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*volume 1 issue 4*

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## Leadership Cross Training - Seattle, WA

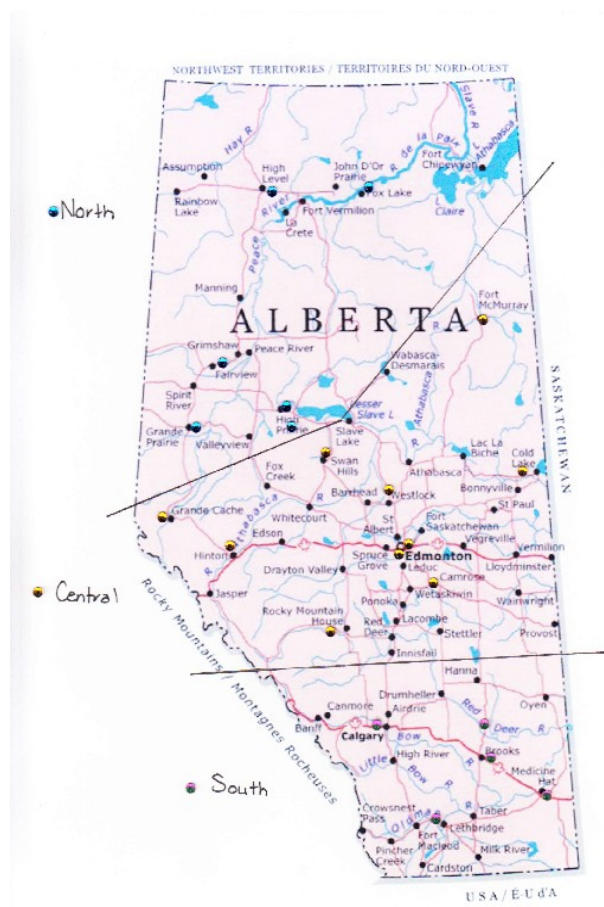


Leadership Cross Training in Seattle, Washington, April 10th & 11th, 2013. PCAP Supervisors from Alberta and Washington joined Dr. Therese Grant (front row, red jacket) and Alberta PCAP Council Representatives in exploring Research Findings and Successful Strategies working with FASD Clients, Best Practices in Creating a Supportive and Productive Workplace, Challenges and Best Practices for Delivering Culturally Sensitive PCAP Services in Small Communities, and Maintaining Fidelity to the PCAP Model. Dr. Dorothy Badry (blue jacket to Dr. Grant's right) from University of Calgary also joined the training and provided inspiring feedback based on her knowledge of PCAP and pertaining to her observations throughout the training. Look for more details in the following pages!

## **Connecting To Our Work**

PCAP Council is working to eliminate isolation among PCAP programs across Alberta. The PCAP Model involves powerful and caring attitudes that encourage phenomenal and inclusive engagement with clients, community resources, and colleagues. The work of PCAP supervisors and advocates involves being flexible in understanding and responding to the needs of colleagues and self, establishing a balance of support and autonomy, offering empathy, inspiring through role modeling, recognizing trauma and possible vicarious trauma, and appreciating the whole person physically, mentally, spiritually, and emotionally.

PCAP Council recognizes the challenges that exist in building connections in community and among colleagues in the context of a unique rural perspective. For this reason the Annual General Meeting on March 19th & 20th was organized with the goal to help supervisors and advocates network with one another from across the province and to connect to their work in a meaningful and uplifting way.



*Alberta PCAP Site Map*

## **Chairperson's 2012-13 Report presented by PCAP Co-Chair, Tammi Crowley:**

The first event in the 2012-13 report involved the development and implementation of the Penelope Database System. Penelope was designed for clients to tell their stories and for PCAP advocates to determine ways to connect and meet client needs.

