



**Ponoka and Area Social Supports  
Assessment  
September 2016**

### VISION

A caring and supportive community assisting its people

### MISSION

Building a safe and caring community, through quality, programs and services.

### VALUES

- S** -- Significant contribution to our community
- U** -- Understanding of our diverse population and their needs
- P** -- Progressive and Proud – Building a community by design not default
- P** -- Positive – Providing comfort, support and encouragement
- O** -- Opportunity - Offering opportunities to educate and empower
- R** -- Respect for all
- T** -- Teamwork, –As leaders we adapt, manage change and strive for improved quality

#### **The Tenets of FCSS Are:**

- ✓ Assist communities to identify their social needs and develop responses to meet those needs
- ✓ Promote, encourage and support volunteer work in the community
- ✓ Inform the public of available services
- ✓ Enrich and strengthen family life by developing skills so people can function more effectively within their own environment
- ✓ Enhance quality of life of the retired and semi-retired
- ✓ Promote the social development of children and their families

## Introduction

Ponoka FCSS wanted to complete the social needs assessment to assist the organization with strategic planning and determining priority areas. The last comprehensive community survey was completed in 2013 and it has served as a guide in regards to programming and granting of funds. The following questionnaire was initiated to identify the changes in our community and priorities since 2013.

The survey was made available to the community on-line and in hard copy format.

The link to the survey was forwarded to;

- Ponoka and District Interagency Group
- Ponoka Chamber of Commerce
- Ponoka FCSS Board members

The link was also made available;

- on the Ponoka FCSS website and Facebook site,
- Town of Ponoka website and Facebook,
- County of Ponoka Website,
- the Ponoka Information Facebook Site
- as well as individual board members and staff sharing the link on their personal Facebook or emails.

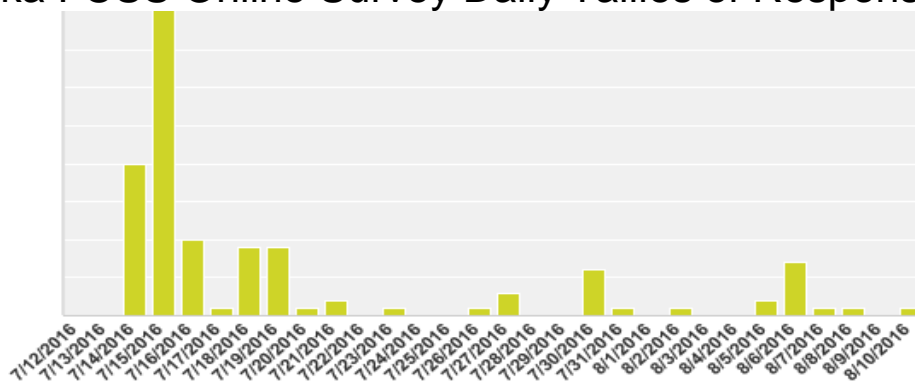
Hard copies of the survey were provided to;

- Ponoka Parent Link,
- Ponoka Youth Centre,
- Ponoka Library,
- Ponoka Ag. Event Centre,
- Town of Ponoka County of Ponoka.

**The survey was made available from July 12, – Aug 10, 2016, resulting in 117 online surveys completed and 3 hardcopies being submitted.**

- **The responses for each of the questions were cited precisely; however they were put into categories to assist tracking themes and trends.**
- **The categories per question were placed in most to least responses. For all responses that were not able to be placed in a category (unique responses), they were compiled at the end of each question. In order to amalgamate data some responses were moved to ensure trends/grouping were accurately represented. In those incidences the relocation was noted.**
- **The 3 hardcopy responses were not included in the percentage scoring for all questions (# 1 and # 6)**

## Ponoka FCSS Online Survey Daily Tallies of Responses



A detailed newspaper article, the link to the online survey and the location of the hard copies were in the Aug 03, 2016 edition of the Ponoka News. (Article Below)

## FCSS seeking feedback on community needs

Ponoka's Family and Community Support Services (FCSS) is looking for public feedback on the needs of the area.

Using Survey Monkey and paper forms, the survey is intended to find where there are gaps in services and what needs there are considering the economic downturn, explained Shannon Boyce-Campbell, executive director.

While FCSS conducted a needs assessment survey for Ponoka a few years ago, Boyce-Campbell suggests this new survey, which takes about 10 to 15 minutes to complete, will be able to determine not only needs but help highlight where FCSS's mandate sits within those needs.

The hope is to identify the most intense area of focus in Ponoka and whether there is a program for people.

"If we find that there's a need but there's no service, we need to find a way with our funding, or with the community's funding, to offer that service," she said.

Other data planners will look at include economic data for the town and county of Ponoka plus information from Alberta Health Services.

For those who want to add more than just the answers on the survey, Boyce-Campbell welcomes their feedback. Her hope is to get as much information out of the survey while also shedding light on the many services in the community.

