



# Annual General Meeting Report

June 28, 2016

*Seniors Services Society  
750 Carnarvon Street, New Westminster*

## **The Vision**

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

## **The Mission**

*We assist seniors with housing,  
social and support programs*

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Seniors Services Society (BC Seniors Services and Housing Information Society)  
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Phone: 604-520-6621 | Fax: 604-520-1798 | [www.seniorsservicesociety.ca](http://www.seniorsservicesociety.ca)

## **ANNUAL GENERAL MEETING**

**Tuesday June 28, 2016 at 11:00 am**

*Seniors Services Society, 750 Carnarvon Street, New Westminster*

### **Agenda:**

1. Call to Order
2. Quorum
3. Introductions of Board of Directors
4. Accept the Notice of the Annual General Meeting
5. Approve the Minutes of 2015 Annual General Meeting
6. Review and Accept the Society Report
7. Review and Accept the Financials
8. Review and Accept the Nominating Committee Report
9. Adjournment

## ANNUAL GENERAL MEETING MINUTES

June 22, 2015 11:00 am  
Russell Residence, 740 Carnarvon Street  
New Westminster, BC

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Chair was advised quorum was present and the meeting was called to order at 11:00 am.

### 1. Quorum:

**M-1** Moved by **Brenda Southam** and seconded **Ken McIntosh**, we have quorum as outlined in the bylaws.

**Carried**

### 2. Welcome and Opening Remarks:

**Marg Mckee**, on behalf of the **Board of Directors**, thanked Lookout Emergency Aid Society for providing the space for the AGM. The President also welcomed directors, members, staff and special guests of the Society and thanked them for attending the AGM.

### 3. Notice of Meeting:

**M-2** Moved by **Calvin Donnelly** and seconded by **Dianne Clark** to accept confirmation that members received sufficient notice of the AGM within the time line specified by the bylaws of the Society.

**Carried**

### 4. 2014 AGM Meeting Minutes

**M-3** Moved by **Brenda Southam** and seconded by **Lorraine Logan** to accept the 2014 AGM meeting minutes as presented.

**Carried**

### 5. Society Reports

**Marg Mckee**, President delivered the Society Report. **Brian Dodd**, Interim Executive Director delivered the Society Administration Report.

Anita Hagen, past Executive Director of the New Westminster Seniors Bureau and a Society Advocate and member, passed away on June 5, 2015. Her family is creating a community service award at New Westminster Secondary School and is requesting contributions towards the award in lieu of flowers. The **Society** will contribute \$100.00 towards the award in honour of Anita Hagen.

**M-4** Moved by **Dianne Clark** and seconded by **Ken McIntosh** to accept the Society Report and Society Administration Report as presented.

**Carried**

### 6. Financials

Special guest Ketan Vohora, Accountant from Vohora & Company Chartered Accountants LLP., presented the Society's 2015 yearend financials.

**M-5** Moved by **Ken McIntosh** and seconded by **Calvin Donnelly** to accept the March 31, 2015 yearend Financial Statements and Review Engagement Report undertaken by Vohara & Company Chartered Accountants LLP. as presented.  
**Carried**

**M-6** Moved by **Judith Berlin** and seconded by **Ken McIntosh** to appoint Vohara & Company Chartered Accountants LLP. as the accounting firm for the 2015 – 2016 fiscal year and to provide Review Engagements.  
**Carried**

**7. Presentation of Plaques**

A plaque was presented to **Helen Bodner**, who completed 4 terms of service with the board.