The next event reported on was that PCAP Council and researchers engaged with PCAP supervisors and advocates in a collaborative and innovative effort to tell the PCAP story through designing quilt blocks. The reflection, insight, and artistic expression of participants produced a beautiful PCAP Quilt, which has been presented at symposiums in Alberta, Washington, and Spain throughout 2012 and 2013.

# Annual General Meeting Mar 2013, Cont'd

Core Training (Spring Sessions) are completed for all South, Central, and North zones. Core Training will be offered each year to advocates and supervisors who have not previously received the training. Refresher Training will be offered annually to individuals who have received Core Training to keep agencies energized, focused, and true to the model.

The PCAP Manual is now available for all PCAP sites that have been trained in the PCAP model and for new PCAP trainees.

Alberta FASD Cross-Ministry Committee (CMC) acknowledged the great work being done by Alberta PCAP council and programs and has demonstrated their appreciation by providing additional funding. Council is excited to envision the future of PCAP Council and the Alberta PCAP Programs.

## **Events at 2013 AGM!!**

### **PCAP Quilt Presentation**

The PCAP Quilt was presented by U of A Researcher, Jacquie Pei & PCAP Co-Chair, Teresa O'Riordan. The presentation described the collaborative efforts of supervisors, advocates, PCAP Council, researchers, and Master Quilter, Lin Taylor to create a wonderful illustration of workers' heartfelt connection to their work.



*Alberta PCAP Quilt as presented at the 2013 PCAP AGM designed in 2012 by PCAP supervisors, advocates, & Master Quilter, Lin Taylor.*

### **Taking Care of You**

To appreciate the whole person physically, mentally, spiritually, and emotionally PCAP Council hosted a Mentor Honor Night that involved supervisors and advocates participating in and receiving instruction on self-care.

### **Data Tool and Fidelity Assessment Review**

Kristin Bonot instructed and responded to questions about the Database Implementation and PCAP program documents.

### **Virtual Communities of Practice**

Lethbridge College and FASD Initiatives, Alberta Human Services coordinators and representatives facilitated use of Virtual Communities of Practice (offering face to face and real time interactions) as a tool to connect with various FASD programs and colleagues among PCAP sites across the province. The intention was to make connecting with colleagues easier through use of technology that satisfies the desire and need for human connection.

### **SNUG/SNAG Presentation**

This was helpful to provide information and skill development in the form of real-life case examples and for supervisors and advocates to identify as a referral source for clients in, around, and/or possibly re-locating to the city of Edmonton.

The goal of the Alberta 2013 PCAP AGM was to help participants effectively connect to their work by meeting with various PCAP site workers, FASD Network Coordinators, Chairs, Agency Management, Funders, and Researchers. Feedback from participants indicate that they are looking forward to the 2014 AGM and offered exciting ideas for future planning! Thank you for your input!

# Leadership Cross Training-Seattle, WA

## Best Practices: Strategies for Creating a Supportive and Productive Workplace

Prior to LCT supervisors in AB and WA were sent a list of questions to ask their advocates. Critical questions were asked in relation to:

- ⇒ STAFF RETENTION—Staying in the job
- ⇒ STAFF RESILIENCY—Handling the job
- ⇒ SAFETY—Doing the job safely

Together, supervisors explored issues and tools needed to have a healthy and productive work environment.

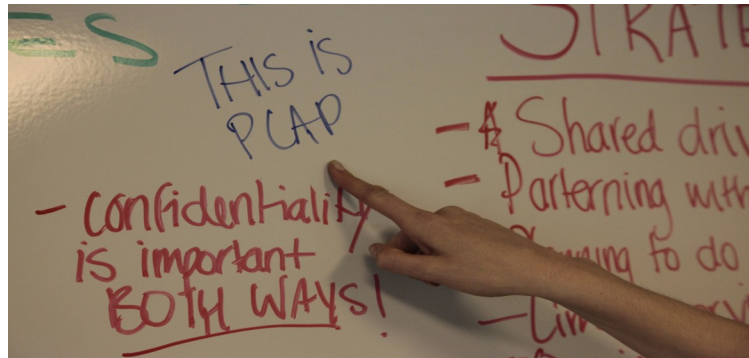
Themes that arose from exploring what was important to staff retention, resiliency, and safety are:



*Difference Game for Supervisors*

- 3) Reflect on what is within one's ability to enact
- 4) Reflect and live the values that are in one's personal and professional life
- 5) Recognizing personal power regarding change—Engage in reflective practice because change requires support.