There may be some solutions that residents are unaware about, too.

Affordable housing is an issue in the community and one potential idea would be to create a website on what is available inside Ponoka. "Anecdotally I mean, we are hearing of parents that are not able to afford to put their children in programs this summer because of the economic downturn. And free programming or little cost programming, their use is increasing whereas fee for service programs is decreasing," said Boyce-Campbell.

"Those are things that the (FCSS) board will look at," she added. Free swim days at the aquaplex, which FCSS already does sponsor, and diversity of programming are other areas that FCSS will look at while also considering art and culture programs. Hard copies of the survey can be found at different agencies in the community such as the town and county of Ponoka offices, Ponoka Youth Centre, Parent Link Centre and a few other locations but

BY JEFFREY HEYDEN-KAYE

**PONOKA NEWS Article continued.....**

**“ANECDOTALLY, I MEAN WE ARE HEARING OF PARENTS THAT ARE NOT ABLE TO AFFORD TO PUT THEIR CHILDREN IN PROGRAMS THIS SUMMER BECAUSE OF THE ECONOMIC DOWNTURN.” SHANNON BOYCECAMPBELL, FCSS EXECUTIVE DIRECTOR**

People can also access the survey online here (or be emailed):

<https://www.surveymonkey.com/r/DGFKNCT>.

The deadline to fill out the survey is Friday, Aug. 19 and already more than 100 people have filled it out, although Boyce-Campbell suggests the more there are, the better. If a person enters their name and address they are entered into a \$100 draw.

As mentioned in the article there was a draw for a \$100 gift card as incentive the winner was Robin Anderson of Ponoka.



## Ponoka and Area Social Supports Assessment Results Total of 120 Respondents (some not complete)

Ranking of Resources/Information/Services you feel are **most needed in Ponoka** and area.

|   |        |        |        |        |     |
|---|--------|--------|--------|--------|-----|
| Addiction/Detox   | 29.06% | 53.85% | 4.27%  | 13.68% |     |
| –   | 34     | 63     | 5      | 16     | 117 |
| Adult and Family Literacy                                   | 13.68% | 63.25% | 6.84%  | 16.24% |     |
| –   | 16     | 74     | 8      | 19     | 117 |
| Adult Education - GED/Certificate/Degree                    | 21.37% | 54.70% | 8.55%  | 15.38% |     |
| –   | 25     | 64     | 10     | 18     | 117 |
| Affordable Housing  | 55.56% | 36.75% | 2.56%  | 5.13%  |     |
| –   | 65     | 43     | 3      | 6      | 117 |
| Affordable Recreation/Social Programs and Events            | 62.39% | 35.04% | 1.71%  | 1.71%  |     |
| –   | 73     | 41     | 2      | 2      | 117 |
| AISH Supports (Assured Income for the Severely Handicapped) | 32.48% | 44.44% | 9.40%  | 13.68% |     |
| –   | 38     | 52     | 11     | 16     | 117 |
| Alberta Works Support (Income Support)                      | 31.62% | 49.57% | 7.69%  | 11.97% |     |
| –   | 37     | 58     | 9      | 14     | 117 |
| Bullying  | 39.32% | 39.32% | 5.13%  | 16.24% |     |
| –   | 46     | 46     | 6      | 19     | 117 |
| Caregiver Supports  | 45.30% | 43.59% | 1.71%  | 11.11% |     |
| –   | 53     | 51     | 2      | 13     | 117 |
| Child Abuse   | 31.62% | 43.59% | 4.27%  | 21.37% |     |
| –   | 37     | 51     | 5      | 25     | 117 |
| Childcare   | 39.32% | 46.15% | 5.13%  | 9.40%  |     |
| –   | 46     | 54     | 6      | 11     | 117 |
| Cultural/Race/Ethnic Supports                               | 14.53% | 50.43% | 16.24% | 18.80% |     |
| –   | 17     | 59     | 19     | 22     | 117 |
| Domestic Violence   | 43.59% | 36.75% | 3.42%  | 16.24% |     |
| –   | 51     | 43     | 4      | 19     | 117 |
| Emergency Housing   | 34.19% | 41.03% | 4.27%  | 20.51% |     |
| –   | 40     | 48     | 5      | 24     | 117 |
| Financial Education/Credit Counselling                      | 35.90% | 45.30% | 5.98%  | 12.82% |     |
| –   | 42     | 53     | 7      | 15     | 117 |
| Food Assistance   | 37.61% | 43.59% | 5.98%  | 12.82% |     |
| –   | 44     | 51     | 7      | 15     | 117 |
| Healthy Lifestyle Programs                                  | 36.75% | 51.28% | 5.13%  | 8.55%  |     |
| –   | 43     | 60     | 6      | 10     | 117 |
| Health Supports (Prescriptions, dental, travel costs)       | 36.75% | 44.44% | 5.98%  | 13.68% |     |
| –   | 43     | 52     | 7      | 16     | 117 |
| Help seeking employment (job search, resumes)               | 31.62% | 52.14% | 5.98%  | 11.97% |     |
| –   | 37     | 61     | 7      | 14     | 117 |
| Legal Assistance  | 17.95% | 57.26% | 8.55%  | 17.95% |     |
| –   | 21     | 67     | 10     | 21     | 117 |
| Mediation Services  | 12.82% | 55.56% | 8.55%  | 23.08% |     |
| –   | 15     | 65     | 10     | 27     | 117 |
| Mental Health/Counselling/Support Groups                    | 49.57% | 39.32% | 3.42%  | 7.69%  |     |
| –   | 58     | 46     | 4      | 9      | 117 |
| Newcomer Supports   | 16.24% | 61.54% | 9.40%  | 13.68% |     |
| –   | 19     | 72     | 11     | 16     | 117 |
| Parenting Supports  | 36.75% | 53.85% | 0.85%  | 9.40%  |     |
| –   | 43     | 63     | 1      | 11     | 117 |
| Persons with Disabilities Supports                          | 25.64% | 54.70% | 5.98%  | 13.68% |     |
| –   | 30     | 64     | 7      | 16     | 117 |
| Safety/Crime and Fraud Prevention                           | 40.17% | 45.30% | 4.27%  | 10.26% |     |
| –   | 47     | 53     | 5      | 12     | 117 |
| Seniors Abuse Prevention                                    | 34.19% | 44.44% | 5.13%  | 16.24% |     |
| –   | 40     | 52     | 6      | 19     | 117 |
| Seniors Supports (Meals on Wheels, Home Care etc.)          | 62.39% | 26.50% | 1.71%  | 9.40%  |     |
| –   | 73     | 31     | 2      | 11     | 117 |
| Service Canada Supports (EI, CPP, OAS)                      | 40.17% | 42.74% | 7.69%  | 9.40%  |     |
| –   | 47     | 50     | 9      | 11     | 117 |
| Sexuality   | 10.26% | 39.32% | 20.51% | 30.77% |     |
| –   | 12     | 46     | 24     | 36     | 117 |
| Social Isolation  | 17.95% | 43.59% | 13.68% | 25.64% |     |
| –   | 21     | 51     | 16     | 30     | 117 |
|   | 24.79% | 49.57% | 16.24% | 9.40%  |     |

