

# 2019 ANNUAL REPORT

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Community Services  
Advisory Board

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Edmonton

# CSAB

# Message from the Chair



During 2019 the Community Services Advisory Board (CSAB) has had the opportunity to provide advice to Council and the City of Edmonton to assist in long term planning for community services in Edmonton and allocate funding to community-based organizations in an effort to support the quality of life and wellbeing of Edmontonians. CSAB is composed of thirteen passionate community members who work collectively to bring their diverse professional and personal knowledge, perspectives, and experience to inform city social policy, arts, culture, multiculturalism, parks, recreation, and sports.

Over the past year, the CSAB has provided advice on a variety of topics including the City's neighbourhood revitalization approach and abundant communities, accessibility for people with disabilities policy, EndPoverty Edmonton, the City's approach to supporting seniors centre, sustainable assisted transportation, public washrooms, and the City of Edmonton's budget. Each of these topics has provided

CSAB an opportunity to influence planning, ongoing delivery of programs and services, and continuous improvement.

As an advisory board, CSAB reviews applications and provides recommendations for funding for the City of Edmonton Community Investment Grants and the Family and Community Support Services Program, as well as supporting decisions for the Emerging and Immigrant and Refugee Community Grant. In 2019, CSAB recommended the approval of \$24,187,108 in funding to support the delivery of programs and services that enhance the social well-being of individuals, families and community through prevention, sport, recreation, and culture.

The work of CSAB is greatly influenced by the exceptional staff and leadership from the City of Edmonton Citizen Services Department. These staff have been instrumental in ensuring the topics presented at meetings are timely, relevant, and aligned with the board members' expertise, and present opportunities where feedback and insights from engaged CSAB members can assist in planning and the achievement of the City's outcomes.

On behalf of all members of the CSAB, I would like to thank these City leaders and staff for their willingness to listen and consider the input, advice, ideas and recommendations of the members. As a collective group of Edmontonians, we feel proud to contribute to our city and its vision: *"A healthy, vibrant Edmonton in which people embrace active lifestyles that improve their individual well-being as well as that of their families, neighbourhoods, and communities."*

**Nancy Zuck**  
**CSAB Chair 2019**

# CSAB Vision, Mission, Mandate

## Citizen Services Department Vision

Edmonton for All

## Mission

The Community Services Advisory Board (CSAB) is a diverse group of citizens who provide a community perspective on people, parks, and places to City Council and the Citizen Services Department.

## Mandate

The mandate of the Community Services Advisory Board is to facilitate informed decision-making by:

- gathering information and sharing knowledge
- raising issues and awareness
- providing advice and recommending policy
- making recommendations on funding
- offering alternative strategies

All members of the Community Services Advisory Board are appointed by City Council. In 2019, the Board had 13 members who brought their skills and experiences to the Citizen Services Department. The Deputy City Manager of the Citizen Services Department, or their designate, sits on the Board as a non-voting member.

## Board Activities

CSAB members and community members on the Family and Community Support Services (FCSS) Committee contributed more than **1,722 volunteer hours**, which included 8 regular board meetings and numerous committee meetings, agency visits, and a funding retreat. CSAB members met regularly with City staff and provided advice on several topics including:

- Projects and priorities with the Citizen Services Leadership Team
- Agencies, Boards, and Committees Chair Networking
- Integrated Strategic Development—Public Washrooms Approach
- Approach to Supporting Seniors Centres
- Sustainable Assisted Transportation
- Neighbourhood Revitalization Approach and Abundant Communities
- Accessibility for People with Disabilities Policy
- EndPoverty Edmonton
- City of Edmonton Budget