LCT organizers recognized the importance of connecting to one another and encouraged supervisors to choose a buddy to brainstorm and offer on-going support following the training. This portion of the training was reported by participants to be helpful and meaningful to their work as PCAP program leaders.



- 1) Being part of positive change
- 2) Experiencing a sense of togetherness
- 3) Supporting each other to do the work
- 4) Belief and satisfaction that working on a team is demanding and do-able!

The parallel process is a clinical term that was identified as a process that can be implemented at every level within the PCAP Model from administration to supervisor, supervisor to advocate, advocate to client and acknowledges that the CAP model is inclusive of everyone. This understanding inspired supervisors to continue and/or to advance their efforts to engage in reflection and focus on modeling. Key constructs included the following: lead by example, provide consistency in supervision, staff meetings, staff recognition, accountability, and assist advocates to perform their jobs to the best of their ability.

The Difference Game for Supervisors helped participants to formulate their goals and inspire them to develop an action plan for how to achieve their goals. Based on their top 5 items of concern supervisors identified strategies to help them complete their individual action plans. Those strategies include the following:

- 1) Engage in meaningful conversations
- 2) Reframe a situation to reflect what is working

# Leadership Cross Training – Seattle, WA



## Challenges and Best Practices for Delivering Culturally Sensitive PCAP Services in Small Communities

Various sessions were led by Alberta PCAP supervisors, including this session, which was facilitated by Jailin Threinen from Hinton and Sharon Dillon-Gauchier from Metis Tri-Settlements. Discussion involved challenges of working in rural communities including travel, isolation, racism, lack of housing, transportation, childcare, and lack of choices

regarding resources. Strategies included developing great working relationships with other services, finding ways to join other service providers in their trainings, looking for ways to co-sponsor a training, encouraging agencies to bring services to clients such as a health nurse and FASD & Diagnostic mobile team, trying to do more activities in one trip, limit service areas, utilize technology such as video/teleconference and SKYPE, and start sharing ideas and publishing about rural challenges. Strengths of working in rural communities included always evolving, being creative, seeing growth & change, experiencing welcomed collaborative efforts with other service providers, and being challenged.



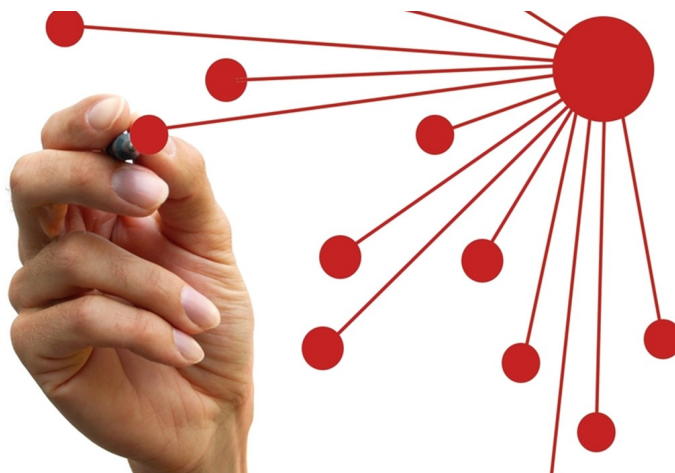
*Participants engage in Fidelity Assessment Exercise*

