



Seniors Services Society

Annual Report 2017-18

MESSAGE from the EXECUTIVE DIRECTOR

Report from Society Operations April 1st, 2017-March 31st, 2018

The past 12 months marked a fresh start, a new focus, and new leadership for the Seniors Services Society. I returned from maternity leave in April 2017, and Brenda Southam was acclaimed as the Board President in June 2017. With our supportive past president, Marg McKee at her side, together they led the board to proudly reshape and fine-tune our Society Mission: *To connect adults 60+ with individual supports & housing navigation services to enhance their lives.* Our new mission means a more specific focus on programming that reflects adults 60 years of age and older and the core services needed to keep them in their home longer, while helping those who don't have appropriate housing navigate and attain the housing they need.

Firstly, I wanted to extend a thank you to Brian Dodd, who fearlessly led the operations as Acting Executive Director for the year in my absence. We wish Brian all the best, who "retired" from the society, to pursue new hobbies. Passionate, hardworking people never seem to stop striving to make our world a better place.

In October, we created the role of Resource Development Officer and hired the vibrant Nipa Bhalla to take on this new portfolio for the Society. As a means to increase and diversify our revenue resources, Nipa has been laying the foundation to create in-roads for SSS into the business and foundation community. She is helping us build a legacy for the growing thousands of seniors who lean on us for support, because they have nowhere else to go.

Seniors are often out-of-sight and thus out-of-mind, especially from the perspective of corporations, individual donors, and government grants. Over the year, we took a stance on bringing seniors into the forefront of our community, and any chance possible, we were advising policy and government that together, we can ensure all seniors have what they need to live with dignity in their final years. BC has the highest seniors poverty rate in Canada, over 70,000 seniors are struggling to make ends meet. Last year we had over 2,550 call us for support. That, coupled with the awful trend of seniors over 60+ living in isolation is making SSS notably relevant and



and in high demand for service.

On a sad note, we had three past board members pass away this year, and their memory and legacy will forever be with us. Lorraine Logan, was a longstanding and dedicated board member and volunteer with Meals on Wheels and her determination and advocacy for seniors will continue as she planted numerous seeds for us. Chris Utley though only with the SSS Board as Treasurer just over a year, contributed greatly to our financial stability. His commitment, positive attitude, and smile is missed by all. Vance McFadyen, a passionate and hard working past board president, will forever be remembered as leading us through some challenging times and fighting for much needed diversity and inclusion in our home community of New Westminster.

Our board and staff worked hard to amend our by-laws to be in alignment with the new BC Society Act and are pleased to ensure we have the most effective tools to govern and steer our Society this upcoming year.

A great big THANK YOU to the foundation of people who make the work of Seniors Services Society possible: Our dedicated, self-less, hard working and knowledgeable Staff, Board of Directors, and Volunteers, who work all year long ensuring thousands of seniors live with dignity in a safe, comfortable and healthy home.

Yours in community,

A handwritten signature in black ink, appearing to read 'Kara-Leigh Bloch'.

Kara-Leigh Bloch
Executive Director

MESSAGE from the BOARD

On June 12th, 2018, **SPARC BC and the United Way of the Lower Mainland** published the *B.C. Seniors Poverty Report Card*, an intensive look at economic-based issues surrounding seniors in the province. The *Report Card* consists of thirteen fact sheets presenting information about seniors' poverty in British Columbia.

The statistics in the report are alarming. Not only does BC have the highest seniors (65+ years old) poverty rate of any province or territory, the number of poor seniors in BC grew for the third year in a row. Single seniors are more than three times as likely to be poor than seniors in couple families, and in New West alone, 10,060 seniors (11.2%) are considered poor.

This is the reality in BC for seniors. And the numbers are growing. British Columbia's seniors need solutions for issues with no easy fix.

The Seniors Services Society IS part of the solution.

On behalf of the Seniors Services Society and all those we serve, thank you for your support.

We, the Seniors Services Society Board of Directors, are honoured to be part of the Society's work, to give our time and experience to the organisation, that its staff and volunteers may make a real-world, on-the-ground difference on behalf of some of the most vulnerable members of our society. Over the last 12 years, the Seniors Services Society has endeavoured in its mission to connect adults 60+ with individual supports & housing navigation services to enhance their lives. With the support of board, staff, volunteers, our donors and other funders, and our Society members, it will carry on with its mission until our Vision is finally achieved: a community where seniors live with dignity in a safe, comfortable and healthy home.



