

# ENVOY

SUMMER 2013



On the Cover:  
ArtStart Participant

Photo taken by Amelia Chiew

## ENVOY IS GOING PAPERLESS

Help us update our contact lists by providing us with your email address. You can do so in the following ways:

- Send us an email to [connect@e4calberta.org](mailto:connect@e4calberta.org)
- Call us at 780.424.7543 ext. 115
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## Message from the Interim CEO

As noted on the front page, Envoy will be going paperless. This is a part of E4C's efforts to enhance the reach and timeliness our communications, not to mention conserving paper, supplies and postage that go into the printing and distribution of a print newsletter. Starting with the next issue, Envoy will be delivered via email and increasing its publication frequency to bi-monthly. To ensure you get the new electronic Envoy newsletter, please share your email address with us, via email (connect@e4calberta.org), phone (780-424-7543), or by returning the tear-off slip on the last page of this issue.

In addition to the Envoy, E4C will be increasingly reaching out to our supporters, stakeholders and community members with the use of our newly redesigned website and social media. If you have not visited our website (www.e4calberta.org) in a while, please stop by to check out our 2012 Annual Report, blog, event and job listings. There is also a new comprehensive program and services section where you can find out how E4C works to help children, youth, adults and families affected by poverty.

E4C is also on Facebook and Twitter, sharing news about activities, opportunities, issues and other happenings related to the E4C family and communities. If you are active on Facebook or Twitter, I invite you to communicate with us by following or liking us. We hope these changes will make it easier for you and E4C to stay closer connected.

Kourch Chan



# Volunteers Make Tax Time Pay

Make Tax Time Pay (MTTP) is an E4C program that mobilizes community and resources towards our mission to limit, alleviate and ultimately eliminate poverty. According to the 2011 Tracking the Trends report by the Edmonton Social Planning Council, 10.5% of Edmonton's population lived in low-income families, including 41,000 children, in 2009.

MTTP, targeted to low-income families and individuals, offers free income tax preparation and benefit

assistance in Edmonton. A total of 26 MTTP program sites pop up in March and April throughout greater Edmonton. The tax sites range from spare rooms in churches to community rooms in libraries. The sites arise like a pop-up chain of small businesses, all made possible by over 300 volunteers.

Lynne Heidebrecht, Site Coordinator at Sprucewood Library, has been volunteering with MTTP for over six years. She described the volunteers at her tax site location as service-minded people ranging from homemakers, to retired nurses to landscapers. Lynne, a

young people filing taxes for the first time, who were both nervous and curious. There were people with health challenges. There were immigrants from over 20 countries dressed in ethnic colourful clothes. There were grandpas, grandmas, sons and daughters and those who hadn't filed their taxes in many years."

In addition to tax preparation, MTTP connects low-income persons to benefit assistance programs that will increase or stretch their monthly income. Based on 2012 benefit rates, a family of four with a net income of \$34,000 stands to supplement their income by over 31% (almost \$900 per month) through completion of the application for various government benefits. This year MTTP helped connect over 650 service users to these benefits.

Be a Part of the Momentum

Only through the generous support of donations of time, energy and funds is this program possible. Besides volunteers, MTTP relies on over \$62,000 in donations to operate each year. Here are a few ways to get involved and support this program:

- Program sites rely on laptops. MTTP is seeking bulk donations (8-10) of laptops of the same make and model
- Financial contributions are essential to this program. Enclosed is an envelope or donations can be taken online at [www.e4calberta.org/donate-to-e4c](http://www.e4calberta.org/donate-to-e4c)
- Volunteers are crucial in running the tax sites and connecting with clients.

Connect with us about how you can get involved today:

Make Tax Time Pay  
Phone: 780.424.5408 ext. 163  
Email: [mttp@e4calberta.org](mailto:mttp@e4calberta.org)

retired social worker, shares, "Assisting people to find resources is an extension of my former role. MTTP keeps me connected to the community. I don't get paid, but I feel rewarded by smiles and clients returning."

Tax refunds are used to pay off loans, start savings accounts or just cover bills. Lynne recalled that after a young single mother with a child had her taxes completed, she said, "There's no way that I should be getting this much money back. This is crazy!" When she was asked what she plans to do with it, she said, "I'm going to get an apartment and move out of my mother's house. I see freedom."

The Sprucewood Library site served people of all age groups, from 16 years to 90 years. Lynne says, "There were

E4C **MAKE TAX TIME PAY**  
**2013**

**325**  
volunteers



**3581:5** hrs

**26** tax sites operated across City of Edmonton and Strathcona County.

**over 3,600** tax returns filed

**over \$1.4** million in tax refunds

# TO THE PEOPLE AND BUSINESSES WHO SUPPORT E4C

# THANK YOU



## Sponsor Spotlight: Rexall Myros Pharmacy

*Pictured: Linda and Michael from Meadows Place and Ron from Rexall Myros Pharmacy*

Rexall Myros is a pharmacy with a long history of inner city involvement. The pharmacy has been recognized and awarded for their efforts in engaging the inner city community and building relationships with residents.

Rexall Myros actively works with four E4C programs: Women's Emergency Accommodation Centre, Elizabeth House, Meadow's Place and Our Place. A team of pharmacists visit each program site on a regular basis. Ron Pohar, Clinical Pharmacist, discussed the value of the relationships built with residents he visits in E4C's Meadow's Place.

Meadow's Place is a permanent supportive housing program for 19 adult males with varying types of mental illness. Ron Pohar visits each resident of Meadow's Place monthly. He learns the residents' history and understands their lifestyle to ensure that their medications are effective. The residents' adherence to their medication is assessed and he communicates with staff and other healthcare practitioners on behalf of the residents. Ron

explains, " Any pharmacy can deliver bubble-packaged medications. The real value is clinical care and critically evaluating patients' optimal usage of their medication." He works with each resident one on one and has built relationships of trust and reliability.

In addition to ensuring prescriptions are accurate, Ron also implemented a tobacco reduction training program. He tailors a program to the unique challenges of each individual and has seen four of the residents abstain from smoking for many years.

Last year Rexall Myros was also a donor to E4C. The pharmacy provided flu clinics for program staff, donated over 2, 200 condoms and made a financial contribution of \$6, 000. E4C greatly appreciates Rexall Myros' contributions to improving the lives of thousands of people in the inner city of Edmonton.



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