## How to Maintain Fidelity to the PCAP Model

Dr. Therese Grant led this session and encouraged round-table discussions. This session was about connecting the dots; what is working and what needs improvement? This exercise provided opportunities for Alberta and Washington supervisors to reflect on implementation of the PCAP model true to its fidelity. The exercise informed participants on where to target their efforts in program delivery. All in all, the exercise was effective in providing an overview of critical elements that shape ongoing case work. The Fidelity Assessment exercise has led to proposals for research and publishing opportunities due to its' essential questions and in-depth

exploring of information. The exercise facilitated reflection and an understanding of knowledge translation about what works and what might help to sustain funding for programs. The exercise is

a critical activity that requires partnership between mentors/advocates, supervisors, programs, and researchers. The exercise was as effective in research potential and informing the work of supervisors, advocates, and council as was the design of the PCAP Quilt. Both exercises lead to bridging the gap between research, practice, and the need to be grounded in a way that was creative, renewing, and visual.



# Leadership Cross Training – Seattle, WA



Alberta PCAP Supervisor, Jailin Threinen, from Hinton, AB in front of the PCAP Quilt display.

Reflective Supervision requires tools such as: focus, responsiveness, availability (presence). One supervisor remarked, “Even when I’m crazy busy the advocate (mentor) is the priority”. The success of PCAP is determined by supervisors who do the following:

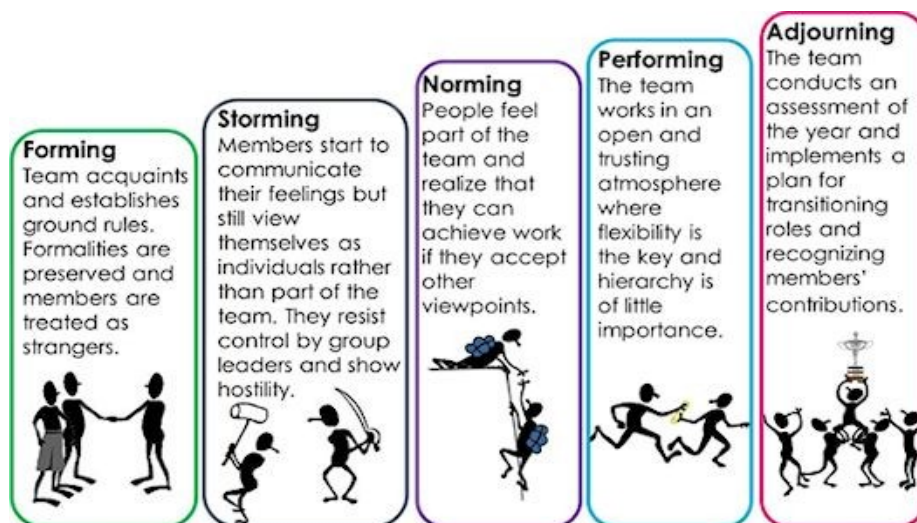
- ⇒ Hire people who are teachable (humility)
- ⇒ Create safe relationships among staff and within the work environment
- ⇒ Believe that people are inherently good and want to do the right thing.
- ⇒ View mistakes as opportunities for growth

As previously mentioned, Dr. Badry contributed much regarding observations that have been included in this newsletter. In addition to some of those thoughts she summarized Leadership Cross Training in terms of Connecting the Dots by ‘“C”-ing the Work’. Important elements of PCAP work involve:

- |                  |              |               |
|------------------|--------------|---------------|
| ♦ Communications | ♦ Commitment | ♦ Connections |
| ♦ Capacity       | ♦ Curiosity  | ♦ Care        |

Connecting these characteristics builds community and a sense of belonging for clients and among advocates/mentors and supervisors across Alberta. **THIS IS PCAP!!!**

Do you ever have the feeling that your office is in constant turmoil due to staff turn-over? Good news... it is normal! Here is something to consider when changes are happening within the dynamics of your office staff.