OUR MISSION

To connect adults 60+ with individual supports & housing navigation services to enhance their lives.

OUR VISION

A community where seniors live with dignity in a safe, comfortable and healthy home

OUR VALUES

Respect and Dignity
Acceptance and Inclusion
Integrity and Trust

2017-2018 Board of Directors

Brenda Southam, President

Linda McGowen, President Elect

Marg Mckee, Past President

Philip Bonardelli, Treasurer

Sherry Baker, Secretary

Ivor Brown, Director

Harjinder Dhanoya, Director

Diane Doyle, Director

Mychael Gleeson, Director

Betty McIntosh, Director

Janice Meehan, Director

Elizabeth Philip, Director

Michael Thompson, Director

OUR SERVICES

Support Services programs assist with everyday tasks, and provide social engagement opportunities for seniors. These services enable seniors to live independently and maintain their quality of life. Programs include *Meals on Wheels, & Referral, Form and Tax Completion, Dining Club, Lunch Bunch, Out & About, Santa for Seniors*, and an *Annual Income Tax Clinic*. Support Services programs are offered to seniors aged 60 and older living in New Westminster.

Better at Home is a program run by the Seniors Services Society on behalf of the United Way of the Lower Mainland. Services provided through the Better at Home program include *Light Housekeeping, Grocery Shopping, Medical Transportation, and Telephone Support Calls*.

Housing Services assists seniors through three service programs. *Housing Counseling* includes information and referral on issues relating to obtaining or maintaining housing for seniors throughout BC. *Housing Outreach Services* works with seniors who are homeless or at risk of homelessness across the Metro Vancouver area. The *Temporary Housing Program* works in conjunction with tailored outreach services to provide a temporary furnished apartment for homeless or at risk seniors who qualify.

Community Education Services gives presentations and workshops on topics relating to seniors housing and support services. *Housing Counsellor Training* is offered twice a year for service providers, volunteers, and community members who wish to learn more about providing information and referral for seniors.



OUR VOLUNTEERS

Our 100+ volunteers have contributed an invaluable amount of time and effort towards providing positive and meaningful programs and services to the clients we support. One such program is our Annual Income Tax Clinic, where volunteers contributed 469 hours towards helping 703 seniors complete their tax returns!



Throughout the past year, volunteers have been able to attend a variety of workshops presented by the Allies in Aging project. The Allies in Aging initiative was created to reduce seniors' social isolation in our communities. Nearly thirty partner organizations are working together to connect seniors to supports and services.

The Coordinator of Volunteer Programs is part of the Volunteer Impact team that creates and organizes workshops for volunteers and service providers to bring awareness and to create dialogue around the issues leading to seniors' isolation.

Many seniors are lonely and unaware of existing services that might fill the gap. The programs and services that our volunteers deliver, such as Meals on Wheels, Medical Transport, Grocery Ordering, Support Calls, Social Outings, etc. can help to fill gaps our clients may be experiencing.

To celebrate and give thanks to our volunteers, we hosted a volunteer appreciation event at Douglas College on June 7th. The Seniors Create Project provided an entertaining and emotionally charged performance about invisibility in later life, and how it feels to be a senior in today's social media and youth-centric society.

EDITH'S STORY

At age 88, Edith looks after her 92 year old brother in their mutual home, a challenging task for a person of any age. In January 2013, Edith came to the Seniors Services Society (SSS) and signed up for our Medical Transportation and Support Calls Programs, needing help in making it to doctor's appointments; since then, she has regularly used the Society's transportation services to attend her appointments. Additionally, our Support Calls Programs volunteers call Edith every morning, Monday to Friday, to check in and provide her with opportunities to socialize over the phone.

On a few occasions, Edith hasn't answered the phone, prompting the volunteer to alert the Society office; in these instances SSS has reached out to Edith's emergency contact to inquire about her well-being. A few times it was learned that Edith had been hospitalized for medical conditions; as such, follow-up calls were made by SSS volunteers and an SSS staff member to ensure the continued well-being of Edith and her brother.

Edith also signed up for Better at Home Housekeeping Services to maintain hers and her brother's home. Unable to regularly clean, Edith was very appreciative when SSS was able to send a housekeeper on a bi-weekly basis to keep things clean and healthy for her and her brother.

Another service Edith makes use of is the SSS Grocery Shopping Program, which ensures groceries and other household items are delivered to her home when she is not able to go shopping due to health challenges, or simply due to weather. For Edith and her brother, home delivery of groceries ensures they have continued access to healthy, nutritious food.

