

NOVEMBER 2021



ROCKY RIDGE ROYAL OAK

Your Community Newsletter since 2005

VIEW

Suburban Journal

Lest we forget



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Rocky Ridge Royal Oak Community Association

403-879-2820 • communications@rrroca.org • www.rrroca.org

Rocky Ridge Ranch Homeowners Association

10709 Rocky Ridge Blvd NW

Calgary, AB T3G 4G1

403-547-6633 • officeadmin@rrrha.ca • www.rrrha.ca

Royal Oak Estates Homeowners Association

info@roeha.ca • www.roeha.ca

The Cascades in Royal Oak Residents Association

Email: contact@cascadesroyaloak.com

Website: cascadesroyaloak.com

Elected Officials

Ward 1 Councillor: Ward Sutherland

403-268-2430

ward01@calgary.ca

MLA: Sonya Savage

403-297-7104

calgary.northwest@assembly.ab.ca

MP: Pat Kelly, Calgary Rocky Ridge

403-282-7980

pat.kelly@parl.gc.ca

Editor & Article Submissionseditor@suburbanjournals.ca

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Advertising Sales:

Phil: 403-660-7324phil@suburbanjournals.ca

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www.SuburbanJournals.ca

Photographers Corner



By Carole Westlake

Do You Have Your RRROCA Membership?

In addition to the benefits listed below, 100% of membership fees go directly into program and resources funding, and future facilities development. The greater our membership base, the more funds we will have for projects, programs, and initiatives! We need your help with funds to continue dealing with municipal and provincial issues that affect your daily life.



Please visit our membership page at rrroca.org to sign up for a membership, or email membership@rrroca.org if you have any questions.

Benefits of RRROCA Membership

Here are all the current benefits of RRROCA membership, please visit our webpage regularly for updates.

- Access to Babysitter Registry
- Register for Community events and programs, including Spring Sports Program for children, Parade of Garage Sales, winning one of ten \$100 to hold block parties on Neighbour Day, etc.
- Borrow materials for holding Block party for free
- Purchase discount tickets or enter draws for free tickets to the shows at Shane Homes YMCA
- Receive free pancake breakfast at annual Stampede Breakfast event
- Receive discounts at Cloverdale Paint, Servus Credit Union, Stealth Alarms and iLoveKickboxing.
- Provide recreational insurance at Sports Program offered by RRROCA
- Accepted by Calgary West Soccer for their program registration

We are always working on expanding our membership perks. If you are a business owner who wants to give incentives to our members, please contact Monique Chiasson at membership@rrroca.org.

RRROCA Membership Registration

One Membership per household; valid January 1 to December 31 annually.

\$30

☐

New membership

☐

Membership Renewal

Your personal information will be used for Association purposes only and will never be given to third parties.

Last Name: _____

First Name: _____

Address: _____

Postal Code: _____ Phone #: _____

Email*: _____

* Please note e-mail is used to communicate your membership number.

If you choose "No" for updates below, the e-mail will be on file but won't be included in our news mailing list.

Would you like RRROCA news and updates by email? ☐ Yes ☐ No

Send form and cheque to: **RRROCA Membership**
P.O. Box 91009, RPO Royal Oak
Calgary, AB T3G 5W6

Important Phone Numbers

If you require emergency supports to meet basic needs, income support is available 24-7.

- Income Support Contact Centre: 1-866-644-5135

For anyone facing family violence, bullying or abuse, the following resources are available 24 hours a day, seven days a week, in more than 170 languages:

- Family Violence Info Line: 310-1818
- Child Abuse Hotline: 1-800-387-KIDS (5437)
- Bullying Helpline: 1-888-456-2323

Help is also available 24-7 for anyone dealing with mental health challenges.

- Mental Health Helpline: 1-877-303-2642

You can also contact the Alberta Supports Contact Centre at 1-877-644-9992 (toll free) for information regarding AISH, Child Care Subsidy, Disability Supports, Financial Supports, Health Benefits, Career Information, Seniors Benefits, Public Guardian/Trustee.