**8. Nominating Committee Report**

**Lorraine Logan** presented the Nominating Committee Report.

**M-7** Moved by **Lorraine Logan** and seconded by **Brenda Southam** to accept the Nominating Committee Report as presented.  
**Carried**

**9. Election Of Directors**

**Calvin Donnelly** presented the nominees for the election of directors and called three times for nominations from the floor. As there were no nominations from the floor, **Calvin Donnelly** declared by acclamation the following Board Members were elected to the Seniors Services Society's 2015 – 2016 Board of Directors.

|                 |                 |
|-----------------|-----------------|
| Marg Mckee      | President       |
| Lorraine Logan  | Vice President  |
| Calvin Donnelly | Past President  |
| Linda McGowen   | Treasurer       |
| Brenda Southam  | Secretary       |
| Alana McIntyre  | Member at Large |
| Sherry Baker    | Member at Large |
| Janice Wood     | Member at Large |
| Evelyn Gut      | Member at Large |
| Betty McIntosh  | Member at Large |
| Richard Dolmat  | Member at Large |
| Wolf Strecko    | Member at Large |

**10. Bylaw Change**

**Brenda Southam** presented the new proposed bylaws.

**M-8** Moved by **Brenda Southam** and seconded by **Dianne Clark**, be it resolved as a special resolution that Seniors Services Society of BC bylaws be rescinded and replaced.  
**Carried**

**11. Society Name Change**

The notice of the AGM went out more than 30 days ago with special resolution *Be it resolved to change the name of the organization from BC Seniors Services and Housing Information Society to Seniors Services Society*. The name was not approved with the registrar in Victoria. The **Board** decided to change the name to Senior Services Society of BC and it was approved with the registrar in Victoria. The **Board** asked the **members** to pass this motion with the approved name of Senior Services Society of BC having not been given 30 days notice.

**M-9** Moved by **Brenda Southam** and seconded by **Lorraine Logan**, be it resolved that the BC Seniors Services and Housing Information Society will change its name to Senior Services Society of BC effective when the resolution has been filled in Victoria.

**Carried**

**M-10** Moved by **Marg Mckee** and seconded by **Brenda Southam** to adjourn the 2015 AGM at 11:30 am.

## Society Report

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### Board Governance

It has been an honour and a privilege to serve as President for the past year. Together, our journey has been amazing and very productive.

Sherry Baker, Chair of the Policy, Planning and Development Committee has guided us in implementing our new Bylaws. Thank you Sherry, Brenda, Betty and Janice for your expertise.

Evelyn Gut, Chair of the Fund Development Committee, along with Wolf, Brenda, Alana, and Elizabeth, have lead us to increase awareness of senior's needs while raising funds by hosting two very successful events – *An Evening in Tuscany* and *Coldest Night of the Year*. We are committed to a sustainable funding base by adding monthly giving and encouraging Legacy Planning. Thank you so much for building relationships in our community so that our seniors can enjoy the benefits of a better life with housing and support services.

Lorraine Logan, Chair of the Membership Committee, kept a keen eye open for prospective members. Thank you Lorraine, Linda and Richard.

The Nominating Committee consisted of Cal, Marg, Lorraine and Richard. Thank you for creating our list of directors for 2016-2017.

Jan Wood, who has served on the Board for two years, has retired. We thank her for her contributions and wish her well.

Chris Utley was welcomed to the Board in March as our new Treasurer and brings lots of financial skills that will be useful to our Society. A very special thank you to Linda McGowen for overseeing our accounts.

The Board, along with staff and volunteers, developed our Strategic Plan for the next three years, and I am proud of our latest direction – *a community where seniors live with dignity in a safe, comfortable and healthy home along with assisting seniors with housing, social and support programs*.

To our funders - both longstanding and new – a BIG THANK YOU! Your support means the world to us.

Together, we will continue to meet the challenges, and we will make a difference.



Marg McKee,  
Board President, Seniors Services Society

## Society Administration

The past year can best be described as a combination of challenges and successes. The challenge was the growing demand for our services and the limited funding available to support those services. The successes are seen daily when we assist a local senior with the services they need to stay in their own home longer or when we can move a senior from a place of homelessness to an appropriate, safe home.

The numbers tell the picture of the need for our services and the amazing work that our team has been able to do over the past year.

