	(5.3)	1	(5.3)	0	(0)	1	(5.3)	3	(15.9)
Financial Assistance (Welfare)	0	(0)	1	(5.3)	1	(5.3)	0	(0)	0	(0)	2	(10.5)
Home Management Advice/Information	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)
Homemaker Service	1	(5.3)	0	(0)	1	(5.3)	1	(5.3)	1	(5.3)	4	(21.1)
Information & Referral Service	0	(0)	1	(5.3)	1	(5.3)	1	(5.3)	3	(15.8)	6	(31.6)
Legal Counselling	0	(0)	0	(0)	0	(0)	0	(0)	1	(5.3)	1	(5.3)
Meals on Wheels	1	(5.3)	0	(0)	1	(5.3)	0	(0)	2	(10.5)	4	(21.1)
Probation & Parole Services	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)	0	(0)
Senior Citizen Services	1	(5.3)	0	(0)	2	(10.5)	1	(5.3)	1	(5.3)	5	(26.3)
Services for the Physically Handicapped	0	(0)	1	(5.3)	2	(10.5)	2	(10.5)	0	(0)	5	(26.3)
Services for the Mentally Handicapped	1	(5.3)	1	(5.3)	2	(10.5)	1	(5.3)	1	(5.3)	6	(31.6)
Uncles at Large & Big Sisters	0	(0)	0	(0)	1	(5.3)	0	(0)	2	(10.5)	3	(15.9)
Youth Activities Co-ordinator	1	(5.3)	1	(5.3)	0	(0)	0	(0)	0	(0)	2	(10.5)

TABLE 2.5

SOCIAL SERVICE PRIORITIES AS INDICATED BY AVERAGE RANKING SCORES

	STUDENTS			SCHOOL STAFF			CITIZENS			SERVICE PROVIDERS			ALL FOUR GROUPS			TOP PRIORITY SERVICES		
	(Number = 98)			(Number = 54)			(Number = 52)			(Number =19)			(Number = 4)					
	Rel. Imp.	Av. Rank Score	Rel. Rank Score	Rel. Imp.	Av. Rank Score	Rel. Rank Score	Rel. Imp.	Av. Rank Score	Rel. Rank Score	Rel. Imp.	Av. Rank Score	Rel. Imp.	Av. Rank Score	Rel. Imp.	Av. Rank Score			
Activities for Teens	1	2.99	3.44	1	2.89	1	2.26	1	2.89	1	2.26	1	2.89	1	2.89	**		
Alcohol & Drug Abuse Counselling/Educ.	2	1.55	1.04	7	.81	9-10	.74	3	1.03	3	.74	3	1.03	3	1.03	**		
Child Day Care (Full-Time)	8-10	.62	2.13	2	2.11	3	1.42	2	1.57	2	1.42	2	1.57	2	1.57	**		
Child Day Care (Part-Time)	23	.15	.94	3	1.63	4	1.16	4	.97	4	1.16	4	.97	4	.97	**		
Child Welfare		.50	.33	6	.90	7-8	.84	8	.64	8	.84	8	.64	8	.64			
Counselling - Family/Marriage	22	.18	.44	8	.77	2	1.53	7	.73	7	1.53	7	.73	7	.73	*		
Counselling - Individual		.32	.20		.54		.68	17	4.35	17	.68	17	4.35	17	4.35			
Counselling - For Youth	11	.58	.63	4-5	.98	5-6	.95	6	.78	6	.95	6	.78	6	.78	**		
Counselling - Career/Vocational		.32	.15	10	.60		.05	20	.28	20	.05	20	.28	20	.28			
Crisis/Distress Line	3	1.02	.19		.56		.00	15-16	.44		.00	15-16	.44		.44			
Family Life Education		.20	.67	9	.33	7-8	.84	13	.51	13	.84	13	.51	13	.51			
Family (Birth) Planning Education		.26	.31		.00		.11	23	.17	23	.11	23	.17	23	.17			
Community Facilities		.56	.85	7	.42		.42	12	.56	12	.42	12	.56	12	.56			
Financial Assistance (Welfare)		.36	.06		.25		.37	21	.26	21	.37	21	.26	21	.26			
Home Management Advice/Information		.14	.00		.19		.00	25	.08	25	.00	25	.08	25	.08			
Homemaker Service		.08	.17		.48		.58	19	.33	19	.58	19	.33	19	.33			
Information & Referral Service		.22	.24		.38		.63	18	.37	18	.63	18	.37	18	.37			
Legal Counselling	8-10	.62	.00		.19		.05	22	.21	22	.05	22	.21	22	.21			
Meals on Wheels	6	.69	.44	9	.69		.53	11	.59	11	.53	11	.59	11	.59			
Probation & Parole Services		.35	.02		.00		.00	24	.09	24	.00	24	.09	24	.09			
Senior Citizen Services	4	4.97	.02	4-5	.98	9-10	.74	5	.92	5	.74	5	.92	5	.92	**		
Services for the Physically Handicapped	5	.91	.37		.52	9-10	.74	9	.63	9	.74	9	.63	9	.63			
Services for the Mentally Handicapped		.46	.15		.25	5-6	.95	14	.45	14	.95	14	.45	14	.45			
Uncles at Large & Big Sisters	8-10	.62	.76	8	.13		.26	15-16	.44		.26	15-16	.44		.44			
Youth Activities Co-ordinator	7	.68	.87	6	.37		.47	10	.60		.47	10	.60		.60			

(1) Top priority services have a relatively high overall rank score; and ** are one of the top four priorities of at least two groups of respondents or * one group of respondents.

