



THE CASS REPORT

2021



INSIDE THIS ISSUE

Page

- 1 Famous Birthdays
Alexandra's Memoirs
Quote of the Month
- 2 Wellness Wednesday
- 3-4 Health & Safety
- 5 Training
Holiday Closures

Alexandra's Memoirs

Some of our clients at CASS participated in a writing exercise to express their feelings in the form of 6-word memoirs based on the question, "How do you make sense of this moment in history?". Below is Alexandra's memoirs describing her take on this question.

I wish this were over forever.

How much longer will this last?

Online support just isn't the same.

The Coronavirus is so very annoying.

FAMOUS BIRTHDAYS

Elizabeth Banks	Feb. 10, 1974	Age 47
Tim Meadows	Feb. 5, 1961	Age 60
John Travolta	Feb. 18, 1954	Age 67
Haylie Duff	Feb. 19, 1985	Age 36
Miles Teller	Feb. 20, 1987	Age 34
Emily Blunt	Feb. 23, 1983	Age 38

We want to hear from YOU!

Send us your submissions for next month's issue to

sarah.clark@c-a-s-s.org

QUOTE OF THE MONTH

"February, when the days of winter seem endless and no amount of wistful recollecting can bring back any air of summer."

-Shirley Jackson

Wellness Wednesdays

A weekly virtual workshop teaching
Emotional Regulation Skills through Adapted-DBT

Are you having trouble managing anger, fear, or sadness?
This may be the group for you!

- ✓ Learn more about yourself
- ✓ Learn about your emotions
- ✓ Learn skills for self-control
- ✓ Engage in mindfulness

Ideal for those who participate in and contribute to conversations with peers.

THINGS TO KNOW!

DATE: Wednesdays starting February 10 for four weeks

TIME: 2:30 – 3:30 p.m.

Cost: FREE

Location: Zoom Telehealth

(note: Zoom link will be forwarded once the consent to participation form has been signed by guardian/client and received by the facilitators at emails below).

Limited Spots Available!

Melanie Gilbert Chiu: melanie.gilbert.chiu@c-a-s-s.org

OR

Rosemarie Fabre: fabrer@supportedlifestyles.com



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HEALTH & SAFETY

Slam the scam – Protect yourself against fraud

Know how to recognize a scam

There are many fraud types, including new ones invented daily.

Taxpayers should be vigilant when they receive, either by telephone, mail, text message or email, a fraudulent communication that claims to be from the Canada Revenue Agency (CRA) requesting personal information such as a social insurance number, credit card number, bank account number, or passport number.

These scams may insist that this personal information is needed so that the taxpayer can receive a refund or a benefit payment. Cases of fraudulent communication could also involve threatening or coercive language to scare individuals into paying fictitious debt to the CRA. Other communications urge taxpayers to visit a fake CRA website where the taxpayer is then asked to verify their identity by entering personal information. **These are scams** and taxpayers should **never respond** to these fraudulent communications or click on any of the links provided.

To identify legitimate communications from the CRA, be aware of these guidelines and know what to expect when the CRA contacts you.

By phone

The CRA may

- Verify your identity by asking for personal information such as your full name, date of birth, address and account, or social insurance number
- Ask for details about your account, in a case of a business enquiry
- Contact individuals or businesses about a tax debt
- Call you to begin an audit process
- Call you to offer free tax help for your small business
- Call your organization or association to offer support in helping your clients access benefits and credits

The CRA will never

- Demand immediate payment by Interac e-transfer, bitcoin, prepaid credit cards or gift cards from retailers such as iTunes, Amazon, or others
- Use aggressive language or threaten you with arrest or sending the police
- Leave voicemails that are threatening or give personal or financial information

By email

The CRA may

- Notify you by email when a new message or a document, such as a notice of assessment or reassessment, is available for you to view in secure CRA portals such as My Account, My Business Account, or Represent a Client
- Email you a link to a CRA webpage, form, or publication that you ask for during a telephone call or a meeting with an agent (this is the only case where the CRA will send an email containing links)

The CRA will never

- Set up a meeting with you in a public place to take a payment
- Demand immediate payment by Interac e-transfer, bitcoin, prepaid credit cards or gift cards from retailers such as iTunes, Amazon, or others
- Threaten you with arrest or a prison sentence

- Does the CRA have my most recent contact information, such as my email and address?
- Is the caller asking for information I would not give in my tax return or that is not related to the money I owe the CRA?
- Did I recently send a request to change my business number information?
- Do I have an instalment of account about a government program I owe money to, such as employment insurance or Canada Student Loans?

- **Report a scam**

- By phone
- Call the Canadian Anti-fraud Centre to report a scam
- Telephone number
- **1-888-495-8501**
- Hours

Day	Hours
Mon to Fri	10 am to 4:45 pm (Eastern time)
Sat and Sun	Closed

Staff Training

CPI Training -

Effective Monday, November 16, 2020 – the physical portion of all CPI classes will be suspended.

Participants can still complete all other components of the training and when they do so they will receive a blue certification card with an addendum stating that they still need to complete the physical portion of the training. CASS will consider the CPI training requirement as having been met for the time being and then establish a timeline for those individuals to complete their training once it is safe to resume the physical portion.

Thursday, February 4 or Thursday, February 18

Thursday, March 4 or Thursday March 11

To register follow these steps:

Staff are to follow this link <https://calendly.com/sarah-mcmillen-cpi/cpi-training> to book online.

Choose one date only.

Staff will receive an email confirmation with instructions, including the zoom link for the day of training.

Staff will receive an email/link from CPI for the online portion – this **MUST BE COMPLETED BEFORE** the day of the training.

If there are any concerns with the online portion once logged in, staff should contact HELP at CPI.

Staff will be required to fill in the Payroll Deduction form found on the website in Forms and Documents and email it to reception@c-a-s-s.org

The deduction will come off your pay during the month of your course date – the date you complete the online portion with CPI.

Abuse Awareness Training - Available online!

Challenging Behaviours – Part II - Available online!

Open Future Learning (OFL) - Two modules of OFL are mandatory for all CASS Staff – “Challenging Behaviours” and “Introduction to Your Role”. Email training@c-a-s-s.org to register for OFL.

Medication Administration - If you need Med Admin for your position with CASS, email training@c-a-s-s.org to register for this course.

When you have completed the course, please email Thomas at thomas.brosh@c-a-s-s.org – he will arrange to do the practicum remotely.

Health and Safety - This course is available online – go to the website, LOG IN, go to staff resources>training>Health and Safety.

First Aid/CPR – Staff needing to update their First Aid/CPR need to be sure the trainer is Government of Alberta OH&S Approved. The following link gives a list of the approved training providers: <https://humanservices.alberta.ca/working-in-alberta/1348.html>

Many safety training venues are offering two-part First Aid classes with an online portion to start and a review and CPR practice in the classroom. The maximum billable hours for First Aid is now 8 hours.

Mental Health First Aid

Due to COVID-19 new protocols for this training are being developed. Details and dates to come.

Please feel free to reach out to training@c-a-s-s.org with any questions you may have

Holiday

Monday February 15 – Family Day

Why do we celebrate Family Day?

Observed in the Canadian provinces of Alberta, British Columbia, New Brunswick, Ontario and Saskatchewan. This holiday celebrates the importance of families and family life to people and their communities.