



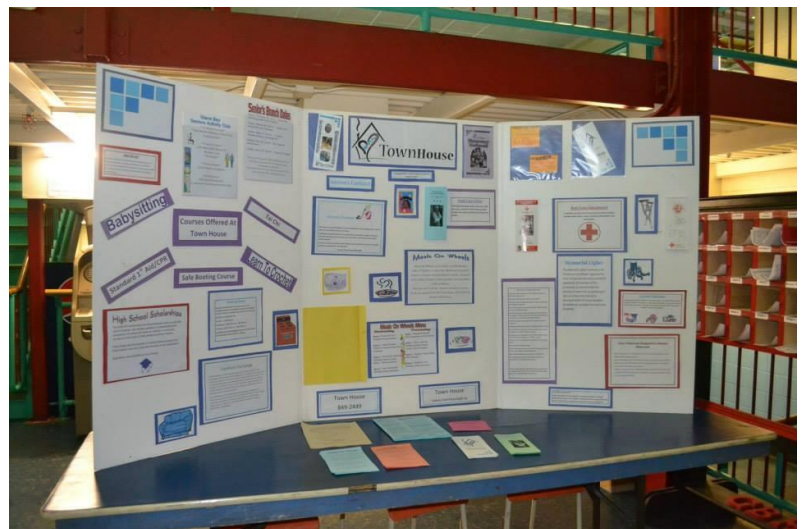
Information and Referrals

Rationale:

To provide community members with **relevant and up-to-date information** to minimize crises by directing people to information to meet physical, social, mental, emotional and occupational needs.

Impacts:

- Community members have **become aware of and connected to resources** they were otherwise unaware of and disconnected from.
- **Barriers to accessing supports have been reduced** by connecting people to resources within their home community and offering other organizations space to meet with clients and host their groups.
- Citizens have been made aware of grief support groups, helping strengthen mental health and coping.
- Citizens have been informed of the foot care clinic to prevent health risks and promote good health.
- **Odd job referral program** has successfully matched people looking for work in a certain area to residents needing work completed – e.g. shovelling, painting, lawn care, etc.



Processes:

- *Town House* has a vast knowledge of community supports available for residents – staff are equipped to address questions and link people to services they require to lead a healthier life.
- An **Odd Job List** is maintained to link people in need of a service to those looking for work in an area. If someone is interested in doing odd jobs - lawn mowing,

housecleaning, plumbing, small maintenance jobs, etc. they can call the *Town House* office to be listed. Then, when people call Town House looking to hire someone staff will give them contact information so they can call the worker that is advertising a particular service to make arrangements.

- Events, courses, workshops, and programs of interest to community members are shared in *Town House's* monthly newsletter, which is circulated to a variety of sites in the community, as well as on *Town House's* website and *Facebook* group and in media sources like Community Events in the *Cape Breton Post* and on radio stations.
- *Town House* has provided meeting space for other non-profit organizations which have included *Transition House, Bereaved Families of Cape Breton, Ann Terry Project* and *the Family Place Resource Centre*.

Strategic Innovations:

Citizens Service League Board of Directors has **approved a strategic plan** to guide their work over the next number of years.

Actions from the strategic plan that fall under the *Community Information and Referrals Program* would be:

- ▶ Effectively use and regularly update organization website, *Facebook* group and any other information sources.
- ▶ Continue to disperse information and newsletter to a variety of sources and update the layout and content when required to appeal to readers.