



Seniors
Services
Society

ANNUAL
REPORT
2019

MESSAGE FROM THE DIRECTOR OF OPERATIONS

I am pleased to showcase some of our accomplishments from the last 12 months.

In the summer of 2018, we launched the Seniors Support and Rent Bank and the seniors in Metro Vancouver area can now receive an interest free loan to deal with their temporary financial difficulties. We hope to expand this program to serve more seniors who are in need of financial assistance.



Throughout the year, we became involved in research projects for the Seniors Housing Issue and formed partnerships with many other service providers in the sector. We have worked to stay connected and to strengthen our services in order to jointly serve seniors in our communities more effectively. One of these initiatives is the Seniors Inter-Agency Network. We continue to play a key role with this initiative.

We successfully supported seniors in New Westminister with our Support Services Programs for the past year. Many of them enjoyed our Bus Trips to dining clubs, received hot and nutritious meals through the Meals on Wheels Program, received Friendly phone calls, and had their groceries delivered on cold and rainy days. Dedicated volunteers commit their time to keep delivering these valuable and essential services to our clients, and I wish to express our sincere “Thank You” to those who help us.

I also want to acknowledge the passing of Ivor Brown. He was a past board member and volunteered his time to support our programs. He delivered meals to our clients and drove our clients to medical appointments. He was always willing to assist when we needed help. He was well respected in his community and by all of us at Seniors Services Society. He is very greatly missed.

For this coming year, all staff members, volunteers, and management team will join the force and keep on delivering the services that seniors need and deserve.

Respectfully,

A handwritten signature in black ink, appearing to read "K Takahashi". The signature is fluid and cursive.

MESSAGE FROM BOARD PRESIDENT

2018–19 has been a very busy year for the Seniors Services Society.

In the fall of 2018, we undertook Board of Director training. As SSS grows it is important that the Board understand its governance role and what our job is. The training was extremely successful and we agreed to put this into our budget each year so that each board can be trained as we move forward.



We also looked at our strategic plan to see if we are still on track. We noted that owning property is not something the Society would ever be able to achieve, so we removed it and made ourselves three very strong goals.

1. To ensure that all aspects of our organization are as inclusive and diverse as the community we serve.
2. To increase and diversify revenue sources
3. To expand presence and visibility.

I am proud to report that the organization is moving forward on all those fronts. Staff have done an amazing job, and with the Board committing to training and evaluating each year this organization is on a great trajectory moving forward.

I would like to take this opportunity to thank the Board of Directors for their dedication to the Society and always having the best interests of the society and the people we serve as our guiding principle.

Thank you also to Kara-Leigh Bloch, our Executive Director, and her team for their tireless efforts and dedication. I'd be surprised if you could find a more dedicated group of individuals. Kara-Leigh and her team are really the heart and soul of Seniors Services Society.

Our mission is "To connect adults 60+ with individual supports and housing navigation services to enhance their lives." I think the Board of Directors and staff all work towards that goal.

Lastly, I would like to thank you, our members, our clients and our stakeholders. We all do what we do to better the lives of seniors: to empower them to have a better life and reach our vision, which is "A Community where seniors live with dignity in a safe, comfortable and healthy home."

I finish my time as President of the Board happy we are moving forward and knowing we are making a difference.

Thank you all!

A handwritten signature in black ink that reads "Brenda Southam". The signature is written in a cursive, flowing style. The background behind the signature consists of overlapping geometric shapes in shades of red and blue.

Our Vision is:

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

Our Mission is:

We assist seniors with housing, social and support programs.

Our Programs:



Housing Services

Individualized information for seniors' housing in the Metro Vancouver with our Housing Counsellor. One-on-one housing outreach for clients who are homeless and at-risk. A Temporary Housing Program, providing short term accommodation to homeless seniors who are independent.



Support Services

A broad range of services for New Westminister seniors to support their independence and wellness. Programs include Meals-on-Wheels, Medical Transport, Light Housekeeping, Lunch and Dining Club, Out & About Bus Trips, Shopping Trips, Grocery Shopping, Support Calls, Tax Clinic & Outreach, and Food Security/Access Programs.



Community Education

The Society 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.