Edith and her brother are one example where non-medical services provided through Better at Home have supported their independence and ability to remain in their own home. We at the Seniors Services Society look forward to continuing our support of Edith and her brother through our services.

EMMA'S STORY

Emma has been connected to Seniors Services since 2009. Last year, Emma was at risk of becoming homeless and reconnected with SSS. Emma had been denied a SAFER rent subsidy as she had allowed her ill adult son to "couch surf" while he was in and out of hospital. She was also told that she would have to reimburse previous subsidies totaling \$1500. Staff at another agency had misunderstood Emma's situation and recorded that there were now two household incomes.

Our Housing Counsellor was able to connect with the landlord, verify that Emma had only temporarily assisted her son, and prove that Emma was the only tenant on the lease. We were able to successfully get the amount owing to BC Housing waived and Emma is now back on the rental subsidy program.

Recently, Emma herself became ill and has been hospitalized. Our Housing Counsellor continues to work with Emma, and her hospital social worker to make sure that she will have a discharge plan in place before leaving the hospital. This will ensure Emma will receive whatever additional supports or services that she will need to live independently.



This year, the Seniors Services Society...



...assisted **3,385** seniors with housing support and social programs.

...reached out to **724** isolated seniors, ensuring they received needed support.



...provided one-on-one housing support and information to **2,661** seniors.

...provided **202** isolated and low-income seniors with gifts during the holiday season.



...oversaw the contributions of **103** volunteers, who gave **7,808** volunteer hours in the service of our mission.

A CALL TO ACTION

It's time to rally together, to make impactful, meaningful changes for seniors in BC.

In November 2017, Executive Director, Kara-Leigh Bloch attended the inaugural **Provincial Summit on Aging** in Surrey, and also sits on the Advisory Committee for this BC Wide Project. The objective of the Committee and the Summit is to raise the profile and increase the capacity of the **Community-Based Seniors Services (CBSS)** sector – which includes non-profit leaders and municipal seniors' service providers – to deliver health promotion and prevention programming that supports seniors' independence, resilience and social connectedness. Kara-Leigh was the Overview Presenter for the Affordable Housing session, which highlighted examples of unique housing models in Kamloops, Vancouver and Nanaimo. Kara-Leigh presented the unique, progressive and first of its kind Temporary Housing Program, operated by SSS. As the first and only seniors specific homeless shelter, this dignified approach is what appeals to seniors and other communities who want to offer temporary housing options for older persons.

The session hoped to distill key, translatable learnings for all to use across BC.

Why Is It Important to Raise the Profile of the CBSS Sector?

Research, literature reviews, and community consultations across BC have revealed that there is a lack of recognition and understanding of the vital role the CBSS sector plays in contributing to seniors' overall wellness. Additionally, there is an obvious inequality in resources and funding to provide adequate seniors services across BC and a genuine need for more sustainability in order to address the growing challenges of an aging population, now and into the future. Raising the profile of the CBSS sector is critical to increasing the provincial commitment that will make a real impact on the health and wellness older adults across BC.

HOW CAN YOU HELP? *Sign the declaration, to demonstrate your commitment to the seniors of British Columbia and to ensure that community-based seniors' services are a priority.*

<https://www.surveymonkey.com/r/CBSSDeclaration>



Evening in Tuscany

Our *Evening in Tuscany* fundraiser, held October 1st, 2017 was a night filled with delicious food, great wine, and some good laughs when a mobility scooter gate-crashed the party. Donated by Scooter City Coquitlam, it was bought by a collective bid from 13 guests, who immediately donated **it back to SSS** so it could be given to a well-deserving client

One of the Society's clients, Jim, had a difficult time getting around for the last three years due to increasing health issues. When he saw that the Seniors Services Society was giving away the scooter he immediately submitted his application. In the months since he's won the scooter, he says that it's been integral to helping him regain mobility and independence, and allowed him to do basic chores like grocery shopping with ease.

Thank you Scooter City, and everyone who supported our *Evening in Tuscany* fundraiser for helping make a difference in the lives of our clients!



Coldest Night of the Year 2018

On a beautiful snowy February evening, nearly 200 people braved slushy New Westminster sidewalks, and walked or volunteered to support seniors living at risk of homelessness.

In the Fifth Annual Coldest Night of the Year, held on February 24th, 2018, Seniors Services Society raised awareness of the hundreds of seniors across the lower mainland who are homeless, or living at risk of homelessness – and it paid off! With eight brand new teams, 127 walkers, 65 volunteers, and 22 sponsors, the event raised \$33,871!



