Annual General Meeting Report

June 25th, 2013

Russell Residence
740 Carnarvon Street, New Westminster

The Vision
We foresee a community where everyone lives with dignity,
in a safe, comfortable and healthy home

The Mission
We house and support seniors to live independently
THANK YOU!!!

Key Donors
Ladies Auxiliary, Aerie No. 20 Fraternal Order of Eagles
Jan & Susan Schmidt
FLUOR Employee Giving Campaign
Open Road Toyota
May and Stanley Smith Trust Fund
Epicure Foundation
Elk’s Club of New Westminster

Community Partners
United Way of the Lower Mainland
BC Housing
Fraser Health Authority
Vancouver Coastal Health
New Horizons
City of New Westminster
Metro Vancouver
City of Vancouver
Services Canada
Provincial Rental Housing Corporation
The Swedish Canadian Manor Society
Starlight Casino, New Westminster
Thifty’s Foods, New Westminster

Funders
ANNUAL GENERAL MEETING

Tuesday June 25th, 2013 at 10:30 am

Russell Residence, 740 Carnarvon Street, New Westminster

Agenda:

1. Quorum
2. Welcome and opening remarks
3. Approval of the Agenda
4. Notice of the Annual General Meeting
5. Minutes of 2012 AGM
6. Society Report
7. Financials
8. Nominating Committee Report
9. Election of Directors
10. Adjournment
Members present from sign in sheet:

Guests:
Yumi Onozawa, Linda Malek, Peter B. Bruckman, Patricia Steiner, Wanda Mulholland, Alison Marshall, Leslie Zietsman and Shawna Toupin

With 52 members present (quorum), the Annual General Meeting of the Seniors Services Society was called to order by the President and Chair, Ken McIntosh, on June 26th, 2012 at 11:15 am.

The President welcomed directors, members, staff and guests of the Society.

The Chair announced that the meeting would be governed by Robert’s Rules of Order.

1. Agenda:
M-1 Moved by Bill Lewis, seconded by Jeff Langlois to adopt the agenda for the June, 2012 AGM as circulated.
Carried

2. Notice of Meeting:
M-2 Moved by Bill Lewis, seconded by Alana McIntyre to accept confirmation that members received sufficient notice of the AGM within the time line specified by the bylaws of the Society.
Carried

3. 2011 AGM Meeting Minutes
M-3 Moved by Bill Lewis, seconded by Herb Hamm to adopt the 2011 AGM meeting minutes as presented.
Carried

4. Department Reports
M-4 Moved by Cal Donnelly, seconded by Herb Hamm to accept the department reports presented in the Annual General Meeting report.
Carried

Financials
Carried
5. Society Report
   Ken McIntosh, President read the Society Report and Kara-Leigh Jameson, Executive Director commented on the year’s activities.

M-6  Cal Donnelly moved and Herb Hamm seconded to have staff review records of volunteer Board members and recognition of the members. Carried

6. Nominating Committee Report

M-7  Moved by Ken McIntosh, seconded by Calvin Donnelly, that the report given from the nominating committee be accepted as presented. Carried

Call for Nominations from the floor

Board Members were elected by acclamation to the Seniors Services Society’s Board of Directors.

- Calvin Donnelly, President
- Ken McIntosh, Vice President
- Don Lawson, Treasurer
- Giuliana Graves, Secretary
- Marg McKee, Executive Member at Large
- Bill Lewis, Member at Large
- Calvin Donnelly, Member at Large
- Joanne Halloran, Member at Large
- Alana McIntyre, Member at Large
- Lorraine Logan, Member at Large
- Helen Bodner, Member at Large
- Jeff Langlois, Member at Large
- Hector D. Bremner, Member at Large
- Vance McFadyen, Member at Large
- Barb Dafoe, Member at Large
- Vacant, Member at Large

M-8  Moved by Jean Westaway, seconded by Helen Bodner to elect the positions as presented. Carried

M-9  Moved by Cal Donnelly, seconded by Bill Lewis to accept the proposed bylaw change to include the amendment to section 26. (1) Carried

M-10 Moved by Ken McIntosh, chair and president and seconded by Bill Lewis to adjourn the meeting at 11:45am.
Society Report

On behalf of the Board of Directors and Society staff, it is our pleasure to report on the activities and accomplishments of the Seniors Services Society for the fiscal year of 2012-2013.