|                                      |        |        |       |        |     |
|--------------------------------------|--------|--------|-------|--------|-----|
| Transportation (in town)             | 29     | 58     | 19    | 11     | 117 |
| –                                    | 38.46% | 45.30% | 5.98% | 10.26% |     |
| Transportation (out of town)         | 45     | 53     | 7     | 12     | 117 |
| –                                    | 23.93% | 52.14% | 9.40% | 14.53% |     |
| Volunteer Opportunities and Supports | 28     | 61     | 11    | 17     | 117 |
| –                                    | 46.15% | 34.19% | 5.98% | 13.68% |     |
| Youth Programs Ages 13 -18           | 54     | 40     | 7     | 16     | 117 |
| –                                    | 37.61% | 36.75% | 7.69% | 17.95% |     |
| Youth Programs Ages 5-12             | 44     | 43     | 9     | 21     | 117 |

## Ranking of Most Needed by Highest Percentage

**# 1 and 2 (Evenly ranked at 62.39% from On-line survey)**

- Affordable Recreation/Social Programs and Events
- Senior's Supports (MOW, Home Care etc.)

**# 3 Affordable Housing (ranked at 55.56%)**

**#4 Mental Health/Counselling/Support Groups (ranked at 49.57%)**

**#5 Youth Programs Aged 13-18 (ranked at 46.15%)**

**#6 Caregiver Supports (ranked at 45.30%)**

**#7 Domestic Violence (ranked at 43.59%)**

**#8 and #9 Safety/Crime and Fraud Prevention & Service Canada Supports (EI, CPP, OAS) (evenly ranked at 40.17)**

**# 10 and # 11 Childcare & Bullying (evenly ranked at 39.325)**

## Comments Related to Above Rankings

- I believe that some of the concerns that I checked are not needed are covered in other areas.
- I think that a lot of these supports are already being provided by systems outside of FCSS. Due to the nature of our Centennial Centre, some of these needs appear more paramount than others.
- From my perspective, I think that all of these programs warrant support...which ones should take precedence....I do not have the background info to answer that. I'd need some numbers!
- We need recreational activities that are YEAR round for our young children! Otherwise they turn to video games and laziness
- None that I am aware of
- Natural history and environmental education, programs, field trips
- Many of the "not needed" or "don't know" are already covered by in town programs. Maybe an "already exists" box would be a good idea?



