



**Annual General Meeting
June 24th, 2008**

11th Floor, Dunwood Place

The Vision of the Society is:

All older adults are well supported, adequately housed and contributing and valued in a healthy community

The Mission of the Society is:

To encourage, inform and support the independence and wellness of the older adult

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We are grateful to the following for financial support of our programs and services

Major Donations:

Westminster Savings
Michelmore Estate
Barbara McKay Trust Fund
Flerlage Estate
Knights of Columbus
Ladies Auxiliary, Aerie No.20
Fraternal Order of Eagles
UWLM designated donors
New Westminster Fire Fighter Charitable Association
Mrs Fedewa
Royal City Star Casino
Bilton Estate
The Real Estate Board

Partners:

Greater Vancouver Housing Corporation
Fairhaven United Church Home Society
Homeinstead
Rotary Club of New Westminster
Couzie's
Douglas College
La Rustica
New Westminster Fish and Chips
Richman
Century House

Funders:

BC Housing
City of New Westminster
The Provincial Gaming Commission
Fraser Health Authority
Services Canada
United Way of the Lower Mainland
Vancouver Coastal Health SMART



Thank you!



Annual General Meeting

**Tuesday June 24th, 2008 at 11:00 am
Registration at 10:30 am**

**11th floor, Dunwood Place
901 Colbourne 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 2007 AGM
6. Society Report
7. Financials
8. Nominating Committee Report
9. Election of Directors
10. Adjournment

Volunteer Appreciation Luncheon

Following the AGM you are invited to join us at our **Annual Volunteer Appreciation Luncheon**. Come meet your fellow volunteers to honour those that are retiring and thank those for their continued service.

Seniors Services Society

On behalf of the Board of Directors it is our pleasure to report on the activities and accomplishments of the Seniors Services Society for the fiscal year of 2007-2008.

Governance

As well as attending regular Board meetings, Directors of the Society sit on one or more of four standing committees: Executive Finance; Policy, Planning & Development; Fund Development and Membership. This allows directors to concentrate their time on specific responsibilities and then report the results of their work to the Board for discussion and further direction. This year that work has fallen on fewer shoulders due to illnesses and resignations. We were saddened when Tony Hardy was forced to stand down due to a difficult battle with cancer and Stan Winfield when for health reasons he was forced to reduce his activity. As well, Pat Kasproff stepped down due to work commitments. All three have been missed.

The work of the Board culminates in the approval of an annual budget based on outcomes identified in our 2007 Society Strategic Plan. Throughout this report you will find the results that work.

This was a very successful year for our Fund Development Committee when we became the benefactors of a substantial bequest, which was the result of the former Western Society's planned giving program. The Bilton Estate along with the Michelmores and Flerlages bequests came to us through the careful and diligent guidance provided by Director Stanley Winfield. As you will see from our Financial Statements the Society is moving closer to sustainability and is well resourced to serve our communities.

Thank you again to all of the Directors both retiring and new and to staff and volunteers who dedicate their time so generously to this worthy organization and the people it serves.



Herb Hamm, President

Administration

It is the responsibility of the Executive Director to ensure that the outcomes identified in the 2007 Strategic Plan. In spite of challenges such as turnover of staff, the ongoing need for more volunteers, office and mall construction (including loss of the elevator) the commitment and accomplishments of everyone was inspiring.

Highlights included implementation of the recommendations generated from Services Canada's New Horizons for Seniors funded Seniors Services Task Force Report presented to the community June 2007. Programs such as Seniors Link Up, In My Back Yard Information Fairs and the development of a local data base of resources and supports for seniors are just a few of the results. Through this process stronger agency and community partnerships are emerging and collectively we have a better understanding of how we all contribute to a civil Society.

Staff are guided by outcomes measurement frameworks linked directly to key outcomes in keeping with the Society Strategic Plan. Please take a moment to read through this report where you will see the statistical and anecdotal information that reflect the implementation of that. Congratulations team!!

