

September 2025, Issue 4

The CASS Report

CALGARY ALTERNATIVE SUPPORT SERVICES NEWSLETTER



INSIDE THIS MONTH'S ISSUE:

- FDP Alumni Meeting
- CPI
- Dinner Club
- Wellness Corner
- Important Dates
- Mobility Change Makers
- CASS is hiring!
- Advice with Spice
- Word search
- CET Information

Welcome!

Hello and welcome to the September edition of The CASS Report! September often feels like a turning point – the slower days of summer give way to a season of fresh routines, shifting priorities, and new beginnings. It's a great time to pause, take stock of the past few months, and look ahead with a renewed sense of focus and purpose.





CASS Client Advisory Council

When: Wednesday, September 10th

Time: 11:00am

Where: CASS Main Office

Hosted by: Melanie Gilbert-Chiu

Meet up with people!

Enjoy lunch together!

Talk about CASS programs and
community news!

Questions? Call or email Melanie at
cac@c-a-s-s.org or (403) 283-0611
ext. 511. We can't wait to see you
there!



Crisis Prevention Institution (CPI)

Nonviolent Crisis Intervention Training

When: September 15, 2025

Time: 9:00am- 3:30pm

Where: CASS Office Board Room

Facilitated by: Darvin & Shawna

CPI Concept Review:

CPI Concept Review: Rational Detachment.
Rational Detachment is recognizing the need to remain professional by managing your own behavior and attitude. Strategies you can use include: Asking for help, objectively observing behaviour, breathing exercises, using grounding techniques such as focusing on how your body feels from head to toe, and using the think then say approach.

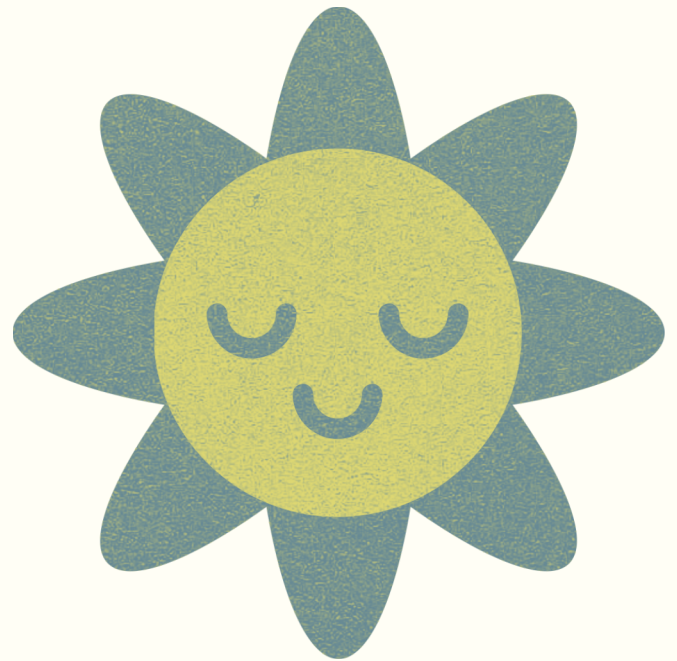
Rational Detachment



What is Rational Detachment?

Rational Detachment is recognizing the need to remain professional by managing your own behavior and attitude.

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CASS Dinner Club

What: CASS Dinner Club

Where:

When:

RSVP:

The CASS Dinner Club has been one of the most successful programs to date. On the first Wednesday of every month a group of clients go out for dinner at a different restaurant.

Please note that reservations are a must. The restaurant will not accommodate larger numbers than are reserved for.

RSVP to the dinner club at dinner-club@c-a-s-s.org or call 403-283-0611



Wellness Corner

As the days get longer and the weather warms up, it's the perfect time to refresh your wellness routine. Here are three simple ways to boost your well-being during the workday this April:

1. **Embrace Nature** – Step outside, even for just a few minutes. Fresh air and sunlight can improve your mood and energy levels. Take a quick walk around the block or enjoy your coffee outside.
2. **Practice Gratitude** – Take a moment each day to jot down one thing you're grateful for. This simple practice can help shift your mindset and reduce stress.
3. **Stay Hydrated** – It's easy to forget, but drinking enough water is key to mental clarity and energy. Keep a water bottle at your desk and aim to refill it throughout the day.

