



# Annual General Meeting Report

June 24<sup>th</sup>, 2014

*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/Partners**

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## **Key Sponsors**

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ROTARY CLUB OF NEW WESTMINSTER  
STARLIGHT CASINO, NEW WESTMINSTER  
THE ROYAL CITY RECORD  
VANCITY COMMUNITY SAVINGS CREDIT UNION

# ANNUAL GENERAL MEETING

**Tuesday June 24<sup>th</sup>, 2014 at 11:00 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 2013 AGM
6. Society Report
7. Financials (Financial statements included separately)
8. Nominating Committee Report
9. Election of Directors
10. Proposed bylaw change to section 16.(3)  
**From**  
*A quorum is 3 members present or a greater number that the members may determine at a general meeting.*  
**To**  
*A quorum is 50% plus 1 of directors and 10% of general membership.*
11. Adjournment

## ANNUAL GENERAL MEETING MINUTES

June 25, 2013 10:30 am

Russell Residence, 740 Carnarvon Street  
New Westminster, BC

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### Members present from sign in sheet:

Calvin Donnelly, Lorraine Logan, Margaret McKee, Ken McIntosh, Betty McIntosh, Joanne Holt, Mariam Larson, Marlene Barnes, Elsie Anderson, Eugene Amburg, Vicki Dobson, Mary Muntean, Doris Bryson, Anne Smith, Christina Black, John Grant, Sherry Baker, Bill Lewis, Don Lawson, Helen Bodner, Jean Harley, Alana McIntyre, Brian Pybus, Lois Brassart, Annette Oakes, Rosemary Smith, Udo Heinze, Marnee McLean, Kay Klyne, Roberta Coyle, Liz Green, Ive Bridges, Wolf Thomas, Maria Karulls, George Bojda, Hedy Day, Dianne Clark, Brenda Blair, Janice Wood, Laurel Stone, Barry McKee, Vance McFadyen, Evelyn Gut, Bill Reynolds, Donald MacKenzie, Linda Asgeirsson, Margaret Beaupre, Wendy Scott

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With 48 members present (quorum), the Annual General Meeting of the Seniors Services Society was called to order by the President and Chair, Calvin Donnelly, on June 25<sup>th</sup>, 2013 at 10:30 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 **Ken McIntosh** to adopt the agenda for the June, 2013 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. 2012 AGM Meeting Minutes

**M-3** Moved by **Ken McIntosh**, seconded by **Bill Lewis** to adopt the 2012 AGM meeting minutes as presented.

**Carried**

### 4. Department Reports

**M-4** Moved by **Ken McIntosh**, seconded by **Bill Lewis** to accept the department reports presented in the Annual General Meeting report.

**Carried**

### Financials

**M-5** **Don Lawson** moved and **Bill Lewis** seconded to accept the Year End 2013 Financial Statements and Review Engagement Report undertaken by Seymour & Associates.

**Carried**

### 5. Society Report

**Calvin Donnelly**, President read the Society Report and **Kara-Leigh Bloch**, Executive Director presented the year's operational activities.

**M-6 Ken McIntosh** moved and **Bill Lewis** seconded to receive the reports as presented.  
**Carried**

### **6. Nominating Committee Report**

**M-7** Moved by **Alana McIntyre**, seconded by **Bill Lewis**, 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 2013 Board of Directors.

Vance McFadyen	President
Marg McKee	Vice President
Calvin Donnelly	Past President
Don Lawson	Treasurer
Ken McIntosh	Secretary
Sherry Baker	Member at Large
Bill Lewis	Member at Large
Joanne Holt	Member at Large
Alana McIntyre	Member at Large
Lorraine Logan	Member at Large
Helen Bodner	Member at Large
Hector D. Bremner	Member at Large
Bill Reynolds	Member at Large
Brian Pybus	Member at Large
Vacant	Member at Large

**M-8** Moved by **Marg McKee**, seconded by **Bill Lewis** to elect the positions as presented.  
**Carried**

**M-9** Moved by **Cal Donnelly**, seconded by **Bill Lewis** to accept the motion of Ken McIntosh and Don Lawson remaining on the Board for another term to allow time for appropriate replacements.  
**Carried**

**M-10** Moved by **Ken McIntosh**, chair and president and seconded by **Bill Lewis** to adjourn the meeting at 10:55am.  
**Carried**

## Society Report

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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 2013-2014.