We are forever grateful for the generous support and commitment from our funders (listed in this report). Special tribute this year must go to the United Way of the Lower Mainland who along with the Real Estate & Development Industry of Vancouver have pledged one million dollars allowing us to provide up to thirty units of Temporary Housing for Homeless Seniors in Metro Vancouver. Homelessness is an unfortunate result of poor health and low incomes. Being able to respond to this need is life changing for those affected. Bravo United Way!



Val MacDonald, Executive Director

Strategic Direction 2007

The Society will ensure that partnering, funding and other stakeholder groups have diverse, meaningful and appropriate opportunities to participate in the work of the Society.

Board of Directors

Herb Hamm	President
Stan Winfield	Vice President
Don Lawson	Treasurer
Laura Watts	Secretary
Ken McIntosh	Member at Large

Members at Large

Betty Christianson
Reg Derry
Silvana McNulty
Irma Matheson
Bonnie Rogers
Jean Westaway
Nick Cheng

Morven Ewen Director emeritus

Board Standing Committees

Executive Finance

Herb Hamm – ex officio on all committees
Don Lawson
Ken McIntosh
Stan Winfield
Laura Watts

Policy Planning and Development

Ken McIntosh
Irma Matheson
Reg Derry

Fund Development

Silvana McNulty
Nick Cheng

Membership

Jean Westaway
Bonnie Rogers
Laura Watts

**Retiring from the Board of directors this year: Betty Christianson
Stan Winfield**



Trip to the Orpheum Theatre

Programs and Services Year in Review

1. Support Services

Alice Heiman - Support Services Manager

Debbie Fry - Support Services Program Assistant

Margaret McNaughton - Bus Driver

Strategic Direction 2007

Governance and operations will focus on both well being and care of the older adult and that quality support programs will be produced for older adults and seniors at risk.

Support services are offered to low income seniors living in New Westminster and are funded by the United Way of the Lower Mainland, City of New Westminster Fraser Health Authority and donations. This year 230 clients were served from the following programs:

- Meals on Wheels
- Grocery Shopping
- The Dining Club
- The Lunch Club
- Telephone Support Calls
- Snow Removal (seasonal)
- Annual Income Tax Clinic
- Information and Referral
- Senior Link Up program (new)
- Seniors Transport (new)
- Out and About (new)

The new Seniors Link Up program developed with Fraserside Community Services now has five isolated and or frail clients matched with home visit volunteers and feedback is very positive. The new Seniors Transport program has been a challenge. We constantly receive requests for transport from seniors for whom public transport is not an option and taxi service is unaffordable but we still are in need of drivers. Maybe you could help!

Staff assisted over 271 drop in clients, while volunteer outreach worker, Bimal Parmeshwar, made 31 home visits and 42 office appointments. His services include acquiring vital information for clients, assisting in completion of forms to access services and year long income tax and back tax filing,

Our annual income tax clinic held in March and April was very successful with 22 volunteer tax preparers completing 840 of which tax forms of which 36 were done in the home. This service under Revenue Canada Community Volunteer Income Tax Program has operated for many years thanks to our many volunteers. Space was again provided free of charge by Safeway-New West Management and we thank them for their continued support.

Support Services again participated in the Be a Santa for a Senior program sponsored by Homeinstead Seniors Care. Through this program we collected, wrapped and with the help of the New Westminster Rotary Club distributed nearly 200 Christmas gifts to lonely isolated seniors in New Westminster.

Our newest program Out and About funded by United Way of the Lower Mainland received its initial launch on Saturday, April 26 when a bus load of seniors attended a performance by the Vancouver Symphony Orchestra at the Orpheum Theatre in downtown Vancouver. We have received much interest in this program and will be providing a regular twice monthly shopping excursion to Lougheed Mall, and have already filled a bus to attend a performance of the Glenn Miller band at the Orpheum Theatre in July. We are very excited about being able to offer this program to our clients.