TABLE 3.1

NEED FOR EXISTING SERVICES TO BE EXPANDED, IDENTIFIED BY STUDENTS AND ADULTS FAMILIAR WITH SERVICES

Service	Response	Students 153	School Staff 70	Citizens 53	Service Providers ^a	Total
Activities for Teens	Familiar # Expand # Expand %	68 53 (77.9)	30 28 (93.3)	12 8 (66.7)	9 7 (77.8)	51 43 (54.3)
Alcohol and Drug Abuse Counselling/Education	Familiar # Expand # Expand %	8 4 (50.0)	6 5 (83.3)	5 0 (0)	2 2 (100)	13 7 (53.8)
Child Day Care (Full-time)	Familiar # Expand # Expand %	29 14 (48.3)	22 15 (68.2)	12 4 (33.4)	9 6 (66.7)	43 25 (58.0)
Child Day Care (Part-time)	Familiar # Expand # Expand %	32 15 (46.9)	8 4 (50.0)	7 4 (57.1)	5 3 (60.0)	20 11 (55.0)
Child Welfare *	Familiar # Expand # Expand %	9 4 (44.4)	3 2 (66.7)	5 1 (20.0)	7 3 (42.9)	15 6 (40.0)
Counselling - Family/Marriage	Familiar # Expand # Expand %	7 4 (57.1)	7 5 (71.4)	2 0 (0)	6 5 (83.3)	15 10 (66.6)
Counselling - Individual	Familiar # Expand # Expand %	15 7 (46.7)	4 3 (75.0)	3 0 (0)	6 4 (66.7)	13 7 (53.8)

(Continued on next page)

Service	Response	Students	School Staff	Citizens	Service Providers	Total
Counseling - Youth	Familiar # Expand # Expand %	15 10 (66.7)	9 4 (44.4)	3 1 (33.4)	5 4 (80.0)	17 9 (52.9)
Counseling - Career *	Familiar # Expand # Expand %	19 11 (57.9)	11 5 (45.4)	2 0 (0)	7 1 (14.3)	20 6 (30.0)
Crisis Distress Line *	Familiar # Expand # Expand %	4 4 (100)	2 1 (50.0)	0 0 (0)	1 0 (0)	3 1 (23.3)
Family Life Education *	Familiar # Expand # Expand %	3 1 (33.3)	9 4 (44.4)	2 0 (0)	1 0 (0)	12 4 (33.3)
Family Birth Planning	Familiar # Expand # Expand %	8 1 (12.5)	6 0 (0)	4 0 (0)	1 0 (0)	11 0 (0)
Facilities	Familiar # Expand # Expand %	32 25 (78.1)	17 15 (88.2)	12 6 (50.6)	10 6 (60.0)	39 27 (69.2)
Financial Assistance	Familiar # Expand # Expand %	9 2 (25.0)	3 1 (33.3)	5 3 (60.0)	4 1 (25.0)	12 5 (41.7)
Home Management	Familiar # Expand # Expand %	8 2 (25.0)	3 0 (0)	4 1 (25.0)	0 0 (0)	7 1 (14.3)
Homemaker Service	Familiar # Expand # Expand %	9 5 (55.6)	6 3 (50.0)	8 5 (62.5)	5 4 (80.0)	19 12 (63.2)

(Continued on next page)

Service	Response	Students	School Staff	Citizens	Service Providers	Total
Information and Referral Service	Familiar # Expand # Expand %	9 6 (66.7)	3 3 (100.0)	3 0 (0)	1 1 (100)	7 4 (57.1)
Legal Counselling *	Familiar # Expand # Expand %	18 7 (38.9)	5 2 (40.0)	4 1 (25.0)	1 1 (100.0)	10 4 (40.0)
Meals on Wheels *	Familiar # Expand # Expand %	12 7 (58.3)	12 2 (16.7)	16 2 (12.5)	5 1 (20.0)	33 5 (15.1)
Probation and Parole *	Familiar # Expand # Expand %	8 2 (25.0)	6 1 (16.5)	5 2 (40.0)	3 0 (0)	14 3 (21.4)
Senior Citizen Services	Familiar # Expand # Expand %	24 18 (75.0)	18 13 (72.2)	10 4 (40.0)	6 2 (33.3)	34 19 (55.9)
Services for Physically Handicapped	Familiar # Expand # Expand %	3 2 (66.7)	1 1 (100)	1 0 (0)	5 4 (80.0)	7 5 (71.4)
Services for the Mentally Handicapped	Familiar # Expand # Expand %	2 1 (50.0)	0 0 (0)	1 0 (0)	5 4 (80.0)	6 4 (66.7)
Uncles at Large and Big Sisters *	Familiar # Expand # Expand %	6 2 (33.4)	6 1 (16.7)	2 0 (0)	0 0 (0)	8 1 (8.3)
Youth Activities Co-ordinator	Familiar # Expand # Expand %	40 30 (75.0)	16 10 (62.5)	4 1 (25.0)	6 3 (50.0)	26 14 (53.8)

TABLE 4.1

NUMBER OF RESPONDENTS TO QUESTIONNAIRE BY GROUP

Group	Number of Respondents	% of Total Number of Respondents
Students	153	51.9
School - Staff	70	23.7
Citizens at Large	53	18.0
Social Service Providers	19	6.4
Total	295	100.0

TABLE 4.2
GENDER OF RESPONDENTS TO QUESTIONNAIRE

Sex	Students		School-Staff		Citizens		Social Service Providers		Total	
	#	%	#	%	#	%	#	%	#	%
Male	73	(47.7)	23	(32.9)	12	(22.6)	8	(42.1)	116	(39.3)
Female	69	(45.1)	47	(67.1)	40	(75.5)	11	(58.0)	167	(56.6)
Unknown	11	(7.2)	0	(0)	1	(1.9)	0	(0)	12	(4.1)
Total	153	(100.0)	70	(100.0)	53	(100.0)	19	(100.0)	295	(100.0)

TABLE 4.3
AGE OF RESPONDENTS TO QUESTIONNAIRE

Age	Students		School-Staff		Citizens		Social Service Providers		Total	
	#	%	#	%	#	%	#	%	#	%
Under 19	140	(91.5)	0	(0)	0	(0)	1	(5.3)	141	(47.8)
19 - 34	2	(1.3)	52	(74.3)	32	(60.4)	10	(52.6)	96	(32.5)
35 - 59	0	(0)	17	(24.3)	18	(33.9)	7	(36.3)	42	(14.2)
60 +	0	(0)	0	(0)	2	(3.8)	1	(5.3)	3	(1.0)
Unknown	11	(7.2)	1	(1.4)	1	(1.9)	0	(0)	13	(4.4)
Total	153	(100.0)	70	(100.0)	53	(100.0)	19	(100.0)	295	(100.0)

TABLE 4.4

AGE DISTRIBUTION COMPARISON
OF SPRUCE GROVE POPULATION, JUNE 1980⁽¹⁾ AND RESPONDENTS

<u>AGE IN YEARS</u>	<u>AGE DISTRIBUTION OF SPRUCE GROVE RESIDENTS</u>	<u>AGE</u>	<u>AGE DISTRIBUTION OF RESPONDENTS</u>
Under 21	34.8% 2	Under 19	47.8% 1
21 - 40	43.4% 1	19 - 34	32.5% 2
41 - 65	10.5% 3	35 - 59	14.2% 3
65 +	1.3% 4	60 +	1.0% 4
TOTAL	100.0%	Unknown	100.0%

(1) Information from census taken June, 1980.

