

**SENIORS SERVICES
SOCIETY OF BC**

ANNUAL REPORT

2020



**Seniors
Services
Society**
of B.C.





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A WORD FROM THE CEO

I came to the Seniors Services Society of BC in June of 2019 and was struck by the incredible work being done and the dedicated team behind it. The first few months went by quickly. I was drinking from the fire hose, learning about 17 different programs we delivered with a team of 10 staff and a dedicated team of 100 volunteers. The engagement in community and the sector was very visible as well.

Over the course of the year, we have worked with amazing partners, funders, and community supports. We have been able to launch and deliver an integrated program called Seniors Housing Information & Navigation Ease (SHINE BC), and have collaborated with the New Westminster Rotary Club on the successful fundraiser, Age is Just a Number. It's clear to me that the Society is unwavering in its mission to provide BC seniors with support and housing assistance.

A year later, I see an organisation that has not only made progress, it has risen beyond expectation. The shock of the COVID-19 pandemic presented a significant challenge to not just the Society's services, but our daily activities. I am exceptionally pleased with the staff, volunteers, community partners, funders, donors, and board who have taken on these challenges and gone the extra distance to ensure seniors continued to receive support, even as that support took on new forms in a rapidly changing healthcare landscape.

In dark times, the Seniors Services Society of BC strives to remain a beacon of hope for seniors throughout British Columbia. I am both proud and humbled to be part of that work.

Alison Silgardo
CEO



A WORD FROM THE BOARD PRESIDENT

The Seniors Services Society of BC (SSSBC) Board of Directors started off 2019-2020 with a full board of thirteen members. An orientation meeting was held on September 24th, 2019, with bi-monthly board meetings held until March 2020 and the advent of the COVID-19 pandemic. Further board meetings were held via teleconference initially, and through Microsoft Teams videoconferencing after.

A heartfelt thank you to all the SSSB board members for their continued work with the Society.

I would also like to extend a big thank you to all SSSBC board members who assisted with the October fundraiser "Age is Just a Number", which was held in the wonderful venue of Roma Hall. A special thank you also to the New Westminster Rotary Club, whose direction and support of this event helped realise a an amazing profit for the Seniors Services Society of BC.

Finally, thank you to all the staff of SSSBC for their continued and diligent work for the many seniors throughout British Columbia. We could not continue this important work without the leadership of our CEO, Alison Silgardo, who came to the Society last year as we started a new board year. She has been a blessing in difficult times. Thank you, Alison.

Betty McIntosh
Board President



MEET THE BOARD OF DIRECTORS



Betty McIntosh
Board Chair



Jacqui Mendes
Vice-Chair



Sherry Baker
Secretary



Philip Bonardelli
Treasurer



Brenda Southam
Past Chair



Marg Mckee
Member at Large



Jeff Tisdale
Member-at-Large



Harjinder Dhanoya
Member at Large



Linda McGowan
Member at Large



Rosemary Dunne
Member at Large



Elizabeth Philip
Member at Large



Michael Thompson
Member at Large



Anna Smith
Member at Large

*"We Live by
Respect and
Dignity ~
Acceptance and
Inclusion~
Integrity and
Trust"*

YEAR IN REVIEW

HIGHLIGHTS OF 2020

- Seniors Services Society of BC, launches The Grand Parade, in association with Blue Sea Philanthropy.
- Provincial Minister of Mental Health and Addictions Judy Darcy announces \$500,000 to Seniors Services Society for the Seniors Housing Information and Navigation Ease (SHINE BC) program at The Grand Parade opening ceremonies.
- Kara-Leigh Bloch steps down after nine years as Executive Director of Seniors Services Society of BC, to focus on her young family.
- Alison Silgado confirmed as new Chief Executive Officer of Seniors Services Society of BC.
- Seniors Housing Information & Navigation Ease BC (SHINE BC) is launched
- The Rotary Club of New Westminster hosts gala dinner Age is Just a Number
- Seniors Housing Stability Solutions Lab (SHL) is launched
- Coronavirus pandemic sweeps across Canada.
- Seniors Services Society of BC, working with both the provincial and the local municipal government, becomes a vital support hub for seniors in need of support.

"2019-2020 has been a year of resiliency. SSSBC has continued to grow and change to meet the demands of vulnerable Seniors"