2. Housing Services

Barb Haagenon Manager - (leaving end of June)

Hinal Lal - Housing Counsellor

Rusti Moffat - Outreach Worker

Dave Romer - Outreach worker

Kara Jameson - New Manager

Strategic Direction 2007

Ensure that Society programs produce quality options and opportunities for appropriate housing for older adults.
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Housing services are offered to seniors in search of housing in the lower mainland of BC and are funded through BC Housing and Services Canada. Our work this past year included:

- Continuation of our housing counselling services where seniors or their formal or informal caregivers on their behalf receive information on housing and services to suit their needs. Through this process staff identify individuals who may be homeless or at risk of homelessness. See table further on for numbers served.
- Unfortunately we are still seeing the number of homeless clients increasing. The 2008 Regional Steering Committee Homelessness Count shows that the number of absolute homeless seniors rose another 24% from 2005.
- Outreach staff work only with the absolute homeless referred by the Housing Counsellor. Clients who are at risk of losing their housing are handled by our housing counsellor. What complicates this intensive work is the lack of seniors appropriate emergency housing.
For more information on these services, please go to www.seniorsservicesociety.ca.
- Since 2003 the Seniors Services Society has been studying and carefully tracking the housing and services needs of homeless and at risk seniors. This culminated in the development of a Temporary Housing Pilot Project and after piloting renting and subletting two one bedroom apartments and submitting a business plan to the United Way of the Lower Mainland
- The UWLM convened leaders from the real estate and development community to raise \$1 million over the next three years to support the full implementation of the Temporary Housing Program. We will be building this program by ten units per year over the next three years with close monitoring and evaluation.
- Seniors Services Society will be renting units and subletting them to clients who qualify for this service at 30% of their income for periods of three months at a time until appropriate, stable housing is found.
- Housing Services also work with housing providers to avoid evictions of these vulnerable clients. In conjunction with our Community Education Services, a Framework for Stable Housing was developed in partnership with the Canadian Centre for Elder Law through a Vancouver Foundation Grant. This tool is presented to providers and managers of rental housing who have senior tenants. It is our hope that with education and awareness and knowledge of programs that assist independent living many of these evictions will be avoided and the number of homeless and at risk seniors will be reduced

3. Community Education Services

Melody Hainsworth - Manager

Brenda McKay - Program Coordinator

Sarah Jarvinen - Program Technical Assistant

Strategic Direction 2007

Engage older adults in local education opportunities in the communities served and provide a range of education opportunities to the general public around the needs and opportunities for older adults

Community Education coordinates education and information opportunities to assist in the delivery of housing and services for seniors and is an integral part of the services provided by the Seniors Services Society. This program is offered throughout the lower mainland and is funded by Vancouver Coastal Health, United Way of the Lower Mainland and Fraser Health Authority.

Over the past year Seniors Services Society was represented at 65 external events in the lower mainland including workshops, conferences, seminars and fairs and even a parade. Staff also both attended or presented at several national conferences including a Services Canada national teleforum on seniors homelessness and on a panel at the Annual J. Friesen Aging in Place Gerontology Conference.

The housing counsellor training program graduated ten new housing information providers in 2007 and the curriculum was recently redesigned for delivery in 2008 for both the Vancouver Coastal Health and Fraser Health Areas.

The April 2008 launch of our new agency website www.seniorsservicesociety.ca designed by Sara Jarvinen was successful and created interest in the information and services that the Society offers. Several new features were added, including searches, photos and program information in order to continue keeping the website fresh and relevant to users. The website is a continuously evolving project. The extensive web based **Seniors Housing Directory of BC** continues to be a vital portal to senior housing and thus its maintenance and updating is an integral activity of this office. For our web launch in April, several new search capabilities were added.

Marketing and communications included a development of a new agency brochure and the purchase of table top and tear drop displays which have greatly enhanced our visual image. This was followed by the publication and distribution of our Spring 2008 Newsletter. The Society is the project coordinator for the planned **Directory of Senior Services of New Westminster** being developed with the City of New Westminster funded by the Union of BC Municipalities.