## Question # 2

### Are you able to locally access the social supports your household needs?

Total Responses 119

84 Yes

35 No

Results being 71% Yes 29% No

## Question # 3

### What suggestions do you have to help improve programs, services or events in our area?

#### Programming (FCSS Specific or Otherwise)

- This town we need a graffiti team and we need to build our town, bring in lower cost that's affordable for everyday families. No one should have to say no to their kids when they ask to play hockey or dance. Etc.
- Not enough variety for children's activities/sports.
- Economy Specific
- With the economic downturn domestic abuse and/violence appears to be increasing. If FCSS' mandate is preventative surely there's a way to provide family supports for spouses and youths. Maybe it would prevent family court issues?
- With the down turn of the oil industry people need more education on how to save when things are good
- Financial problems
- Seniors ...how many are not prepared to retire financially? Seniors ...Is there plans for housing for the low income?
- Employment Supports
- Ponoka needs an employment office
- A Service Canada office here would be very beneficial as we have so many mental health clients needing help and have limited transportation to get to an office for help.
- Income Support- having one in Ponoka for starters
- Adult Day Support / Dementia Supports
- Dementia day program
- A day program for people with dementia would be a great help to caregivers. This type of program would enable people to stay in their home longer.
- General
- Desperately need something for teens to do
- Home care and senior supports are needed. Isolation support is needed.
- Adult and community programs offered at the high school
- INFO EVENINGS on topics that support family/parenting, mental health issues, women's night, relationships. Speaker/ coffee informal. Maybe 1 hour max.
- Provision of transportation and childcare to assist in accessing available services
- Addiction- Need more addiction counsellors and more often.



### Question # 3 Continued

#### What suggestions do you have to help improve programs, services or events in our area?

##### Advertising/Promotion/Public Relations (13)

- more visibility and awareness of the programs offered
- Just to make sure everything is in the local newspaper where a lot of people access what is going on in Ponoka.
- I feel programs need to be advertised more so people have a better understanding what's available
- Talking to the public and get ideas from there
- More advertising of programs, so people know what is available
- Announcements and information published in our Local newspaper. Too many seniors as well as other people do not have access or knowledge of using the Internet, E-mail, Facebook, Twitter, etc. or even Posters to learn of what is available. People living in Seniors Lodging have access to the posters but people in their own homes only hear about these happenings and services in the local newspaper,
- Better advertising on Facebook or other forms.
- More initiatives and advertising outgoing people to get people up and going
- Better communication of events to the community. So often I hear that people have heard about an event after the fact. ( in the paper)
- Possibly more advertising about assistance that is available for local residents. For example: assistance filling out applications for government assistance, CPP
- I think people are unaware of what is available to them.
- Facebook is a tool to find out what's happening. Newspaper too! :) (taken from comments in ? # 4)
- Sometimes I come across events in the newspaper. Not good enough (taken from comments in ? # 4)

##### Housing (6)

- More senior housing
- Homeless / vagrant community has no supports in Ponoka. City centers are more suited to their needs; however, they do not have the means to get to the cities (also transportation)
- More senior housing
- Housing for low income/crisis housing and treatment center. More services for youth with addiction/mental health problems
- Increase access to low income housing and senior friendly housing options
- A woman's shelter I think is needed.

##### Recreation (4)

- Looking to the new rec building as my family will use it a lot
- More sports activities that does not have to involve rodeo or hockey for youth 15 to 18
- New Aquaplex as ours is outdated, indoor recreation Centre like Collicut Centre in Red Deer
- An indoor playground with coffee shop!! Ha ha something for the little kids during the long winter as we tend to go to red deer for this type of thing

### Persons with Disabilities (2)

- We require more help for the disabled or better info on where to get the help that is available. There are not enough job opportunities for the disabled to get jobs that can help support them.
- Sports teams need to be adaptive to children with disabilities.

### Volunteerism (1)

- Get younger kids involved and just graduating kids. Bring the younger generation up by helping instead of vandalizing

### Barriers to Access (1)

- town bring in lower cost programs that's affordable for everyday families. No one should have to say no to their kids when they ask to play hockey or dance. Etc

### Community Development(1)

- More of our local groups need to work together to create the things we need for Ponoka to grow

### Transportation(1)

- Transportation would help people to get to activities and possibly increase activities as more people might volunteer as well.

### Compliments/Concerns/General Comments(1)

- For the size of Ponoka I think survival supports are handled well. While a lot of the supports listed above do not affect my family, they are important to have in place.
- I have high regard for all the F.C.S.S. people do.
- all are good
- Keep up the good work you do.
- Food Bank - less harassment when a family in desperate

## # 4 What social networks, programs, services, activities and/or events give you a sense of belonging to Ponoka and area?