Seniors Services Society 2018-2019 Board of Directors

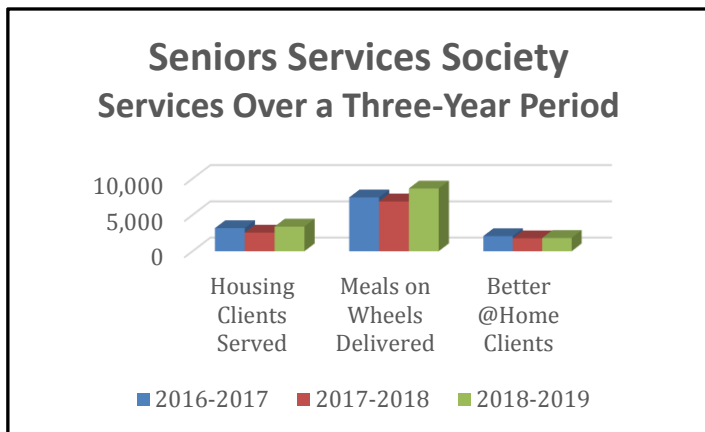
Brenda Southam – President
Philip Bonardelli – Treasurer
Betty McIntosh
Elizabeth Phillip

Linda McGowan – Vice-President
Sherry Baker – Secretary
Jacqui Mendes
Anna Smith

Marg McKee – Past President
Harjinder Dhanoya
Janice Meehan
Michael Thompson

PROGRAM IMPACT

Viewing the Society's service statistics over the last three years, it becomes clear that the need for services has remained consistent. The Seniors Services Society continues to make a difference in the lives and welfare of seniors in New Westminster and throughout Metro Vancouver.



Seniors Services Society Executive Director Kara-Leigh Bloch and Operations Manager Kyoko Takahashi accept Santa for Seniors donations from Essence Hair Design

CHANGING 60+ LIVES

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

IN 2017-2018,

5,804 SENIORS

assisted with housing support and social programs



EDUCATED 859

at 19 presentations and workshops



3,399 SENIORS

provided one-on-one housing support and information



MEALS 8,653

delivered through the Meals on Wheels program



128 SENIORS

who are isolated and low-income were provided with gifts during the holiday season



VOLUNTEER HOURS 5,168

in the service of our mission by 689 volunteers



670 TAX RETURNS

completed for seniors



CHANGE 60+ LIVES TODAY

Visit www.seniorsservicesociety.ca
email us at info@seniorsservicesociety.ca

SAFER FOR SENIORS

On August 30th, 2018 the Seniors Services Society's boardroom became the stage for a special press conference. Dignitaries present included the Honourable Judy Darcy, Minister of Mental Health and Addiction and MLA for New Westminster, the Honourable Anne Kang, Parliamentary Secretary, and the Honourable Selina Robinson, Minister of Municipal Affairs and Housing.

All were on hand for Minister Robinson's announcement: an expansion of the eligibility requirements and an increase of benefits through the Rental Assistance Program and Shelter Aid for Elderly Renters (SAFER). The increase in funding (an additional \$78 per month for recipients- a 42% increase) came as great news for many seniors around the province struggling to make ends meet.

The maximum gross household income to qualify for benefits was also raised from \$35,000 to \$40,000, meaning more struggling low-income seniors now qualify for much-needed benefits. These changes to funding and accessibility will have a far-reaching and favourable impact on the lives of seniors throughout Metro Vancouver, and through the entire province of British Columbia.



From Left to Right: Honourable Judy Darcy, Minister of Mental Health and Addictions; Honourable Selina Robinson, Minister of Municipal Affairs and Housing; Brian Dodd, Seniors Services Society Interim Executive Director; Honourable Bob De'Eith, MLA Maple Ridge Mission; Anne Kang, Parliamentary Secretary for Seniors

LION'S MANOR FIRE

On July 24th of 2018, a fire gutted the Lion's Manor seniors' home in Deep Cove, Vancouver. The blaze left 66 seniors displaced out of their homes, seven of whom had nowhere to turn. The Seniors Services Society was called upon to help ensure those seven seniors would not fall to the wayside.

The following email was sent to the Seniors Services Society in May 2019 by one of those seven seniors. It is unedited, with only the senior's name withheld out of respect for their privacy.



Image from the North Shore News, July 24, 2018

Email Subject: Appreciation

It's been 10 months now since the fire at Lion's Manor that devastated my life as I knew it to be. In an instant everything changed. Although I suffered only minor injuries, the impact of that day was tremendous. I lost everything except the clothes on my back.