# The Community Services Advisory Board

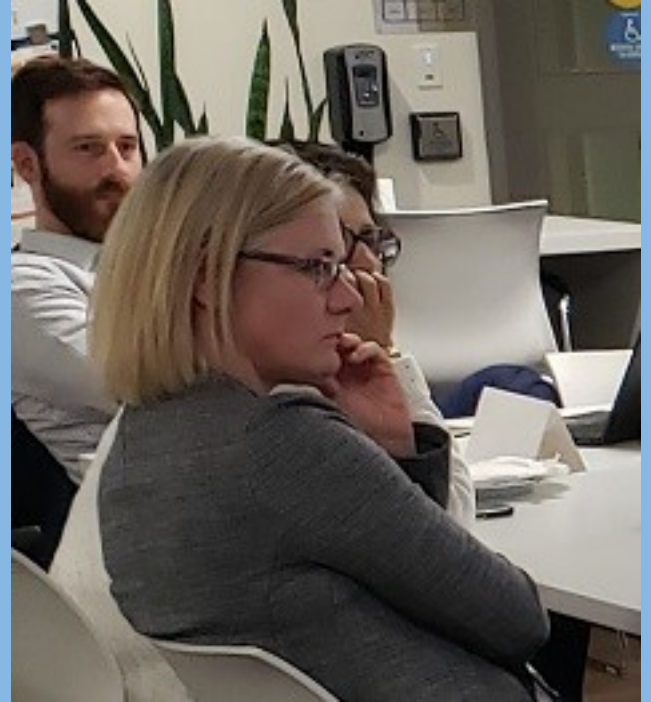
**Board Membership 2019:** Nancy Zuck (Chair), Priti Laderoute (Vice-Chair), Leanne Brownoff, Bonnie Chan-Maier, Kyra Cusveller, Bette Gray, Sam Jenkins, Kanwal Lali, Sky McLaughlin, Jameela Murji, Victoria Smith

**Term ended May 2019:** Stephanie Chai, Joan Welch

**Term began May 2019:** Mishma Mukith, Scott Wright

CSAB was supported by: **Rob Smyth**, Deputy City Manager, Citizen Services; **Judy Smith**, Director, Community Resources; and **Brent Jans**, Administrative Support, Community Resources.

Councillor **Jon Dziadyk** has been assigned by City Council as the advisor for the board.



**Pictured (from L to R):** Scott Wright, Mishma Mukith, Leanne Browning, Victoria Smith, Kyra Cusveller, Jameela Murji, Nancy Zuck (Chair), Kanwal Lali, Priti Laderoute (Vice Chair), Bette Gray, Sky McLaughlin, Sam Jenkins

**Not Pictured:** Bonnie Chan-Maier, Rob Smyth, Judy Smith, Brent Jans



# Standing Committees

## Family and Community Support Services Committee (FCSS)

The Family and Community Support Services (FCSS) Committee serves to ensure that preventive social services and programs are available for the citizens of Edmonton. The committee, which includes CSAB representatives and community members, shares its knowledge of social trends and issues in Edmonton and provides advice to the CSAB regarding the allocation of funds as required under FCSS legislation.

Throughout 2019, committee members learned about the funded preventive programs and services through agency visits, presentations, grant applications, and information from FCSS liaisons.

For more information on the Edmonton FCSS program and funding, please visit their [website](#).

**FCSS Committee members:** Kanwal Lali (Chair), Heather Kennedy-Plant (Vice Chair), Ashley Dryburgh (Edmonton Community Foundation), Bette Gray, Jameela Murji, Joan Welch, Joseph Luri, Kyra Cusveller, Leanne Brownoff, Shannon Butler (Butler Family Foundation) Sky McLaughlin, Vicki Van Vliet Vaitkunas; Victoria Smith

## Community Investment Grant (CIG) Committee

The CIG Standing Committee was formed to advise and support City Administration on matters pertaining to the Community Investment Grants, and make recommendations to CSAB with regards to the awards for these grants.

**2019 Committee members:** Priti Laderoute, Bette Gray, Mishma Mukith

## Board Representation

Members of the Community Services Advisory Board also participate on the following:

**Family and Community Support Services Association of Alberta (FCSSAA) Board:** City of Edmonton representative, Vicki Van Vliet Vaitkunas. Vicki was also the President of the FCSSAA Board in 2019.



# Grants Allocated

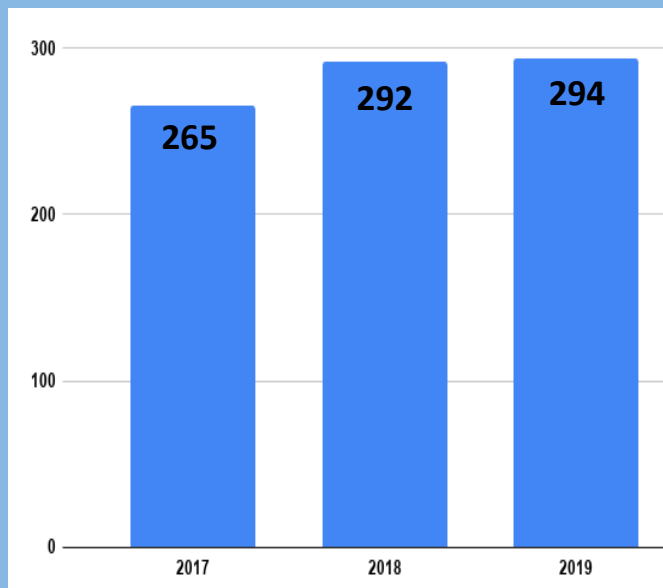
## Community Investment Grants

### Community Investment Operating Grant

The Community Investment Operating Grant provides operating assistance to not-for-profit organizations to help them provide programs, services, and activities that benefit the citizens of Edmonton.

