

THE CASS REPORT

Community Newsletter

April 2026,
Issue 11

A NOTE FROM OUR COMMUNITY

Spring is for renewal and reconnection. Let's embrace the blooming beauty around us and cherish shared moments!

IMPORTANT DATES

Friday, April 3 - Good Friday
Monday, April 6 - Easter Monday
Thursday, April 30 - Tax filing deadline

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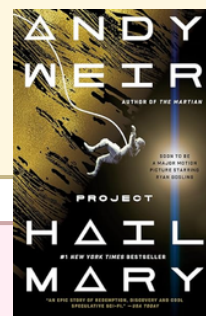
FIND THE SWIRL CONTEST

Somewhere in this newsletter, we've hidden the CASS swirl logo!
Think Where's Waldo? style.
Find it, send it to us, and you'll be entered to win our monthly prize!



BOOK SUGGESTIONS

Project Hail Mary
by Andy Weir



COMMUNITY CONTACTS

newsletter@c-a-s-s.org

Find the Swirl Contest

Winners

Congrats to our past winners

Kaitlin Tuck (January)

Leila Frillis (February)

Amy Thomas (March)



Found the Swirl? email us at

newsletter@c-a-s-s.org



NEXT SESSION

Tuesday, May 12, 2026
9:00 am- 3:30 pm

EXPLANATION

When individuals are at a defensive level, they are protecting themselves from real or perceived danger.

The emotional brain takes over, and the thinking brain takes the back seat.

What does this mean?
Less likely to:

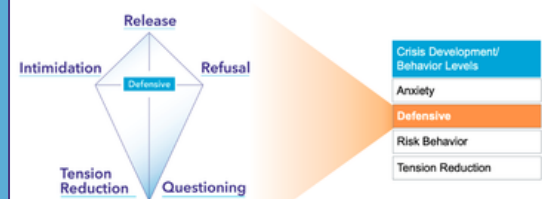
- Hear anything you said,
- Process information
- Respond logically

CPI CONCEPT REVIEW

The Directive Approach

- Use Short, simple phrases that a person can follow easily
- Provide limits and choices
- Objectively analyze the situation
- Supplement directive responses with other interventions

The Verbal Escalation ContinuumSM



Questions or clarification?

darwin.knorr@c-a-s-s.org or shawna.yalte@c-a-s-s.org

Tax Filing Resources & Information

DalhousieCommunity
Association Free Tax Clinic



More Tax Resources found
through Aspire Calgary's



How to prepare for tax season

Gather income & Tax Slips

(should receive or have access to CRA by the last day in February)

Common income forms:

- T4, (employment)
- T4A (Pension)
- T5/T3 (Investment)
- T4E (Employment Insurance)

Identify Deductions & Credits

Medical receipts, charitable donations, child
care & tuition costs

Notice of Assesment (NOA)

Print or ensure you have access for quick
reference

Digital Tools

Register for CRA My Account (can use your
bank as I.D verification)