### ***Board Governance***

The past year has seen an active, functional and busy board fulfilling its duties with enthusiasm and great team work.

All board meetings have been conducted on schedule and with efficiency. The sub-committees have met regularly and have put in strong efforts to ensure the various activities required have been met.

Of particular note is the fact that, with the help of the Society staff, the fundraising committee organized an exciting and financially successful fundraiser for the New Westminster Meals on Wheels Program raising \$13,000.00.

The Board for 2014 - 2015 is looking forward to another successful year. We are committed to working together as a strong team.

### **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*

In view of next year's reduction in funding from key grant sources, the Society has pared costs wherever possible and is making concentrated efforts to find alternate sources of funding for various programs, in particular for our Temporary Housing Program. We are confident of success in large part due to the dedication of the staff of Seniors Services Society.

On behalf of the Board, I would like to thank all funders for their amazing support, which allows us to continue to assist seniors in need. Lastly, let me say as always, our members and our volunteers give us a tremendous amount of time, effort and support to assist the society in fulfilling its mandates.

Enjoy a wonderful summer,



Vance McFadyen, Board President  
Seniors Services Society

## *Society Administration*

This year Seniors Services Society had an overall strong start and finish, with most programs hitting milestone numbers of clients served, all expected grants coming in and an impressive \$13,000 raised from our Annual Fundraiser to support the critical work we do.

In February we celebrated SSS's 8<sup>th</sup> birthday since our amalgamation in 2006. We took the opportunity to mix and mingle our staff and board teams in order to be collaboratively unified in our mission to "*house and support seniors to live independently*".

A successful first meeting with BC's new Seniors Advocate took place; we were able to present an overview of SSS, the impact on the sector and SSS of the next years' funding reductions and some ideas of how, in collaboration with the government, we can secure funding for our seniors in future years.

We have been providing services to seniors in Metro Vancouver for over 50 years. Most people think we receive all of our operating funds from the government and are shocked that we have to rely on grants and donations from year to year. Only 41% percent of our funding comes from the government. This year we launched our first ever donation ask campaign; to our surprise, our donations increased and we raised over \$23,000.00.



If you are celebrating a special occasion of any sorts or just want to put on an event on our behalf; we welcome the opportunity to be the recipient of donations in lieu of gifts. Our friends at the **Paddlewheeler Neighbourhood Pub** in New Westminster stepped up this year to host a Super Bowl party on our behalf and raised \$1,802.00!

SSS needs your annual support and commitment. Please consider giving annually or monthly either by visiting our web site at [www.seniorsservicesociety.ca](http://www.seniorsservicesociety.ca) or by calling me directly at 604-520-6621; I would be happy to share our Menu of Needs.

A great BIG THANK YOU to the many hands behind the vital work that happens day to day: our Staff, Board of Directors and volunteers who work all year long, to ensure thousands of seniors stay active, healthy, comfortable, connected, nourished and housed.

Thank you for your ongoing support.

Sincerely,



Kara-Leigh Bloch, Executive Director  
Seniors Services Society

## Financials

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### *Treasurer's Report*

The 2013/2014 financial year resulted in the best outcomes since 2009.

Kara-Leigh Bloch and her staff have done an excellent job in obtaining additional funding and controlling costs.

Donations and fundraising increased significantly through the efforts of staff and board members. These efforts have resulted in a surplus of \$85,968.00.

Surplus funds will be used for future operations and capital projects. As an example a replacement of the bus could cost \$115K.

Thank you to fellow Board Members for their support and a BIG Thank YOU to Denise Borthwick, the Society Financial Administrator, for the work WELL DONE.



Don Lawson, Board Treasurer  
Seniors Services Society

\*Financial statements will be circulated separately at the Annual General Meeting and will be available on our website at [www.seniorsservicesociety.ca](http://www.seniorsservicesociety.ca).