294 organizations whose primary mandates include social services, multicultural activities, or recreation/amateur sport received operating grants totaling **\$3,617,775**.

For a complete list of organizations funded in 2019, visit the [CIOG webpage](#).



### Community Investment Hosting Grant

The Community Investment Hosting Grant assists organizations to host recreational, amateur sport, or multicultural events within Edmonton. These events can be provincial, Western Canadian, national, or international in scope. Events funded in 2019 include:

- **Ellerslie Curling and Recreation Association** hosted the 2019 Alberta BP Cup
- **Northern Alberta Irish Dance** hosted the Brady Academy Spring Feis
- **Judo Canada—Edmonton** hosted the Judo Canada Open Nationals

### Community Investment Travel Grant

The Community Investment Travel Grant assists teams or individuals with travel costs to participate in a western Canadian, national, or international amateur sport, recreation, or multicultural event. Some of the events attended include **U20 Women's Rugby Tri Nations Series**, **2019 FIE World Fencing Championships** in Budapest, Hungary, and the **Central Ukraine & Georgia Tour 2019** (for Ukrainian song and dance).

**\$30,975**

Funded 15 groups to host events

**\$58,094**

Funded 64 teams and individuals

# Emerging Immigrant & Refugee Community Grants

The **Emerging Immigrant & Refugee Community (EIRC) Grant Program** provides five grants to help organizations from emerging immigrant and refugee communities. These organizations support the settlement and inclusion of their members through community gatherings, strengthening of cultural pride, and becoming an active part of the cultural mosaic in Edmonton.

## Space Rental Subsidy Grant

This EIRC grant assists emerging immigrant and refugee communities with the cost of renting space for their programming.

**Total amount awarded: \$126,918**  
**# of organizations awarded grants: 32**

## Cultural Heritage Program Grant

This EIRC grant funds projects that strengthen the cultural knowledge and pride of emerging immigrant and refugee communities. Projects could include dance, music, storytelling, the arts, and heritage language.

**Total amount awarded: \$38,214**  
**# of organizations awarded grants: 11**

## Community Event Grant

This EIRC grant assists emerging immigrant and refugee organizations in hosting community events that help to reduce isolation and create positive connections among members.

**Total amount awarded: \$53,691**  
**# of organizations awarded grants: 39**

## Edmonton Heritage Festival Grant

CSAB approved a two-year pilot project in 2016 to support small ethno-cultural community organizations to participate in the Heritage Festival. This EIRC funding enabled these groups to display their culture on a scale the group could manage and share the pride of their culture. The CSAB recognized the value of this program and at the end of the pilot passed a motion to support the continuation of this grant, which provides a seed grant of up to \$750 to organizations towards registration fees for participation in the festival.

**Total Amount Awarded: \$1500**  
**# of organizations awarded grants: 2**



## Program Delivery Partnership Grant

This EIRC grant encourages immigrant and refugee community organizations to partner with mainstream agencies to address gaps and barriers in existing programs and services, and to explore innovative approaches to working together. It also, if able, addresses emerging needs recognized by the Social Development Branch that require support. Three Program Delivery Partnerships were funded in 2019.

**Total amount awarded: \$285,000**

**Community Initiative Micro Grants: Action for Healthy Communities** and the **Edmonton Mennonite Centre for Newcomers** have been working with emerging immigrant and refugee community groups for years to build community capacity and support them in developing community initiatives that will have a positive impact in their communities. The Program Delivery Partnership Grant provided each organization with \$25,000 to provide micro grants for the initiatives they support with emerging community groups.

**Funding Approved: \$50,000**

### Seniors and Young Families Basic Needs

**Enhancement Fund:** The **Multicultural Family Resource Society** and the **Syrian Family Support Office** work to offer supports to Syrian refugees facing ongoing barriers and challenges in accessing settlement services and supports. Often, isolated seniors and young families struggle to meet their basic needs; these needs are currently not being met by existing services. Staff of the Syrian Family Support Office will use these funds to keep the most in-need seniors and families from slipping into greater socio-economic vulnerability.