TABLE 4.5

NEIGHBORHOOD OF RESPONDENTS TO QUESTIONNAIRE

NEIGHBORHOOD	STUDENTS		SCHOOL STAFF		CITIZENS		SOCIAL SERVICE PROVIDERS		TOTAL	
	#	(%)	#	(%)	#	(%)	#	(%)	#	(%)
Broxton Park	15	(9.8)	8	(11.4)	7	(13.2)	1	(5.3)	31	(10.5)
Brookwood	18	(11.8)	12	(17.1)	14	(26.4)	2	(10.5)	46	(15.6)
Grove Meadows	1	(.6)	1	(1.4)	1	(1.9)	0	(0)	3	(1.0)
Millgrove	9	(5.9)	4	(5.7)	9	(16.9)	1	(5.3)	23	(7.8)
Original Town	2	(1.3)	0	(0)	3	(5.7)	1	(5.3)	6	(2.0)
Trailer Court	8	(5.2)	0	(0)	1	(1.9)	0	(0)	9	(3.0)
Westgrove	0	(0)	1	(1.4)	1	(1.9)	0	(0)	2	(.7)
Woodhaven	12	(7.9)	9	(12.9)	8	(15.1)	0	(0)	29	(9.3)
More than one Neighborhood in Spruce Grove	0	(0)	0	(0)	0	(0)	2	(10.5)	2	(.7)
District Outside Spruce Grove	71	(46.3)	33	(47.1)	8	(15.1)	4	(21.1)	116	(39.3)
Towns & Edmonton	0	(0)	0	(0)	0	(0)	6	(31.6)	6	(2.0)
Unknown	17	(45.1)	2	(2.9)	1	(1.9)	2	(10.5)	22	(7.5)
TOTAL	153	(100)	70	(100)	53	(100)	19	(100)	295	(100)

APPENDIX B:

DIRECTORY OF SPRUCE GROVE SOCIAL SERVICES

SUBJECT INDEX

PAGE

A. ALCOHOLISM

- 1) Al-anon B 3
- 2) Alcoholics Anonymous B 4

B. CHILDREN'S SERVICES

- | | | |
|----|---|-----|
| 1) | Alberta Social Services and Community Health, Child Welfare | B 4 |
| 2) | Block Parents | B 5 |
| 3) | (Day Care Centres:) A Place for Kids, Spruce Grove | B 3 |
| | Southridge Day Care Centre, Stony Plain | B12 |
| | Stony Plain Day Care Centre, Stony Plain | B12 |
| 4) | Early Childhood Services (includes Kindergartens) | B 6 |
| 5) | Play Schools | B10 |

C. COUNSELLING

- | | |
|-----------------------------------|-----|
| 1) Alberta Mental Health Services | B 3 |
| 2) Churches | B 5 |
| 3) School Counsellors | B11 |

D. FAMILY PLANNING/BIRTH CONTROL

- 1) Stony Plain - Lac Ste. Anne Health Unit, Spruce Grove sub-office B12

E. FAMILY LIFE EDUCATION

- 1) Early Childhood Services, County of Parkland #31 B 6
2) Family Living Specialist, Dept. of Agriculture B 7

F. HANDICAPPED

- | | |
|---|-----|
| 1) East Parkland Association for Children (and Adults) with Learning Disabilities | B 7 |
| 2) Rehoboth | B11 |
| 3) Student Services, County of Parkland #31 | B13 |
| 4) Parkland Association for the Handicapped | B 9 |

PAGE

G. HOME CARE

- 1) Home Care Programme, Stony Plain - Lac Ste. Anne Health Unit B 8
- 2) Meals on Wheels B 8

H. HOME MANAGEMENT

- 1) Home Economist, Department of Agriculture B 8

I. INFORMATION

- 1) Welcome Wagon B14

J. PROBATION

- 1) Alberta Solicitor-General Correctional Services Division B 4
- 2) Young Offender's Unit, Alberta Social Services and
Community Health B14

K. RECREATION

- 1) Churches B 5
- 2) Teens Unlimited B13
- 3) Parks and Recreation B10
 - Information on Community Recreational Programmes may be
obtained from Parks and Recreation.

L. SENIOR CITIZENS

- 1) Golden Age Club B 7

A PLACE FOR KIDS

72 Marlboro Drive
Spruce Grove, T0E 2C0
962-4141

Hours: 7:00 a.m. - 6:00 p.m.
Monday - Friday

Doris and Denis Chalifoux, Directors

SERVICES PROVIDED:

- Child care for children 2½ to 6 years of age (24 - 30 children)
- Four after-school children accepted

OBTAIN SERVICE BY:

- Phoning for an appointment and interview with the child.

AL-ANON

Box 1797, Edmonton T5J 2P2
433-1818

Hours: 10:00 a.m. - 10:00 p.m.

Meetings held at:

St. Andrew's United Church
Spruce Grove

Meetings every Wednesday, 8:30 p.m.

SERVICES PROVIDED:

- Provides fellowships that attempt to meet and alleviate the problems of persons affected by living with alcoholics
- Meetings consist of group discussions of personal experiences with alcoholics

OBTAIN SERVICE BY:

- Phoning Edmonton number to get the phone number of the Spruce Grove representative.
- Phone the representative.