Community networking is also a vital part of community education and partnership building. We are represented in the community by both Board and staff. These committees include: New Westminster Seniors Advisory Committee; New Westminster Homelessness Coalition; New Westminster Seniors Services Task Force; Vancouver Cross Cultural Seniors Network; Regional Steering Committee on Homelessness; Assisted Living Registrars Implementation Advisory Committee; BC Alliance of Information and Referral Services, Greater Vancouver Shelter Strategy, Advocate and Outreach and Community Volunteer Connections.

4. Volunteer Opportunities

Brenda McKay - Program Coordinator

Strategic Direction 2007

Ensure that programs and services have opportunities open to volunteers with high quality training, support and supervision

Volunteers are recruited and trained to work with Support Services, Community Education and Housing Services. Volunteer job descriptions and the volunteer application form have been added to our website and are available to download to make it easier for the prospective volunteer to understand the expectations of the agency and for standardization of quality of service. This has resulted in prospective volunteers having more information prior to their application process and for their ease in deciding on how they would like to offer their services.

Although we add new volunteers to the agency roster monthly we can always use more. Areas in high demand right now are drivers for our Transport Program and for delivering meals. We are also coming to understand that it is the one to one support given to seniors by well trained and caring volunteers that makes a tremendous difference in quality of life. In turn the quality of life for the volunteer is enhanced through giving of their time which is a most precious commodity.

The volunteer data base has been refined to make it more user friendly. Monthly standardized orientations were begun for new and returning volunteers in order to introduce them to the agency, its vision and mission, meet all the staff and to learn about the various volunteer opportunities. These are held based on feedback from staff on how to improve our intake process. Seniors Services participated in volunteer appreciation week and held a second annual successful Volunteer and Staff Christmas Party.

Volunteer services staff also supports the Society's Fund Development Committee. This year was our second annual fundraiser "Theatre in The Park". The evening was a big success with champagne and cake intermission, door prizes and a 50/50 draw. Fundraising is on target for this year, with over \$11,000 raised to date.

Seniors Services Staff

Administration

Margaret Alala Financial Administrator
Jill Ferguson Office Administrator
Val MacDonald Executive Director

Support Services

Alice Heiman Support Services
Coordinator
Debbie Fry Support Services
Marg. McNaughton Driver

Housing Services

Barbara Haagenon Housing Services Manager
(Until June 27, 2008)
Kara Jameson Housing Services Manager
(As of June 27, 2008)
Hina Lal Client Intake Worker
Rusti Moffatt Client Outreach Worker
David Romer Client Outreach Worker

Community Education and Resources

Brenda McKay Volunteer Services
Coordinator
Melody Hainsworth Community Education
Manager