**Funding Approved: \$35,000**

**The Out of School Time (OST) Collaborative:** The OST Collaborative is coordinated by **REACH Edmonton**. Many organizations participate for the training, networking, and resource sharing opportunities. Grants are available to community-based organizations offering summer programs for immigrant, refugee, and other vulnerable children and youth. The City of Edmonton is one of several funders who contribute funds and participate in a collaborative funding process to provide grants to eligible OST summer programs.

The funding provided to the groups helps them with program costs and allows the children and youth to have an enriched program with a wider variety of activities. The groups also receive support through the OST Coordinator to help ensure a quality and safe program is offered.

**Funding Approved (for 2020 & 2021): \$200,000**





# FCSS

## Family & Community Support Services

# Edmonton

Family and Community Support Services (FCSS) is a municipal/provincial partnership that works to ensure that communities in Alberta are supportive, safe, inclusive and engaged. Edmonton FCSS works to achieve this by supporting not-for-profit organizations in the design and delivery of preventive services and programs that reduce social isolation, encourage connection and belonging within communities and strengthen relationships and social support.



*Blanket exercise at monthly Intercultural Gathering*

## Total Unique Participants - 209,094

**0-5 year olds**  
9,408

**6-12 year olds**  
12,633

**13-17 year olds**  
24,914

**18-24 year olds**  
15,506

**24-64 year olds**  
111,998

**65+ year olds**  
16,000

**Age Unknown - 18,635**

**Total Agencies - 70**

**Total Programs - 100**

**FTE's - 583**

**Program Staff Hours**  
1,213,000+

**FCSS Core Funding**  
\$16.6 million

**Practicum Students - 582**  
**Practicum Student Hours**  
79,304

**FCSS Committee - 12**

**Volunteer Hours**  
1,398

**Program Volunteers**  
12,008  
**Volunteer Hours - 522,718**

# Impact Areas

Edmonton FCSS and its funded partners believe that strong individuals, families and communities create a vibrant and caring community where everyone is able to thrive and succeed. The annual outcomes reporting contained in this report is a snapshot of the work accomplished for the year and represents data gathered from a sample of program participants. Many organizations are measuring outcomes in their programs beyond what is reported here to understand, evaluate, and improve services for residents of Edmonton.

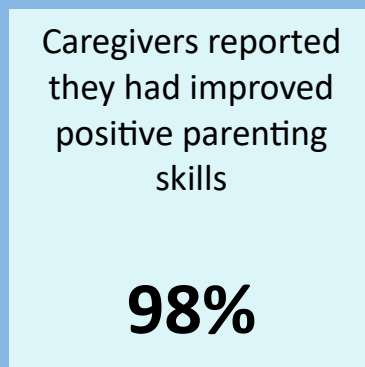
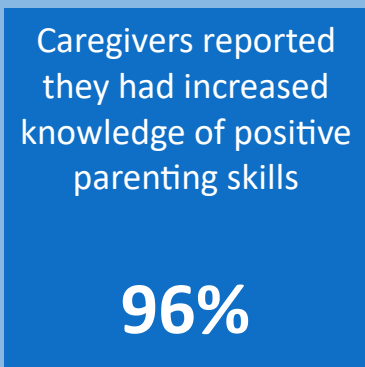
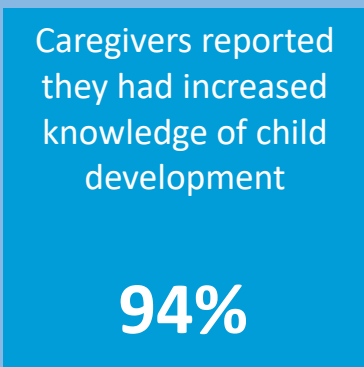
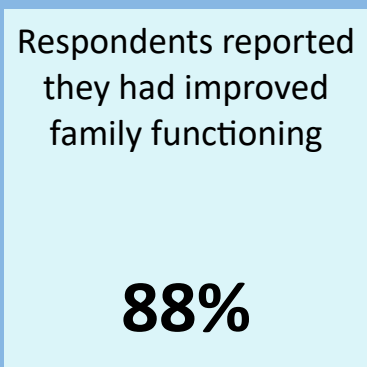
## Resilient Individuals

Resilient Individuals have the ability to bounce back from challenges and stress that they face. According to Michael Ungar, resilience is *“the capacity of individuals to navigate their way to the psychological, social, cultural, and physical resources that sustain their well-being, and their capacity individually and collectively to negotiate for these resources to be provided in culturally meaningful ways.”* (Ungar, 2008 and Ungar, 2011, <http://resilienceresearch.org/about-the-rrc/resilience/14-what-is-resilience>).