ALBERTA MENTAL HEALTH SERVICES

5th Floor, 9942 - 108 Street
Edmonton, Alberta
427-4459

Hours: Approx. 1 - 2 days/week in
Spruce Grove 8:15 - 4:30
Monday - Friday

Services received in client's home, or
Spruce Grove Health Unit when available
962-4072

Peggy Hoover, Community Mental Health Nurse, area worker for Stony Plain
Lac St. Anne Health Unit district
Juhree Clave, supervisor for area workers

SERVICES PROVIDED:

- Assessment and treatment of people with emotional and mental problems
- Consultation and educative services re: mental health

SERVICES OBTAINED BY:

- Referral by self, family, friends and service agencies.
- Appointment by telephone is preferred

ALBERTA SOCIAL SERVICES AND COMMUNITY HEALTH

170 Str. & Stony Plain Road
Centennial Mall
Edmonton, T5P 4S5
483-2990

Hours: 8:15 a.m. - 12:00 p.m.
1:00 p.m. - 4:30 p.m.
Monday - Friday

Vicki Jones, Social worker for Spruce Grove and Stony Plain
Gloria Kissack, Social worker for rural area

SERVICES PROVIDED:

- Child protection services
- Social allowance

ALBERTA SOLICITOR-GENERAL CORRECTIONAL SERVICES DIVISION

5003 - 53 Avenue
Box 1259
Stony Plain T0E 2G0
963-6114

Hours: 8:15 a.m. - 12:00 p.m.
1:00 p.m. - 4:30 p.m.
Monday - Friday

Brian Peters, Senior Probation Officer
Judy Haskell, Probation Officer
Neil Warmer, Probation Officer

SERVICES PROVIDED:

- Assists probationers and parolees with their personal difficulties and to modify their behavior to fit acceptable societal norms.
- Assists the court by providing pre-sentence reports and other reports in order to aid in the sentencing process, and to provide an alternative in supervision
- Assists the community by supervising the offender in a setting conducive to rehabilitation; to aid in restoring the offender to a productive role in the community; i.e. community work service, restitution programs, etc.

ALCOHOLICS ANONYMOUS

962-5376, 962-2051

Hours: 24 hours/day
Meetings every Wednesday at 8:30 p.m.

Meetings Held at:
St. Andrew's United Church
Main Street & Church Road
Spruce Grove

SERVICES PROVIDED:

- Personal contact and group therapy to help members recover from alcoholism

SERVICES OBTAINED BY:

- Phone or attending meetings.
- An open meeting is held every second Wednesday of the month

BLOCK PARENTS, SPRUCE GROVE

22 Belleville Avenue
Spruce Grove
962-2075

Hours: 24 hours

Vivian Driver, Coordinator, 962-2075
Cst. Kent, Public Relations Coordinator, RCMP, 962-2222

SERVICES PROVIDED:

- Block Parents are concerned citizens who offer their homes as a harbour of safety for children and adults in emergency situations.
- Homes are identified by a red and white sign with "Block Parent" on it placed in a window.

VOLUNTEERS: should obtain an application form from the RCMP.

CHURCHES

Rev. H. Weiss
Parkland Baptist Church
121 Brookwood Drive
Spruce Grove
962-4101

Pastor H. Brose
St. Matthew's Lutheran Church
Box 1019
962-3766

Rev. R. Hoepfner
Alliance Church
Century Road at Grove Meadow Dr.
Box 2580
Spruce Grove
962-4700

Rev. Gordon Crossfield
St. Andrew's United Church
110 Brantford Street
Spruce Grove
962-2834

Father O'Farrell
Catholic Church
Box 570
Stony Plain
963-2197

Pastor Steven Karp
Peace Lutheran Church
303 Church Road
Box 327
Spruce Grove
962-3128

Pastor D. Stiller
Community Church
Box 2249
962-5611

SERVICES PROVIDED BY CHURCHES:

- Counselling: premarriage, marriage, individual and family
- Youth groups/ activities; family activities
- Ad hoc courses offered, for example Parent Effectiveness Training
- To some extent, physical and emotional support is offered to members of the church who are experiencing a family crisis, such as loss of one's home or family illness.

EAST PARKLAND ASSOCIATION FOR CHILDREN (AND ADULTS) WITH LEARNING DISABILITIES

Box 45

Spruce Grove, TOE 2C0

Mrs. Sara Johnson, President	962-3620
Mrs. R. McLaughlin, Secretary	962-4874
Mrs. C. Atamaniuk, Treasurer	962-3784
Mr. D. Robertson, First Vice President	962-4509

OBJECTIVES:

- To promote understanding of the learning disabilities
- To promote knowledgeable assistance to the child and parents
- To promote early detection so that emotional difficulties will be avoided

SERVICES PROVIDED:

- Information to teachers and parents through meetings, newsletters, films, speakers, and access to provincial association library

OBTAIN SERVICE BY:

- Phoning a member of the executive

FAMILY LIVING SPECIALIST, ALBERTA DEPARTMENT OF AGRICULTURE

9718 - 107 Street

Edmonton

427-2413

Nadine Vester, Living Specialist

SERVICES PROVIDED:

- Assists groups and individuals in planning and conducting programs
- Offers programs in family communications, child development (Parent Effectiveness Training) and stress

OBTAIN SERVICE BY:

- Contacting the district Home Economist, Department of Agriculture, 963-6101

GOLDEN AGE CLUB

457 King Street

Box 84

Spruce Grove

962-5020

Clara Sanden, President 962-3049

Margaret Bosse, Secretary 962-2353

OBJECTIVES:

- To provide entertainment and friendship for senior citizens

SERVICES PROVIDED:

- Provide facilities for entertainment activities such as shuffle board, cards, bingo, horseshoes and banquets

HOME CARE PROGRAMME, STONY PLAIN - LAC ST. ANNE HEALTH UNIT

Box 210

Stony Plain TOE 2GO

963-3366

Hours: 8:30 a.m. - 4:30 p.m.