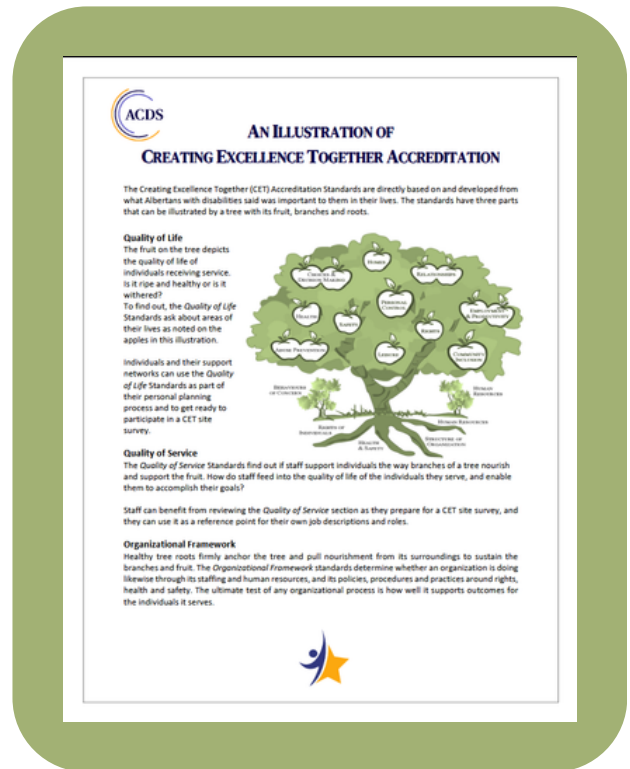
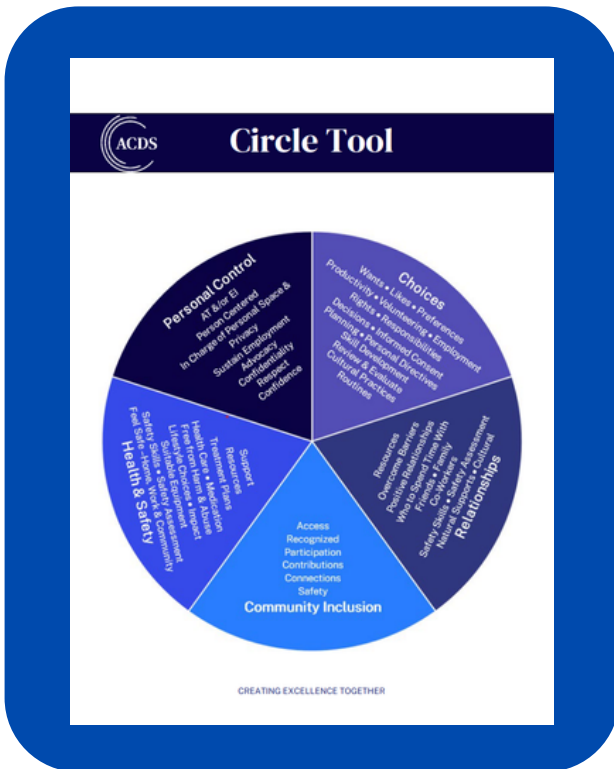
Use certified tax software to file online
through NETFILE



Creating Excellence together

Are you nervous about the upcoming CET? Have you been called for an interview and want to prepare?

ACDS has provided CASS with 2 illustrations and a list of questions to help prepare. Ask your Coordinator if you would like to read through the "2025 areas to explore."