With the amazing support and dedication of everyone involved, we are helping more vulnerable seniors find homes, afford a damage deposit, or furnish their new apartment, allowing them to have a life filled with joy, self-respect and dignity. **THANK YOU** to everyone who helped to support seniors living at risk of homelessness **across Metro Vancouver!**



FINANCIALS SUMMARY

THE TREASURER’S REPORT

Overall, the 2017/2018 fiscal year was a challenging year from a financial viewpoint. Although, expenses exceeded revenues, the year-end resulted in a deficit of -\$17,457, which was \$60,000 less than expected. The Society's unrestricted funds to contribute to future operations are still in a strong position to meet the activities planned in the upcoming 2018/2019 fiscal year.

These results display the dedication of the staff and volunteers who have done an excellent job in obtaining additional funding and controlling costs. Donations and fundraising events have continued

to grow through the focused efforts of staff, board members and volunteers.

The Society remains in a strong financial position to meet next year’s budget, which is focused on making a greater impact by seeking to increase and diversify programs and sources of funds the Society utilizes. From such a basis and with a renewed vision, the new Board can look forward to another successful financial year.



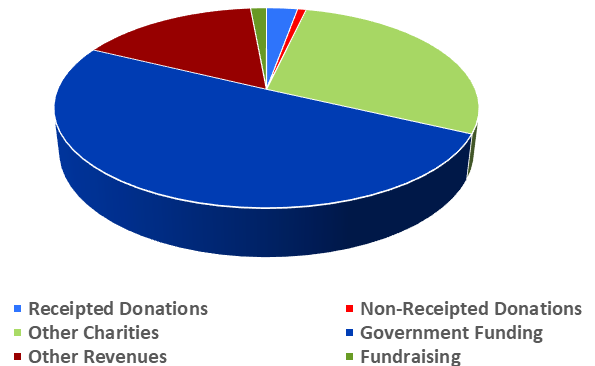
Philip Bonardelli, MA, CFA, Board Treasurer
Seniors Services Society of BC



REVENUE

Received Donations	\$31,957	3%
Non-receipted Donations	\$8,869	1%
Other Charities	\$321,456	28%
Government Funding	\$568,821	50%
Other Revenues	\$184,243	16%
Fundraising	\$16,395	1%
TOTAL REVENUE	\$1,131,742	

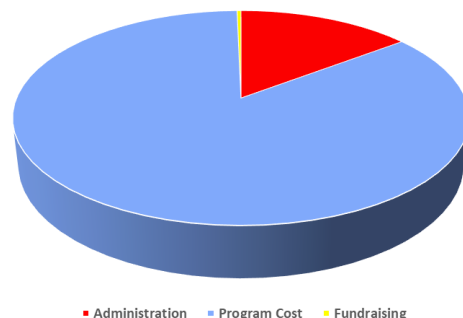
Revenues



EXPENSES

Administration	\$168,551	15%
Program Costs	\$976,818	85%
Fundraising	\$3,830	0%
TOTAL EXPENSES	\$1,149,199	

Expenses



A LOOK BACK AT 2017-2018



2017 Volunteer Appreciation



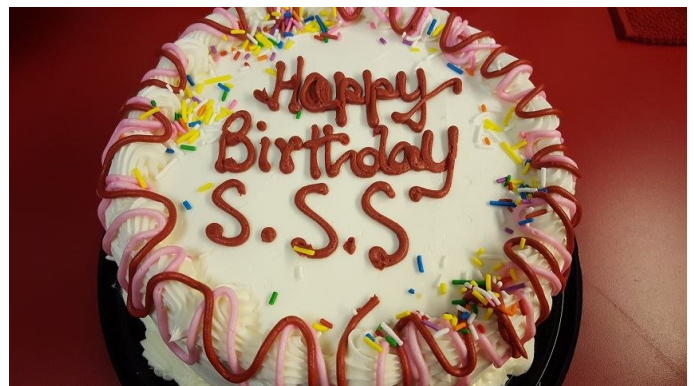
2017 Rotary Club of New Westminster Magnet Presentation



2017 Halloween at the Office



2017 Santa for Seniors



Senior Services Society 12th Birthday

SENIORS SERVICES SOCIETY IN THE NEWS

Seniors Services Society ensures older folks aren't forgotten at Christmas

Theresa McManus / New West Record DECEMBER 8, 2017 09:00 AM

A Christmas gift is a sign that isolated seniors aren't forgotten.