## Thriving Families

Thriving Families work together to overcome challenges, learn, and develop. Caregivers within the family have the capacity to support the physical, social, psychological, emotional, and spiritual development of the children, youth, adult, or senior. Creating stable environments that promote quality interactions support achieving the goals for the family group.



# Welcoming and Engaged Community

Welcoming and Engaged Communities are open, diverse, and inclusive. They ensure that all community members are active, connected, and supported in achieving their goals. They can be geographic or interest based depending on the program focus area.

Respondents reported increased awareness of social issues in the community.

**88%**

Respondents reported increased positive involvement in the community.

**89%**

# Connections and Relationships

Strong relationships and connections are the glue between individuals, families, communities and the not for profit sector. It is through relationships that we can achieve a strong and supportive community where all people can thrive and contribute. Individuals and families have access to a network of community and social supports that can address their needs.

Respondents had increased knowledge of community resources

**87%**

Respondents reported that they accessed community resources that met their needs

**98%**

Respondents reported that they had improved networks of social support

**88%**

# Working in Partnership

Edmonton FCSS works alongside other funders and service providers to tackle complex social issues in collaborative and innovative ways. Edmonton FCSS not only provides funding for these partnerships but also expertise and support so that together as a community we are coming together to make our community a better place for all citizens. In 2019, approximately \$3 million were allocated to 16 partnerships, including:

- All In For Youth
- Prevention of Family Violence Collaborative
- Community Mental Health Action Plan
- Edmonton Seniors Home Supports Program
- Empower U
- Outreach Housing Team
- Communities United
- Rainbow Refuge
- Young Indigenous Women's Circle of Leadership

Organizations with funded programs also participate in partnerships that allow them to enhance their mandate and better address the needs of the community and of their program participants. The various partnerships are working to support:

<b>Community Capacity Building</b>	<b>Early Childhood Development</b>	<b>Social Connection</b>	<b>Inclusion and/or Diversity</b>
<b>Community Mental Health</b>	<b>Youth Engagement</b>	<b>Poverty Reduction</b>	<b>Senior Wellness</b>
<b>Common Service Access</b>	<b>Safe Communities</b>	<b>Homelessness</b>	<b>Family Violence Prevention</b>

# Profiles of Partnership

## All in For Youth (AIFY)

Children and families can often face complex needs that cannot be met through the education system alone. Located in five demonstration sites, All In For Youth (AIFY) provides wrap around school-based support which help children and families thrive. The goal is to help children achieve success in both school and life. In 2019, a third year of full support was provided to five schools as well as partial support within eight other schools. The full complement of services are focused in five areas:

- In School Supports
- Family Supports
- After School Supports
- Teaching Excellence
- Systems Change

Some key findings from the Year 3 evaluation included:

- 1,471 students accessed one or more supports (does not include students accessing nutrition supports). This represents anywhere from 50 - 99% of the entire school community. Further, students and families reported that they experienced improved access to needed support.
- 85% of parent and caregiver respondents felt welcome whenever they visited the school and 81% thought the school was a safe place for their children. Students and families were more engaged in schools.
- 98% of 1,112 student respondents reported that they plan to complete high school. This program helped students stay in school and contributed to positive social change in students.
- Students developed healthy peer relationships. Family relationships were supported. 86% of parents and caregivers felt more confident as a parent / caregiver. While 55% of families reported that the help and support offered through the programs helped them gain stability.
- School culture has become trauma informed as school staff and agency staff learn together and apply a trauma informed lens.
- 84% of school staff and 78% of Agency Staff said that their school and the agencies involved in the AIFY work are collaborating successfully.

## Community Mental Health Action Plan

In 2019, the thirty-one partners that form the Steering Committee and three leadership teams continued to work to implement the goals in the Plan. Work completed includes: the launch of the website <https://mentalhealthactionplan.ca/>, the creation of a training framework for mental health training in Alberta, the launch of the Shared Wisdom guide which has stories and resources, and the launch of the Need Help for Mental Health? Navigation Tool for Edmonton, including in seven other languages and a customizable version that communities across Alberta can adapt to their needs.

