

SSScent

BC Hydro

**Can help you save money on your utility
bill while protecting the environment!**



See page 3 to learn how!

Holiday Office Closure

Please note that Seniors Services Society will be **closed** on the week between Christmas and New Years (December 27th—31st).

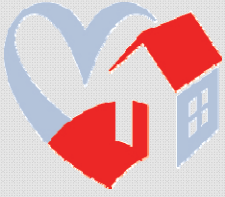
We will reopen at 8:30am on Monday, January 3, 2011.

Please note that the office is now closed for lunch every day from 12:30 pm - 1:00 pm

2011 TAX CLINIC

See page 6 for more details

Executive Report



BOARD OF DIRECTORS 2010/2011

Ken McIntosh
President

Don Lawson
Treasurer

Silvana McNulty
Secretary

Herb Hamm
Executive Member
at Large

Reg Derry
Member at Large

Irma Matheson
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Bill Lewis
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Cal Donnelly
Member at Large

Joanne Halloran
Member at Large

Lorraine Logan
Member at Large

Alana McIntyre
Member at Large

So far 2010 has been an eventful year. Most recently, the Board of Directors is excited about the appointment of Kara-Leigh Jameson as the new Executive Director. Kara-Leigh served the past 6 months as the Director of Operations, handling the position in a very professional manner through challenges of budget constraints and reconfiguring the operations of the Society programming.

The Board of Directors are also pleased to have two new members at large added to the Board. They are Lorraine Logan and Alana McIntyre, who both bring strong community service and knowledge of how charitable Boards operate. They will both be a great asset to our Board. The Board is still looking for more members especially with a legal or accounting background.

As we go into the Fall and Winter months there will be many new challenges to overcome. Whether it is budget, weather or assistance to seniors, we are always looking at ways to fund programs and assist seniors.

Have a safe Fall and Winter Season and remember that a smile goes a long way.

Ken McIntosh
Board President

The road to success is always under construction. We have spent the quieter summer months focusing on our core programs and services and have made the necessary changes to prepare for the new road we will face in 2011. As most of you know it has been a bumpy road for the agency and the social sector - and we have had our share of ruts along the way. But with help from our key community supporters we are en route to success, and have a positive outlook for what's in store for us this winter.

Along our journey this year, our financial hardships lead us to restructure internal resources and thus we had to say goodbye to colleague and Community Education Manager Lynda Brind-Dickson. Lynda has greatly contributed to our community partnerships and in positioning us as a leader in the seniors industry. We said our farewells in July and now have the pleasure to continue to connect with Lynda in her new role at 411 Seniors as Director of Community Economic Development.

Our annual society fundraiser took place June 10th at the historic Bernie Legge Theater in Queen's Park, featuring a night of champagne, cake and "One flew over the Cuckoo's nest" by the Vagabond Players. As usual we had a great turnout and the night was an overall success. Thank you to all those who were in attendance to support our society's efforts.

Our Annual General Meeting took place on June 22, 2010. Big thanks to Dunwood Place for hosting us once again and for your extra special hospitality.

In the summer, our agency was fortunate to receive funding from the Ministry of Advanced Education and Labour Market Development for workplace training for each staff member. This came as a surprise, as we usually have a scarce professional development fund, yet recognize the importance of continuing to refine our skills within our own roles as well as for our personal growth. We thank the province for having such an innovative program.

As you can see, along with our many partners and funders, the Seniors Services Society Board of Directors, volunteers and staff continue to respond to the needs of an aging population. To continue this work we need to grow our resources from more volunteers to more revenues. We warmly welcome and encourage you to be a part of this dynamic organization and hope that you will contact us to find out how to get involved. To all of those who are already involved - Thank you!!

Happy Holidays!

Kara-Leigh Jameson
Executive Director

Who's New at the Zoo!



Nancie Knight joined Seniors Services Society in September as our Receptionist 4 days per week (Monday to Thursday). She has lived in New Westminster for over 25 years and loves being close to work. Nancie has worked in an office environment for 33 years. She spent the last 23 years working as an Executive Assistant for a company in Burnaby. She is enjoying her new co-workers at SSS and looking forward to assisting them and all SSS clients in the future.