Monday - Friday

Emergency nursing on weekends

Mrs. Joy Thompson, Support Services Developer

Ms. Nancy Semple, Home Care Coordinator

Mrs. Carol Marcuk, Home Care Nurse

OBJECTIVES:

- To provide and coordinate the use of medical and support services delivered to patients in their own home.
- Where support programmes do not exist, stimulate the community to develop them
- To relieve undue strain on families trying to care for the ill person in the home

SERVICES PROVIDED:

- Nursing - Rehabilitation and Physiotherapy in the home
- Homemaking services for patients receiving medical home care
- Contact for paid and voluntary emergency home making and babysitting service (Private arrangements made by clients)
- Meals on Wheels
- Friendly visitors

HOME ECONOMIST, ALBERTA DEPARTMENT OF AGRICULTURE

County of Parkland Building

Box 510, Stony Plain

963-6101

Gail Lemke, Home Economist

SERVICES PROVIDED:

- Adult education in the areas of clothing and textiles, family, home management, home design, food and nutrition and consumerism

SERVICES OBTAINED BY:

- Office calls, letters, home visits, courses and program series

MEALS-ON-WHEELS

Parish Kitchens

218 McCleod Avenue

Spruce Grove

962-2662

Hours: Noon

Monday - Friday

except holidays

Joy Thompson, Support Services Developer - Home Care Programme,
Stony Plain 963-3366

Rhonda Tonn, Roster Co-ordinator, 205 McLeod Avenue
Spruce Grove 962-0730

Judy Schultz, Phone Co-ordinator - 4 Brookwood Cres.
Spruce Grove 962-2287

SERVICES PROVIDED:

- Deliver a hot noon meal to any one who is unable to prepare meals for themselves, usually elderly, convalescents, physically handicapped or emotionally handicapped.

SERVICE OBTAINED BY:

- Telephoning, or referral from the Home Care Programme.

PARKLAND ASSOCIATION FOR THE HANDICAPPED

943 Parkland Village
Spruce Grove
962-5025, 962-3457

Lori Kirkby, President
Elaine Schimmel, Vice President

SERVICES PROVIDED:

- Education in the areas that meet the needs of the individual,
- Support, encouragement and information to families of handicapped persons.
- Programmes, wherever possible within our area, fostering the principle of normalization in meeting the needs of the individual.
- Community awareness.
- Make doctors, clinics, and lay people aware of our association and in so doing provide them with up-to-date information.

SERVICES OBTAINED BY:

- phoning the president or vice-president for more information.

PARKS AND RECREATION, SPRUCE GROVE

454 King Street
Box 130
Spruce Grove TOE 2C0
(962-4502)

Hours: 8:30 a.m. - Noon
1:00 p.m. - 4:30 p.m.
Monday - Friday

R. Dale Withage, Superintendent; Marg Mitsui, Program Coordinator;
Linda McFarlane, Aquatics Supervisor; Larry Desjardins, Parks/Arena

SERVICES PROVIDED:

- To coordinate recreation programs including arts and crafts, athletics, culture, playschools, special events for youth, pre-school childrens, adults, senior citizens and special groups.
- To plan and manage recreation areas and facilities including an indoor arena and pool.
- Assists community groups and organization in providing recreation services to the community.
- Operation and programming of indoor arena, pool, ball diamonds, tennis courts, outdoor rinks.
- To maintain facilities (as above) and over 300 acres of parks.
- Assists community groups in providing recreation services in the form of leadership development, liaison with recreation board, grant applications and programs
- Works with developers to plan and develop park areas and the facilities and equipment in these areas.
- Plans new recreation areas and facilities.
- Offers a variety of programs and special events for all ages so people can pursue their leisure interests.
- Provides information about community recreational organizations.

SERVICES OBTAINED BY:

- Phoning, walk-in, writing.

PLAYSCHOOLS

Parkland Play School
Box 1383
962-2813

Cheri Adolf, President

SERVICES PROVIDED:

- Playschool for children, ages 3 and 4.
- Classes operate out of St. Andrew's United Church, Spruce Grove Arena and the Community Church

Spruce Grove Playschool
Box 2935
962-3266

Lucy Saunders, President

SERVICES PROVIDED:

- Playschool for children, ages 4 and 5. Classes operate out of the Serplex.

REHOBOTH

9 miles S.W. of Stony Plain
Box 1089
Stony Plain, TOE 2G0
963-4044

Kam E. Yates, Executive Director

SERVICES PROVIDED:

- A residence for eight mentally handicapped adults.
- Lifeskills training for residents and non-residents.
- Vocational training in woodworking, horticulture and agriculture.
- The residential and training programmes are open to male and female mentally handicapped adults, eighteen years and over, and presently residing in Alberta.

SCHOOLS

QUEEN ST. ELEMENTARY	Mr. Reynolds, Counsellor	962-3717
MILLGROVE ELEMENTARY	Beverly Kula, Counsellor	962-6122
ST. JOSEPH'S CATHOLIC ELEMENTARY	Len Huculak, Principal	962-8788
BROOKWOOD ELEMENTARY	Vi Suer, Counsellor	962-3942
WOODHAVEN JUNIOR HIGH	Mrs. Boyle, Counsellor	962-2626
SPRUCE GROVE COMPOSITE HIGH	Mrs. A. Munro, Counsellor	962-4181
	Mr. Dave Tjart, Counsellor	

SERVICES PROVIDED:

- Schools in the County of Parkland #31 have access to two psychologists, one reading consultant, and three speech therapists.
- The public health nurse regularly visits the schools.
- Each school has special education teacher(s).
- School counsellors provide educational and personal counselling for students, and families if necessary. The high school counsellors do vocational /career counselling.
- Spruce Grove Composite High has two 'work experience staff' to assist students in finding jobs in the community.
- The high school also provides a course for drop-out students who return to school. The objective of the course is to help the students develop a more positive self-image and help them make better decisions.
- School facilities are used by the community for recreation programmes, adult education programmes, and meetings.

SOUTHRIDGE DAY CARE CENTRE LTD.

56 Oatway Drive
Stony Plain
TOW 2G0
963-7142

Hours: 7:00 a.m. - 6:00 p.m.

Sue Kosowan, Director

SERVICES PROVIDED:

- Day care for children over 3 years.
- Have capacity to provide care for approximately 20 children.