The Seniors Services Society is once again looking to help ensure seniors feel the spirit of Christmas through its annual Santa for Seniors program. The program delivered Christmas presents to about 230 seniors who may have been isolated or alone last year and expects to deliver about 200 gifts this year.

"A senior who may not be getting a gift from anybody at Christmas time will receive a nice little gift tailored to who they are," said Brian Dodd, the society's manager of operations. "But it's also all about connections. Our volunteers and staff will be going out the week of Dec. 18th and personally delivering all these gifts so it's an opportunity to have someone personally contact you and say, 'We are thinking about you, have a wonderful Christmas, here is something for you.' It's more than just the gift, it's the connections that we believe are really important."

In some cases, volunteers will be connecting with folks who are accessing society programs like Meals on Wheels.

"A number of our Meals on Wheels clients are shut-ins. Again, sometimes they are a little bit disconnected from the community," Dodd said. "They might not have a lot of relatives to drop in on them, especially at Christmas time."

Year round, the Seniors Services Society offers a variety of housing services and support services such as Meals on Wheels, transportation to medical appointments, support calls, grocery shopping, tax clinics and dining programs to seniors aged 60 and up. Each December, the society hosts the Santa for Seniors program.

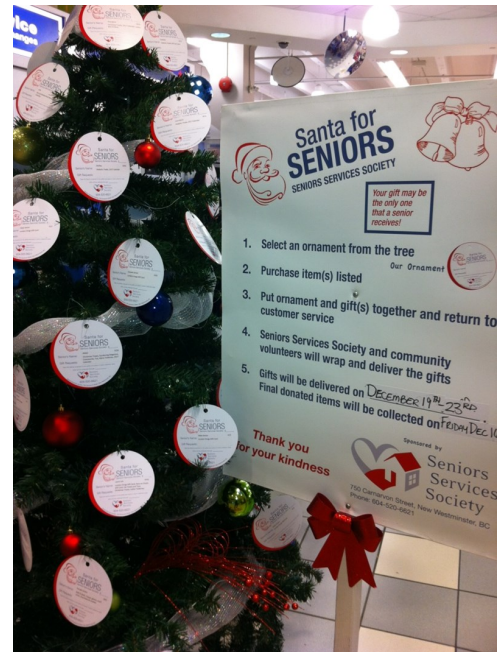
"People are really responding to the program. In New Westminster, people are getting accustomed to it which is great," Dodd said. "They tuck a bucks aside or a day aside where they go out and look for those trees. We had people calling here looking for those trees even before they were up, which is wonderful."

Anyone wishing to sponsor a senior can visit London Drugs (555 Sixth St.) or the Your Dollar Store With More (811 Carnarvon St.) to pick the name and wish list of a local senior off the tree. Once they've completed their shopping, the sponsor can return the gift to the store.

Alternatively, community members can put together a generic package for an elderly man or woman and drop it off at the society's office at 750 Carnarvon St. Suggested items include toiletries, warm winter gloves and slippers.

"Sometimes it's a case of out-of-sight out-of-mind, which really bothers us. Just because people are sometimes shut in to their own home because of economics or physical disability or for any reason doesn't mean that we should forget about them. That's a big part of who we are as an agency is making those connections," Dodd said. "Loneliness and isolation should not be something that one faces in their older years."

To help the Seniors Services Society, contact executive director Kara-Leigh Bloch at ed@seniorsservicessociety.ca or 604-520-6621.



The Seniors Services Society is once again teaming up with local businesses to help make Christmas merrier for local seniors.

Photograph By FILE

THANK YOU TO OUR FUNDERS

BC Gaming

BC Housing

BC Association of Farmer`s Markets

City of Vancouver

City of New Westminster

Fraser Health Authority

Government of Canada—

New Horizons for Seniors

Homelessness Partnering Strategy—Service Canada

May and Stanley Smith Trust Foundation

Royal City Farmer`s Market

United Way of the Lower Mainland

UWLM—Better at Home

Vancouver Coastal Health Authority

THE YEAR AHEAD

Evening in Monaco

October, 2018

Fundraiser for Support Services

Santa for Seniors

December, 2018

Gift Drive for isolated and low-income Seniors

Coldest Night of the Year

Date

Fundraiser for Housing Services

Tax Clinic

March-April 2019

Free Tax Clinic for low-income seniors

Seniors Services Society of BC

Charitable Tax #: 801388547 RR0001

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www.seniorsservicessociety.ca

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