# Current and Upcoming Trainings

## ***First International Conference on PREVENTION of FASD***

***September 23-25***

***Shaw Conference Center  
Edmonton, Alberta, Canada***

<http://www.fasdedmonton2013.ca/FASD-Prevention/Default.aspx>

## **(ASI) Training**

***Nov 5 & 6***

Please ***Save the Date!***

Ron Jackson from the University of Washington is joining us once again on Nov 5 & 6 to offer Addiction Severity Index (ASI) Training! Location of the training will be determined based on the majority of participants from Edmonton or Calgary areas. Please RSVP and indicate whether you would prefer to attend training in Edmonton or in Calgary. You can reply to [pcap@telus.net](mailto:pcap@telus.net). Thank you!



**Eh!!!**

**Alberta PCAP Core &  
Refresher Training  
Now Available!!!  
Spring & Fall Sessions**

Please contact Rhonda @  
[pcap@telus.net](mailto:pcap@telus.net) for more information

## **PCAP Core & Refresher Training Information**

The PCAP program has grown substantially in Alberta with a total of 25 PCAP sites at present. Fetal alcohol spectrum disorder is prevalent around the world and as Albertans we need to be aware that significant support and education is available. Our capacity for knowledge and training make Alberta the most responsive province in Canada to advocate for prevention of alcohol and drug related births. Alberta now has six facilitators who are certified and ready to train staff and supervisors on the PCAP model true to its fidelity.

## Current and Upcoming Trainings Cont'd



Promising Practices, Promising Futures  
Alberta FASD Conference

### 2013 ALBERTA FASD CONFERENCE

*Calgary, Alberta November 18-19, 2013*

You are invited to this important multidisciplinary conference focused on Fetal Alcohol Spectrum Disorder (FASD) and its impact on individuals, families, communities and society at large. The conference will feature keynote presentations and over 30 breakout sessions on the latest practices in FASD prevention, assessment and support.

#### CONFERENCE LOCATION:

##### **The Westin Calgary**

320 4<sup>th</sup> Avenue SW

Calgary, AB T2P 2S6

Phone: 403.266.1611

#### ACCOMMODATION:



A room block and special rates have been secured for conference delegates at the Westin Calgary. Please reserve your rooms under the **FASD Conference November 2013** block. The conference room rate is \$229 per night plus applicable taxes (single or double occupancy). We **strongly** advise that you book your room as soon as possible. Please either **call** to book using the Central Reservation Line at **1.888.627.8417** or **book online** using this link: <https://www.starwoodmeeting.com/StarGroupsWeb/res?id=1301035312&key=3E156>.

## Recommended Trainings

### *For Mentors*

- \* Addictions/Relapse Prevention/Harm Reduction
- \* Case notes/data collection
- \* Children Exposed to Family Violence
- \* Circle of Courage—Response Ability Pathways
- \* Compassion Fatigue
- \* Cultural Diversity
- \* Cultural Sensitivity
- \* FASD
- \* FOIP
- \* First Aid/CPR
- \* First Responder
- \* Infant CPR
- \* Mental Health First Aid
- \* Outcomes Tracking Application (Penelope)
- \* Reflective Counseling
- \* Reflective Supervision
- \* Safety in the workplace/working alone
- \* Sexual Abuse
- \* Supporting Individuals through Valued Attachments (SIVA) - replaces non violent crisis intervention
- \* Universal Precautions



## Case management

Interested in using Penelope for case management? Inter Tribal Health Authority (ITHA) provides the Alberta PCAP Council with Penelope access for a discounted rate, data hosting services, and an external report server. ITHA has offered to provide the same rates for agencies who would like to use Penelope beyond basic data-entry. The data entry program with the Alberta PCAP Council will continue to exist, and programs should continue entering the required documents into the current Penelope. Creating an account for case management is an optional opportunity, and does not affect a program/agency's involvement with PCAP or the Alberta PCAP Council. If your agency would like to take advantage of this opportunity, your banker will need to set up an account with ITHA. Note: If your agency creates an account with ITHA, it may choose to use case management for ALL services – PCAP and non-PCAP.