### FCSS/Home Care (9)

- Homecare X 2
- And FCSS
- The programs offered by FCSS lately (bbq, Native theatre performance)
- Events like the staycation barbecue.
- FCSS – the way they treat me and the services provided
- Ponoka FCSS
- Senior activities
- Community garden

### Town (7)

- Town wide free events such as the ones in the park.
- Some Town programs. Library programs.
- Mass Registration, Canada Day Activities
- movie in the park, (also FCSS as sponsored by them)
- Town of Ponoka
- Swimming pool Parks/ spray park
- Such as Canada day, End of summer

#### **# 4 Continued**

#### **What social networks, programs, services, activities and/or events give you a sense of belonging to Ponoka and area?**

##### **Recreation (7)**

- Activities for children such as soccer and dance.
- Hockey arena Soccer fields
- HipFit
- gym
- Golf clubs
- Sports activities
- Sporting events

##### **Volunteer Groups (6)**

- Volunteer groups I belong to
- volunteering for different organizations ,
- volunteering,
- Volunteering in the community.
- A wide variety of volunteer opportunities
- volunteer opportunities

##### **Parent Link (6)**

- I know there are mom and me type programs etc. etc. and that is awesome
- Parent Link (x5)

##### **Media (as a social network that makes people feel a part of community) (x5)**

- reading about my community in the local paper
- Information on Facebook so you are in the loop with what is going on.
- Facebook
- Ponoka information groups
- Ponoka Pay it Forward (Facebook)

##### **Church (4)**

- Church
- church playgroups
- church,
- ministerial help for events,

##### **Drop-In (4)**

- Senior Drop In Centre
- Drop in Centre; Bridge clubs;
- Programs at the senior's center.
- Senior activities

##### **Library (x3)**

- library programs,
- Library x 2

#### # 4 Continued

#### What social networks, programs, services, activities and/or events give you a sense of belonging to Ponoka and area?

##### BBQ/Pancake Breakfasts (3)

- Community things like bbq's and pancake breakfasts
- free BBQs
- BBQ's,

##### AG Event Centre (2)

- Calnash
- Events at Ag Centre

##### Farmers Market (2)

- I try to attend farmers markets,
- Farmer's Market

##### Stampede (2)

- The Stampede,
- Ponoka Stampede

##### Unique Comments/Responses

- I also believe it is up to each of us to shop locally and be friendly wherever we go, and then we will get a sense of belonging. We should all have to do our part.
- community activities where everyone can be involved
- Other local festivities hosted by Ponoka and/or the organizations I/my family already participate in i.e. work or daycare related.
- More networking
- All Ponoka events
- Taking part in a variety of community events,
- midnight madness shopping
- Celebrations that are put on jointly with partners etc. Openness of community partners.
- Family events/activities.
- Drive in movies.
- Art shows.
- Legion
- Girl Guides
- general community
- all of them
- C.O.P.S,
- previous work connections
- public festivities with children's activities,
- Festival of Trees,
- I enjoy Youth Center??
- Neighbourhood Place
- Holiday Train, Parades

## **# 5 What social networks, programs, services, activities and/or events are missing in Ponoka and area?**

### **Housing (7)**

- Seniors assisted living and home programs
- Emergency housing and funding
- Nothing for homeless
- Affordable and supportive Housing
- I miss the role that Champions provided our community.
- affordable housing
- emergency housing, low income housing supports as they seem to be tapped and in great need right now

### **Mental Health/Counselling/Support Groups (6)**

- I think a cancer support group in Ponoka would be very beneficial to those dealing with cancer
- We need more programs for children with mental illness and for parents with autistic children
- Caregiver Support group
- Group supports and activities for people with autism.
- I'd like to see a care giver/spouse group where caregivers can get together to talk and exchange ideas and concerns. Somewhere that they can go and find others that share the same common concerns and feelings. (brought forth from # 3)

### **Programming (6)**

- adult computer courses, cooking classes for adults
- social and physical activities for seniors who are still in their homes and in independent senior's complexes..
- Meals on wheels
- Senior's respite and day programs
- Kids at risk
- programs and services offered outside of regular office hours (current not accessible if working)

### **Recreation (6)**

- Varieties of sports for children.
- Camps and summer activities for children
- Free or very affordable recreation services i.e.: Volleyball net, rock wall, outdoor pool, running track, sports equipment etc...
- Improve or add on to the Diamond Trail system. (MORE RESTAURANTS)
- Martial arts.
- Teen activities, more things like dances with bands for singles of various ages. More programs for school age children

### Employment Supports (6)

- Support for employment training and job procurement
- help for people needing AISH and social assistance
- Service Canada Office, Income Support office, Employment Centre,
- local offices for income support
- employment assistance,
- EI office, passports and immigration, Alberta Works

### Childcare/Preschool Programs (6)

- We need more programs for children under three besides parent link. Kindermusic, library
- More parent link centre activities
- Programs, swimming programs etc., for stay at home moms.
- There needs to be more advertised mommy and me groups! Such as mommy and me yoga or just a play group for stay at home moms to help their children socialize
- young mom & kid activities ( Parent Link has some holes) 4 - 10 year old entertainers. is. what Lacombe FCSS is currently sponsoring - the Ventriloquist on July 22)
- gaps in programming for 3-5 year olds

### Transportation (5)

- Greyhound bus, more arts!
- transportation for people needing courses out of town such as H2S Alive for example, transportation to government offices,
- Transportation,
- An out of town bus service is greatly needed.
- public transit to major centers for community members who cannot afford transit or have no means i.e. Car.