Volunteers

Reception	Meals on Wheels	Tax Clinic	Outreach Volunteer
Annette La Rocque	Al Newton	Allen Young	Bimal Parmeshwar
Borgny Olsen	Bernice Kachuk	Anne McKintosh	
Cindy Dybdal	Bill Andrew	Annette La Rocque	Other
Edgardo Lopez	Bob & Joan Davis	Carol Martin	Charles Calogiros - Snow Removal
Janet Richen	Bob & Doreen Kelley	Dani Wu	Dario Sestito- Snow Removal
Joanne Bordignon	Brian Arnott	Doug Richen	Carol Martin- SSTF
Tracy McEwen	Denine Omand	Eileen Sparrow	
	Debi Lloyd	Frank Lussier	Support Callers
Office Helper	Eileen Quiring	Hazel Fern	Ava O'Sullivan
Bill Ayton	Gerard Major	Hazel Nelson	Hazel Nelson
Sue Allen	Irene McDonald	Isabelle Graham	Helen De Boer
	Joanne Wade	Jean Prior	Marie Tullett
Grocery Shoppers	Ka Lai Lo	Joanne Bordignon	Myrna Volk
Andrew Henry	Lorena Lee	Laberta Hamill	Vicky Meldrum
Bernice Kachuk	Lorraine Logan	Margaret McVey	
Betty Des Pres	Madhu Sharma	Poh Wah Keung	Housing Counseling
Cynthia Mason	Margot Finlayson	Ralph Flett	Carol Mohrsen
Edie Ennis	Mich Keller	Sadie Hillary	Fred Ludwig
Julianna Vizdak	Patti Goss	Ted Cashman	
Kerry Nicol	Paul Tjosvold	Theresa Chin	Senior Link
Lorraine Jinkerson	Peter Galaugher	Vera Taber	Andrew Henry
Madeline Holub	Robert Mitchell	Elaine Yhang	Cindy Dybdal
Margaret Klein	Ross Connors		Dee Alspach
Pat Curtis	Sandra Lowenberg	Out and About	Jackie Mac Connachie
Thomas McIntosch	Sharon Bard	Edgardo Lopez	Mary Boles
	Thelma & Norm Olsen	Fred Ludwig	
Grocery Order Takers	Community Living Society	Grace Anthony	Dining Club
Diane Miller	Community Options	Tracy McEwen	Borgny Olsen
Madelaine Holub			Dorothy Graves
Pat Curtis	Community Education	Lunch Club	Edgardo Lopez
Norma McFadden	Cindy Dybdal	Fred Ludwig	Esther Kulba
Vicky Meldrum	Denine Omand	Maureen Montgomery	Margaret McNaughtan
	Tracy McEwen	Tracy McEwen	Sadie Hillary



Dining Club 2008

Strategic Direction 2007

Programs and services are focused on direct and or indirect outcomes for older adults.

Annual Program Statistics with Comparisons

Support Services	2005/2006	2006/2007	2007/2008
Meal on Wheels - Clients Mthly Average	39	38	30
Meals – regular	6,558	6,216	4,553
Meals – frozen	1,007	1,427	1,093
Meals on Wheels – Total Meals	7,565	7,643	5,646
Lunch Program Clients	22	12	12
Dining Club	73	60	84
Grocery Shopping Clients	31	31	37
Grocery Shopping Orders	635	672	950
Support Call Clients	18	16	18
Volunteer Problem Solving - Not in total	60	13	72
Phone Contacts	3,213	3,340	3,860
Drop in Contacts	149	210	271
Tax Clinic Clients – Not in total	856	896	840
Tax Clinic Home Visits	40	30	36
Total Donations	\$6,863	\$6,464	\$6,800
Tax Clinic Volunteers	28	31	22
Total Registered Support Service Clients	183	157	181
Total Support Services Provided	12,546	12,235	11,697

Housing Services	2005/2006	2006/2007	2007/2008
Total Housing Calls	NA	6,280	7,033
Regular Clients	2,409	2,620	1,572
Outreach Clients	227	130	154
Total Housing Clients	2,636	2,750	1,726

Agency Totals	2005/2006	2006/2007	2007/2008
Incoming Calls	7,543	13,387	15,086
Clients	3,775	3,846	2,819

Community Education	2005/2006	2006/2007	2007/2008
Workshops and Presentations	64	50	65
Web Site Hits	708,900	662,359	652,629
Housing counsellor graduates	NA	23	11
Clients resulting from Web	87	39	30

Volunteer Services	2005/2006	2006/2007	2007/2008
Number of Volunteers	103	90	85
Board Volunteer Hours	675	338	716
Agency Volunteer Hours	2,629	2,550	4,113
Student Volunteer Hours	0	120	102
Totals Volunteer Hours	3,304	3,008	4,931

Gratifying Stories

Housing Services

I've wanted to write to you earlier to let you know how much I appreciate the work of your Society. I only remembered when I attended the Caregivers Fair at the central library square over this last weekend. Your staff are just super! Maybe you would like to hear my story.