The cost of Penelope has three parts: initial set-up fees, license costs, renewal costs.

### Initial Set-up Fees (due immediately)

- Set-up: \$300
- Hosting: \$300/license
- License: \$805/license
- Gold Support: \$161/license/year

Adding more licenses (may be added at any time, as needed)

- Additional license: \$805/license

### Renewal costs

- License renewal: \$300/license/year
- Gold Support renewal: \$161/license/year

Note: licenses are the number of users that can be on at the SAME TIME.

Example: Your agency has 10 staff members. You decide to purchase 5 licenses. All 10 staff can have their own user name. Volunteers or part-time workers may also have their own user names. Only 5 staff can be on Penelope at the same time.

### Example costs:

Initial Set-up Fees (due immediately) = \$6630

- Set-up: \$300
- Hosting: \$300/license x 5 = \$1500
- License: \$805/license x 5 = \$4025
- Gold Support: \$161/license/year x 5 = \$805

Adding more licenses (may be added at any time, as needed)

- Additional license: \$805/license

Renewal costs = \$2305

- License renewal: \$300/license/year x 5 = \$1500
- Gold Support renewal: \$161/license/year x 5 = \$805

For more information, contact Kristin Bonot at [kbonot@gmail.com](mailto:kbonot@gmail.com).

## Informed Client Consent

Based on feedback from the Annual General Meeting, the Albert PCAP Council has modified the client consent form to enter data into the Outcomes Tracking Application (Penelope). On the updated version there is a signature line added for a client's parent or legal guardian. The form is shortened and simplified. Thank you for your feedback and

# Data Base Report Cont'd

please continue to make suggestions so that we can develop a client-friendly form!

## Client consent form:

<http://tinyurl.com/mzrb6eu>

Note: This form has just the parent/guardian signature line addition. An upcoming revision will be e-mailed out to programs upon approval. To access the client consent form please do the following :

- 1) Click on the link above
- 2) Along the top of the page, on the right hand side, click the "Download" button.
- 3) Select "Direct download".
- 4) Select the folder in which you would like to save the client consent form, and save.

## Outcomes Tracking Application

User information:

- 15 sites trained on Penelope
- 76 users

Data entry (document numbers are approximations as some documents may be incomplete or duplicates):

- 224 clients
- 310 biannuals
- 143 Intake ASIs – Part A
- 79 Intake ASIs – Part B
- 5 Exit ASIs

Happy spring to all! This newsletter, I'd like to highlight the procedure that researchers, funders, or other interested parties must follow in order to request the data that you've put into Penelope! With the growth of the Outcomes Tracking Application, and an upcoming CMC 7-Year Evaluation, the [Data Oversight Committee](#) (DOC) anticipates that they will receive requests in the near future for data.

When a researcher would like to access the information in Penelope, they must go through three

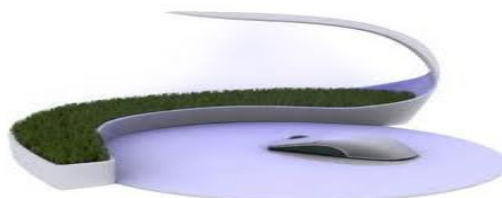
filters: the Data Oversight Committee (DOC), the Alberta PCAP Council, and your program. If the researcher's application is declined by any of these groups, they do not gain access to the data. The researchers never have direct access to Penelope. If the researcher's application is approved, the DOC provides the researcher with the data points they requested.

## An overview of the [research request procedure](#):

- 1) The researcher submits a [research application](#) for the DOC for review.
- 2) The DOC reviews and evaluates the request based on [guidelines](#) approved by the Council.
- 3) The DOC summarizes the evaluation and makes recommendations to the Council.
- 4) The Council reviews the application summary, evaluation, and recommendations. They approve or decline the request, and may make recommendations.
- 5) If the application is accepted, the DOC notifies programs with a summary of the research.
- 6) If programs have questions about the research, they may notify the DOC. If there is a serious concern with the research progress, programs have the right to withdraw their data from the research project. The DOC and the Council may ask the researcher to alter their project, and have the right to withdraw support, if necessary.
- 7) The DOC and Council review the researcher's final product before publication, distribution, public demonstration, etc.

