

The CASS Report

Community Newsletter September 2026,
Issue 16

A Note from Our Community

"If a year was tucked inside of a clock, then autumn would be the magic hour." Victoria Erickson



Important Dates

- Monday September 7 - Labour Day
- Wednesday September 30 - National Day for Truth and Reconciliation

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 @ newsletter@c-a-s-s.org, and you'll be entered to win our monthly prize!



Contest Winner

Congrats to August's winner:
Gary Kapitza



CASS

Dinner Club

Wednesday

September 2

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

South Centre Mall

Foodcourt

100 Anderson Road SE

RSVP to:

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



Training Information



**Mental Health
First Aid**

Wednesday

September 23, 2026

9:00 am- 4:00 pm

suicide...

You can
TALK to me



safeTALK

suicide alertness for everyone
www.safetalk.org

Dates coming soon!



Tuesday, September 15,
2026

9:00 am- 3:30 pm

For more info or to register email:

reception@c-a-s-s.org

New online Health & Safety Suggestion Box!

**Better together
Safety and Wellness Ideas for a Safer Workplace
We value your input!**

**If you have any suggestions you would like to share,
please submit them using the form below.
Your suggestions are completely anonymous and you
only need to share the information you are comfortable
with.**

**Use the QR Code or go to
<https://www.c-a-s-s.org/suggestions/>**





Being a Mindful Employee: Clear Leadership & Expectations

What can *you* do?

Ensure you understand what is being asked of you by maintaining good two-way communication.

Strive to clarify any issues that arise.



We can all contribute to positive psychological health and safety.



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada



CASS SAFETY SEGMENT



See it. Fix it. Prevent it.



Workplace Inspection



LOOK for hazards



CHECK compliance



REPORT & FOLLOW UP

Regular inspections are an important part of preventing incidents and maintaining a safe workplace. Inspections focus on identifying hazards, unsafe conditions, and unsafe work practices before they result in injuries or damage.

Inspections provide an opportunity to look beyond obvious hazards, verify controls are working, identify areas for improvement, and ensure safety expectations are being met. The effectiveness of an inspection depends on what happens afterward. Documenting findings, addressing concerns promptly, implementing corrective actions, and following up on identified issues helps control risks and prevent future incidents. When inspections are conducted regularly and findings are acted upon, they strengthen workplace safety, support, and contribute to a safer work environment for everyone.

Got questions about safety?

Email Gary at: safety@c-a-s-s.org





Watch for Fraudulent First Aid Certificates

Service providers are reporting more fraudulent or invalid first aid certificates. It is critical that service providers check first aid certification to ensure it comes from an approved training agency to meet Creating Excellence Together (CET) standards. Although some approved first aid courses feature a mix of online and in-person learning, none of them are online-only courses. Anyone selling a first aid course that is exclusively online is not legitimate. Please read the message below from Alberta OHS.

Alberta OHS has recently identified an increase in instances of fraudulent or invalid first aid certificates. Providing workplace first aid that meets Alberta OHS requirements is a legal responsibility and designated first aiders must be trained through an Alberta OHS approved workplace first aid training agency.

Employers are encouraged to review the OHS training scams and high-pressure sales tactics bulletin to help identify misleading or fraudulent training offers and to ensure workers' certifications are valid and meet Alberta OHS requirements.

For more information on approved training agencies, verifying certificates, additional supporting resources or to apply for approval to teach workplace first aid courses in Alberta, see the latest list of approved first aid training agencies and Alberta's first aid training website. (Source: ACDS - Alberta Council of Disability Services)

How Can People with Disabilities and Caregivers Protect Themselves from Financial Scams?

Financial fraud is growing quickly, and scammers often look for people they believe may be easier to pressure, confuse or exploit. That can include people with permanent disabilities and the caregivers who help manage their daily needs.

Disability benefits, medical information and health-related accounts can be attractive targets for fraudsters, according to the National Disability Institute. Scammers may pretend to be a bank, government agency, healthcare provider or nonprofit to try to steal someone's identity or access their money.

"Individuals with permanent disabilities can be more reliant in many ways on assistance for financial care, physical care or other basic needs, making them more vulnerable to fraud, scams and exploitation," said Mandy Kelso, Head of Financial Education, TD Bank U.S. "In many cases, their personal information passes through more hands, which puts them at a greater risk for identity theft, financial abuse, and other schemes."

TD offers fraud awareness and financial education resources to help people recognize common scams and protect themselves. Here are practical ways people with permanent disabilities and caregivers can lower their risk.

How can you protect your personal information?

Be careful whenever someone asks for personal information. Share details only when you know you are dealing with a trusted source. "Fraudsters may pose as health insurance or healthcare providers to obtain passwords, one-time passcodes, birth dates and account numbers," said Lindsey Federer, Fraud Management Strategist, TD Bank U.S.

Even details that may seem harmless, such as past transactions or appointment information, can help a scammer build a more convincing story.

Why should you pause before clicking links or downloading apps?

Before clicking a link in an email or text, pause and check it carefully. Look for misspellings, strange email addresses or web addresses that do not match the organization. When in doubt, go directly to the company's official website or app instead.

How can you tell if an app is safe to download?

Many medical offices, healthcare companies and government agencies use apps to help people view test results, messages and other information. But scammers can copy logos and names to make fake apps look real.