# Rainbow Refuge

The Edmonton Mennonite Centre for Newcomers first received FCSS partnership funding for the Rainbow Refuge program in 2019. The funding provided for a full time staff position to assist LGBTQ+ newcomers, including refugee claimants, in understanding and navigating systems, getting connected to services, and building social supports. The program staff supported 55 unique participants ranging in ages from 13 - 64. 94% of 16 respondents reported an increased knowledge of community resources, 100% of 8 respondents accessed community resources that met their needs and 100% of 16 respondents reported an increased network of social support.

The staff position was also responsible for providing presentations to increase awareness among mainstream service providers about the needs of this group of newcomers. These providers reported strengthened individual skills within the organizations and enhanced collaborative efforts.

## EMCN Success Story

*“RL is a transgender teen from Mexico who came to Canada after his mother was killed back home. He made his way to Edmonton with his brothers who were visiting family in Canada. The family in Mexico and in Canada did not support his sexual orientation and gender identity, and left him with a family friend. His uncle in Edmonton tried to have him sent back to Mexico, however, the family friend applied for guardianship as she could see him being mistreated both physically, sexually, and mentally. In Mexico he had been institutionalized for behavior due to his transgender status, and he was denied public junior high school in Mexico because he did not want to wear a dress and wanted to be known by a different name. The school refused his entry at the age of eleven. The guardian was not knowledgeable about transgender teens, so she called the Pride Centre of Edmonton for help and to get information. She was then referred to our Settlement Practitioner LGBTQ+ (Rainbow Refuge Program) at EMCN, as RL did not have status in Canada and he required assistance. The Settlement Practitioner LGBTQ+ reviewed the documentation the teen had, which shows the history of abuse that RL had suffered, and provided the option that he could proceed with a refugee claim. After finishing and submitting the claim, the Settlement Practitioner LGBTQ+ referred RL to an EMCN school-based team (Family School Liaison Program), to help get him registered in school. Recognizing the trauma RL had suffered, the Settlement Practitioner LGBTQ+ referred RL to the EMCN Health and Wellbeing (therapy) team at EMCN who provide culturally appropriate counseling. Rainbow Refuge staff helped him join the LGBTQ+ Newcomers Group where RL realized that he could be his true self. In the fall of 2019, the great news arrived that with lots of support from Legal Aid Alberta RL’s refugee claim was accepted. RL is now attending grade 10 and is doing well. He has benefited from counselling, and has started feeling like other teenagers. When we first met RL, he was isolating himself in his room, now he has friends and enjoys school. He is even shoveling snow and getting used to winter in Canada! Rainbow Refuge staff still recognize there are scars from his past, but he is starting to relax and show his personality. For the first time in his young life, he can now see he has a future as himself. Here is something his Guardian shared with us: “Honestly I shudder to think about the abuse this youngster has suffered and I am so grateful for the help and support that Rainbow Refuge, EMCN, the great therapists and the LGBTQ+ newcomer’s meetings have given us.””*

# Strengthening Knowledge & Skills

As part of its commitment to a strong, evidence informed sector, Edmonton FCSS hosted and funded training opportunities focused on evaluation and diversity and inclusion while also investing \$700,000 for programs and services focused on knowledge creation, mobilization and translation. The following are updates from 2019.

## Strong Sector

Individuals, families and communities exist and function within society. Within Edmonton and area the not for profit sector is critical to creating an integrated and connected web of supports to reduce and eliminate people falling through the cracks. Ensuring that the individuals and organizations working within the sector have the knowledge, skills, and attitudes required to be successful and healthy is critical. In 2019, some of the organizations funded to engage in this work included: Edmonton Chamber of Voluntary Organizations, Edmonton Social Planning Council, Mapping and Planning Support Alberta, Community University Partnership.