Tracy McEwen has been volunteering with Seniors Services Society for over four years, and has just recently taken over as the Program Coordinator for the Lunch and Dining Programs. Tracy loves working with seniors, and is excited to excel in her new position! The dining and lunch club provides local venues for clients to enjoy a nutritious meal at a reasonable price, as well as an opportunity to socialize with their peers. In her spare time, Tracy enjoys a good read!



Save money on your utility bill and protect the environment.



BC Hydro's Power Smart program can help you do both. They are offering two programs to low-income households with a BC Hydro account. The offer is also extended to residents of New Westminster who receive their power from the city.

The first program offers a FREE energy saving kit to qualifying households, valued at \$75. The kit contains useful tools and information that you can use to make your home more comfortable and reduce your energy consumption. The kit includes energy-efficient light bulbs, water-saving showerheads and aerators, weather stripping and more.

The Energy Conservation Assistance Program is offered to low income households with high electric consumption. Eligible applicants will receive a FREE home evaluation and energy upgrades worth up to \$2000.

For more information you can contact BC Hydro at 604-431-9463, Seniors Services Society at 604-520-6621, or visit www.bchydro.com/powersmart.

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Tom and Kenton

One of United Way's priorities is addressing the issue of poverty and isolation amongst seniors. Their goal is to support seniors to stay independent and engaged in the community. This year, Seniors Services Society was asked by United Way to participate in their United Way Workplace Campaign. We were asked if we knew of a senior client who has benefited from a program in such a way that they are no longer isolated or they have gained back or maintained their independence. Well we had just such a client.

Tom had been referred to us from Home Health. He had suffered a collapsed lung – which now meant that he had to have oxygen at all times. This restricted him to his apartment as he was fearful to go out. Even worse, he had just acquired a new scooter – one which he wouldn't use for an entire year.



Enter Kenton – a volunteer with the Seniors Link-Up Program. This program connects volunteer visitors with isolated and shut in seniors. Kenton, who is new to British Columbia, wanted to connect in his new community and felt that volunteering was a great way to do just that. Kenton was linked with Tom and they became fast friends. Despite their age difference, the two found they had lots in common. They enjoy playing cards, going to the mall, and the Royal Canadian Legion – Tom was in Pearl Harbor during the Second

World War and Kenton loves to hear the stories. These two guys really enjoy getting out together. In fact, Tom is finally turning wheels on the scooter that collected dust for a year. He just straps on a portable oxygen tank and away he goes.

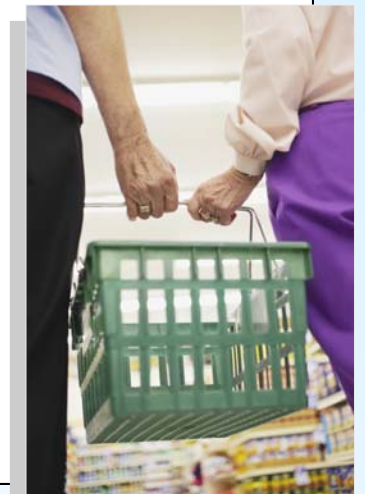
Without programs like the Seniors Link Up and support from the United Way, Kenton and Tom would never have had the chance to connect, and Tom would remain largely isolated in his later years. The United Way filmed a video of the two friends to show the community at large how important programs like these are, and the smiles on their faces speak a thousand words.

Mrs. Smith urgently needs a ride to her doctor. Find out how you can help.....A little bit of your time goes a long way.

Here are our current opportunities to help New Westminster seniors:

- Seniors Transport Drivers
- Grocery Order Takers – Monday or Tuesday mornings
- Grocery Shoppers – Tuesday or Wednesday mornings
- Meals on Wheels – Drivers and Runners
- Friendly Morning Support Caller
- Respite Visitors

For more information please see our website seniorsservicesociety.ca or call Kelly @ 604-520-6621 if you are interested in helping out.