Important Dates

Monday May 4th- Friday May 8th

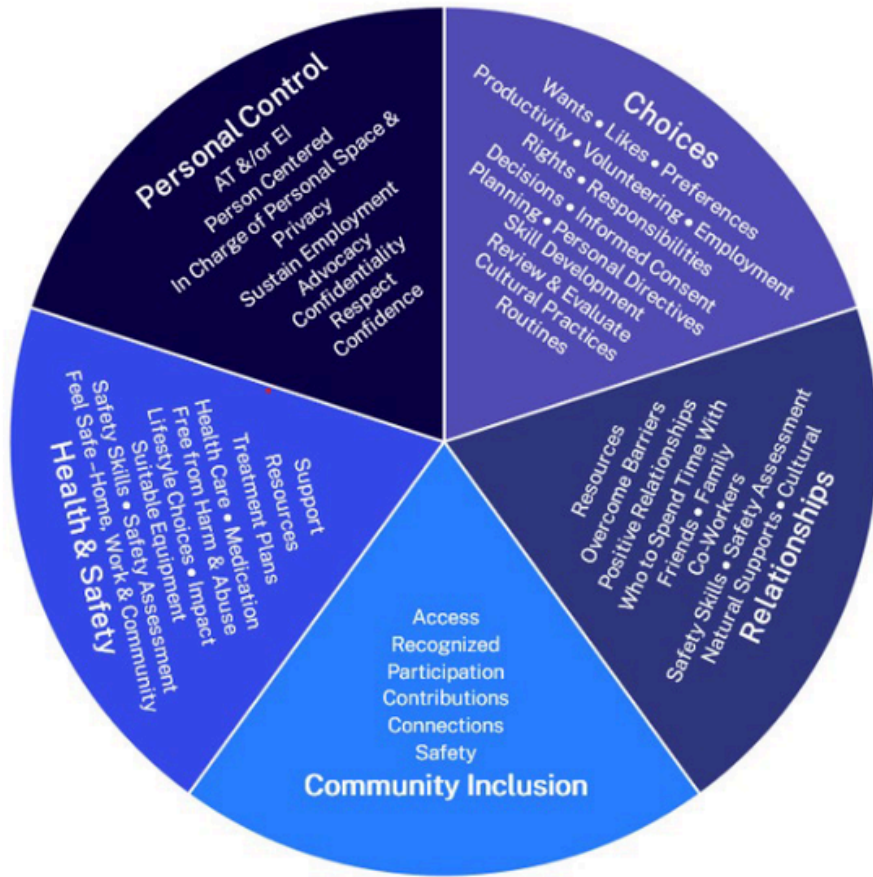
CET Accreditation



CREATING EXCELLENCE TOGETHER



Circle Tool



CREATING EXCELLENCE TOGETHER



CREATING EXCELLENCE TOGETHER



AN ILLUSTRATION OF CREATING EXCELLENCE TOGETHER ACCREDITATION

The Creating Excellence Together (CET) Accreditation Standards are directly based on and developed from what Albertans with disabilities said was important to them in their lives. The standards have three parts that can be illustrated by a tree with its fruit, branches and roots.

Quality of Life

The fruit on the tree depicts the quality of life of individuals receiving service. Is it ripe and healthy or is it withered?

To find out, the *Quality of Life* Standards ask about areas of their lives as noted on the apples in this illustration.

Individuals and their support networks can use the *Quality of Life* Standards as part of their personal planning process and to get ready to participate in a CET site survey.

Quality of Service

The *Quality of Service* Standards find out if staff support individuals the way branches of a tree nourish and support the fruit. How do staff feed into the quality of life of the individuals they serve, and enable them to accomplish their goals?

Staff can benefit from reviewing the *Quality of Service* section as they prepare for a CET site survey, and they can use it as a reference point for their own job descriptions and roles.

Organizational Framework

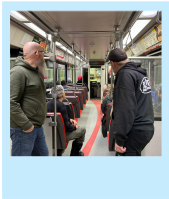
Healthy tree roots firmly anchor the tree and pull nourishment from its surroundings to sustain the branches and fruit. The *Organizational Framework* standards determine whether an organization is doing likewise through its staffing and human resources, and its policies, procedures and practices around rights, health and safety. The ultimate test of any organizational process is how well it supports outcomes for the individuals it serves.



Client Advisory Council Meeting

Early in March, our Client Advisory Council was invited on a tour of the Oliver-Bowen C-train maintenance facility with CTA. 22 members of CASS learned about the facility's purchase, maintenance, and operation of the city's trains. We got on board a train and went through a train wash (like going through an automated car wash, but on a much bigger scale), we learned how the steel tires of a c-train can go flat (yes, even though they are steel!), and we saw the newest model of c-train that is scheduled to hit city tracks very soon. We also enjoyed the opportunity to experience what it would be like to drive a c-train using a simulator machine. Some of us found out that driving too fast makes it pretty tricky to stop a train quickly!

We want to give a big shout out to our gracious tour hosts from CTA, Brittany and Claire. We are so grateful to have been invited to learn more about CTA and the city's train system.



Next meeting in June 2026!

For more information and to RSVP to the next meeting please email: cac@c-a-s-s.org



CASS

Dinner Club

Wednesday April 8

6:00pm (please don't arrive earlier than 5:45pm)

East Side Mario's

2555-32nd St. NE

RSVP to:

dinner-club@c-a-s-s.org



New Program Announcement!