Respondents reported strengthened individual skills within organizations

**88%**

Respondents reported more effective community organizations

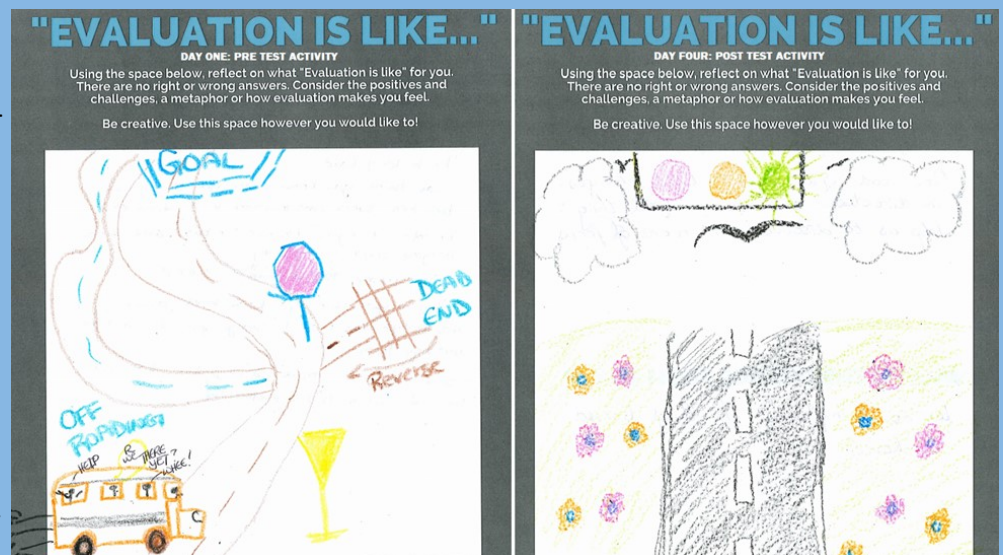
**96%**

Respondents reported enhanced collaborative efforts

**96%**

## Eval 101

In 2019, 23 participants representing 16 organizations met over a four week period to gain increased knowledge, skills and confidence in evaluation and evaluative thinking. The four session introduction to evaluation course focused on: logic models, ethics in evaluation, evaluation planning, data collection, data analysis, key findings and communication of evaluation data. All participants that completed the pre and post evaluation of the course, reported an increase in their confidence in evaluation knowledge and skills. This was particularly true in the areas of evaluation planning, data collection tools and ethics in evaluation. The course was advertised with funded agency partners for those that are new or require an “refresher.” While only a small number completed a follow up survey, those that did indicated they have continued their learning and have made changes within their evaluation practices as a result of what they learned in this course.





## Diversity & Inclusion Training Phase III

Phase III, the final phase of this training series, started in 2019. Building on previous work, five organizational assessment workshops were held by the Centre for Race and Culture, and a follow up survey was circulated to support the formation of several Communities of Practice. There were 77 participants (96 registered) from a total of 28 agencies.

An example of an organization and program that has recognized, embraced and integrated inclusive practices into their programming comes from [Dickinsfield Amity House](#). Dickinsfield Amity House is an organization that is situated in the neighbourhood of Evansdale and has existed since 1972. It's vision states that, "Amity House is a welcoming, vibrant place where diverse communities unite and people thrive." Tracy Patience, the Executive Director, recently shared a photo and story from their cooking club. She writes:

*"So, I just wanted to send you this photo from cooking club today. Mauwa (Ma-ooo-ah) from DRC [Democratic Republic of the Congo] is teaching us how to make Palau. She's being assisted by a Rwandan friend, 2 Somali women, a Chinese volunteer, a woman raised German Mennonite, a military wife from NB, a long time community resident and Indigenous man and 2 Indigenous youth. And it was delicious! All ages, capacities, 3 different languages. It was beautiful. It's almost always beautiful, but this time I got a photo. This is the stuff I can't put into words."*



# City of Edmonton—FCSS Contribution

## Programs, Services, and Initiatives

For over 50 years, the Government of Alberta, together with participating municipalities and Métis Settlements, have jointly funded preventive social services for Albertans through the Family and Community Support Services (FCSS) program. The Province contributes 80 per cent of the cost of operating a local program and the participating municipality or Métis Settlement contributes a minimum of 20 per cent. The City of Edmonton's mandatory contribution to FCSS consists of programs, services, and initiatives within the Citizen Services Department and any other funding provided directly by City Council to programs and/or projects that meet the provincial eligibility requirements. This includes:

- FCSS Program Administration
- FCSS Program Team
- Community Building Social Workers
- Community Capacity Building
- Community Safety
- Family Violence Prevention
- Individual & Family Well-being
- Volunteer Coordination

## Some Highlights from 2019

### Seniors Protection Partnership

The Seniors Protection Partnership (SPP) is a partnership between the City of Edmonton, Edmonton Police Service, Covenant Health, Sage Seniors Association, and Catholic Social Services. The SPP exists to prevent and respond to high risk elder abuse by working in partnership with the community, thereby enhancing the well-being of older adults. The City of Edmonton's Community Development Social Worker works to identify and implement leading practices on elder abuse prevention, engage with key stakeholders in Edmonton and surrounding areas, create awareness, and identify gaps in addressing this societal issue.