STONY PLAIN DAY CARE CENTRE

4901 - 55 Avenue
Stony Plain

Hours: 6:30 a.m. - 6:45 p.m.

Mailing Address:
R.R.#1, Carvel
TOE OHO
963-5335

Susan Chambers, Director
Bev Riley, Director

SERVICES PROVIDED:

- Have capacity to provide child care for 47 children.
- Care for 6 infants 2 years and under.
- Full-time day care for children under 6 years of age.
- After-school and before-school care for children of all ages.
- Drop-in babysitting and part-time child-care.
- Kindergarten bus service.

OBTAIN SERVICE BY:

- Phoning for information; register in person.

STONY PLAIN - LAC STE. ANNE HEALTH UNIT, SPRUCE GROVE SUB-OFFICE

basement, north door
300 King Street
Yellowhead Regional Library
Spruce Grove
962-4072

Hours: 8:30 a.m. - 12:00 p.m.
1:00 p.m. - 4:30 p.m.
Monday - Friday

Mailing Address:
Box 2098
Spruce Grove

Dr. I. Ashforth, Director
Mrs. J. Young, Assistant Director

SERVICES PROVIDED:

- Generalized preventative community health program offered by community health nurses.
- Preventative dental health program offered by dental hygienist.
- Speech therapy program offered by speech therapists.
- Public health inspection services related to human health offered by public health inspectors.

STONY PLAIN - LAC STE. ANNE HEALTH UNIT, SPRUCE GROVE SUB-OFFICE (Continued)

OBTAIN SERVICE BY:

- Appointment for Clinics; walk-in or telephone for general inquiries.

STUDENT SERVICES, COUNTY OF PARKLAND NO. 31

Stony Plain,
TOE 2G0
963-2231

Hours: 8:30 a.m. -5:00 p.m.

Mr. Jim Orioux, Director of Student Services
Mrs. Miriam Carson, Coordinator of Special Education

OBJECTIVES:

- To provide assessment and consultation services to the schools, pertaining to learning problems, child development, counselling, etc.
- To enhance the teaching of affective education programmes.
- To assist teachers of special programmes in their work.

SERVICES PROVIDED:

- Psychological and reading assessments.
- Programme planning.
- Inservice for teachers re: communications, affective education.
- Workshops or presentation to parent groups on child development, learning process, parenting, etc.

OBTAIN SERVICE BY:

- Referral from school; appointment by telephone.

TEENS UNLIMITED, SPRUCE GROVE PARKS AND RECREATION

Log Cabin
King Street
P.O. Box 130
Spruce Grove
~~962-4502~~

Hours: Office Hours Monday - Friday
afternnons
Teen events during the day
and evenings.

Kathy Keith, coordinator

OBJECTIVES:

- to provide growth and activities for teens(12 - 19 years) in Spruce Grove.
- To work with and coordinate parent groups, service clubs and teen clubs.

SERVICES PROVIDED:

- Teen newsletter
- Teen club and centre
- Activities such as dances, talent hunt, live theatre, camp, bike rally, carnival, horseback riding, film nights, barbeques, roller discos, film production and art festival.

OBTAIN SERVICE BY:

- Phoning or coming to the office.

YOUNG OFFENDERS UNIT, ALBERTA SOCIAL SERVICES AND COMMUNITY HEALTH

Westmount District Office
11016 - 127 Street
Edmonton
T5M 0T2
452-6193

SERVICES PROVIDED:

- Responsible for the probation services for juveniles residing in Edmonton or the County of Parkland, Sturgeon, and Strathcona.

WELCOME WAGON

962-3082

Mrs. Marg Pickering

SERVICES PROVIDED:

- Visits newcomers to the Town and provides them with information about businesses and services in the community.

July 1980

SPRUCE GROVE
SOCIAL SERVICE DESCRIPTION QUESTIONNAIRE

1. OFFICIAL NAME OF ORGANIZATION/PROGRAM: _____

STREET ADDRESS (i.e. LOCATION WHERE SPRUCE GROVE RESIDENTS RECEIVE SERVICE)

MAILING ADDRESS: _____ POSTAL CODE _____

TELEPHONE: _____

NAMES AND POSITIONS OF OFFICIALS/CONTACT PERSONS:

2. OBJECTIVES OF SERVICE (A BRIEF STATEMENT OUTLINING THE AIMS OR PURPOSES, USUALLY BEGINNING WITH "TO PROVIDE...", "TO FURTHER...", ETC.)

3. SERVICES PROVIDED (A DESCRIPTION OF SERVICES PROVIDED TO THE COMMUNITY OF SPRUCE GROVE - IF REQUIRED, ADD ADDITIONAL PAGE)

4. WHO MAY USE THE SERVICE? (e.g. MEN, WOMEN, SINGLE PARENT, CHILDREN, ETC.)
(STATE AGE IF APPLICABLE)

IS THE SERVICE AIMED AT ANY PARTICULAR ETHNIC OR RELIGIOUS GROUP?

GEOGRAPHIC AREA SERVED (SPECIFY THE TOWN(S), COUNTY, PORTION OF PROVINCE, ETC.)

5. HOURS THAT SERVICES ARE AVAILABLE TO SPRUCE GROVE RESIDENTS (OFFICE HOURS? WHAT DAYS OF THE WEEK? IS SERVICE PROVIDED YEAR ROUND?)
-

6. HOW MAY SERVICES BE OBTAINED? (i.e. APPOINTMENT, TELEPHONE, WALK-IN, REFERRAL, ETC.)
-

7. FUNDING SOURCES: (PLEASE STATE SOURCE)

A) PRIVATE (i.e. DONATIONS, FEES, UNITED WAY, ETC.)