Safety, Security and Transportation

As our community will inevitably start to return to normal again the RRROCA board feels it is important to remind residents of some helpful tips.

For the safety and security of our property - after googling "Residential DIY safety audit" found this helpful link - <https://www.statefarm.com/simple-insights/residence/diy-home-safety-audit>. Safety in and around your property is something you can easily perform yourself.

For home security CPS encourages citizens to complete the "9 p.m. Routine"

The routine recommends:

- Removing valuables from vehicles.
- Ensuring vehicles are locked, windows are closed and if possible, parked in a garage.
- Closing garage doors and windows.
- Locking any person-doors in the garage, including those leading into a house.
- Checking that all house doors – front, back, side and garage – are locked.
- Ensuring all windows are shut.
- Turning on an exterior light.

Most of all, there will be increased traffic because most will be returning to an office routine. Remember these helpful tips as follows:

- Give yourself plenty of time, leave early!
- Do not leave your vehicle running unattended and unlocked.
- Leaving early gives you the chance to drive slower, especially close to home. More accidents happen close to home because we become complacent, and this is where we do most of our driving.
- Clear the snow before you leave. DO NOT PILE SNOW ON CITY STREETS! This becomes a traffic hazard, it is against city bylaws, and you could be liable for the traffic hazard!

The bylaw states:

- You may shovel snow from a public space (e.g., sidewalk) onto another public space (e.g., road).
- You may not shovel snow from your private property (e.g., driveway) onto a public space (e.g., road).

Most of all, if you have a concern, it is important to report it. Dial 311, check out Calgary.ca, Police non-emergency line at 403-266-1234, or even report it to the RRROCA

board - communications@rrroca.org - and it can be delegated to the proper board member.

In conclusion, we all play a part in keeping our communities an enjoyable place to be. With community involvement the Royal Oak & Rocky Ridge will become a more desirable place to live. Consider volunteering with RRROCA to help even more. Have a safe and enjoyable conclusion to 2021 and we all hope 2022 will be even better!

Cheers,

Mike Van Dyk, Safety, Security and Transportation Chair.

There is No Health Without Mental Health

As the pandemic continues to impact the health of many around the world, Alberta Health Services wants to remind Albertans to take care of their physical health and their mental health.

By the age of 40, about 50 per cent of Canadians will have or has had a mental illness.

Remember, if you are struggling you are not alone. There are supports in place to help you.

Many things can help improve a person's mental health. Building a healthy routine, limiting social media use, and learning to manage worries as well as mindfulness and other coping skills all can have a positive impact.

Create a healthy routine that can include physical activities such as a walk around the neighbourhood and a regular sleep schedule, as well as self-care strategies such as mindfulness or meditation. Connecting with others can have a positive impact on a person's mental health.

Resources and supports, such as Text4Hope and Togetherall, are available to help you or someone you know. Go to www.albertahealthservices.ca/helpintoughtimes.

You may also wish to talk about your concerns with your partner, your family healthcare provider or someone else you trust. Or call the Mental Health Helpline toll-free at 1-887-303-2642, 24 hours a day, seven days a week.

Alberta Health Services

Volunteer Corner

Volunteer from Home



Volunteers are always important to RRROCA as we work to make Royal Oak & Rocky Ridge an even better community. Thankfully, most of the work required can be done from your home. So if you are interested in living in a great community, and can spare a few hours in a month, please consider volunteering for RRROCA!

In addition to making an impact, you will certainly learn new skills, gain valuable volunteer experience and meet more neighbours. Please email volunteer@rrroca.org if you are interested in the following positions or have any questions about volunteering with RRROCA.