## Nominating Committee Report

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### Members of the Nominating Committee:

Lorraine Logan, Chair - Alana McIntyre and Helen Bodner

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 31<sup>st</sup>.

According to Society by-laws, the number of directors may be 5 or a greater number determined from time to time at a general meeting. The 2013 – 2014 Board of Directors recommend 13 directors be nominated for the 2014 – 2015 election. Directors shall not serve more than 6 consecutive terms.

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

The Nominating Committee recommends the following candidates for the 2014 – 2015 election to the BC Seniors Services and Housing Information Society Board of Directors.

### The Nominees for the Executive Members are:

1	Vance McFadyen	President
2	Marg McKee	Vice President
3	Calvin Donnelly	Past President
4	Daisy Hu	Treasurer
5	Lorraine Logan	Secretary

### The Nominees for Members at Large are:

6	Alana McIntyre	Member at Large
7	Bill Reynolds	Member at Large
8	Helen Bodner	Member at Large
9	Janice Wood	Member at Large
10	Sherry Baker	Member at Large
11	Linda McGowen	Member at Large
12	Evelyn Gut	Member at Large
13	Brenda Southam	Member at Large

Nominations from the floor are permitted.

Respectfully submitted,

Nominating Committee  
Seniors Services Society

## **Board Member Candidate Biographies**

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### **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 board support, strategic planning, and organizational development. Sherry is currently the Executive Director of the BC Association of Community Response Networks. She has served on many community and social services boards. Sherry has been a Rotarian since 1992 and is a member of Soroptimist International of the Langleys where she was recently awarded the Francis Wagner Achievement Award. Sherry was awarded the Canada 125 Medal "in recognition of significant contribution to compatriots, community and to Canada". She has been awarded 2 Paul Harris Fellowships by Rotary International and 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 Westminister. She has been a member of the Hyack Festival Association for 25 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, Massey Theatre, the Parks Board, and City Planning Commission. Helen currently sits on the SSS Board of Directors, the Seniors Advisory Committee and the Hyack Association Board.

### **Calvin Donnelly**

Calvin is a long time resident of New Westminister who is committed to serving the residents of New Westminister. Cal has been a small business operator in New Westminister working in the printing, entertainment and travel business. Cal is the SSS Past President and has served on the New Westminister City Council first getting elected in 1980. 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 Westminister residents.

### **Evelyn Gut**

Evelyn's work history has been mainly in the hospitality industry. For the past 13 years she has held the role of Director of Sales and Marketing at the Hilton Vancouver Metrotown and recently she has taken on the role of Assistant General Manager for the Holiday Inn Metrotown. Evelyn's previous board experience has been as a Program Director for Sales and Marketing Executives, a Director with Burnaby Community Services and a Director of the Business Development program. Evelyn is interested in joining Seniors Services Society's board for personal and community reasons. She is interested in getting more experience at board governance and also feels the responsibility to volunteer her experience and time as her effort to give back to community.

### **Daisy Hu**

Daisy holds both a CGA designation and a Bachelor Degree of Accounting Technology. Her past work experiences include: Controller, Senior Account Manager and Intermediate Accountant. She is highly experienced with processing payroll, budget preparations, month and year-end reports, variance and analysis forecasts, and cash flow reports. Daisy believes she can share her career experience with Seniors Services Society and that together; we will make sound financial decisions and continue to keep SSS fiscally responsible. Her recent discovered interest in older adults deems this position an excellent learning experience for her within the non-profit sector. She looks forward to working with the SSS Board of Directors as the new Treasurer.

### **Lorraine Logan**

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

### **Vance McFadyen**

Born in Vancouver, Vance has resided in New Westminister since 1961. He retired from Ames Tile & Stone in 2006 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 and has served 3 years as President of the New Westminister Lawn Bowling Club. Vance is the founder of the Royal City Pride Society and co-founder of Century House's newly formed Senior Gay Straight Alliance. He is currently the SSS Board President, and in the past has been 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 the Elks Club. Vance has two sons, both born in New Westminister and has been married for the past 38 years.