[Click here](#) for a visual representation of this procedure (in more detail).

If you have any questions about this procedure or anything data related, feel free to contact Kristin Bonot at [kbonot@gmail.com](mailto:kbonot@gmail.com).



# Congratulations—A Published Paper!!!



**A recently published article by *Therese M. Grant, PhD, Natalie Novick Brown, PhD, Dan Dubovsky, MSW, Joanne Sparrow, MA, and Richard Ries, MD* is called “The Impact of Prenatal Alcohol Exposure on Addiction Treatment”.**

Abstract—Fetal alcohol spectrum disorders (FASDs) are conditions caused by prenatal alcohol exposure in amounts sufficient to cause permanent deficits in brain functioning. Extent of damage largely depends on timing, dose, frequency, and pattern of exposure. Timing is especially important because prenatal alcohol exposure during critical periods of gestation can affect brain development in ways that produce varying patterns of neurocognitive deficits and associated adaptive impairments. This article describes some of the more serious neurophysiological and

neuropsychological sequelae of prenatal alcohol exposure that contribute to increased risk for substance abuse problems among people with an FASD.

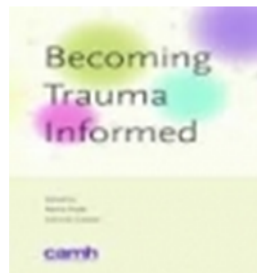
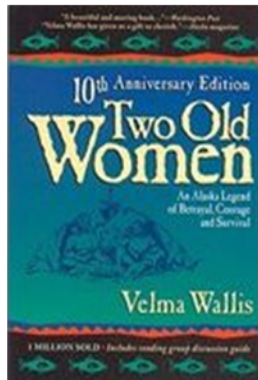
We discuss the unique interface between pharmacological treatment and FASD, noting that failure to consider the possibility of FASD in treatment planning may result in treatment failure and/or relapse. Finally, we present a clinical case example and recommend service accommodations to address some of the impairments in FASD that limit substance abuse treatment success.

**Due to copyright laws we are unable to provide a link to the article, however please go to the Washington PCAP website Publications page - <http://depts.washington.edu/pcapuw/publications>; Look under “Working with Individuals Who Have Fetal Alcohol Spectrum Disorders (FASD)”. The bottom of the web page provides the email address of Stacy Dimmich who can mail copies of the article to anyone who requests it. Enjoy the read!**

*Warm wishes to PCAP supervisors and advocates as you blaze the trail in your communities to further the work and education of FASD Prevention!*



## INTRODUCING PCAP PICKS RECOMMENDED READS



**Two Old Women** – This story is based on an Athabascan Indian legend passed along from mother to daughter through many generations and takes place on the upper Yukon River in Alaska. This is the tragic and shocking story of two elderly women who were abandoned by a migrating tribe. They face starvation brought on by unusually harsh Arctic weather and a shortage of fish and game. This story of survival is told by Velma Wallis, whose tackles the subject matter by challenging the taboos of her past. Her themes reflect modern empowerment of women, the graying of America, and growing interest in Native American ways.

**Becoming Trauma Informed**- Describes **trauma-informed** practice at the individual, organizational and systemic levels. Provides various perspectives sharing how **trauma-informed** principles have been integrated into different mental health and addiction treatment and social service environments. The author emphasizes how **trauma-informed** services must have a clear understanding of **trauma**, and place priority on **trauma** survivors' safety, choice and control.