Our Meals on Wheels volunteers delivered over 8500 meals; 291 seniors were driven to medical appointments; 163 seniors received gifts through the Santa for Seniors program; there were 1226 client contacts for Better at Home services such as light housekeeping, friendly phone calls and food shopping; and our housing team did 2593 housing client intakes. Over 100 hard working and dedicated volunteers put in over 9600 hours of time supporting our services and clients.

Homelessness among the senior population has become a major concern in Metro Vancouver. As the only agency that works exclusively with the elderly who are homeless or at risk of homelessness, we are seeing firsthand the increase in numbers of seniors facing a housing crisis. The number of seniors coming to us for assistance has doubled over the past year.

How are we able to help? Our Temporary Housing Program (THP) now has 20 furnished units for seniors to live in for a short time while we work on what led them to homelessness and find them permanent housing. We also have funding through BC Housing to assist those leaving medical care into homelessness find appropriate market housing. Our housing team of four is small, but we are currently assisting over 200 people a month, and we are building relationships with landlords to access affordable, appropriate and safe housing for seniors.

We still cannot help everyone. Our housing team has to triage to ensure those in the most precarious situations are helped first. Over the coming year, we will continue to educate decision makers and the community about the growing need for low-cost housing for seniors.

Seniors Services Society is the point of contact for many services providers and individuals across the Lower Mainland looking for services for seniors in need. Reception received over 16,700 phone calls over the past year, and the Seniors Services Society's website had over 63,000 unique visitors. The need continues to grow, and this year we look to partner with other agencies within and outside New Westminster to ensure we are all supplying the same information regarding available services for seniors.

Our staff, board and volunteers continue to knock it out of the park. Without their dedication, and yours as members, we just could not do what we do. Thank you to all of you for caring about seniors!

Respectfully submitted,



Brian Dodd  
Manager of Operations/Interim Executive Director

## Financials

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### Treasurer's Report

This is my first AGM as the new Treasurer for the Society.

I would like to thank the Society's President, Marg McKee, and my fellow Board members for their warm welcome and support since March 2016. In particular, many thanks to our previous Treasurer, Linda McGowen, for all her hard work in helping me transition to this role.

I would also like to thank the Society's Executive Director, Kara-Leigh Bloch who is currently on maternity leave, and her replacement, Brian Dodd, for their advice and assistance in my new role.

Special thanks go to Meaghan Fraser and Michelle Veinot for their administrative assistance.

Most of all, a big thank you goes to Denise Borthwick, the Society's Financial Administrator, for keeping the financial records in great shape' which makes my role much easier.

A few brief words about the annual financial statements:

Overall, the 2015 - 2016 fiscal year was a very successful year from a financial viewpoint. The staff and volunteers have done an excellent job in obtaining additional funding and controlling costs.

Donations and fundraising events have continued to grow through the efforts of staff, board members and volunteers.

All these efforts have resulted in a surplus of \$67,258, which will be used towards future operations. The Society is in a strong financial position to meet next year's budget, and I look forward to another successful financial year.

The financial statements were prepared by Vohora LLP Accountants which are attached\*.



Chris Utley, CPA, CA, Board Treasurer  
Seniors Services Society of BC

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

## Nominating Committee Report

### Members of the Nominating Committee:

Marg Mckee, Calvin Donnelly, Lorraine Logan and Richard Dolmat.

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

The Society by-laws state,

- 6.2 (1) The number of directors may not exceed 13 Including:  
a) one who is the immediate past-president.

The 2015 - 2016 Board of Directors recommended 13 Directors be elected for the 2016 - 2017 board term. Directors shall not serve more than 4 consecutive terms. We are pleased to advise the membership of our 2016 - 2017 Board of Directors as acclaimed in May 2016.

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 positions will be elected at the Board Meeting prior to the AGM on June 28 and the results will be announced during the AGM.