B) PUBLIC (i.e. NAME OF GOVERNMENT DEPARTMENT)

8. NUMBER OF STAFF SERVING SPRUCE GROVE RESIDENTS, AND CLASSIFICATION OF STAFF: (i.e. TEACHERS, NURSES, COUNSELLORS, CLERICAL, ETC.)
-

9. NUMBER OF PEOPLE FROM SPRUCE GROVE USING YOUR SERVICE: _____

10. IS THERE A NEED TO INCREASE THE SERVICES YOU PROVIDE WITHIN SPRUCE GROVE?
-

DO YOU HAVE A WAITING LIST? (IF YES, HOW MANY?) _____

11. DOES YOUR ORGANIZATION PLAN TO INCREASE THE SERVICES IT PROVIDES? SPECIFY THE PLANS FOR THE NEXT YEAR: _____
-

SPECIFY THE PLANS FOR THE NEXT FIVE YEARS (IF KNOWN): _____

QUESTIONNAIRE COMPLETED BY: _____

POSITION: _____

SPRUCE GROVE SOCIAL SERVICE NEEDS

July 1980

1. Below is a list of social services. Indicate whether or not you think each service is needed and whether the services should be provided within the Town of Spruce Grove, or whether it could be conveniently obtained in locations outside the Town. Check one position for each service listed below.

<u>Social Services</u>	<u>Not a very important service</u>	<u>Important service but need not be located within Spruce Grove</u>	<u>Important service that should be located within Spruce Grove</u>
ACTIVITIES FOR TEENAGERS	_____	_____	_____
ALCOHOL & DRUG ABUSE COUNSELLING/EDUCATION	_____	_____	_____
CHILD DAY CARE (FULL-TIME)	_____	_____	_____
CHILD DAY CARE (PART-TIME)	_____	_____	_____
(including After School Care and Mother's Day Out programs)			
CHILD WELFARE (child protection)	_____	_____	_____
COUNSELLING - FAMILY/MARRIAGE	_____	_____	_____
COUNSELLING - INDIVIDUAL	_____	_____	_____
COUNSELLING FOR YOUTH	_____	_____	_____
COUNSELLING - CAREER/EDUCATION/VOCATIONAL	_____	_____	_____
CRISIS/DISTRESS LINE	_____	_____	_____
FAMILY LIFE EDUCATION (courses on child rear- ing, understanding family relationships, etc.)			
FAMILY (BIRTH) PLANNING EDUCATION	_____	_____	_____
FACILITIES FOR COMMUNITY ORGANIZATIONAL MEETINGS AND ACTIVITIES	_____	_____	_____
FINANCIAL ASSISTANCE (WELFARE)	_____	_____	_____
HOME MANAGEMENT ADVICE/INFORMATION (consumer information, money management)	_____	_____	_____
HOMEMAKER SERVICE (Housework and child care provided when homemaker is sick or absent)	_____	_____	_____
INFORMATION AND REFERRAL SERVICE	_____	_____	_____
LEGAL COUNSELLING	_____	_____	_____
MEALS ON WHEELS (provides a hot meal for anyone who is unable to cook for them- selves - elderly, handicapped)	_____	_____	_____
PROBATION AND PAROLE SERVICES	_____	_____	_____
SENIOR CITIZEN SERVICES	_____	_____	_____
SERVICES FOR THE PHYSICALLY HANDICAPPED	_____	_____	_____
SERVICES FOR THE MENTALLY HANDICAPPED	_____	_____	_____
UNCLES AT LARGE AND BIG SISTERS (Adult vol- unteers who provide support and friendship to children of one-parent families)	_____	_____	_____
YOUTH ACTIVITIES CO-ORDINATOR	_____	_____	_____
<u>OTHER (SPECIFY):</u>			
_____	_____	_____	_____

2. The Town may not be able to support all the social services listed above. Out of the services you think should be located in Spruce Grove, which five are most important?

Most important service _____

Second most important service _____

Third most important service _____

Fourth most important service _____

Fifth most important service _____

Social Services

3. Check the services
in Spruce Grove
with which you
are familiar

4. For each service you
are familiar with,
check those which need
to be expanded

ACTIVITIES FOR TEENAGERS	_____	_____
ALCOHOL AND DRUG ABUSE COUNSELLING/EDUCATION	_____	_____
CHILD DAY CARE (FULL-TIME)	_____	_____
CHILD DAY CARE (PART-TIME)	_____	_____
CHILD WELFARE	_____	_____
COUNSELLING - FAMILY/MARRIAGE	_____	_____
COUNSELLING - INDIVIDUAL	_____	_____
COUNSELLING FOR YOUTH	_____	_____
COUNSELLING - CAREER/EDUCATION/VOCATIONAL	_____	_____
CRISIS/DISTRESS LINE	_____	_____
FAMILY LIFE EDUCATION	_____	_____
FAMILY (BIRTH) PLANNING EDUCATION	_____	_____
FACILITIES FOR COMMUNITY ORGANIZATIONAL MEETINGS AND ACTIVITIES	_____	_____
FINANCIAL ASSISTANCE (WELFARE)	_____	_____
HOME MANAGEMENT ADVICE/INFORMATION	_____	_____
HOMEMAKER SERVICE	_____	_____
INFORMATION AND REFERRAL SERVICE	_____	_____
LEGAL COUNSELLING	_____	_____
MEALS ON WHEELS	_____	_____
PROBATION AND PAROLE SERVICES	_____	_____
SENIOR CITIZEN SERVICES	_____	_____
SERVICES FOR THE PHYSICALLY HANDICAPPED	_____	_____
SERVICES FOR THE MENTALLY HANDICAPPED	_____	_____
UNCLES AT LARGE AND BIG SISTERS	_____	_____
YOUTH ACTIVITIES CO-ORDINATOR	_____	_____
OTHER (SPECIFY):	_____	_____

5. Please provide the following information about yourself.

SEX:	Female _____	Male _____	NEIGHBOURHOOD YOU LIVE IN:
AGE:	Under 19 _____		Broxton Park _____
	19 - 34 _____		Brookwood _____
	35 - 59 _____		Grove Meadows _____
	60 + _____		Millgrove _____
			Original Town _____
			Trailer Court _____
			Westgrove _____
			Woodhaven _____
			Outside Spruce Grove (Please Specify) _____

APPENDIX D:

PREVENTIVE SOCIAL SERVICES

Organization of P.S.S.

The following information is quoted from the brochure "What is P.S.S.":

The P.S.S. Act empowers the Minister of Social Services and Community Health to enter into agreements with municipalities to establish P.S.S. programs. Administrative areas are determined by local government boundaries, and municipalities may participate jointly or singly. Each municipal council must decide whether or not to participate in the program, for without its commitment the program cannot proceed.