Board Governance

Now that we are all settled and enjoying the new location of SSS we have been busy updating the internal operations of the Society.

This past year has been one of great successes behind the scenes. The Board has contributed countless hours recreating a new 3 year Strategic Plan. It was deemed necessary to update the existing plan because Seniors Services Society has grown and evolved into a more diverse, pragmatic and well-known agency. It is because of this growth that it was decided to update the previous Strategic Plan to one that will give the agency a new and improved focus that better fits the needs of seniors.

Vision

We foresee a community where everyone lives with dignity, in a safe, comfortable and healthy home

Mission

We house and support seniors to live independently

As part of this new plan Seniors Services Society will continue to hire effective people, increase and diversify revenue sources and expand our presence. We will be looking at ways of increasing our funding by learning a new approach to open dialogue to potential donors. We will also be learning how to sensitively and effectively broach the idea of Legacy Planning to people that may not otherwise know about this option.

Further to this we have been very lucky in that the interest and awareness of SSS has provoked some great candidates to put their names forward to be part of our Board of Directors. We are excited to see the future of the Society with guidance from an amazing and diverse group.

I cannot say enough to thank the funders that have supported us along the way. We are grateful for all the help knowing it will assist us in reaching our new goals.

Have a wonderful summer,

Sincerely,

Calvin Donnelly, Board President
Seniors Services Society
Society Administration

Seven years after our amalgamation, it was time to look at our Strategic Plan and create a new one to map out our direction and focus for the next 3 years. This past fiscal year our Board put many dozens of hours into examining the seniors sector landscape, our vision- mission- values- commitment, a stakeholder review, a full client and program analysis and a lengthy discussion on what our time and resources will keep us busy with over the next while. The seniors population is growing faster each year and we are now confident that we can expand and serve a growing number of seniors each year.

In addition to expanding our current 13 programs, this year we created two new ones. The first is AIRS (Assistance, Information, and Resources for Seniors) to give an opportunity for active seniors to be trained in helping other seniors with any type of paper work or problem solving, and secondly, we started Lunch & Learns, which give New Westminster seniors an opportunity to be picked up and brought to lunch to socialize and to learn something new.

SSS staff had the privilege this year to embark on new learning’s themselves. With a new USA foundation grant, we had professional development funding for everyone to fine tune their skills from learning Punjabi and Mental Health First Aid to new frontiers in Trauma and Stress Reduction.

Our new Fund Raising Plan was launched this year with the development of our Society Menu of Needs. This document is essentially our program and services wish list with its associated costs to guide us as we apply for new funding or seek donors to support our work. We had our first ever Meals on Wheels Fundraiser and it was a huge success with net proceeds over $13,000.

A soaring year with a fantastic finale fundraiser, we are now working towards another amazing year in 2013-2014.

Big thanks to all our dedicated Staff, Board of Directors, volunteers, donors and funders who work all year long making sure we all fulfill the mission to support seniors to live independently.

Sincerely,

Kara-Leigh Bloch, Executive Director
Seniors Services Society
Treasurer’s Report

We are excited to say we had the best year in 2012/13; financially speaking of course.

We would like to thank the City of New Westminster for increasing their contributions this past year.

Kara-Leigh Bloch and her staff have done an excellent job in obtaining additional funding and controlling costs. They should be proud of themselves for fundraising an unprecedented $13,374.13 resulting in a small profit of $3,176 before depreciation.

The Executive Finance Committee is looking forward to seeing how much more the Society will progress over the next years. Staff and Board Members are revved up to look into new forms of fundraising.

In prior years the Society was the beneficiary of estates which has enabled us to remain in a strong financial position thanks to all the support of the community and SSS Staff we are getting stronger every year.

Thank you to fellow Board members for their support and a BIG thank you to Denise Borthwick the Society Financial Administrator for work well done.

