

Updated 2024

Continuum of Services Referral Guide

A collaborative project from
Vegreville Interagency

Goals:

1. To strengthen and enhance the capacity of community organizations to effectively deliver programs and services.
2. To increase understanding of the services available within our rural community and ensure clients are being referred to the services that best suit their needs.
3. Develop common definitions for prevention, intervention and crisis to better guide referrals.

Tools: The optional tracking tools provided at the back of this guide will serve to streamline conversations about trends and issues during our Monthly Interagency Meetings that occur on the second Wednesday of each month. Use of the tracking tools are not required in order to utilize this document.

Advocacy: This continuum will also be a tool for advocacy - as it is a community created document, it can be used to show gaps in service as reported by community agencies.

If your services change, please let FCSS know as soon as possible so we can update the guide throughout the year. Agencies are responsible for their own listing. New physical copies will be available once a year in the fall.

Contact fcss@vegreville.com

Prevention: To limit the onset of a problem, or risk by proactively modifying, assessing, or acknowledging behaviours and environments.

- Prevention appeals to a wide audience and involves empowerment.
 - Education, skill building, creating awareness, and accessing knowledge are how prevention is done.
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Intervention: To mitigate risk factors or problems at an early stage so the issue does not recur.

- Intervention is often targeted.
 - Intervention might involve education, programs and treatment, or assessing readiness.
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Crisis: To manage a problem with treatment or acute interventions to reduce the long-term impact.

- Crisis work is often intensive in nature.
- Work in the crisis field is often about helping clients meet basic needs in an immediate fashion.

The information contained in this guide is self-submitted by the agency. It is not a definitive guide to every service available as not every agency or service responded to this project.

Vegreville & District FCSS will update information as individual agencies inform us of any changes.

Prevention

Mental Health Capacity Building (MHCB)

Hours: 8:30 – 4:00 M-F

Services:

- Universal in-school programming to promote mental wellbeing for grades K-12.
- Community-based programming around mental health on school breaks and in the summer.
- Some small group work dependent on need

Referral Process: Contact MHCB

Phone Number: (780) 218-5844

Address:

Prevention

Vegreville & Area Stands With Ukraine

Hours: Varied

Services:

- Settlement services for Ukrainian evacuees

Referral Process: Call or email

Phone Number: (780) 632-6617

Address: 5106 48 Ave, Vegreville

Prevention

Vegreville Centennial Library

Hours: Varied, Monday – Saturday

Services:

- Provide inclusive programming
- Access to welcoming and inclusive space
- Computer access

Phone Number: (780) 632-3491

Address: 4709 50 St, Vegreville

Prevention - Early Intervention

AHS Nutrition Services

Hours: 8:00 – 4:30 M-F

Services:

- Information and referrals (Prevention – Early Intervention)
- Consultation, support, and resources on a variety of subjects. (Prevention – Early Intervention)
- Online classes
- Supporting healthy eating environments across community settings (childcare and early learning centres, schools, recreation centres, workplaces, and municipalities)

Referral Process: Call 403-356-6387 or email publichealthnutrition.centralzone@ahs.ca

Phone Number: (780) 632-3331

Address: 5318 50 St, Vegreville

Alberta Supports - Government of Alberta

Hours: 7:30 - 8:30 M-F

Services:

- Assured Income for the Severely Handicapped (AISH)
- Income Support
- Family Support for Children with Disabilities (FSCD)
- Family violence prevention
- Persons with Developmental Disability
- Seniors financial assistance programs
- Office of the Public Guardian and Trustee (OPGT).

Referral Process: Not applicable, applications required

Phone Number: 1-877-644-9992

Address:

Community Association for Lasting Success

Hours: Varied

Services:

- Head Start: : Inclusive Early Childhood Services program for children ages 3-5, who are at risk for learning.
- Breakfast Club provides a mid-morning snack to children at 3 schools in Vegreville at no cost.
- Family Literacy program builds literacy skills in adults and children aged 0-6.
- Little Explorers is a summer program for children aged 3-5.

Referral Process: Call or email CALS (ED@vcals.org) to register for programs

Phone Number: (780) 632-3225

Address: 5106 48 Ave, Vegreville

EmployAbilities

Hours: Varied

Services:

- Employment services provided to individuals with a self-disclosed disability(ies), who are interested in seeking employment.
- Resume/cover letter development, interview skills, job search techniques, pre-employment skills training(one on one), Interests and Skills Assessments, and career planning

Referral Process: Individuals can self refer or be referred by any community agency.