And I became homeless.

The community support and emergency resources were immediate. I am so grateful.

I was referred to Seniors Services Society. They took me under their wing so to speak.

Stephen was assigned to me and my life quickly filled with hope.

Stephen worked hard to take care of my immediate needs (temporary furnished housing, food, personal care items) and guided me in finding a residence that would provide a safe and convenient home to me while The Manor was being restored.

Stephen made himself available to me if I had any concerns. He was empathetic to my situation and was so pleasant and respectful. I didn't feel like a victim.

I moved into the Seniors Services Society's temporary housing unit in November and it has become my home for the time being as I hope to get back to my "forever home" early 2020.

Thank you for all the support and help you provided me in starting over. I appreciate every bit of it...you made a difficult situation bearable. Thank you Stephen.

One day I will pay it forward.

-(Lion's Manor Resident)

AN EVENING IN MONACO



An Evening in Monaco, the Seniors Services Society’s 2018 fall fundraiser, was held at La Perla Ballroom, in the River Market at New Westminster Quay. A formal event, the evening boasted a funny money casino (to the delight of the attendees), as well as a buffet dinner, three silent auctions, and a live auction. The evening ended with a final total raised of \$20,650.

NOMINATIONS COMMITTEE REPORT

The 2019 Nominating Committee consisted of Past President Marg McKee, Vice-President Linda McGowan, Membership Committee chair Anna Smith, and myself. We met twice over the course of the year and had several discussions regarding board members.

It was decided we had enough candidates showing interest that we did not need to put out an advertisement for board members this year. As we did not receive any nominations from the membership in general, the Nominating Committee is pleased to advise that the Board of Directors for the Seniors Services Society presented at the AGM on June 25, 2019 is the following:

- | | | |
|----------------|-------------------|-------------------|
| Sherry Baker | Philip Bonardelli | Harj Dhanoya |
| Rosemary Dunne | Linda McGowan | Betty McIntosh |
| Marg McKee | Jacqui Mendes | Elizabeth Phillip |
| Anna Smith | Brenda Southam | Michael Thompson |
| Jeff Tisdale | | |

This board has a great mixture of people that are all passionate about seniors and we look forward to serving the Society in the year to come.

Brenda Southam
 Nominating Committee Chair
 Seniors Services Society

MEMBERSHIP COMMITTEE REPORT

The Membership Committee met on a regular basis in 2019, with two main objectives:

1. To solidify the process for accepting members into the Society; for this purpose, a phone interview/welcome script was created to gauge potential members' interest and acceptability.
2. To formulate a list of organisations such as associations, service clubs, etc. which could be approached for potential members.

NEW MEMBERSHIP PROCESS:

The Committee put the following process in place for new members of the Seniors Services Society:

New membership applications will be forwarded to the committee; one member will call, welcome them as a new member, and ask a few questions to get to know them better. Once complete this information will be forwarded to the Seniors Services Society's Office Administrator for processing.

The list of organisations such as associations, service clubs, etc. which will be approached for potential members still needs to be updated with some phone numbers and email addresses. Once completed the committee members will make contact for potential new memberships. A letter will be used to encourage memberships, and a follow up phone call will take place after it is sent. This part of the program will be followed through within the next fiscal year.

Anna Smith
Membership Committee Chair
Seniors Services Society

POLICY COMMITTEE REPORT

The Policy Committee met three times during the 2018-2019 term. The following Policies were approved by the Board:

- Signing Authority
- Board meeting
- Board Recruitment & Standards
- Board Directors Roles, Responsibilities & Conduct
- Board Complaints & Compliments
- Annual Budget
- Code of Conduct; Code of Conduct Form
- Misappropriation of Assets
- Board Duties & Responsibilities
- Executive Director's Performance Review
- Board of Directors Confidentiality Agreement

Sherry Baker
Policy Committee Chair
Seniors Services Society

TREASURER'S REPORT

Overall, the 2018/2019 fiscal year was the beginning of a turning point year from a financial viewpoint. Although, expenses exceeded revenues, the year-end deficit of \$49,612 was \$92,000 less than expected. The Society's unrestricted funds to contribute to future operations are still in a favourable position to meet the activities planned in the up-coming 2019/2020 fiscal year.

These results continue to 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.