"Make sure the app you're downloading is truly from your medical center," Lindsey said. Use the organization's official website or trusted app store listing to help confirm before you download.

Should you save medical contacts in your phone?

If you often talk with certain medical providers, a case manager or other support services, it is a good idea to save their numbers to your contacts. That way, when they call, you will see their name pop up and know who is reaching out.

If you get a call from a number you do not recognize and the caller asks for personal information, do not share it. Hang up and call the provider directly using the number on their official website, a bill or a business card.

Why should you pause if a message feels urgent?

Fraudsters often use urgency to make people act before they have time to think. They may claim there is a problem with a medical result, benefit, bill or account and say you must provide information right away.

It may feel important to respond immediately, but take a moment to verify the request before giving anyone private information.

How do scammers use incentives or offers to trick people?

Scammers may offer prizes, coupons, job opportunities, services or disability benefits to get personal information or money. Be cautious with anything that feels too good to be true or requires quick action.

How can you monitor your accounts for fraud?

Review financial accounts often for unfamiliar charges or changes. Report anything suspicious to your financial institution right away. You can also use two-step verification, update passwords regularly and store login information securely.

Should you get a background check for someone you hire to help?

Take time to check out caregivers or support staff before bringing them into your home, especially if they may have access to personal records, devices or financial information. Ask for references and follow up with them. Store private information in a locked drawer, secure safe or password-protected device.

What should you do if something feels like a scam?

If a call, email, text or app does not feel right, trust that instinct. Contact the organization using a phone number or website you know is real before sharing information or taking action.

"If you realize you're part of a scam, report it to your bank and your local police department," Lindsey said. "Follow up with your healthcare provider and let them know as well."

"Technology is continually changing and evolving, making it harder to recognize fraud," Mandy said. "With proper fraud education and awareness, we can create a supportive environment in which potential victims recognize risks and confidently protect themselves and their loved ones."



Calgary Alternative Support Services, Inc.
525 28 St SE Suite 310, Calgary, AB T2A 6W9

Refer a Friend

WE ARE HIRING!

CASS IS OFFERING A \$750.00 REFERRAL BONUS FOR CURRENT STAFF WHO REFER A FRIEND TO WORK AT CASS.

THE CATCH?

- Anybody employed or contracted by CASS (excluding members of the CASS Senior Leadership Team) is eligible to receive a referral bonus.
- Your referral must indicate that you referred them during the hiring process.
- Your referral has to be hired as a non-relief employee, or contracted as a Support Home Provider or Supportive Neighbour.
- Both you and your referral must maintain full/part-time employment or a contract for six continuous months from the time of hire before you receive the referral bonus.
- If your referral is first hired into a relief position and later moves into a non-relief position, you will receive the referral bonus once your referral has maintained six continuous months in the non-relief role.

SCAN ME



Please forward your referrals to jobs@c-a-s-s.org and be sure to have your referrals mention your name in the cover letter and during the hiring process!

DESIGN & CREATED BY:

Sherrine Fox

About the Curator

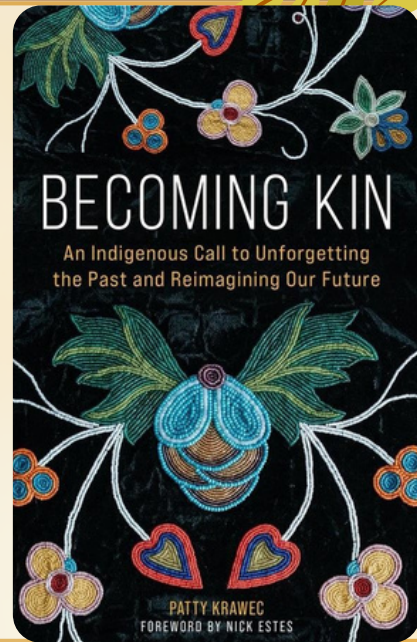
Sherrine Fox is an emerging artist and curator living in Calgary, Alberta. Sherrine is a stroke survivor with a passion for the arts, the outdoors, and for storytelling. She loves arts ability to transport you to another place or time, and its powerful potential for transforming lives.

Sherrine has been attending the National accessArts Centre since 2022, where joined NaAC's professional track programs. She was the 2024 Drawing and Painting Practicum, and has was a part of the exhibition *A Queens Celebration* at artsPlace in Canmore. She also had a video short of her artwork featured in Yonge Dundas Square in Toronto. (Source: cspacemardaloop)



Book Suggestion

Becoming Kin by Patty Krawec



What is a CASS-Prenuer?

A **CASS-Prenuer** is someone who works for or is supported by CASS and also has a side hustle.

Or, perhaps, you have a passion or hobby and want to share far and wide (well, as far and wide as the CASS Community that is)

Email us your side-hustle or hobby, and we will publish it in the next edition!

We Love Hearing from the CASS Community!

Whether you're a client or staff member with a great idea to share, we'd love to hear from you. The CASS Report is all about showcasing what matters to our community – so send us your side hustles, gardening tips, brain-teasing puzzles, favourite local events, or even upcoming festivals.

If you'd like to contribute to the next issue of the CASS Report, please send your submissions by **September 25, 2026**.

✉ Email your ideas to: newsletter@c-a-s-s.org