Events Lead

With direction from the Events Chair, an Event Lead helps to execute specific events, from the planning stage to the wrap up. **Time commitment:** 3 - 7 hrs/month

Administration Assistant:

With direction from the Secretary, assist with mails and messages and other required by board members. **Time commitment:** 2-5 hours/month

Sponsorship Lead

With direction from the Sponsorship Chair, the Sponsorship Lead helps to develop and maintain relations with sponsors for RRROCA events and programs. **Time commitment:** 0 – 3 hours/month

Did You Know?

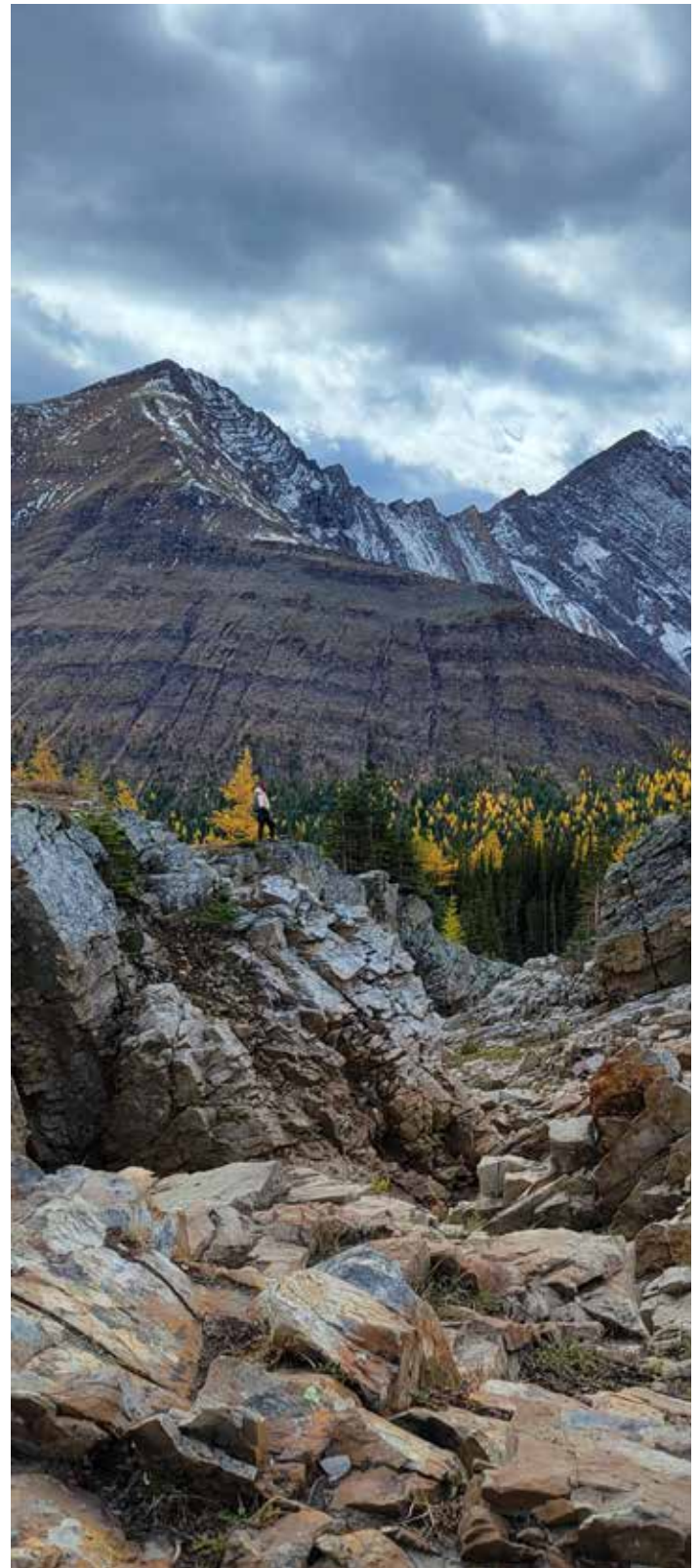
Volunteering for RRROCA as a Board or a Committee member will:

1. gain valuable volunteering experience and essential work skills;
2. know the first-hand community news;
3. get the RRROCA membership (\$30) or one sport registration for free (\$50 or \$65) every year;
4. the most important: help us to build a thriving community!