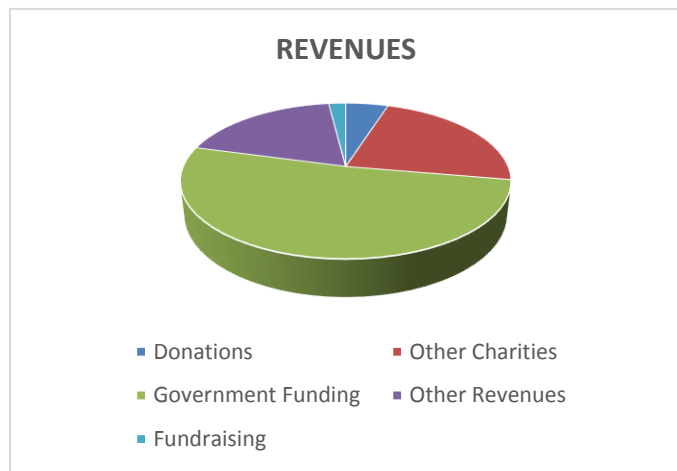
The Society remains in a strong financial position to meet next year's budget, which is focused on making a greater impact by taking advantage of new government programs, such as SHINE BC, seeking to increase and diversify programs and sources of funds the Society utilizes.

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

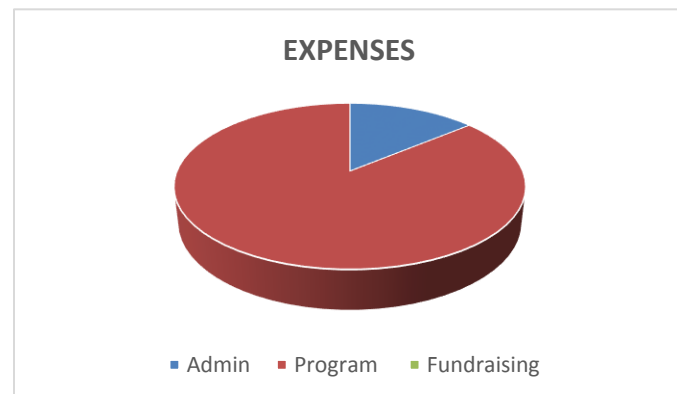
REVENUE

Donations	\$ 45,692	4%
Other Charities	\$ 249,017	23%
Government Funding	\$ 565,563	52%
Other Revenues	\$ 207,344	19%
Fundraising	\$ 14,846	2%
TOTAL REVENUE	\$1,082,462	



EXPENSES

Administration	\$ 161,229	14%
Program Costs	\$ 986,763	86%
Fundraising	\$ 3,642	0%
TOTAL EXPENSES	\$1,151,634	



WE NEED YOUR HELP

Change **60+** lives this year

What can your gift of **60 dollars** or more give?

- 10** hot meals a month to a senior needing assistance
- 3** nights of temporary housing to a senior in a housing crisis
- 1** month of social outings for a lonely, isolated or low-income senior

Give 60+ www.seniorsservicessociety.ca/audonate
Registered Charity Number #: **80138 8547 RR001**



VOLUNTEER AND MAKE A DIFFERENCE

Not everyone can make a financial contribution but you can still make a difference! Seniors Services Society is offering you an opportunity to become a volunteer and engage with older adults 60+ in a friendly, vibrant setting.

Connect with people who share your interest in helping others and learn about issues that impact older adults. Volunteer Programs: Meals on Wheels, Medical Transport, Grocery Shopping, Bus Trips, and more.

- Volunteer with the [insert program name here]: _____
- Volunteer in a different way: _____

Contact us today to learn more! volunteer@seniorsservicessociety.ca or 604.520.6621 or visit our website: www.seniorsservicessociety.ca

Send this form by email or mail to our office at:
750 Carnarvon Street, New Westminister, BC V3M 1E7

Name: _____ Phone: _____

Email: _____

Address: _____



Seniors Services Society

750 Carnarvon Street, New Westminster, B.C.
Society Number #

S-50270

Registered Charity Number#

80138 8547 RR0001

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
Health Sciences Association
Homelessness Partnering Strategy—Service Canada
May and Stanley Smith Trust Foundation
Rotary Club of New Westminster
Royal City Farmer`s Market
United Way of the Lower Mainland
UWLM—Better at Home
Vancouver Coastal Health Authority

Connect With Us!



604-520-6621 | info@seniorsservicessociety.ca
seniorsservicessociety.ca