### Facilities (4)

- Community Centre facility with upgraded recreational facilities I feel like there's a lot there, but I'm not sure if everyone's communicating with each other?
- Indoor gym!!!!!!!
- community washrooms needed downtown.
- Ponoka tries to offer the same activities as the city however is unable to do so in the same capacity. ie. Indoor soccer in the high school gym is not the same as having an indoor arena.

### Arts and Culture (2)

- Arts and cultural
- accessible affordable arts programs, cultural events,

### Domestic Violence (1)

- Not sufficient information regarding support for those dealing with domestic abuse and/or addictions.

## #5 Continued

### General Comments etc.

- I have been impressed with what I have noticed and seen. I would have to think more about this as well.
- Nothing that stands out to me
- Too many to list, services that larger city centers offer, emergency housing/shelters a huge need!
- Need to utilize the park for more events. This town can hold celebrations throughout the year....NOT just at stampede time.
- Community programs
- Good shopping, (stores)
- Encourage businesses and agencies to be barrier free
- Community work opportunities- if a person is in need of emergency funds or is low income they can work in these programs for income assistance. Ex- community garden, cleaning up parks or other public areas etc.
- A natural history group, Christmas Bird Count, Young Naturalists...things like that.
- Youth programs Adult leisure opportunities
- Programming for 12-15 year olds

**6. Where do you turn for information on programs, services, activities and/or events in the community? For each of the sources listed, please indicate if you use it often, sometimes or not at all. This is not a complete list, so please list other sources of information in the "other" column.**

|   | Often – | Sometimes – | Not at all – | Total – |
|---|---------|-------------|--------------|---------|
| –   | 5.98%   | 42.74%      | 51.28%       |         |
| Ag. Event Centre Electronic Sign Board                      | 7       | 50          | 60           | 117     |
| –   | 11.11%  | 56.41%      | 32.48%       |         |
| Town of Ponoka Electronic Sign Board on Hwy #53             | 13      | 66          | 38           | 117     |
| –   | 0.85%   | 36.75%      | 62.39%       |         |
| Town of Ponoka Brochure                                     | 1       | 43          | 73           | 117     |
| –   | 22.22%  | 48.72%      | 29.06%       |         |
| Town of Ponoka Website                                      | 26      | 57          | 34           | 117     |
| –   | 34.19%  | 34.19%      | 31.62%       |         |
| Town of Ponoka Facebook or Twitter                          | 40      | 40          | 37           | 117     |
| –   | 8.55%   | 29.06%      | 62.39%       |         |
| Phone the Town of Ponoka                                    | 10      | 34          | 73           | 117     |
| –   | 3.42%   | 17.95%      | 78.63%       |         |
| County of Ponoka Newsletter                                 | 4       | 21          | 92           | 117     |
| –   | 3.42%   | 16.24%      | 80.34%       |         |
| Ponoka County Website                                       | 4       | 19          | 94           | 117     |
| –   | 5.13%   | 13.68%      | 81.20%       |         |
| Ponoka County Facebook or Twitter                           | 6       | 16          | 95           | 117     |
| –   | 3.42%   | 18.80%      | 77.78%       |         |
| Phone the County of Ponoka                                  | 4       | 22          | 91           | 117     |
| –   | 24.79%  | 52.99%      | 22.22%       |         |
| Phone the agency or facility offering programs and services | 29      | 62          | 26           | 117     |
| –   | 28.21%  | 35.04%      | 36.75%       |         |
| Program,service or facility Facebookpageor Twitter          | 33      | 41          | 43           | 117     |
| –   | 23.93%  | 41.03%      | 35.04%       |         |
| Program, service or facility website                        | 28      | 48          | 41           | 117     |
| –   | 53.85%  | 24.79%      | 21.37%       |         |



|   | Often – | Sometimes – | Not at all – | Total – |
|---|---------|-------------|--------------|---------|
| General Facebook pages (i.e. Ponoka Buy and Sell) | 63      | 29          | 25           | 117     |
| –   | 19.66%  | 55.56%      | 24.79%       |         |
| Go to the program, service or facility            | 23      | 65          | 29           | 117     |
| –   | 58.12%  | 33.33%      | 8.55%        |         |
| Newspaper   | 68      | 39          | 10           | 117     |
| –   | 17.09%  | 39.32%      | 43.59%       |         |
| Radio   | 20      | 46          | 51           | 117     |
| –   | 56.41%  | 39.32%      | 4.27%        |         |
| Word of Mouth                                     | 66      | 46          | 5            | 117     |
| –   | 11.11%  | 43.59%      | 45.30%       |         |
| Bulletin Boards                                   | 13      | 51          | 53           | 117     |