### The acclaimed Board Members are:

|    |                  |                             |
|----|------------------|-----------------------------|
| 1  | Sherry Baker     | 2 <sup>nd</sup> Term 4/8yrs |
| 2  | Richard Dolmat   | 1 <sup>st</sup> Term 2/8yrs |
| 3  | Calvin Donnelly  | 4 <sup>th</sup> Term 8/8yrs |
| 5  | Evelyn Gut       | 2 <sup>nd</sup> Term 3/8yrs |
| 5  | Lorraine Logan   | 4 <sup>th</sup> Term 7/8yrs |
| 6  | Linda McGowen    | 2 <sup>nd</sup> Term 3/8yrs |
| 7  | Betty McIntosh   | 1 <sup>st</sup> Term 2/8yrs |
| 8  | Alana McIntyre   | 4 <sup>th</sup> Term 7/8yrs |
| 9  | Marg McKee       | 3 <sup>rd</sup> Term 5/8yrs |
| 10 | Elizabeth Philip | 1 <sup>st</sup> Term 1/8yrs |
| 11 | Brenda Southam   | 2 <sup>nd</sup> Term 3/8yrs |
| 12 | Wolf Strecko     | 1 <sup>st</sup> Term 2/8yrs |
| 13 | Chris Utley      | 1 <sup>st</sup> Term 1/8yrs |

Respectfully submitted,



Marg Mckee  
President  
Nominating Committee  
Seniors Services Society



Calvin Donnelly  
Past President



Richard Dolmat  
Director



Lorraine Logan  
President - Elect

## 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, 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 three Paul Harris Fellowships by Rotary International and was recently awarded the Queen's Diamond Jubilee Medal.

### **Richard Dolmat**

Richard Dolmat is no stranger to the city by having been top NCO at the 513 Air Cadet building in Queen's Park and later having studied Political Science, Audio Engineering and Psychology at Douglas College. Richard is Owner and CEO of the media production company Digital Sound Magic Recording Studios Ltd. Richard has been successfully running the company for almost twenty years and was twice nominated for Vancouver's Top 40 Under 40. Richard is currently working towards his Doctorate in Business. Although already a proud donor to the SPCA, PACE Society, Food Bank and Sheldrick Wildlife Trust, as well as having served on the New Westminster Social Issues Committee, Richard feels he is ready to continue giving back to the community in which he proudly lives by contributing his business knowledge, experience, helpful positive attitude and creative suggestions. He's excited for the honour of serving on the Board of Directors once again.

### **Calvin Donnelly**

Calvin is a long time resident of New Westminster who is committed to serving the residents of New Westminster. Cal has been a small business operator in New Westminster working in print, entertainment and the travelling business. Cal is the Seniors Services Society Past President and has served on the New Westminster 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 Westminster residents.

### **Evelyn Gut**

Evelyn's work history has been mainly in the hospitality industry. She has held the role of Director of Sales and Marketing at the Hilton Vancouver Metrotown and General Manager for the Holiday Inn Metrotown. Evelyn is now pursuing a career in Fund Development. Evelyn's previous board experience has been as a Program Director for Sales and Marketing Executives, a Director with Burnaby Community Services and the Business Development program. Evelyn is looking forward to continuing to serve on 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.

### **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), Access Transit User Advisory Committee member and a Transit Police Commission Advisory Council member. Lorraine also sits on the Board of Directors with Seniors Services Society and volunteers as a driver for Meals on Wheels. Lorraine's energy and tenacity proves to be a winning asset for the Society.

### **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 forty years. Linda's board experience includes eight years with Burnaby Hospice, ten 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 twenty-three years. She is most interested in the work that the Seniors Services Society does in New Westminister and beyond.