### **Linda McGowen**

Linda is a Consumer Advocacy Manager at MVT Canadian Bus Inc. HandyDART. She has worked in community health as a VON home care nurse and home care nursing Supervisor/Administrator and as Special Project Consultant and Access Manager for the City of Burnaby. Linda has worked with people with disabilities and seniors for more than 40 years. Linda's board experience includes 8 years with Burnaby Hospice, 10 years with community home support and BACI (Burnaby Association for Community Inclusion). She currently sits on the board for the Sam Sullivan Disability Foundation, BCMOS and MS Society (MS Ambassador), and she regularly attends senior planning tables in Burnaby, New Westminister, the West End, White Rock and other planning tables on occasion and by request. Linda a senior and has lived in New Westminister for 23 years. She is most interested in the work that the Seniors Services Society does in New Westminister and beyond.

### **Alana McIntyre**

Alana lives in New Westminster and has 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 an active member. 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. She is currently involved in Family Court, Chair of Remembrance Day Committee, Seniors Festival Sub Committee, and 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 the Vice President of the Seniors Services Society Board of Directors and serves 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 and 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 Societies. As a retired nurse, Marg is always interested in a better, more inclusive world for all.

### **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.

### **Brenda Southam**

Brenda Southam has been involved in the Not for Profit sector for over 18 years. She has sat on the Executive Committee of the Rotary Club of Coquitlam as Secretary, President-Elect and held the President position from 2006 - 2007. She is a designated Association Executive (CAE) from the Canadian Society of Association Executives. Brenda trains board governance for AMC and enjoys the Governance in not for profits. Her interests vary and she finds that giving back to the community is something that she enjoys. She looks forward to volunteering with SSS.

### **Janice Wood**

Jan was raised in New Westminster and attended school here until post secondary. She has had a career in nursing both in hospital and community and is currently involved in volunteer work at Century House as a Senior Peer Counselor. She is also involved in the VGH School of Nursing Alumnae Association and has served on the Board of SSS this past year as a Director. Jan believes it is important to give people a sense of value to keep them connected to others and to encourage involvement in their community.

# Programs and Services Report 2014

## Seniors Services Society Staff

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### Administration

Kara-Leigh Bloch  
Brian Dodd  
Anna Truong  
Denise Borthwick  
Meaghan Fraser  
Heather Mercer

Executive Director  
Manager of Operations  
Manager of Resource Development  
Financial Administrator  
Office Administrator  
Receptionist

### Support Services

Kelly Friesen  
Hayley Campbell  
Glynn Manson  
Sharon Bard  
Mike Davis  
Anna Saunders

Independent Living Coordinator  
Coordinator, Volunteer Programs  
Bus Driver  
Bus Driver  
Bus Driver  
Bus Driver

### Housing Services

Hina Lal  
Bee Schroeder  
Denise Wells  
Wendy Dragomir

Housing Counsellor  
Housing Outreach Worker  
Housing Outreach Worker  
Housing Outreach Worker

### Community Impact Contractors

Mariam Larson  
  
Milinda Schultz

Coordinator, Seniors Planning & Action Network of New  
Westminster  
Facilitator, Seniors Housing Counsellor Training



## Support Services Department Report

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The past year has once again been a busy year for Support Services. It has been a year of change and growth as we said good-bye to staff members Mhairi and Tracy and welcomed Hayley Sinclair to the team. Hayley will oversee the growth of the *Volunteer* programs and the operation of *Bus Programs*, *AIRS* and the annual *Tax Clinic*. Kelly Friesen will continue to oversee the *Better at Home* program and will be co-ordinating *Meals on Wheels* and the *Be a Santa to a Senior* programs.

We have now completed our first year offering *Better at Home* services. The *Better at Home* program offers light housekeeping and both medical and non-medical transportation services. We have also started to offer the reassuring *Support Calls* program under the *Better at Home* banner. Some services require clients to pay on a sliding scale based on their income from the previous year.

The *Meals on Wheels* fundraiser this year was another great success. Zachary Stevenson's rendition of Buddy Holly had the dance floor hopping and the event raised close to \$13,000.00. This year the *Meals on Wheels* program supported 117 seniors with 9403 meals over the course of the year.