The council must appoint a Preventive Social Services Advisory Committee or Board. The board, which may be composed of both elected and lay persons, acts as a link between community needs and the municipal government. By advising the municipal council on community needs, the board exercises a major impact on program development within a given area.

Once a municipality enters the program, the board hires a P.S.S. director. The director is responsible for:

- assisting the community to examine its resources;
- developing the program in co-operation with citizen groups;
- receiving and analyzing programs and project applications from groups and agencies for interpretation and recommendation to the P.S.S. board; and
- educating and motivating the community on specific topics of concern.

Funding of P.S.S. Projects

Preventive Social Services projects may operate in one of two ways:

- 1) Non-funded activities which do not require provincial/municipal funding, or which obtain funding from other sources. In many cases, local projects are able to operate by utilizing volunteer resources. In other instances, the P.S.S. program can assist individuals and groups in organizing informal self-help services.

- 2) Funded projects which require provincial/municipal P.S.S. financial support to meet deficit costs. Each project generates as much revenue as possible through fees for services, donations, United Community Funds and other sources. The province then funds up to 80 per cent of a project's deficit cost and the municipality contributes 20 per cent.

Pros and Cons of P.S.S.

The citizens and social service providers, who were interviewed, were asked who they thought should provide the needed services in Spruce Grove. The citizens were uncertain as to who should be responsible for funding services and they appeared to have little or no knowledge of P.S.S. The majority of service providers were in favor of bringing P.S.S. into the Town of Spruce Grove. In fact, only two service providers opposed P.S.S. The opponents believed the Town and existing agencies could provide the needed services.

A number of arguments were presented in support of P.S.S.:

- 1) Spruce Grove is in need of preventive social services, such as family life education, family planning, (non-medical) home-maker services, and counselling.
- 2) P.S.S. projects can be funded 40% by the Federal Government and 40% by the Province. Thus the citizens of Spruce Grove are not receiving the services they have paid for through their federal and provincial taxes if P.S.S. is not available. Also, the municipal taxes would be unduly high if the Town had to pay 100% for all the services which need to be developed.
- 3) Services are unlikely to be developed if someone does not take the responsibility. A community co-ordinator/developer is needed "to get things going". After the needs of the community have been identified, it is advantageous to have someone who will work with organizations and individual volunteers to develop the needed services.
- 4) The P.S.S. director could provide an information and referral service to citizens of Spruce Grove. By documenting the requests for services, the director could monitor the needs of the community, and act as a resource person to the volunteer groups or other organizations willing to provide the needed services.

- 5) P.S.S. would co-ordinate services and prevent duplication.
- 6) A P.S.S. director would promote the involvement of volunteers. The interviewed citizens emphasized that volunteers should be involved in providing services; but having organized community efforts themselves, they were aware of how difficult it is to find and co-ordinate volunteers. It is also difficult for volunteer organizations to find someone willing and able to do the bookkeeping. A P.S.S. director could assist volunteer organizations with their administrative tasks and train volunteers when necessary.

Individuals who favored P.S.S. were aware of some of its pitfalls. For instance, it is difficult to find a "good" director. They must be able to work with citizens, Town Council and social service agencies. The director should be a skilled community developer as well as a skilled administrator. Due to the difficulty of their task, there is a high turn over of directors. It is the responsibility of the Town to hire an appropriate director/co-ordinator.

Some communities have had P.S.S. directors who have been "empire-builders" and have discouraged volunteer involvement. A former P.S.S. director and a P.S.S. consultant recommended this situation be avoided by having the town limit the budget of the P.S.S. director and having an active local committee or Board oversee the activities of the director. Given a limited budget, the P.S.S. director would take the role of a community developer rather than an administrator of social services.

Presently, 82% of Albertans have access to P.S.S. programs. ⁽¹⁾ Spruce Grove is one of the few municipalities which has chosen not to establish a Preventive Social Service agreement. Town Council and citizens of Spruce Grove may wish to seek the knowledge and advice of other communities before deciding whether or not to establish an agreement with the Province. Leduc, Sherwood Park and St. Albert have P.S.S. It may be beneficial to contact the Town Councils, and P.S.S. Boards of these communities.

(1) "Preventive Social Service Review, M.L.A. Report", June, 1980.

APPENDIX E:

UNITED WAY

The types of social services the United Way is willing to fund is reflected by the types of agencies they funded in the previous year. In 1980, United Way gave Developmental Grants to:

- Edmonton Immigrant Services Association
- W.I.N. House (Women in Need)
- Elizabeth Fry Society
- Gateway Association for the Mentally Handicapped
- St. Albert Association for the Mentally Handicapped
- Strathcona Council for the Handicapped
- Y.W.C.A. Family Relief Service
- Volunteer Resource Centre, St. Albert

The member agencies of United Way are:

- AID Service of Edmonton
- The Arthritis Society
- Association for the Hearing
- Bissell Centre
- Boy Scouts of Canada - Edmonton Region, and
Boy Scouts of Canada - St. Albert Region
- Boys and Girls Club of Edmonton
- Bosdale Camp
- Canadian Girls in Training
- Canadian Mental Health Association
- Canadian National Institute for the Blind
- Canadian Native Friendship Centre
- Canadian Paraplegic Association
- Canadian Red Cross
- Catholic Social Services
- Citizen's Advocacy Society of Edmonton
- Edmonton Epilepsy Association
- Edmonton Handi-Buses
- Edmonton Social Planning Council
- Family Service Association of Edmonton
- Girl Guides of Canada - Edmonton Region, and
Girl Guides of Canada - St. Albert Region
- Goodwill Rehabilitation Services of Alberta
- Jewish Family Services
- John Howard Society of Alberta
- Marina Creations
- Multiple Sclerosis Society of Canada
- Operation Friendship
- Rape Crisis Centre
- Rosary Hall
- St. John Ambulance Association
- St. Mary's Salesian Junior High School
- Strathcona County Information and Referral Centre
- Terra Services
- Victorian Order of Nurses
- Volunteer Action Centre
- Y M C A
- Y W C A