A goal identified for 2019, was to get out in the community and help citizens and front line service providers learn how to access appropriate resources for elder abuse. 32 presentations to 820 people were provided which included: educational support to Edmonton Police Service recruits and medical and pharmacy students at the University of Alberta. Additionally the City staff engaged with social work hospital staff across Edmonton to provide tangible financial literacy to seniors.

## Some Highlights from 2019 (cont'd)

### This is What it Feels Like: An Anti-Sexual Street Harassment Program

Engaging men as allies in the work to end sexual street harassment is a goal of the City's Gender-Based Violence and Sexual Assault Initiative. One innovative program the City has used is the "This Is What It Feels Like" (TIWIFL) Auditory Art Exhibit to attract men into learning about and taking a position to act on the problem of sexual street harassment. The goal of this program is three-fold:

1. To train male volunteers to engage passerby's to listen to the auditory exhibit and then debrief them on their experiences, and thus facilitating men to talk about the problem
2. To train our volunteers to help participants to take a position on the problem of sexual street harassment that can lead to action
3. To help men who witness or perpetrate sexual street harassment to imagine steps they can take to prevent the problem.

The City partnered with a grassroots organization, Men Edmonton, to run the exhibit and to recruit and train the volunteers. From 2017-2019, one dozen male volunteers attended a two-hour training session and volunteered at TIWIFL exhibits. All of these volunteers have grown in their allyship work in the GBVPSA movement and remained active in the movement, attending events hosted by Men Edmonton and other pro-feminist groups, like NextGen Men.

In 2019 TIWIFL appeared at 13 venues across the City, including farmer's markets, festivals, post-secondary institutions and public awareness events. Seven (54%) of the venue organizers asked us to return to venues because of positive feedback in the previous year. The auditory exhibit ran for a cumulative total of 48 hours during this period.

In the hours of operation, TIWIFL engaged 543 participants in extended conversations about their awareness of sexual street harassment and how they imagine themselves helping to prevent it. Only a minority (32%) volunteered to listen to the auditory recording of verbal street harassment, but a majority of those listeners (>65%) were from our target population of men. Participants were asked to write on a large whiteboard how the art exhibit made them feel. Men wrote down reactions of shock and concern or calls to action for other men, e.g. "That this happens here is horrible", "I hope you don't recognize yourself in this exhibit," "Learn to be yourself, not what others expect of you." About one in five male participants took a brochure explaining the problem of sexual street harassment and offering strategies for calling in/out other men to prevent sexual street harassment.

One learning from the program, which only targeted men who were 18 years and older, came from caregivers with teenage boys who asked to have the program adapted to work with young males.

## Some Highlights from 2019 (cont'd)

### Building Community Through Partnerships and Fresh Food

In Fall 2019 Fresh Routes Mobile Grocery Store started operations in Edmonton, after demonstrating success in Calgary. Fresh Routes is a not-for-profit social enterprise that is focused on creating new, innovative ways of providing healthy and affordable food to as many Canadians as possible - especially those who need it most. The mission of Fresh Routes is to ensure that everyone has access to affordable, nutritious food and information to make healthy decisions and live a healthy life.

In partnership with the City of Edmonton, Community Development Social Workers, Fresh Routes was able to quickly mobilize with established networks and partners to bring fresh food to communities where there are limited affordable food options. Each Fresh Routes location is established and developed with community partners and funding to ensure their success. Fresh Routes is for everyone and also aims to reduce stigma around access affordable food options.

This is a partnership where everyone benefits, community members have an affordable food option close to their home, agencies and partners are able to work together to build connections.

By Spring 2020 there will be nine locations, with more to come. The importance of cooperation and partnerships can not be understated.

## Looking Ahead to 2020

The Edmonton FCSS Program has welcomed many new Executive Directors and FCSS Committee members. Edmonton FCSS will continue to work directly with the funded programs to support and strengthen the preventive social services sector and improve the social well-being of individuals, families and communities in Edmonton.

Working with Bassa Social Innovation, Edmonton FCSS will review and align its efforts to respond to the changes in community while ensuring that efforts remain in line with provincial legislation and City priorities. We look forward to ongoing conversations that will help guide our work now and into the future.

The FCSS Committee and the Community Services Advisory Board (CSAB) will continue to elevate the work, advocate for, and share the story of the impact that Edmonton FCSS programs have on the local preventive social services sector.

**FCSS**  
Family & Community  
Support Services

**Edmonton**