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Longtime Volunteer Grocery Shopper Retired


This summer Seniors Services Society sadly said goodbye to one of our longstanding volunteer grocery shoppers. Margaret Klein, a youthful 92 year old, started grocery shopping for New Westminster seniors in January 1984, for what was then the Western Society for Seniors Citizens Services. Having moved from Vancouver, where she had already been volunteering as a grocery shopper – Margaret was quick to find a similar volunteer opportunity, one that she dedicated her Tuesday mornings to for 26 years. When asked why she volunteered all these years she stated “Because I like helping people, even if it was behind the scenes and not directly with the seniors, I knew that they were benefiting from my shopping for their groceries.”



Margaret has volunteering in her blood, starting at the young age of 15 as the organist for her church. Her talent as an organist has given her the opportunity to play in the chapel at St. Mary’s Hospital, The Mt. Cavalry Lutheran Church, and for the Sapperton Pensioners with whom she is an honorary member. Thank you Margaret!!!

BE A SANTA TO A SENIOR




Once again this holiday season we hope to bring a little bit of holiday cheer to those seniors who are least likely to receive a gift.



It’s easy to participate in this important program—just visit one of the following merchants to purchase a gift for a senior in your community:

London Drugs Westminster Centre 555 6th Street (look for instructions by the Christmas Tree at Customer Service)

Save-on-Foods Westminster Centre 555 6th Street (look for instructions by the Christmas Tree in front of the Self-service Checkout)

Being a caregiver is a hard job.

Caring for the Caregiver program will provide in home relief for the caregiver by providing a volunteer replacement either on a regular basis or on a need basis.


Are you a caregiver needing a little time out?

Seniors Services Society's can help by:

- Providing a volunteer to spend time in your home while you have some time to yourself
- Connecting you with a support group
- Providing resource material to help you learn ways to take care of yourself
- Hosting workshops for caregivers

Contact Seniors Services Society at 604-520-6621 for more information

FREE DROP-IN TAX CLINIC



This is a **FREE** tax preparation clinic hosted by SSS under the direction of Canada Revenue Agency.

Dates: March 1 to April 29 excluding the Good Friday and Easter Monday holidays.

Hours of service: Monday to Friday 9am to 2pm

Location: TBA—Contact SSS at 604-520-6621 for more info

Criteria to be eligible for service:


- ⊛ Unable to complete your return
- ⊛ Must have low income:
 - Singles \$25,000; Couples \$30,000**
- ⊛ Have a simple tax return: Interest income less than \$1000

Bring the following documents with you:

- 2010 tax assessment or summary
- All "T" slips
- The tax package received in the mail (if received)
- Receipts for medical, donations and monthly transit passes

***The clinic is run on a first-come, first-served basis and no appointments are booked.*

Happy Retirement!



Debbie Fry, Coordinator of the lunch and dinner club left Seniors Service Society at the end of August to retire to Saturna Island with her husband Mike.

Debbie began her time with Seniors Services Society about 5 years ago as a volunteer with the lunch club and later the dinner club. In April 2007, this volunteer position was changed to a staff position and Debbie stayed on. These two activities became very popular amongst seniors in New Westminister, having an enrollment of just over 100 members. Dining club is offered three evenings a week and lunch club one or two times a week. Debbie was also instrumental in launching the Out and About program, which enables seniors in New Westminister to join enjoy entertainment, cultural and sporting events around the community.

Debbie has two daughters, one grandson and one granddaughter living in Vancouver, and we are sure she is happy to have more time to share with them. Debbie's thoughtfulness and caring concern will long be remembered by her clients. Staff will remember her for her cheerful positive attitude and her selfless recognition of the work of others.

We all wish you a very happy retirement Debbie! !

Housing Services



Well, the days are growing shorter and the rain and snow are upon us, but it's business as usual here in the Housing Department at Seniors Services Society! Since our last update we have seen an increase in the complexity of calls and cases and an increase in the number of homeless seniors looking for assistance in finding housing.

When a client's situation is complex enough to require more than simply giving out information over the phone, our Housing Counselor Hina Lal will do a thorough intake either over the phone or in person, collecting personal data relating to seniors' housing, such as information on health, income, and housing history, needs and preferences. Hina (and other staff filling in for Hina during her holidays) completed 307 unique intakes on new clients from June to September, 266 of which were for seniors who were at risk of losing their housing or those who were already homeless.