Want to receive emails about any volunteer opportunities for the community association?

Please email volunteerlead@rrroca.org to sign up.

Photographers Corner



By Carole Westlake

Yielding to Emergency Vehicles

For everyone's safety, it is important for motorists to understand how to correctly yield right of way to emergency vehicles with lights and siren active. You can help EMS, police, and fire get to the scene quickly and safely by following these rules of the road.

When an emergency vehicle approaches with lights and siren activated:

- If you're in the middle of an intersection when an emergency vehicle approaches with lights and siren activated, safely clear the intersection;
- On a one or two lane road, motorists should move to the right side of the road, slow down, and then stop, remaining parallel with the road. Remember to signal;
- Move right or left to the nearest curb on 1-way streets.
- On a road with three or more lanes, motorists should move to the nearest side of the road and stop. If driving in the centre lane, move to the right side of the road and stop. Remember to signal;
- Come to a complete stop and wait for the emergency vehicle to pass. Shoulder check for more emergency vehicles before re-entering traffic flow. Remember to signal;
- Emergency vehicles might use any available road space to maneuver. This could include shoulders or turning lanes, etc., in order to pass other traffic.

When operating a vehicle:

- Motorists must reduce speed to 60 km/h or the posted speed, whichever is lower, when passing emergency vehicles or tow trucks that are stopped with their lights flashing. This law applies to the lane(s) immediately next to the stopped vehicles. If you're not in the lane next to the stopped vehicles, it is recommended to reduce speed and leave lots of space between yourself and emergency personnel.
- Do not break the rules of the road in order to give right of way to an emergency vehicle. This could include proceeding through a red light, or making an illegal turn. Actions such as these jeopardize all motorists in the area;
- Drivers must place their full attention on the roadway and toward the safe operation of their vehicle at all times. The fine for distracted driving in Alberta is \$300.00 and three demerit points;
- Do not drive within 150 meters of an emergency vehicle with its siren and/or flashing lights on. For reference, 150 m is nearly 1.5 times the length of a football field.

Alberta Health Services



Community Youth Entrepreneurs

We have some truly amazing people in our community, and many of them are our youth. Whether they are volunteering, working in leadership programs or in this case, becoming a Youth Entrepreneur.

Each month we want to start showcasing some of our Youth Entrepreneurs. This month we are featuring Victoria who started her own business, Made by Victoria K, in July of 2020 in the midst of the pandemic. Victoria started off customizing reusable Starbucks cups to fit a person's personality & style, while helping the planet one cup at a time.

Utilizing social media, Victoria started posting her works on Instagram and people become quickly interested in her talent and wanting to purchase them. That is when Made by Victoria K was born. As her audience grew so did her line, branching out from Starbucks cups to glasses, water bottles, paper flower shadow boxes and more. Including being able to customize orders. Victoria's future goal is to have her business at a point where it can sustain consistent projects and sales.

Right now Victoria is gearing up for the busy Christmas season upon us and excited to put her talent to work for you, your family and friends.

Victoria said "I love how supporting and welcoming our community is. Many of you have already gotten cups from me and have been so supportive of my business" Nothing like being 15 years old and having a business plan/goal in place already. What an amazing young lady and we are thankful to have you as part of our community.