Don Lawson, Board Treasurer
Seniors Services Society

*Financial statements will be circulated at the Annual General Meeting
Nominating Committee Report

Members of the Nominating Committee:
Joanne Holt – Interim Chair, Bill Lewis, Barb Dafoe
Alana McIntyre – Presenter
Kara-Leigh Bloch- Staff

The Board of Directors recommends that the membership fees be $12.00 per year and that the membership year be from June 1 to May 31st.

According to Society by-laws approved by the membership in June 2006, the number of Society Directors shall not exceed fifteen.

The Board of Directors will consist of an Executive of five: President, Vice President, Past President, Treasurer and Secretary.

The Nominating Committee recommends the following candidates for election to the BC Seniors Services and Housing Information Society Board of Directors.

The Nominees for the Executive Members are:

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<th>Nominee</th>
<th>Position</th>
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<tr>
<td>1 Vance McFadyen</td>
<td>President</td>
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<td>2 Marg McKee</td>
<td>Vice President</td>
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<td>3 Calvin Donnelly</td>
<td>Past President</td>
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<td>4 Don Lawson</td>
<td>Treasurer</td>
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<td>5 Ken McIntosh</td>
<td>Secretary</td>
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The Nominees for Members at Large are:

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<th>Nominee</th>
<th>Position</th>
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<tr>
<td>6 Alana McIntyre</td>
<td>Member at Large</td>
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<td>7 Bill Lewis</td>
<td>Member at Large</td>
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<td>8 Bill Reynolds</td>
<td>Member at Large</td>
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<td>9 Brian Pybus</td>
<td>Member at Large</td>
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<td>10 Hector Bremner</td>
<td>Member at Large</td>
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<td>11 Helen Bodner</td>
<td>Member at Large</td>
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<td>12 Janice Wood</td>
<td>Member at Large</td>
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<td>13 Joanne Holt</td>
<td>Member at Large</td>
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<td>14 Lorraine Logan</td>
<td>Member at Large</td>
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<tr>
<td>15 Sherry Baker</td>
<td>Member at Large</td>
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Nominations from the floor are permitted.

Respectfully submitted,

Nominating Committee
Seniors Services Society
Board Member Candidate Biographies

Sherry Baker
Sherry Baker, lives in Langley, and has owned and operated a private consulting and counselling practice since 1990. Her focus is small business, non-profit and boards support, strategic planning and organizational development. In 2006 she started 55 pluspro, a web-based employment matching service for people over 50. She sold the site in 2012. She has been an Executive Director for the Ishtar Transition Housing Society, Aldergrove Neighbourhood Services, and since 2010, she has been the Executive Director of the BC Association of Community Response Networks.
Sherry served as City Councillor in Chilliwack for 6 years in the 1980's. She completed six years as a public member on the Board of Registration for Social Workers and is finishing her sixth year on the College of Occupational Therapists of BC. She is the past Chair of the BC Coalition to Eliminate Abuse of Seniors as well as a founding Board Member of the Minerva Foundation for BC Women and the United Community Services Coop. Sherry has been a Rotarian since 1992 and is a member of Soroptimist International of the Langleys. She was awarded the Canada 125 Medal "in recognition of signification contribution to compatriots, community and to Canada" and was also awarded a Paul Harris Fellowship by Rotary International. She was recently awarded the Queen’s Diamond Jubilee Medal.

Helen Bodner
Helen is a retired business owner who has resided and raised her family in New Westminster. She has been a member of the Hyack Festival Association for 23 years and served as President in 1997.
Helen was the recipient of the ‘Citizen of the Year’ award in 2005. She has served as a Board Member for the Victims Assistance Association, Massy Theatre, the Parks Board, and City Planning Commissioner. Helen currently sits on the SSS Board of Directors, Seniors Advisory Committee, Hyack Association and Group of 5 Benevolent Society.

Hector Bremner
As a current resident of New Westminster, Hector is a Marketing & Communications Specialist and entrepreneur whose worked with top names in business, non-profit, and all levels of government with the focus to help grow their market shares and awareness for their brand and cause. With an impressive track record of project management and fundraising, Hector envisions SSS’s potential within the social profit sector and with a few key added links and new ways of thinking; he believes he can contribute his business expertise to support this agency in 2013 and beyond.