Outreach Services and the Temporary Housing Program have been busy too. Our outreach and temporary housing staff had a combined average caseload of 50 clients from June to September. Our Temporary Housing Program, which houses seniors on an emergency basis while we assist them in finding permanent accommodation, has consistently been at capacity during this time. At press time almost 80 seniors who were homeless or at risk of homelessness have participated in this program. This is our third and final year of our three-year United Way funded Temporary Housing Program, and we are working hard to see that the program continues into year four and beyond.



Finally, we have seen some staffing changes at Seniors Services Society that include our previous housing manager Kara-Leigh Jameson step into the role of Executive Director of the society. This has caused a ripple down effect which means as of October 16, Lindsay Milburn is now Housing Manager, and Erin Carey is taking over the role of Temporary Housing Program Coordinator. Congrats to all on these exciting changes!

All of Seniors Services Society's Housing staff work diligently day after day toward the same goal: that all older adults are well supported, adequately housed and contributing and valued in a healthy community, and they all are doing one heck of a job!

Until next time, have a wonderful holiday season and see you in the New Year.



Community Education

Probably the most exciting thing to occur over the summer was our newly launched website on Aug 15, 2010. We had press coverage in the New Westminster Record as well as an exponential amount of user hits in August and September. Now we average over 2,500 visitors each month, and continually get feedback from our clients and audience to improve our site as needed. We recognized the need for different ways of accessing our services, and made changes to this effect. First was the completely re-designed, multi-lingual and user-friendly website, www.seniorsservicesociety.ca; and second was incorporating TEXTNET- a new technology that allows individuals who are deafened, hard of hearing or have speech difficulties, to chat with us. These exciting changes allow a more diverse group of visitors to access information on housing and support services for seniors, supporting the society's mission to *encourage, inform and support the independence and wellness of the older adult.*

The significantly redesigned website was made possible through financial support from **Service Canada, United Way of the Lower Mainland and Vancouver Coastal Health/SmartFund.** Thanks to our funders for assisting us to increase ways of accessing our information and services. We are one step closer to realizing our vision that all older adults are well *supported, adequately housed and contributing and valued in a healthy community.*

Housing Counselor Training (HCT) has been in full swing since the summer. On June 25th we graduated 15 individuals with a certificate of completion. Way to go you guys, you are now armed with Housing Counselor Training tools for your own toolbox!



We have contracted this fall's session to Mariam Larson, a local gerontologist who is also contracted by the Society for other projects, including the Seniors Services Task Force. Mariam brings a vast set of skills to the course, including attention to detail and market branding. She has jumped right into the swing of things and is greatly assisting by packaging of the HCT material to ensure consistency and professionalism from year to year. Thank you Mariam for all your help with our course!

All the staff at the Society have been working at filling in for the Community Education Department at various events, in-services and presentations out in the community. Each team member is unique in their approach, yet are able to effectively deliver the SSS message and be a seniors ambassador in the community.

WILL YOUR MONEY LAST THROUGH RETIREMENT?

Join us for our free seminar *Making Your Money Last: 10 Principles for Living in Retirement*. You'll learn practical ways to manage your money in retirement with the goal of providing a reliable income.

Call today to reserve a seat for yourself and a guest at this free seminar.

Refreshments and light snacks will be served.

Date: Wednesday, January 19, 2011

Time: 11:00 - 12:00

Location: Our Office or a Restaurant

RSVP: Call Kali at 604.517.1023

N. Nick Cheng
Financial Advisor

555 Sixth Street
Unit 159
New Westminster, BC V3L 5H1
604-517-1023

www.edwardjones.com

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Peter Julian, MP

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T 604-775-5707 F 604-775-5743

Juliap1@parl.gc.ca

www.peterjulian.ca



Seniors are the Heart of the Community

A special Thank-You to Dale Townsend for all his hard work over the last 2 years developing a customized client database for us. Dale went above and beyond his contract, and his continued dedication to supporting Seniors Services is much appreciated. You can connect with him at:



Dale Townsend
Database Development
daletownsend@shaw.ca

Ph: 604-630-2422

Falls Prevention



More than 30% of seniors living in the community and 50% of nursing home residents over age 65 fall at least once each year. For many BC seniors, falls result in disability, chronic pain, loss of independence, reduced quality of life and even death. In fact, falls are the sixth leading cause of death for seniors in the province.