You can find Victoria's creations at the links below.
<https://madebyvictoriak.square.site/>
Instagram: @madebyvictoriak <https://www.instagram.com/madebyvictoriak/>
@madebyvictoriak on all social media platforms



ROCKY RIDGE RANCH

HOMEOWNERS ASSOCIATION

Rocky Ridge Ranch Homeowners Association

10709 Rocky Ridge Blvd NW

Calgary, AB T3G 4G1

Phone: 403-547-6633 Fax: 403-547-6634

www.rrrha.ca officeadmin@rrrha.ca

Office Hours

9:00am-9:00pm unless otherwise stated
Changes to office hours will be updated online.

ROCKY RIDGE RANCH
HOMEOWNERS ASSOCIATION

Annual General Meeting (AGM) update:

At the time of printing for the November edition of the Suburban Journal, our AGM had not yet been held. An update will be available in the December edition of the Journal, and on our website after the meeting.

Calendar of Events:

Holiday Market – November 27th

10:00am-2:00pm**

If you are looking for unique gifts to give away during the holiday season, be sure to check out the Holiday Market. We will have a variety of vendors selling a wide array of treasures. Watch for details in the October edition.

To become a vendor please contact the office at 403-547-6633 or info@rrrha.ca. Priority will be given to small-scale sellers, and the location of tables will be determined once the list of vendors is complete. Tables are \$20 (members), \$25 (non-members).

**RRRHA is enforcing the Restrictions Exemption Program and as such all vendors and attendees must show proof of identification and their AHS QR code upon entering the building.



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Park News

The value of our community park cannot be understated, as it represents a source of physical, mental and social wellness. It is a focal point of our neighborhood and provides a unique connectedness to sport, leisure, nature and the broader community. As your Director of Parks, maintaining a fun, safe and inclusive space for all RRROCA residents continues to be my priority as we shift into the colder weather.

While the vibrant colours of Summer and Fall are surely missed, the draping of a white Canadian Winter is also an exciting time for our community park. Both our pleasure and sport skating surfaces will return this year, providing an opportunity for skaters of all ages and abilities to once again congregate outside in a safe and healthy manner. Paired with an even larger display of Christmas lights, our park also invites our non-skating residents to come out for an evening stroll or perhaps take a swing at building your best snowman with the family. Regardless of what draws you out, I hope that each and every resident of RRROCA finds something in our park to enjoy this Winter.

Maintaining such an important centerpiece for our community requires the help and dedication of some extraordinary members of the RRROCA community. I would like to take a moment to thank our expansive volunteer base for providing both their leadership and countless hours to ensuring our park remains a success. Without them, none of our Winter amenities would be possible. Those who may be interested in joining our amazing team of volunteers are encouraged to reach out by email to parks@rrroca.org. We are always looking to expand our team with individuals who share our commitment to serving the RRROCA community!

Lastly, I would like to dedicate a portion of this article specifically to our two skating surfaces. Participants are reminded to be respectful of each other and allow skaters of every skill level to have an enjoyable experience in our park. This means that sticks and pucks will remain prohibited from our pleasure rink and can only be used within our boarded skating surface. Use of a properly fitted helmet and respecting a proper physical distancing are additional measures that are strongly encouraged to ensure everyone remains safe.

Please also be aware that our two skating surfaces will now be available for private rentals and may result in occasional closures to the public. Any impact to public access will be posted to our official Facebook page each morning at <https://www.facebook.com/rrroca.org> – please check before heading

out to our skating surfaces to avoid any disappointment. Your understanding and support in providing a rental option to private groups is greatly appreciated, as it helps cover the costs associated with maintaining and developing our coveted park. Any groups looking to book our skating surfaces for a private event are asked to email parks@rrroca.org for pricing and availability.

I think that about covers everything for Winter 2021/22 in RRROCA's park – I look forward to seeing you all out there!

*Jared Spitzmacher, Director of Parks
Rocky Ridge Royal Oak Community Association*

Reducing Our Food Waste

Did you know over half the food we throw away could have been eaten? Reducing food waste can help you make the most of your food budget, reduce trips to the grocery store and make a positive impact on our community, economy and environment.