Calvin Donnelly
Calvin has been a long time resident of New Westminster who has been committed to serve the residents of New Westminster. Cal has been a small business operator in New Westminster working in the printing, entertainment and travel business. Cal is currently SSS President and has served on the New Westminster City Council first getting elected in 1980 and has served on City Council as well. Calvin has worked with the last five Mayors, serving on all the City Committees over those years as well as various Greater Vancouver Regional District committees. Cal has always worked and served not only the seniors but all New Westminster community members.
Joanne Holt

Joanne was born in Alberta and raised in Ontario. She moved to Vancouver twenty years ago and now, newly married resides in New Westminster. Joanne is the eldest of seven children and she is the only girl. Before retiring Joanne was a long time Medical Office Assistant. Joanne is a Board Member at SSS and sits on the Membership and Nominating Committee. She is also on the Dunwood Place Tenants Executive Board as Vice-President and Bingo Co-ordinator. Joanne is sure to continue to bring a fresh outlook to the SSS board meetings and we are lucky to have her.

Don Lawson

Don Lawson has worked as a community volunteer for many years starting as a volunteer with minor lacrosse and continuing on to become a Director and Treasurer of the Western Society for Senior Citizens’ Services. Don spends time supporting his wife Marilyn in all her activities. Don is a Certified Management Accountant and worked for Western Peat Moss for 27 years before retiring.

Bill Lewis

Bill was the owner of E.L. Lewis Insurance Agencies Ltd. and General Insurance Broker until his retirement a few years ago. He has been an active participant in community affairs for many years. Bill has served on the SSS Board of Directors for 4 years. He is the Past President of Downtown New Westminster Association and Chamber of Commerce, Past Director for YMCA, GVRD, Hyack Festival and Canadian Figure Skating Association, as well as former Alderman for New Westminster.

Lorraine Logan

Lorraine retired in 2004 after working 31 years for the Provincial Government. During and since then she has extensively volunteered. Lorraine is the President of New Vista Society, 2nd Vice-President of COSCO (Council of Senior Citizens of BC), Seniors Planning & Action Network member, Access Transit User Advisory Committee. Lorraine also sits on the Board of Directors with SSS and is a volunteer Meals on Wheels driver once a week. Lorraine’s energy and tenacity proves to be a winning asset for the Society.

Vance McFadyen

Born in Vancouver, Vance has resided in New Westminster since 1961. He retired from Ames Tile & Stone in 1966 as Human Resources Manager and was previously a program manager for the Government of Canada. Vance is currently a member of the Massey Theatre Performing Arts Centre Task Force, has served 3 years as President of the New Westminster Lawn Bowling Club and is the founder of the Royal City Pride Society and co-founder of Century House’s newly formed Senior Gay Straight Alliance. Vance is a Board Member as well as an Airs volunteer for Senior Services Society. At Century House Association Vance is 1st Vice President a member of two Century House Association Committees and is a Senior Peer Counsellor. He is an active member of Royal Canadian Legion Branch #2 and of the Elks Club. Vance has two sons, both born in New Westminster and has been married for the past 36 years and is an aspiring ukulele student.

Ken McIntosh

Ken McIntosh is a retired New Westminster Police Officer. He has served on the Vancouver District Umpire’s Association and BC Baseball Umpire’s Association as a president. Ken was previously a commissioner of the New Westminster District Scouts Canada and a Board of Managers of the Knox Presbyterian Church. Ken also volunteered for years with Hyack and the Vancouver Canadians Baseball Club.
Alana McIntyre

Alana and her husband Maurice live in New Westminster and have four grandchildren. She is a semi-retired consultant and is a very active person in the community who was awarded the Diamond Jubilee Award in January 2013. Alana has served on numerous committees over the years and sits on the SSS Board of Directors. Alana has served as past President for the Hyack Festival and remains active as the Program and Pageant coordinator for the Hyack Miss New Westminster Program. She has also been involved in the Ladies Council of Women, Royal City Humane Society, Family Place, 1st Multicultural Committee, School Committees, BC Sectional Figure Skating, Western Canadian Figure Skating Championship, May Day Committee, Westminster Club Board of Directors, School District # 40 Social Responsibility Committee, Celebration 150 Committee, and numerous civic committees. Currently: Seniors Advisory, Seniors Festival, Remembrance Day Committee, Group of Five Benevolent Society.