Fall Facts

- 40% of those 75+ fall at least once each year
- Most common cause of injury in seniors
- \$3 billion spent each year on Canadian seniors' falls injuries
- 3 times more women are hospitalized for a fall injury than men
- 40% of hospitalized falls involve hip fractures; half of those NEVER regain pre-fall functioning
- Half of long-term care admissions are fall-related
- Most falls occur at home, while doing daily activities
- Falls usually happen due to combined effects of multiple factors
- Fear of falling leads many to limit normal activities

What can I do to reduce my risks of falling?

- Maintain an active and healthy lifestyle through appropriate exercise, good nutrition, regular physical check-ups, and eye and ear exams
- If you have difficulty with mobility outside the home, ask your physiotherapist for an in-home exercise program to fit your needs
- For those who are active outside of the home, exercises

to promote balance, strength and endurance are best for reducing falls

- Avoid rushing or carrying too much
- Consult a physiotherapist on the appropriate use of mobility aids and safety devices, such as a cane with spiked ends or shoes with ice grips
- Wear footwear that provides good support, with soles that have non-slip treads and are not too thick
- Have your family doctor or pharmacist do a regular review of your medications
- Be socially active by joining a community group and getting together with friends or family

If you do fall, do not ignore it or put it down to “just clumsiness or rushing”

Talk with your doctor about the circumstances of the fall to rule out any medical problems that caused the fall. Look for a fall prevention program in your community.

November is Fall Prevention month in BC. Please take a few moments to look about your home and your community, locate potential hazards and make your surroundings safer.

The Fraser Health Authority regularly conducts mobile clinics in communities throughout the lower mainland which provide individual assessment and consultation. Check with them if you wish to attend.

Food Donations Needed!

*Many seniors will not have enough to eat this holiday season, but **you** can make a difference!*

Seniors Services Society is asking for donations of non-perishable food items to include in Christmas food hampers for seniors. Donations can be dropped off at Seniors Services Society throughout November and December.

**My office is here to assist you
with provincial services and
information.**



Dawn Black, MLA
New Westminster
737 Sixth Street, New Westminster, BC V3L 3C6
604-775-2101
dawn.black.mla@leg.bc.ca

A black and white advertisement for Jesse's Moving & Storage. The top section features the company name 'JESSE'S MOVING & STORAGE' in large, bold, sans-serif font. Below this, there is a photograph of a moving truck. The truck has 'WELCOMES' written on its side, and 'JESSE'S MOVING 879-4626' on the back. To the left of the truck, it says 'EST 1962'. Below the truck, the text reads 'WE WELCOME GOVERNMENT ASSISTED MOVES'. At the bottom of the advertisement, the phone number '604-879-4626' is prominently displayed in a large, bold font, with the address '109-4663 Byrne Rd • Burnaby BC' underneath it.

JESSE'S MOVING & STORAGE

EST 1962

WELCOMES

JESSE'S MOVING 879-4626

WE WELCOME GOVERNMENT ASSISTED MOVES

604-879-4626

109-4663 Byrne Rd • Burnaby BC

Community Spotlight...

Seniors Services Task Force

Founded in 2005, New Westminster Seniors Services Task Force (SSTF) is a group of seniors and community service providers who want to improve the lives of seniors. On Oct. 20, SSTF held the first-ever Seniors' Agency Networking Event. Over 20 not-for-profit service providers enjoyed the "speed-dating" style networking, with many face-to-face conversations in a short period of time. SSTF welcomes people who are 50+ and service providers who want to develop and implement community projects.



The next SSTF meeting is February 16th, 2011. For more information Call Mariam Larson, SSTF Coordinator at 604-515-1718.

THANK YOU

to all our funders who assisted us this past year to support the independence and wellness of BC seniors through our programs and services. We couldn't do what we do without YOU!



*Season's Greetings
from all the staff at
Seniors Services
Society!*