Here are some actions you can take to start saving money, time and food in your home:

- Use a grocery list and meal plan to avoid buying food you won't use.
- Plan one day a week to cook from the freezer and cupboard only.
- Label leftovers so they don't become mysteries in the freezer.
- Set aside the top shelf of the fridge as a 'leftovers' or 'eat first' shelf.
- Use blemished or unused produce in soup, smoothies or baking.

Check out more tips at calgary.ca/foodwaste.

City of Calgary



Increased Wait Times at 311

This is an update regarding 311 wait times. Recently, it has been noted that wait times to contact 311 have increased. Below is some information about the current situation, the reasons behind it, and some steps we are taking to enhance the citizen experience.

Current situation

- Year-to-date the average wait time to speak to an agent is 5 minutes, 10 seconds, though this fluctuates at different times of day and seasonally due to call volumes.
- So far in September, the average wait time is closer to 6 minutes, 30 seconds. This includes some abnormally long wait times over the past two weeks due to a technical issue on September 14th that is now resolved and the evolving COVID situation.
- These times are up from 2020 (when the average wait was 2 minutes, 34 seconds), and 2019 (average wait 1 minute, 51 seconds).

What contributes to long wait times?

- Since March 6, 2020, 311 has answered 70,785 calls related to COVID-19. When there are changes to provincial or municipal rules and requirements, we have consistently seen spikes in call volumes as people request clarification.
- In the beginning of 2021, there was a reduction to the 311 budget, which has resulted in fewer agent hours. Importantly, this is in conjunction with a move to digital enablement as outlined in the SAVE business case, which will provide alternative options for citizens rather than calling 311.

Mitigating strategies currently in place

- We provide multiple options for citizens to access information or request services online, instead of calling 311. These include:
 - ♦ Maintaining information and access to online services through Calgary.ca.
 - ♦ Allowing online service requests at Calgary.ca/311. Currently, citizens can make 259 types of service requests without waiting to speak to an agent, and those who provide their email address receive a link showing their request's status.
 - ♦ Over 80 services are available seasonally on the 311 Calgary app, which also provides automatic status updates.
 - ♦ There are currently digital options for approximately 70 percent of the service requests we receive each



year.

Additional mitigations in progress

- 311 is working closely with several business units to create new online reporting options for high-volume service requests. Once these are online, 311 should see an increase in agent capacity on the phones for complex calls.
- 311 is also working with Information Technology to deploy a callback option so that citizens do not have to wait on the line for an agent. We anticipate this will be available by mid-2022.
- When the pandemic comes to an end, the reduction in COVID-19-related calls will help increase capacity for 311 staff to answer other inquiries.

Other information that may be helpful for you and your constituents

- Mondays are usually the busiest day and Sundays are the slowest (barring weather or unplanned events).
- June is typically the busiest month of the year (tax season). Under normal circumstances call volume will slowly drop past June until the first snowfall.
- The live map tool on Calgary.ca/311 shows what requests have already been submitted in an area, as well as the status of those requests.
- Calgary.ca/311 also offers a number of real time dashboards that show service request volumes at the ward and community level, COVID-19 call volume, and what types of information requests 311 has received over the last 24 hours.

City of Calgary

Snow Angels

What is a Snow Angel?

Snow Angels keep an eye out for neighbours who may need a lending hand with removing snow from the sidewalk and driveways. The City of Calgary's Snow Angel Program was the first of its kind and has been recreated in many other cities in Canada. As it gains popularity, so do the mass amounts of Snow Angels all over Canada. By shovelling someone's sidewalk or driveway, Snow Angels are so much more than good neighbours, and they can save lives!

Benefits of Snow Angels

When Mother Nature gives us a day with heavy snowfall, Calgary paramedics have reported seeing a dramatic increase in heart-related calls. For older adults or those with physical disabilities, this risk is drastically increased. The combination of cold air and heavy lifting causes strain on the heart, which leads to cardiac distress. One way to reduce this risk for neighbours is by initiating a Snow Angel Program in your community!