### **Betty McIntosh**

Betty resides in New Westminister, married to Ken, mom to Scott (Jessica), Tami and Lisa and Grandma to Kent. Betty graduated from R.C.H. School of Nursing and worked 38 years in R.C.H. Emergency Dept. She also worked as a school nurse at N.W.S.S. & many flu shot clinics. Betty served 15 years as a New Westminister City Councillor. Presently a Board Member of Fraserside Community Services, The Group of Five and Friends Benevolent Society, and Presbyterian Auxiliary to Dunwood Place. Betty is also an ordained Elder at Knox Presbyterian Church, a member of Sapperton O.A.P. Association, Century House, Royal City Trefoil (G.G. of Canada), Hyack Festival Association, N.W. Horticultural Society, R.C.H. Nurses' Alumni, K. P. Women's' Association, and New Westminister Seniors Advisory Committee. Betty enjoys travelling, gardening, crocheting, time with family and volunteering in New Westminister.

### **Alana McIntyre**

Alana lives in New Westminister 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 Seniors Services Society 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, Westminister Club Board of Directors, School District # 40 Social Responsibility Committee, Celebration 150 Committee, and numerous civic committees. She is currently involved in Family Court, Remembrance Day Committee, Seniors Festival Sub Committee, and Group of Five Benevolent Society.

### **Marg McKee**

Marg has been volunteering in New Westminister, advocating for seniors for almost 10 years. She has been President of Century House Association, Chair of Seniors Planning and Action Network and has sat on the City's Seniors Advisory Committee. As a retired nurse, Marg is committed to an inclusive community that serves seniors with comfortable housing and social programs. This past year she has served as President of Seniors Services Society of BC and will continue on the new Board for 2016 – 2017 term.

**Elizabeth Philip**

Elizabeth Philip is a resident of New Westminster and lives in the Queensborough area with her husband. She has worked in the Information Technology field for all of her working career and was last employed with a major consulting and technology services company. Since retiring in 2010 she has focused on volunteerism and giving back to the community. She is very involved at the Century House and is currently the President of the Century House Association as well as the Facilitator for their Health Drop-In Café. Elizabeth is also involved with the Seniors Advisory Committee, planning the Seniors Festival for 2016. She has volunteered with Seniors Services Society for the past two years and was the Event Director for the Coldest Night of the Year in 2016. Elizabeth looks forward to being involved in initiatives that keep seniors engaged and relevant in our community.

**Brenda Southam**

Brenda Southam has been involved in the Not-for-Profit sector for over eighteen years. She has sat on the Executive Committee of the Rotary Club of Coquitlam 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 aspect of not-for-profit organizations. Her interests vary and she finds that giving back to the community is something that she enjoys. Brenda is pleased to be volunteering with Seniors Services Society and looks forward to continuing.

**Wolf Strecko**

Wolf Strecko started a third-age career as an executive coach about twelve years ago, and volunteers with seniors programs around the lower mainland. He has conducted workshops for Century House's Leading, Educating and Developing Seniors program, Financial Literacy workshops for the BC Centre for Elder Advocacy & Support, and Board Governance training for Volunteer Vancouver/Vantage Point to a number of non-profit organizations. Wolf was a member of the United Way Lower Mainland Seniors Regional Planning Table and an Executive Board member for the Hamilton Community Association in Richmond for ten years. Wolf is most interested in the Seniors Services Society's collaboration with other organizations, community engagement and reduction of social isolation.

**Chris Utley**

Prior to his retirement in 2014, Chris Utley, CPA, CA, was the Director of Ethics at the Institute of Chartered Accountants of British Columbia. He was responsible for managing the investigations of all complaints against the Institute's members, students and firms. Prior to joining the Institute, Chris was a senior manager with Deloitte and Touche LLP where he worked in the Financial Advisory Services group doing forensic investigations and management consulting. Prior to his work with D&T, Chris served as Regional Director of the Office of the Superintendent of Financial Institutions, where he was responsible for monitoring and examining federally regulated financial institutions. Past experience also includes working for the Auditor General of Canada and the City of Toronto. Chris has also served as Treasurer for the Greater Vancouver Crime Stoppers. A native of England, he moved to Canada in 1979 after spending four years in the Bahamas. Chris and his family have lived in South Surrey and White Rock for the past 25 years. He is very excited about his new role at the Seniors Services Society and looks forward to contributing to its success.