Marg McKee

In 2006, Marg and her husband retired to BC from Ottawa and after much research settled into living along the Quay in New Westminster. She is presently a member of Senior Services Society Board of Directors and has served on the Executive Finance Committee. She is Past President of Century House Association, Past Chair of Seniors Planning and Action Network; Past Member of New Westminster’s Seniors Advisory Committee, a volunteer with the Fraser River Discovery Centre plus she sits on various committees dealing with the needs of seniors in New Westminster. Before departing Ontario, Marg was instrumental in setting up the first half way house for women in Canada while she was National President of the Canadian Association for Elizabeth Fry Society. As a retired nurse, Marg is always interested in a better, more inclusive world for all.

Brian Pybus

Brian is a long-time resident of New Westminster. He has been a personal debt consultant for more than a decade, his practice now devoted exclusively to assisting those aged 55+ who have consumer debt problems. He previously enjoyed a lengthy career with Revenue Canada (now Canada Customs & Revenue Agency) and prior to that, with the Toronto-Dominion bank. He has written for both Canadian and US publications for some 15 years. These days he confines his writing to a blog on personal financial matters. He currently serves on the Seniors Advisory Committee with the City of New Westminster.

In wishing to become a Board member of the Seniors Services Society, Brian says: "Consumer debt has become a problem for a growing number of seniors. I'm always looking to find ways to help these folks. The Society has resources which may prove helpful. I very much want to be a part of the solution."

Bill Reynolds

Bill Reynolds, a resident of North Vancouver, has been a consultant in the natural products industry for over 30 years. His main areas of practice include business and product development, regulatory affairs, marketing and strategic planning. He is a regular participant in industry forums and contributes articles to various journals, magazines and trade newsletters. He spent two years as a Director and six years as Executive Director of the Canadian Health Food Association. Bill provides consultation to business and government on a comprehensive range of topics pertaining to the natural products industry. Over the years he has developed a special interest in governance and the possibilities of charitable and not for profit societies; what they provide and how they can provide it and, now that he has become a senior, he has developed a keener interest in the aging process. He is passionate about how one ages with dignity, while being surrounded by people who care and advocate for their needs. Working with the Seniors Services Society seems like the next logical step.
# Programs and Services

## Report 2012

### Seniors Services Society Staff

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<thead>
<tr>
<th>Administration</th>
<th>Seniors Services Society Staff</th>
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<tbody>
<tr>
<td>Kara-Leigh Jameson</td>
<td>Executive Director</td>
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<tr>
<td>Denise Borthwick</td>
<td>Financial Administrator</td>
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<tr>
<td>Nancie Knight</td>
<td>Receptionist</td>
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<tr>
<td>Jill Ferguson</td>
<td>Office Manager</td>
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<tr>
<th>Support Services</th>
<th>Seniors Services Society Staff</th>
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<tr>
<td>Sanjay Gulati</td>
<td>Support Services Manager</td>
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<tr>
<td>Kelly Friesen</td>
<td>Independent Living Coordinator</td>
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<tr>
<td>Tracy McEwen</td>
<td>Social Programs Coordinator</td>
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<tr>
<td>Mhairi Campbell</td>
<td>Coordinator of Volunteers</td>
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<tr>
<td>Glynn Manson</td>
<td>Bus Driver</td>
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<tr>
<td>Sharon Bard</td>
<td>Bus Driver</td>
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<tr>
<td>Mike Davis</td>
<td>Bus Driver</td>
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<td>Ana Saunders</td>
<td>Bus Driver</td>
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<tr>
<th>Housing Services</th>
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<tr>
<td>Anna Truong</td>
<td>Housing Manager</td>
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<tr>
<td>Hina Lal</td>
<td>Housing Counsellor</td>
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<tr>
<td>Annie Lam</td>
<td>Programs Assistant</td>
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<tr>
<td>Phillip Vu-Tran</td>
<td>Housing Outreach Worker</td>
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<tr>
<td>Denise Wells</td>
<td>Housing Outreach Worker</td>
</tr>
<tr>
<td>Erin Carey</td>
<td>Coordinator, Temporary Housing Program</td>
</tr>
<tr>
<td>Wendy Dragomir</td>
<td>Housing Outreach Worker</td>
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<tr>
<th>Community Impact Contractors</th>
<th>Seniors Services Society Staff</th>
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<tr>
<td>Mariam Larson</td>
<td>Coordinator, Seniors Planning &amp; Action Network of New Westminster</td>
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<tr>
<td>Milinda Schultz</td>
<td>Facilitator, Seniors Housing Counsellor Training</td>
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Support Services Department Report