Many people who are elderly or immobile love living in the same house they've made a home, and some are



limited in their abilities to remove snow and fear the loss of their homes or having to leave the communities they love. By helping neighbours with snow removal, you can make them feel secure staying in their homes!

Having a Snow Angel Campaign is an excellent way of showing your community association cares! Social isolation can be a significant factor in having low quality of life. For some, daily interactions with their Snow Angels can provide a source of community inclusion and pride.

A message from the Federation of Calgary Communities

Find Calgary Services: Online map shows Calgary's services, facilities and amenities

To help Calgarians, The City of Calgary has an online map that shows City of Calgary services, facilities and amenities that are available to citizens. Simply search by address to find which City services are available in your area. City services and facilities include items such as City parks, community centres, libraries, off-leash dog areas, schools, golf courses, C-train stations, emergency service stations and much more. This map is located at <https://maps.calgary.ca/myCalgaryServices/>.

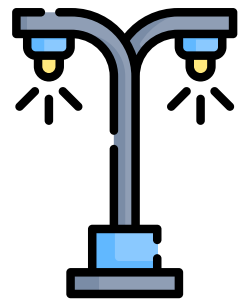


To view more City of Calgary maps, please visit the Map Gallery at maps.calgary.ca.

City of Calgary

Report Streetlight Outages

Did you know that The City of Calgary has thousands of streetlights in Calgary, maintained by several different providers? Report a streetlight accurately and efficiently on The City's Streetlight Outage Report Map. Visit [Calgary.ca/streetlight](https://calgary.ca/streetlight) for more information.



City of Calgary

DID YOU KNOW??

Approximately 18,000,000 poppies are distributed around the world every year.



Remembrance Day Facts

- Remembrance Day commemorates Canadians who died in service to Canada from the South African War to current missions. It is held every November 11.
- The first Remembrance Day was conducted in 1919 throughout the Commonwealth. Originally called Armistice Day, it commemorated the end of the First World War on Monday, November 11, 1918, at 11 a.m.: the eleventh hour of the eleventh day of the eleventh month. From 1923 to 1931, Armistice Day was held on the Monday of the week in which November 11 fell. Thanksgiving was also celebrated on this day.
- In 1931, MP Allan Neill introduced a bill to hold Armistice Day on a fixed day—November 11. During the bill's introduction, it was decided the word "Remembrance" would be used instead of "Armistice." The bill passed and Remembrance Day was first conducted on November 11, 1931.

*In Flanders fields the poppies blow
Between the crosses, row on row,
That mark our place; and in the sky
The larks, still bravely singing, fly
Scarce heard amid the guns below.*

*We are the Dead. Short days ago
We lived, felt dawn, saw sunset glow,
Loved and were loved, and now we lie
In Flanders fields.*

*Take up our quarrel with the foe:
To you from failing hands we throw
The torch; be yours to hold it high.
If ye break faith with us who die
We shall not sleep, though poppies grow
In Flanders fields.*

—John McCrae

Thanksgiving Day was moved to October 12 that year.

- The poppy is the symbol of Remembrance Day. Replica poppies are sold by the Royal Canadian Legion to raise money for Veterans.

www.veterans.gc.ca



*"How important it is for us
to recognize and celebrate our
heroes and she-roes!"*

—Maya Angelou

How Should The Poppy Be Worn?

The Royal Canadian Legion suggests that the poppy be worn on the left lapel of a garment and / or as close to the heart as possible.

The official start of the Poppy Campaign and the distribution of poppies to the general public begin on the last Friday in October and run until November 11.

The lapel poppy may be worn throughout the whole of the remembrance period and is removed at the end of Remembrance Day. Many people place their poppy at the base of the cenotaph, as a sign of respect, at the end of the Remembrance Day ceremony.

www.veterans.gc.ca