Pro Tip: Remember, while embracing nature is great, so is telling your emails to take a hike for a bit. Prioritize your peace!

Important Dates:

Labour Day - Monday, September 1

Autumnal Equinox - Monday,
September 22

**National Day for Truth and
Reconciliation**- Tuesday, September
30



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*We want to
hear from
you!*

Newsletter Contributions

Share your stories, updates, and ideas with us by sending your contributions to the email above. Your content could be featured in our next newsletter issue! Don't miss the chance to be part of our community's conversation.

Please send your contribution ideas to newsletter@c-a-s-s.org.

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MOBILITY CHANGE MAKERS YYC

OCTOBER 8, 2025



Experience work from a different perspective

Spend a typical workday using a wheelchair to understand the challenges and barriers individuals with a physical disability must overcome to achieve independence and success in the workplace.

To register:
cal.schuler@c-a-s-s.org or call
403-830-6466



CALGARY ALTERNATIVE SUPPORT SERVICES
People Supporting People



Calgary Alternative Support Services
525 28 St SE Suite 310, Calgary, AB T2A 6M9

OPEN YOUR HOME. CHANGE A LIFE.

BECOME A SUPPORT HOME PROVIDER!

What is a Support Home?

You welcome an adult with a developmental disability into your home.

You'll help with:



Laundry & housekeeping



Healthy Meals



Appointments & medications



Budgeting & life skills



Fun, recreation & connection

What makes it great:



Make a real difference in your community



Flexible - most supports happen mornings, evenings & weekends



Tax-free income (T5007 form provided)



Independent role - you're a contractor, not an employee

Be the reason someone feels at home.

send your application to www.c-a-s-s.org/careers/



Follow Me

Advice with some spice

Anonymous Question:

It's September already? I am barely caught up from July! How can I survive September with unanswered summer emails? My kids are going back to school, and on top of it, I'm sad that summer has ended.

Follow Me's Response:

September is summer in a sweater! Don't be sad, summer is over, be happy for Fall Colours and cooler nights. Here are some tips to get you and us through to October!

1. Embrace chaos! Flag urgent emails and archive the rest- maybe some fall cleaning? Seeing a lot of "junk", take a few minutes a day to unsubscribe. Emails from July? If not life or death, R.I.P. July emails!
2. Back-to-school shopping isn't just for kids - get yourself some fresh supplies to make yourself feel like you WILL be more organized by October.
3. Remember, no one has it together this month- just look slightly more organized than others.

Want some unhinged alternative advice? Fill out a card in the question box located in the Kitchen in the CASS Main Office

HAHA!

Joke of the Month

Why did September get
into trouble?

Because it was fall-ing
behind!



Fall Word Search



FALL
AUTUMN
LEAVES
HARVEST
PUMPKIN
HALLOWEEN
THANKSGIVING
FOOTBALL
SWEATER
APPLE CIDER
SCHOOL
ACORN
ORANGE
YELLOW
BROWN

S P O R B S Y L E A V E S U A
N T A R D R H G H T E R W O P
U H T P C I O E A S M P E N P
L A L H E H G W A C O V R P L
J N N I O R A I N H R E C I E
U K P E C R S R I O I L F C C
P S N S R E O E V S E T O E I
R G R O N C H A T E S A O X D
O I C I A S O R S O S Y T T E
T V R U L R O A T S E T B T R
R I A G L E L A T E G N A R O
A N Y P U M P K I N R E L Y T
W G O N E R O D H L E H L B F
O Y N E M A U T U M N D R A A
L H S W E A T E R M O C R B L
L S K O O B A C V J B R N N L
E O S E M N E E W O L L A H L
Y A C K P S C H O O L A P O P

CASS CET Accreditation 2026

Last month we discussed the CET process and began reviewing the Standards that the organization's services are measured against. The following information is regarding Standard 2 – Rights.