## # 7 Have you ever heard of Ponoka Family and Community Support Services?

Total Responses 119

Yes 108 (91%)

No 11 (9%)

## # 8 If yes, please list the Services FCSS offers that you feel are most important to Ponoka and area.

### Family Counselling (17)

Counselling x 12

Family counselling x 3

Counselling to low income families

Counselling services

### Meals on Wheels (16)

- Meals on wheels x 15
- food delivery

### Home Care (14)

- AHS HOME CARE CONTRACT
- Home care x 11
- health care services,
- Home care assistance

### Lifeline (9)

- Life Line X 9

### Home Support (7)

- House care
- home support x 5
- Housekeeping for seniors

**# 8 continued If yes, please list the Services FCSS offers that you feel are most important to Ponoka and area.**

**Volunteer Income Tax Program (7)**

- Tax form Help
- Taxes
- income tax help,
- tax prep
- Income Tax for Seniors
- low income tax preparation
- income tax for seniors

**Volunteer Driver (7)**

- volunteer drivers
- Transportation
- Driving Seniors
- Drivers list
- transportation
- volunteer drivers
- wheelchair van

**Events (7)**

- Lots of community events
- Community type activities,
- community programs
- Outings planned that offer transportation and group of people to travel with
- Family Events, BBQ's
- entertainment programs
- Group events FCSS sponsors

**Resources/Information (7)**

- Information on many issues concerning seniors
- Resources
- Resource info / direction to services, , Financial support in family emergencies and for community organizations and events
- Seniors assistance - programs and pension assistance
- Assistance where needed or resources to find what I need.
- assistance with seniors paperwork and resources for all ages,

**Community garden (4)**

- Community garden x 3
- gardening,

**Handi-Vans (5)**

HandiVan X 5

**Personal Funding Applications (Breast Cancer, Cancer, MS, Diabetic, Donation) (3)**

- Money for travel if needed
- funding,
- Financial aid to families in emergency or critical situations

**# 8 continued If yes, please list the Services FCSS offers that you feel are most important to Ponoka and area.**

**Employment Assistance (1)**

- - employment help - counseling to those who need help in almost any area - FCSS is the 1st number to call and they will direct you as to where you can get the kind of help you are looking for

**Legal Clinic (1)**

Legal help

**Friendly Visitor (1)**

Friendly visitor

**General Comments**

**Related to Advertising/Promotion (or lack there of)**

- Not sure I've only heard of it don't know what is offered
- Don't know the services provided
- They do not advertise so unless u have been involved through other means how does a person even know what they offer? They need to be more visible. Example the big garage sale is tomorrow, or the farmers market why can't they have a table and have a draw?
- I don't know what they really offer. I have heard of meals on wheels and one time the swimming pool was sponsored to go to for free.
- I do not entirely know all that they do or offer. Just some.
- I know it exists but I am not really aware of the services it provides other than home care.

**Others**

- There a great group that will always be needed in Ponoka good job guys!
- I apologize as I have to write something here as they isn't a spot to write it above. I did not know we even had a county of Ponoka newsletter. I will have to learn more about this. I appreciate any and all services FCSS offer. I am very familiar with what they do and have sent many people there for assistance and if they weren't able to help, they sent people to someone that could help them with what they were looking for.
- All of them!
- Volunteer
- support to youth groups
- caregiving
- Help with taking care of seniors.
- They are all of equal importance depending on the situation you are in.
- FCSS offers many services. Ponoka could not exist without FCSS. They are all very important to Ponoka and area but they do not have enough time and energy to keep doing as they do!! All the Volunteers are so great and Ponoka could not do without Volunteers but some are just wearing out as they are getting into their senior years.
- Health talks.
- Know you guys very well!!! All your services are important!!
- Any and all supports to seniors. Any and all supports those with disabilities.
- Youth and teen programs and support for families.
- THE STAFF; social programs for Seniors;
- ALL (x2)

**# 8 continued If yes, please list the Services FCSS offers that you feel are most important to Ponoka and area.**

- I'm not sure that we have a clear understanding of the services FCSS provides.
- parent and child support
- Photocopying faxing lately the variety of events FCSS has made available has been wonderful. Thank you for them
- Services for seniors of all kinds Seniors programming Community stakeholder connections
- Volunteers
- Overall support through great programming
- swimming etc.
- helping youth programs,