It has been a very exciting year for us, not only did our dedicated team serve more seniors but we were chosen to be the lead agency for the NW Better at Home program – one of the first two sites out of 60 across BC. This program was launched in January 2013 and we started serving our first clients in April 2013 providing two new services within this program – light housekeeping and transportation to non-medical appointments.

We successfully organized our first Meals on Wheels fundraiser – raising over $13,000 and connecting with 200 new and existing supports of the Society.

We offer a range of programs and services for seniors living in New Westminster. This year, we helped 4,754 seniors through one or a combination of the following programs:

- Meals on Wheels
- Independent Living
- Medical Transportation
- Support Calls
- Dining Club
- Lunch Bunch
- Out & About
- Annual Income Tax Clinic
- Santa for Seniors
- Assistance, Information and Referral (AIRS)

The 2012-2013 year has been a time of consolidation and growth of our key programs. In February 2012, we welcomed Chef Danny Kwok and his culinary team at the Redbar Lounge in Starlight Casino as our new meal provider for the Meals on Wheels Program. This change has been a significant improvement in providing quality meals to our seniors. We have seen an increase in the number of seniors receiving meals since the changes were implemented in February and numbers continue to rise. We served 7,173 meals this year, an increase of 28% over last year.

Our Medical Transportation Program volunteers drove seniors to 273 doctor and dental appointments around the Lower Mainland. Many of the clients are taken by the same driver and we are pleased to see social connections develop. This is something that rarely occurs with public transport or taxis. Our volunteers, who logged over 650 hours this year alone, express that this program gives them a great deal of satisfaction.

Intake in Support Services has increased substantially, with 2,781 meals served as part of our Dining and Lunch club an increase of over 21% over last year. While 575 seniors enjoyed our Out & About and shopping trips to local malls, theatre events and movies with an increase of over 66% compared to last year. Our Lunch Club Program expanded to include monthly Lunch & Learn sessions for seniors who joined us in our boardroom for a nutritious lunch and presentation on various health and wellness topics for seniors, we served 131 seniors. We have doubled our Out & About trips to two per month to various local events and entertainment venues and our clients are enjoying them.

Our Annual Income Tax Clinic was very successful again this year with over 500 volunteer hours completing 755 returns. This year we offered the clinic in SSS boardroom. Not only did this make things much more convenient for staff it also allowed clients to learn of other services that we provide.

Finally we would like to thank our devoted team of volunteers, donors, funders and staff for their time, efforts and resources in supporting our programs to serve seniors.
Our housing department provides housing services to seniors who are homeless or at risk of such. It may be difficult to imagine how seniors can be caught in a crisis such as homelessness, but as housing costs increase and income remains low and fixed, seniors often find themselves having to decide between rent, medication or nutrition. Many are living paycheck to paycheck and one emergency often means they cannot afford next month’s rent. Our housing team works hard to support seniors during their housing crisis and help them save their home or find new affordable and appropriate housing. This year:

- We conducted 922 housing intakes of which 492 were seniors who were homeless or at risk of losing their home.
- 192 vulnerable seniors who were homeless or at risk received intensive outreach services. Outreach staff provides in-depth, personalized assessment and support to homeless and at risk clients to assist them in achieving their short and long term housing, health care and support needs.
- 29 seniors participated in our Temporary Housing Program (THP), an alternative to a homeless shelter program for seniors. Seniors stay in a fully-furnished apartment on a temporary basis while receiving outreach support to secure affordable and appropriate housing. Program fees are geared to income.
- 101 of our clients found new affordable and appropriate housing with help from our housing team.
- We obtained a new partnership with the City of Vancouver. With this funding we were able to increase our outreach capacity in Vancouver. Last year, 166 of our clients were from Vancouver.
- With new funding from Epicure, we were able to provide nutritious Meals-on-Wheels to our clients who were struggling to make ends meet.
- We played a vital role in creating and spreading awareness of homelessness amongst seniors in the community. Assisted in the organizing of Homeless Action Week (HAW), provided workshops to several community groups about housing for seniors. We were also a founding Board Member of the Greater Vancouver Shelter Strategy Society.

This past year has been extremely busy for the housing department. We look forward to building our capacity to serve seniors who are facing homelessness in Metro Vancouver in the coming years.
Community Education Department Report

We host multiple community programs to disseminate seniors housing and support service information by core activities such as:

1- Website

A completely re-designed, user-friendly website. We maintain two online databases; an inclusive, searchable Seniors Housing Directory of BC, and a Seniors Services Directory of New Westminster.

2- Housing Counsellor Training Workshops

Our facilitator Milinda Schultz, hosted two 36-hour training workshops to volunteers and service providers to become comfortable and knowledgeable Seniors Housing Counsellors in their community. Each year we can enroll up to 28 participants, with sessions each Fall and Spring, and rotating locations around the Lower Mainland.

3- Community Presentations & Seniors Workshops

This year we provided 30 individualized presentations and workshops on seniors housing and support services to community agencies, hospitals, senior's services agencies, and the shelter community.

4- Seniors Resource Library

On location, we have information available relating to seniors housing, support services and health to keep seniors living safely, healthy, socially engaged and independent.
Volunteer Services Report

Over the last year, our volunteers have donated a tremendous amount of time, energy, and kindness to our senior clients through Meals on Wheels, Medical Transportation, Support Calls, Annual Tax Clinic, Office Support, and more. Our programs could not operate without the commitment and devotion of our amazing team of volunteers.

This Year:

- 74 Active volunteers
- 17 New volunteers

The Meals on Wheels Program is a great example of their efforts. It has grown leaps and bounds this year and thanks to our team of volunteers, we are able to fulfill this growing demand with success. Last year, volunteers delivered 7,173 meals and gave 4,980 hours of service. In addition to the delivery of a hot, nutritious meal, the volunteers also provide clients with a brief social visit and safety check.

New Programs:

In October, we launched our Assistance, Information and Referral program (AIRS) where senior volunteers help their peers with forms, information about services and referrals. This program has been running successfully 5 days a week with a 2 hour morning and 2 hour afternoon shift. During the year AIRS volunteers have supported 100 clients. They have helped them with filing their taxes, filling out forms for GIS, SAFER, OAS, CPP and various other documents, provided information and assistance.

Opportunities for Volunteering:

Volunteer recruitment is ongoing for “Meals on Wheels (Driver, Runner and Pick-Up Driver)”, “Drivers for Transportation to appointments” “AIRS Program - Assistance, Information, and Referral for Seniors”. Please connect with our Volunteer Coordinator for details about all of our volunteer opportunities.

A BIG THANK YOU:

Fresh fruit breakfast smoothies were blended up in honour of National Volunteer Appreciation Week (April 21st – 28th). We are also pleased to announce that we are offering volunteers who use their vehicles for volunteering a chance to win a $25 gift card each month. We hope this added bonus will help compensate for the wear and tear on their vehicles. We are in the process of setting up additional public liability insurance for up to $3 million for all our volunteers who use their vehicles for volunteering (this is in addition to their existing insurance). SSS staff members are organizing a wonderful volunteer appreciation event to say thank you and honour our dedicated volunteers. We recognize how valuable our volunteers are to our programs...without them meals would not get delivered, medical appointments would be missed, envelopes wouldn’t get stuffed and our documents wouldn’t get shredded and they do all of these things and more with a smile on their face!