Standard 2: Rights

Standard Statement

The service provider is committed to promoting and protecting the rights of individuals accessing services and making certain their rights are centred on respect, personal choice and control, freedom of expression, confidentiality and privacy, and the prevention of abuse and neglect.

To maintain an intentional focus on the individuals' rights, the service provider:

- maintains the knowledge and skills to promote, support, educate and advocate for the rights of the individuals it serves,
- endeavours to be culturally competent and
- maintains a process to review, respond to and remediate complaints or conflicts regarding service delivery.

The emphasis on personal rights guides service delivery and interactions with individuals, their families, and their natural supports.

2.1: Home and Privacy

Quality Measure Statement

The homes of individuals accessing service promote dignity and belonging, allow the individuals to move about freely, and reflect their personalities and culture while meeting their unique needs.

2.2: Freedom to Express Culture and Religion

Quality Measure Statement

The service provider promotes person-centred approaches that are flexible and can meet the unique needs of individuals accessing service. This includes having services that are responsive, respectful, and inclusive of the individuals' sexual, cultural, and religious identity; and that enables individuals to express their preferences freely (i.e., without coercion or fear).

Cont.



2.3: Conflict Resolution

Quality Measure Statement

Staff and individuals accessing service demonstrate the steps of conflict resolution, informal through to formal, that enables individuals to feel heard and to experience timely resolution. Individuals demonstrate their awareness of mechanisms to have their concerns addressed and to have the supports to access the formal dispute resolution processes.

2.4: Decision Making and Autonomy

Quality Measure Statement

Individuals accessing service are supported and empowered to use their voices and to exercise personal control to make decisions about their own lives.

2.5: Human and Legal Rights

Quality Measure Statement

The service provider, its staff and administration promote freedom of expression and demonstrate dignity and respect in how they interact with individuals accessing service, including in regard to personal and legal rights, and the right to treatment.



Calgary Alternative Support Services and Creating Excellence Together Survey

Every three years Calgary Alternative Support Services, PDD funded programs, participates in a survey process called Creating Excellence Together (CET). CASS's upcoming survey is scheduled for May of 2026.

Participating in a Creating Excellence Together (CET) Accreditation Standards survey is one way organizations can demonstrate their commitment to quality services. CET is a tool for learning, evaluation, and development. The survey process—which involves regular, on-site visits by an outside party—serves to objectively substantiate and recognize the supports that organizations provide and to provide verification for what is happening in the lives of the individuals accessing service (individuals).

This is an exciting year, CET has, through consultation developed a new set of standards. Over the next few months we will be highlighting what the Standards are, and the indicators of success that will be assessed.

Standard 1: Inclusion

Standards Statement

The service provider, with the cooperation and input of individuals accessing service, their families and natural supports, promotes and facilitates opportunities for meaningful participation and active inclusion in the individuals' communities. Participation in a personally meaningful way bolsters belonging, increases social interaction and connection, and supports skill development.

Standard 1 emphasizes:

- Social interaction, inclusion, and participation.
- Effective supports to reduce barriers and support active inclusion.
- Engagement in meaningful, personally engaging and rewarding activities.
- Fostering and promoting independence.



1.1: Community and Social Inclusion

Quality Measure Statement

The services promote inclusion and the value of individuals accessing service as based on their identified needs and desires, and reflective of their interests, skills, and abilities. Individuals are actively connected to their communities, social networks, and families and can explore activities they find enjoyable and personally meaningful.

1.2: Employment and Skill Development and Maintenance

Quality Measure Statement

Individuals accessing service are encouraged and supported to train for, seek and maintain competitive employment or volunteer positions that will maximize their skills, abilities, training, and interests. Individuals who have unique circumstances (e.g., skills and abilities, age, life stage) that preclude employment are actively supported to participate in activities that are focused on life skills and to maintain a natural support system.

1.3: Assistive Technology and/or Environmental Interventions (AT and/or EI)

Quality Measure Statement

Individuals accessing service have the tools and resources needed to facilitate their own personal safety, increase their capacity to care for themselves, enable communication, promote increased independence, and improve their functional capabilities.