**I Am A Man who Cries** - This breathtakingly honest account by a bright, articulate writer captures his experience of life with **FASD**. The invisible disability known as fetal alcohol spectrum disorder is a result of the impact of alcohol use on a developing fetus during pregnancy. Seldom are we offered an insider's view of a complicated diagnosis. Incredibly gifted, Mann has a way with words that will leave all readers deeply affected. As he says, he's "written the book to open doors, open people's minds, open people's hearts." He's certainly done all that and more. Unforgettable.

## PCAP In Action...Got a Story?

*In every newsletter PCAP mentors, advocates, and supervisors are encouraged to share success stories about how the PCAP program is impacting women, children, families, and/or communities. You are invited to share stories about overcoming barriers to be able to provide services to individuals. In the interest of client confidentiality PCAP Council is happy to share your story without disclosing the name, location, and agency of the advocate or supervisor who authors the article. PCAP Council is appreciative of the time, effort, and excellent intentions of those who share these inspiring, insightful, and helpful stories with peers and colleagues across Alberta!*



*If you have a story that you would like to contribute to the next issue of the PCAP Newsletter please submit it in 500 words or less to [pcap@telus.net](mailto:pcap@telus.net).*

## PCAP In Action...Success Story!

A PCAP client became pregnant with her second baby shortly after her first child was apprehended. This client was able to quit drinking as soon as she found out about her pregnancy, two months in. Despite her pregnancy and determination to quit drinking things were beginning to fall apart. When her first child went into temporary guardianship she immediately lost her low income housing as such assistance is intended for families only. She ended up sleeping on the street and heavily using marijuana to help with her stress level. She had no one to turn to but her family on the street and her PCAP mentor. Since Child and Family Services had followed their mandate and apprehended the child, they no longer identified themselves as having a role in the woman's life and they were unavailable to assist her. With the help of her PCAP mentor she was able to enter into treatment and remained there until she was 8 months pregnant at which time she was asked to return home to have her child. During this time her PCAP mentor diligently sought and retrieved letters in support of her client receiving band housing; without housing her second child would have been apprehended at birth. The PCAP mentor was successful in getting enough support that the band voted in her favor and granted her housing. Her second child was born in October and by Christmas she had both children in her custody and living in their own home. She is still involved in the PCAP program and continues to make great strides daily for the success of her children and their future.

# Alberta PCAP Council

## *Your Current PCAP Council Members:*

Co-Chair:	Teresa O` Riordan, Executive Director, NWC Alberta FASD Services Network Email: <a href="mailto:toriordan@fasdnetworknwc.ca">toriordan@fasdnetworknwc.ca</a>
Co-Chair:	Tammi Crowley, Program Supervisor, Catholic Social Services, PCAP, Edmonton Email: <a href="mailto:Tammi.Crowley@catholicocialservices.ab.ca">Tammi.Crowley@catholicocialservices.ab.ca</a>
Member:	Evelyn Okoh, MacKenzie Network, Ft McMurray Email: <a href="mailto:evelyn.okoh@mcman.ca">evelyn.okoh@mcman.ca</a>
Member:	Sharlene Campbell, PCAP Lethbridge Email: <a href="mailto:sharlene.campbell@albertahealthservices.ca">sharlene.campbell@albertahealthservices.ca</a>
Member:	Ann Carson, Northwest Region FASD Society-Mackenzie Network Email: <a href="mailto:ann.fasdsociety@telus.net">ann.fasdsociety@telus.net</a>
Member:	Sharon Dillon-Gauchier, Metis Settlements Tri Settlement Area Email: <a href="mailto:SDGauchier@msgc.ca">SDGauchier@msgc.ca</a>
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Member:	Jailin Threinen, Hinton, AB Email: <a href="mailto:jailin.threinen@gmail.com">jailin.threinen@gmail.com</a>
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Quality Assurance Analyst	Kristin Bonot Email: <a href="mailto:kbonot@gmail.com">kbonot@gmail.com</a>
Administrator	Rhonda deLorme Email: <a href="mailto:pcap@telus.net">pcap@telus.net</a>