We continue to offer a wide range of support services for seniors living in New Westminster. This year, we had 15,000 contacts with seniors through one or a combination of the following programs:

- *Meals on Wheels*
- *Medical & Non – Medical Transportation*
- *Support Calls*
- *Dining Club*
- *Lunch Bunch*
- *Out & About*
- *Annual Income Tax Clinic*
- *Be a Santa to a Senior*
- *Shopping Trips*
- *Light Housekeeping*
- *Lunch & Learn*
- *Assistance, Information and Referral (AIRS)*

The *Medical Transportation* program volunteers drove New Westminster seniors to 212 doctor and dental appointments around the Lower Mainland. Many of the clients are continually taken by the same driver and we are pleased to see social connections and friendships develop; this is something that rarely occurs with public transport or taxis. Our volunteers, who logged hundreds of hours this year alone, express that this program gives them a great deal of satisfaction.

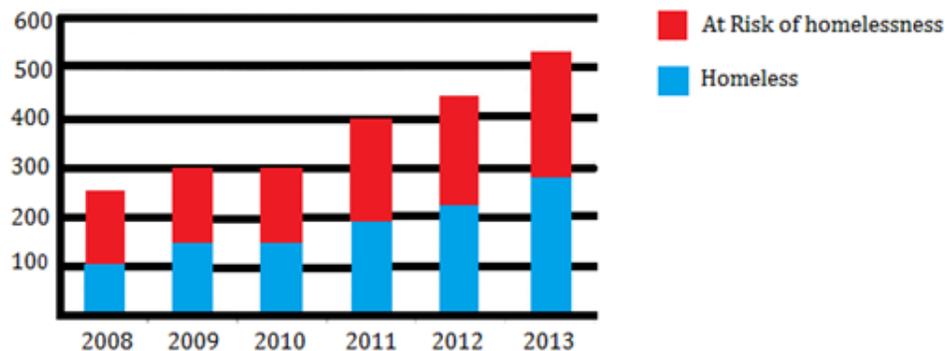
Our *Bus* programs continue to attract great interest in the community. *Dining and Lunch* club participants have enjoyed 3077 meals over the past year and 143 seniors took part in our *Out & About* and *Shopping Trips* to local malls, theatre events and movies.

Our annual Income Tax Clinic was extremely successful this year with over 1146 volunteer hours completing over 800 returns. This year we once again offered the clinic in the SSS boardroom, which proved to be a venue very conducive to this kind of activity. *Be a Santa to a Senior* was also a great success this year. We distributed a record number of gifts to almost 200 seniors in New Westminster and the lower mainland. The smiles on the faces of not only our senior clients, but the donors, businesses, volunteers and staff involved, were priceless.

Once again, we need to thank our devoted team of volunteers, donors, funders and staff for their time, efforts and resources in supporting our programs to serve seniors. We could not do what we do without you!

## Housing Services Department Report

This has been quite the year for the housing department as we served a record number of seniors who were homeless or at risk. An aging population, increasing rental prices and the low number of available affordable rental stock contributes to the increasing number of seniors who are homeless or on the verge of becoming homeless. This graph below displays the number of new intakes who were homeless or at risk of becoming so over the years.



Number of intakes of seniors (55+) who were homeless or at risk of homelessness at time of SSS intake

Some of our other accomplishments this year include:

- 21,978 calls for seniors housing assistance
- 1,204 housing intakes
- 292 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, financial, 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.
- 129 of our clients found new affordable and appropriate housing with help from our housing team.

## Community Education Department Report

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What a fabulous year for the Community Education department! This year has been full of laughter, stories and lots of learning. We conducted 35 training seminars, presentations, and info booths to the community with over 2500 total attendees. Highlights include delivering a “Best Practices when working with Homeless Seniors” *Lunch and Learn* for the 2013 ShelterNet Conference. This conference was well attended with over 100 service providers, shelter staff and outreach workers.

This year, our *Housing Counselling Training* course wrapped up with a past client telling her story on what it was like to be on the verge of homelessness. Class participants were thoroughly touched by her story and are even more inspired to take their learning and apply it to their daily work.