Last July, my Mom was renting an apartment until the owners decided to sell the unit. I had no idea how long my Mom could stay in her unit. I started looking for another home for her. I went to the Dunsmuir Seniors Centre to start looking for information and that is where I saw your green flyer. I called your number the next day and the person who answered told me that she'd send some information to get me started even though there are a lot of telephone numbers to call, she told me to keep on trying. So I did. It took me three weeks to find a new place for my Mom. I couldn't have done it without your help. Please give my thanks to all your staff.

Thank you again so much,
Best regards,

Leila Scharnberg

Support Services

A lady was referred to our Society by Fraser Health, who felt that she could benefit from the Seniors Link Up program, which provides one-to-one home visit volunteers. During the intake interview this lady shared her very interesting past. She was well educated, had travelled extensively, lived and worked in other countries, had married and had a family. In her youth she had a wide circle of friends, but in later life, family illness saw her move back to Canada after living in the US for many years. Here she nursed her mother until her death, lost both her son and husband within a short time, and ended up being quite lonely and isolated with no family or old friends close by. At the time of interview she was paying someone to visit her and to go out with her. However, she realized that this type of arrangement was a business one and she wanted more-she wanted friendship. She did decide to try the Seniors Link Up program, and we staff were fortunate enough to quickly find a suitable volunteer. Both are very happy in their new relationship, and even though it is very early, benefits are noticeable for both parties. When last speaking with the client, she wanted to know more about our Out and About program, and also wanted to know if I had another volunteer so she could go out twice a week.

The goal of this program and that of all of the support services we offer is to do just that--support individuals in their homes, increasing and/or maintaining their independence and helping them to continue to live interesting and productive lives. To our volunteers, our clients offer the chance to give back to the community, to share of their time, their abilities and talents, and hopefully, make some new friends in the community.

2007 Treasurer's Report

2007 Strategic Direction

Programs and services are implemented and sustained at a high quality level.

That capital investments sought and made by the Society are focused on the best interests of achieving the Society purposes and investments sought and made address the long term needs of older adults in the communities served.

In keeping with the Society Strategic direction 2007/2008 has proven to be a red letter year. A planned giving program started by the former Western Society for Senior Citizens Services has seen success through a bequest of \$250,000. We have received the first instalment of a pledged one million dollars from the United Way of the Lower Mainland to provide Temporary Emergency Housing for Seniors, and the Fund Development Committee achieved it's goal of raising \$11,000. As well this past year the Board of directors approved a set of Society accounting practices which will guide future work of the Board of Directors.

Thank you to fellow Board Members for their support and to Margaret Alala the Society Financial Administrator for work well done.



Don Lawson
Treasurer

Financial statements will be circulated at the Annual General Meeting

**Seniors Services Society
Annual General Meeting, June 24th, 2008
Nominating Committee Report**

Members of the Membership/Nominating Committee:

Jean Westaway Chair; Bonnie Rogers, Herb Hamm – ex-officio, Jill Ferguson, 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, 1st Vice President, Treasurer, Secretary, one Executive Member at Large and up to ten Members at Large.

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

The Nominees for the Executive are:

- | | |
|-----------------|-----------------|
| 1. Herb Hamm | President |
| Vacant | Vice President |
| 2. Don Lawson | Treasurer |
| 3. Laura Watts | Secretary |
| 4. Ken McIntosh | Member at Large |

The Nominees for renewal for Members at Large are:

- | | |
|--------------------|-----------------|
| 5. Nick Cheng | Member at Large |
| 6. Reg Derry | Member at Large |
| 7. Silvana McNulty | Member at Large |
| 8. Irma Matheson | Member at Large |
| 9. Bonnie Rogers | Member at Large |
| 10. Jean Westaway | Member at Large |

The new Nominees for 2008-2009

11. Penny Bain
12. Bill Lewis
13. Ross Petaske
14. Tom Whalley
15. Available

Nominations from the floor are permitted.

Respectfully submitted on behalf of the committee