Phone Number: (780)-603-8182

Address: 5025 50 Street, Vegreville

Kalyna Family Resource Network - Hub

Hours: 9:00-4:30, M-F

Services:

- Provides information and referral services (Prevention - Early Intervention)
- Connects to outside support services for families (Early Intervention)
- Evaluations and navigations of available supports (Prevention - Early Intervention)

Referral Process: Universal referral form available by calling FRN

Phone Number: (780)-632-2912

Address: 5106 48th Ave, Vegreville

Kalyna Family Resource Network – Spoke

Hours: Varied – see program calendar

Services:

- Parents are caregivers can access knowledge of child and adolescent development and learn about parenting strategies
- Universal Child Development and Well-Being (0-18) Programming
- ASQ Screenings

Referral Process: Universal referral form available by calling FRN

Phone Number: (780)-632-2912

Address: 5106 48th Ave, Vegreville

Vegreville & District FCSS

Hours: 9:00 – 4:30, M-F

Services:

- Information & Referrals
- Education & Awareness: To foster growth and build capacity of community
- Asset-Based Community Development: To build on the strengths of community residents and organizations.
- Community Social Capital/Community Development: To strengthen and enhance capacity of community organizations to deliver effective programs and services to residents. Core Programs & Services: Create and support collective action towards a strong, vibrant, and resilient community.

Phone Number: (780) 632-3966

Address: 49\829 50 St, Vegreville

AHS Children's Rehabilitation Services

Hours: 8:30 – 4:30 Mon & Thurs in Lamont
Hours: 8:30 – 4:30 Tues, Wed, Fri in Vegreville

Services:

- Services for children and youth 0-18
- Therapy Assistant & Early Hearing Detection Intervention (EHDI) Screener
- Children's Rehabilitation Services – Vegreville & Lamont Community Health
- Candice.vanderTorre@ahs.ca
- Vegreville: 780.632.3331 ext.3262 Fax: 780.632.4334
- Lamont: 780.895.5817 ext. 3178 Fax: 780.895.2200

Referral Process: Call Central Intake or the Community Health Centre. Parents can self-refer.

Phone Number: 1-855-414-5272

Address: 5318 50 Street, Vegreville

AHS Community Health Promotion

Hours: 8:30 – 4:30 M-F

Services:

- Work in partnership with schools and communities on health promoting initiatives
- Assist with bringing people together to assess strengths, needs and priorities of schools and communities.
- Facilitate conversations to support communities as they create a vision, terms of reference or action plan using a health equity approach.

Referral Process: Contact Katherine Gagnon

Phone Number: (780) 781-9378

Address: 5510-46th Street, Camrose

AHS Volunteer Resources

Hours: Varied

Services:

- Patients at home: visitation, meal time company, palliative care for client or family respite.
- Residents (in facility): Meal time assistant, recreation, visitation, entertainment.
- To become a volunteer visit ahs.ca

Referral Process: Speak with a doctor or your home care nurse.

Phone Number: 780-763-3116

Address:

VegMin Learning Society

Hours: 8:30 - 4:30 M-F, Closed for lunch

Services:

- Foundational education for adults over 18 in literacy, numeracy, digital skills (Prevention - Intervention)
- High school completion and pre-trades readiness. (Intervention)
- Community capacity courses, such as first aid and mental health and wellness workshops. (Prevention)
- Computer lab use, faxing, printing, scanning, exam proctoring
- Classroom space rental for community partners

Phone Number: (780) 632-7920

Address: 4923 50 St, Vegreville

Kalyna PCN

Hours: 8:30 - 4:30 M-Th

Services:

- Primary Health Care ranging from Nursing (Chronic Disease Management, foot Care, wound Care, Mental Health, Dietitian, Mental Health support, Nurse Practitioner, Physician support through Referral Coordination and EMR support

Referral Process: Connect clients with PCN Community Supports Navigator

Phone Number: (780) 632-2091

Address: 4917 50 Ave, Vegreville

Prairie Central FASD

Hours: Varied

Services:

- FASD Education, Prevention Conversation, Adolescent Conversation, Parent Child Assistance Program (Prevention)
- FASD Assessment & Diagnostic Clinic (Early Intervention)
- Support navigation and referrals (Intervention)

Referral Process: Contact Prairie Central FASD

Phone Number: (587) 386-0133

Address:

Prevention - Crisis

Rural Elder Abuse Prevention Coalition

Hours: Varied

Services:

- Assist seniors by providing support so that can be safe in their own homes
- Education on Elder Abuse

Referral Process: Contact the FCSS Office for a referral to the Elder Abuse Case Manager

Phone Number: 780-632-3966

Address:

Prevention - Crisis

Veg Al-Drug Society

Hours: 8:15 - 4:30 M-F, Closed for lunch

Services:

- Addictions Treatment (Intervention)
- Addictions Prevention (Prevention)
- Mental Health Promotion (Prevention)
- Recovery Coach - Support & Mentorship (Prevention-Intervention)

Phone Number: (780) 632-6617

Address: 4809 50 St, Vegreville

Prevention - Crisis

Family Resilience & Caring Families Program

Hours: 8:30 - 4:30, Evenings and Weekends Available

Services:

- Family Resilience Program (prevention-crisis) provides support for caregivers of children aged 7-18 and youth aged 13-18 in home, community, or virtually.
- Caring Families Program (prevention/early intervention) provides targeted in home visitation for caregivers of children aged 0-6 in home, community, or virtually.