Other highlights of this year include setting up info booths at various community info fairs and festivals including the Festival of Volunteers, Renfrew-Collingwood Seniors Wellness Day, and Burnaby Seniors’ Festival. We were also honoured to be invited to be a panel speaker at the Salvation Army’s 2014 conference, Hope Speaks, to discuss changing trends in the growing senior population.

We look forward to delivering more workshops on housing and support services for seniors in the new fiscal year



Housing Counsellor Training – Class of Fall 2013

## Volunteer Services Report

Seniors Services Society offers a variety of volunteer-run support and social programs for seniors in New Westminster. These programs ensure all seniors, many of whom live alone and are low-income, have opportunities for meaningful social contact through dining options and independent shopping, and can attend their important medical appointments. Our programs could not operate without the work of our committed volunteer team.

Our *Meals on Wheels* team has grown to include 38 volunteer members and their involvement keeps the service affordable to seniors in need. The *Medical Transportation* service continues to be in high demand and we could not safely deliver our clients to their important destinations without the assistance and generous contributions of our *Medical Transport* team. Last year they provided 389 transports to clients in need. The *Assistance, Information and Referrals for Seniors* team saw over 220 clients last year and provided support to complete applications for rental subsidies, government pensions, income assistance and housing searches. Our outstanding *Tax Clinic* volunteers completed over 800 income tax returns this year alone!

We celebrated National Volunteer Appreciation Week with our annual “Volunteers Keep Things Running Smoothly” event, where our volunteers were treated to fresh and delicious fruit smoothies and a heartfelt “Thank You” for their contributions this year. The staff members of SSS look forward to another year of working together in order to provide important services and support to seniors with genuine joy and smiles!

This year Seniors Services Society coordinated **81** volunteers and welcomed **8** new volunteers to the team.



## Annual Statistics 2013 - 2014

<b>Program Name</b>	<b>Type</b>	<b>YTD</b>
<b>Meals on Wheels</b>	Delivered Meals	9,403
<b>Bus Programs</b>	Trips	257
	Clients Contact	3,735
<b>Support Calls</b>	Calls	3,504
<b>AIRS</b> Assistance, Information, and Referral for Seniors	Appointments	241
<b>Community Education</b>	Workshops & Presentations	35
	Audience Attending	2,511
<b>Website Monitoring</b>	Website Hits	45,463
<b>Volunteers</b>	Total Volunteers	81
	Volunteer Hours	9,453
<b>Better at Home</b>	Clients	89
	Light Housekeeping Sessions	1,144
	Transportation	151
<b>Housing</b>	New Intakes	1,204
	Homeless	272
	At Risk	255
	Total Housed	129
	Prevented Homelessness	27
	Info packs sent out	674

## Our Gratifying Story

This story reflects the many ways in which Seniors Services Society helps seniors.

A 77 year old woman (let's call her Emma) facing an eviction was referred to Seniors Services Society by Home Health.

Emma had suffered the loss of her husband and son, with whom she had lived with, within the span of a few years. The trauma of losing both her loved ones in such a short time frame was too much to bear and she sank into a deep depression. Her health deteriorated too, and it came to the point where she no longer could take care of herself.

We began working with Emma and building a trusting relationship where she allowed us to get various agencies and supports in place. We took her to view places and found her a one bedroom apartment in her preferred location where she would be paying \$100 less in rent. We found out that Emma was not receiving the BC SAFER subsidy and had not known she was entitled to it, nor had she had her taxes done. We assisted her in filling in the application and submitted it on her behalf. Through a referral to our AIRS program, she was able to get her taxes done by one of our incredible volunteers.

Thanks to the collaboration of agencies working together to help her, she was assisted from start to finish with her move, including the cleaning, sorting and packing. On moving day, she was helped with getting settled and unpacked into her new place. It was heartwarming to spend the afternoon with her on the day of the move and listen to her being able to laugh again.

Emma is so happy to be in her new place, connected with supports, and as a result she is able to smile again. With the caring help of various agencies working together with SSS, we were able to give her a fresh start and help her get connected again.





**Notes:**

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