**# 9 Is there anything else you would like to share? We value your ideas! This is also a chance for you to pass on thanks or stories to let agencies know how they are helping in your life or in the community. It is important for agencies to hear from you because everything we do is aimed at improving the quality of life for you and others.**

**Compliments (16)**

- The ladies at FCSS keep up the good work
- FCSS is a great community organization that residents are proud of.
- The ladies that have worked with our mother over the years in her home have been FABULOUS...patient, interested, caring, always with a smile and a laugh
- Thank You for the great job.
- excellent
- I personally use no services provided but I hear lots of accolades from the recipients of your work.
- Thank You for the great job.
- Thanks FCSS for doing the community garden.
- I really enjoyed the barbecue.
- I totally enjoyed attending the theatre presentation. It was so relevant for our community and a wonderful way to celebrate the student's success, the Bbq was great. Totally enjoyed watching the games and dancing. Was nice to sit with community members and visit. Created a sense of community
- I am very happy with the FCSS counseling service that my daughter received. Again I feel we need more advertising for parents with autistic children so we can have a support system.
- Meals on Wheels, Life Line, Volunteer Drivers, Income Tax filers, friendly visitors - these and many more services - where would Ponoka be without all this?? Thanks to everyone.
- I have only good things to say about F.C.S.S

### # 9 continued

Is there anything else you would like to share? We value your ideas! This is also a chance for you to pass on thanks or stories to let agencies know how they are helping in your life or in the community. It is important for agencies to hear from you because everything we do is aimed at improving the quality of life for you and others.

- Thank you for the \$500 we received as support when we moved here and within a week our first son was born 2 months early. We drove to Edmonton or Red Deer daily, depending on where he was. We do not have a lot of money and appreciated the support
- Ponoka FCSS does amazing things for our community!!!
- Love you guys!!! (brought forth from #4)

### Concerns (6 with 3 issues identified)

- I do not feel FCSS monies should be spend on Stampede Tarps, nor sponsorship of Chick for Charity.....
- With all the above services and resource information required in Ponoka, where did the money come from for FCSS to purchase a Chuckwagon tarp for the Ponoka Stampede? Who justified spending?
- To temper all the accolades I feel FCSS deserves I would add the disapproval voiced by many in spending money on a tarp to support the stampede. That is history now and, I hope, not too much damage has been done to donations!
- I was surprised & quite shocked to see FCSS have a tarp on a WPCA chuckwagon. I felt the \$5000.00 could have been better spent elsewhere. I have also heard this from other community individuals. Are all programs fully funded or other sponsorship of programs not a wiser use of the money?
- Be careful in offering volunteer driving services to high risk.
- FCSS does a great job here in Ponoka. Another agency has told me they are using the generous trips for their activities. This select group has funds and wages and does not fit the criteria for these trips? (brought forth from # 3)

### Communication (6)

- Sorry, answered this above. I think that the book that used to be put out twice a year with everything upcoming, courses etc. etc. is amazing for information. It wasn't listed above but I used it regularly when I saw it.
- As I said before, there needs to be communication between services so that seniors and their caregivers know everything that's available. Right now it's severely lacking in knowing where to go and who to talk to for each need in town. There needs to be coordination between services as well. Each one seems to know only what they are responsible for. They don't seem to know anything outside their agency.

### # 9 continued

Is there anything else you would like to share? We value your ideas! This is also a chance for you to pass on thanks or stories to let agencies know how they are helping in your life or in the community. It is important for agencies to hear from you because everything we do is aimed at improving the quality of life for you and others.

- More visibility. More involvement. I may be interested in volunteering but I don't know what I could do as a health professional.
- Agencies need to work together more.
- The first part of this survey will not be accurate. For example, I have not had to personally use any or look into any of the options. However, people who have will be biased and always say there is more needed. (That's just my opinion) I feel Ponoka has all of the needed services covered if people know where to look. Maybe I am being nice because I haven't had to use any
- Would like to see all the services communicate better in the area of what's available for senior care and services available. (brought forth from # 3)

### General (11)

- I'm willing to help build up a graffiti clean-up team for younger youth. All volunteer supplies supplied by town of Ponoka call me.
- More grants for the town of Ponoka
- I love Ponoka. It's home! I do wish we could have an affordable/quality store to shop for kids such as Joe Fresh.
- More activities for kids to keep them off the streets. Boot camps and hard community services for the kids repeatedly getting into trouble. More anti-bullying programs.
- I travel to red deer regularly for services and activities relating to my child's autism and delayed development. Ponoka has no help for families like mine.
- More housing for working class besides AISH and low income alone
- Catholic Social Services needs more programs
- Women's Shelter needed and group homes for mentally ill
- Need more food at the food bank
- Hearing Clinic
- Awareness of Victim Services Mediator

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