- Program Manager- 587 990 2457
- Family Resilience- 780 201 3840
- Caring Families- 780 201 2187

Referral Process: Direct Referral or contact FRN Hub

Address: #108 4925 50 Ave

Early Intervention

Central Zone Palliative Care

Hours: 9:00 - 4:00 M-F

Services:

- Assessing and dealing with symptoms
- Giving end-of-life care options
- Planning care at home
- Offering counselling and support

Referral Process: Call Central Intake

Phone Number: 1-855-371-4122

Address: 4525 50 Street, Vegreville

Notes:

Early Intervention

KidSport Vegreville

Hours:

Services:

- Provide financial assistance so kids can be active in an organized sport.

Referral Process: Not applicable, apply online

Phone Number: (780)-603-8182

Address: 5025 50 Street, Vegreville

Early Intervention - Early Crisis

AHS - Addictions & Mental Health

Hours: 8:00 - 4:30 M-F, Closed for lunch

Services:

- Therapy for mental illness
- Risk screening
- Community support for chronic mental illness

Referral Process: Call ACCESS 1-888-594-0211 Mon to Fri 0830-430 pm

Phone Number: (780) 632-2714

Address: 5318 50 St, Vegreville

Intervention

Akasu Palliative Care Society

Hours: Varied

Services:

- Community grief and support workshops
- Provide grief support by sitting and visiting when family requests
- Patient advocacy

akasupalliativecaresociety@gmail.com

Address: Box 623, Vegreville

Intervention - Crisis

VALID

Hours: 8:00 - 4:00 M-F

Services:

- Residential programs
- Community access day program
- Independent living program
- Employment program
- Pot O' God Thrift Store

Referral Process: Prospective clients must have applied and been approved for PDD funding.

Phone Number: (780) 632-2418

Address: 4843 49 St, Vegreville

Notes:

Early Crisis

Vegreville Transportation Services Society

Hours: Varied

Services:

- Transportation supports for low-income seniors and people with disabilities
 - Taxi vouchers
 - Handivan rental

Referral Process: Submit application form for approval or call for information

Phone Number: (780) 632-7363

Address:

Early Crisis-Crisis

Crisis Association

Hours: Varied

Services:

- Provides support for women, children and individuals escaping domestic violence in the community
- Provides short-term funds for fleeing domestic violence

Phone Number: 780-632-2718

Address:

Early Crisis - Crisis

Lakeland Employment Services

Hours: 8:30 – 4:30 M-F

Services:

- Provide access to computers, printer, fax machine for job search
- Resume/cover letter development
- Weekly employment skills workshops
- Exposure Courses and Workplace Employment Supports
- 1 on 1 employment supports counselling

Referral Process: Self-referral for most programs

Phone Number: (780)-631-1471

Address: 5025 50 Street, Vegreville

Crisis

Society of St. Vincent de Paul

Hours: Varied

Services:

- Distributing donated furniture and household items to people in need
- Providing short term food assistance to tide people over until they can access the food bank.
- Limited emergency financial assistance on a case by case basis

Phone Number: 780-603-2270

Address:

Notes:

Eastern Alberta Regional Victim Serving Society

Services:

- Navigation of criminal justice system
- Referrals to supports and services
- Victim Services Programs and documentation

Referral Process: Must have a tragedy and/or criminal component (be a victim of a tragedy and/or a reported crime)

Phone Number: 587-487-2505

Address: 5133 - 50 Ave, St. Paul AB T0A 3A1

Vegreville Food Bank Society

Hours: Tuesdays 2:00 PM to 5:00 PM

Fridays 9:00 AM TO 12:00 PM

Services:

- Food hampers for those in need.
- Crisis referral services

Hamper Pick-Up: Friday 9:00 - 12:00

Referral Process: Leave one message. A clerk will get back to you on Tuesdays, Wednesdays or until 2 pm Thursdays. Please leave only one message per inquiry.

Phone Number: (780) 208-6002

Address: 5129 52 Ave, Vegreville AB T9C 1M2

Notes:

Tracking - Gaps and Barriers

Gap: Counselling Services - Youth

Gap: Counselling Services - Families

Gap: Social Worker

Gap: Health Care Services

Gap: Mental Health Services

Barrier: Transportation

Barrier: Lack of child care

Barrier: Lack of in-person (virtual only)

Barrier: Wait times

Barrier: Services does not exist in our area

Tracking - Trends and Issues

January

February

March

April

May

June

July

August

September

October

November

December