Calgary Alternative Community Link CACL



A person-centred program supporting eligible individuals aged 18 to 65 with disabilities and complex support needs living in continuing care homes in Calgary.


Personalized Support


- Community access and navigation
- Recreation
- Social and cultural experiences
- Individual Support Plan (ISP)
- Advocacy
- Build natural supports and social connections

Eligibility

- Adults aged 18 to 65
- Living with a disability and/or complex support needs
- Living in a continuing care home in Calgary
- Would benefit from community access, social inclusion, advocacy, and individualized support
- Must be able to provide consent, or have a guardian provide consent where appropriate

Submit a referral or contact us to learn more

 cacl.intake@c-a-s-s.org

 403-283-0611

 www.c-a-s-s.org



Supporting community access, social inclusion, advocacy, and individualized planning.

Interim Program Manager: Sarah L. Clark

New Funding for CAPA!

Calgary Alternative Poss-Abilities

CAPA supports eligible adults through skill-building workshops and personalized case-management, focusing on system navigation, referrals, and advocacy.

Personalized Support

- Skill-building workshop series
- Case management
- Systems navigation
- Community referrals
- Advocacy
- Individual Support Plan (ISP)

Eligibility

A person is eligible if they are:

- Living with a disability
- An adult 18 years of age or older
- Residing in Calgary & area
- A Canadian Citizen or permanent resident; and
- Not currently receiving supports through other programs

Submit a referral or
contact us to learn more

 capa.intake@c-a-s-s.org

 403-283-0611

 www.c-a-s-s.org



Supporting Calgarians
with practical skills,
systems navigation and
community connections.

Program Manager: Kirsty Diamond

CASS is hiring



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

new PROGRAM

Calgary Alternative Community Links
Calgary Alternative Poss-Abilities

Join our team!



- ✓ **PROGRAM MANAGER**
- ✓ **CASE MANAGER**
- ✓ **WORK FACILITATOR**
- ✓ **COMMUNITY SUPPORT COORDINATOR**
- ✓ **COMMUNITY SUPPORT WORKER III**

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

**APPLY
NOW**

BRILLIANT SPARK

Yules Chan



Brilliant Spark: When Financial Stress Speaks louder than reality

Financial stress has a strange way of sneaking into our thoughts, even during seasons when life is actually going well. I've experienced nights where my mind refuses to rest, replaying old worries about money and stability. Those thoughts often come from earlier experiences where uncertainty was common, and the mind learned to stay on high alert.

But when I pause and step back, the reality is different. I have a family I love, meaningful work, and the ability to enjoy simple things like a meal together or a weekend outdoors. That reminder helps shift my perspective.

Financial responsibility matters, but so does recognizing what's already present in our lives. Gratitude doesn't ignore challenges; it grounds them. So if financial worries feel heavy this month, take a moment to notice the small wins around you. Sometimes the shift from worry to gratitude is enough to steady the mind and remind us of what is already going right.

FOLLOW ME

Advice with Spice

Dear Follow Me,

There's a lot of change happening right now, and even when it's good, I feel unsettled and out of control.

How do I deal with it?

— Not a Fan of Plot Twists

Dear Not a Fan of Plot Twists,

Ah yes, change, life's way of saying "surprise!" and you are not a fan of surprises.....

Even good change is still change, and your brain would really prefer if everything stayed the same forever, thanks.

Try this:

Shrink the timeline.

Don't figure out the next year. Just figure it out today. Maybe even just the next hour.

Keep one thing steady.

Same coffee, same routine, same playlist — give your brain something familiar to cling to.

Expect the wobble.

Feeling off doesn't mean something's wrong. It means something's different.

You don't have to love change. You just have to move through it.

One small step at a time!



Got some wisdom to share, want some wisdom? email us

newsletter@c-a-s-s.org