SENIORS SERVICES SOCIETY OF BC

AT A GLANCE

2019-2020



7,955

MEALS delivered to seniors
through the Meals on Wheels
program



2,317

SENIORS provided with one-on-
one housing support and
information



6,528

SENIORS assisted with housing support and social
programs



4,250

Volunteer HOURS in the service of
our mission



474

TAX RETURNS completed for
seniors in our annual Tax Clinic



533

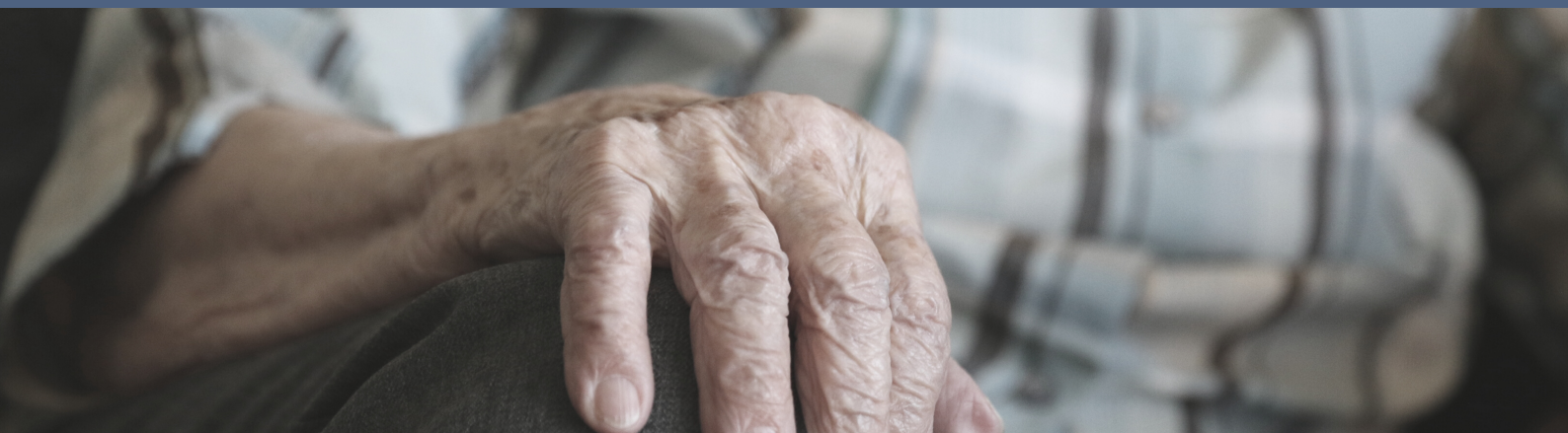
Community members educated through workshops
and presentations

Vision

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

Mission

*To connect adults
60+ with individual
supports and housing
navigation services to
enhance their lives*



STRATEGIC PLAN 2020

To ensure that all aspects of our organization are as inclusive and diverse as the community we serve.

To increase and diversify revenue resources:

- Increase financial resources by expanding our development streams
- Engage and grow our donor base with a focus on planned giving
- Secure undesignated, private, foundation and trust funding

To expand our presence and visibility:

- Increase awareness of our programs, services and funding needs
- Collaborate with partners and communities to respond to the diverse and growing needs of seniors
- Expand our seniors housing programs and support services.
- Create a comprehensive education program for all stakeholders.

COMMITTEE REPORTS

The Seniors Services Society of BC is host to the following Board Committees:

Finance Committee
Membership Committee
Nominations Committee
Policy Committee

All Board Members contribute toward the work of Board Committees. Since March 2020 the Board Committees have found it difficult to meet.

The Finance Committee's activities are reflected in the Treasurer's Report. The Nominations Committee has no nominations to bring forward at this time.

SHINE BC

SHINE BC (Seniors Housing Information & Navigation Ease) is the Seniors Services Society of BC's vision for a province-wide, integrated model of housing, mental health and substance use information, and support services for seniors (60+) experiencing housing insecurity. SHINE BC offers a one-stop destination for vulnerable seniors experiencing housing insecurity in strategic locations across the province, and includes collaborating agencies in the Nanaimo and Kelowna areas.

SHINE BC aims to reduced seniors' vulnerability to housing instability, mental health and substance use issues before these challenges become more severe and require more intensive and costly interventions. Services are delivered in a person-centered, confidential, older-adult-friendly manner and include Seniors Housing Navigators and Community Connectors providing practical assistance to increase social connection, a sense of community, and to reduce isolation.

SENIORS HOUSING STABILITY SOLUTIONS LAB

The Seniors Services Society of BC and a group of dedicated partners launched the Seniors Housing Stability Solutions Lab (SHL) in 2019. With funding from the Canadian Mortgaging and Housing Corporation (CMHC), SHL brings 50+ diverse organizations and seniors with lived experience together to address a key challenge: **How might we enable low-income senior renters in multi-unit buildings to retain their housing, age in the right place, and thrive?**

Participants in three workshops developed ideas and then engaged community stakeholders to explore how to bring ideas into practice. A final workshop was held in August 2020 to finalize ideas and strategize next steps. Overall results will be shared through HOME Symposium 2020 in early October. This virtual conference will focus on moving ideas forward for implementation. For more information, please visit us at: <https://www.seniorsservicessociety.ca/blog/seniors-housing-lab/>





BUILDING TRUST CREATING COMMUNITY

Mary, a 74-year-old woman with dementia, was referred to SSSBC by Older Adult Community Mental Health New Westminster (OACMH-NW). Independent despite her condition, Mary enjoyed going for walks in the afternoon and doing her own grocery shopping.

Things changed when the COVID-19 pandemic struck; suddenly, Mary, like many seniors in Canada, was asked to stay at home as much as possible. With no family nearby, Mary's mental health began to decline due to a lack of interaction. Her inability to shop for groceries because of the lockdown meant her cupboards began to empty with no respite in sight. Mary's mental health caseworker reached out to SSSBC, who assigned a volunteer Amy, to assist Mary with her grocery shopping, and provide a friendly contact.

Due to Mary's mental health, things did not go well initially, with Mary struggling to accept a stranger into

"Mary's mental health began to decline due to lack of interaction."

her life. However, with patience and time, Mary's case managers and the SSSBC Program Coordinator worked with Mary to introduce Amy slowly, allowing Mary to become comfortable with Amy's presence and abilities. After two weeks, Mary was familiar enough with Amy to allow her to do the grocery shopping and delivery, as well as engage in small conversation.

Their relationship continues to this day, providing Mary with an important lifeline during the pandemic, and giving Amy the opportunity to make a difference in the life of another person.

TREASURER'S REPORT

Philip Bonardelli, MA, CFA
Board Treasurer
Seniors Services Society of BC

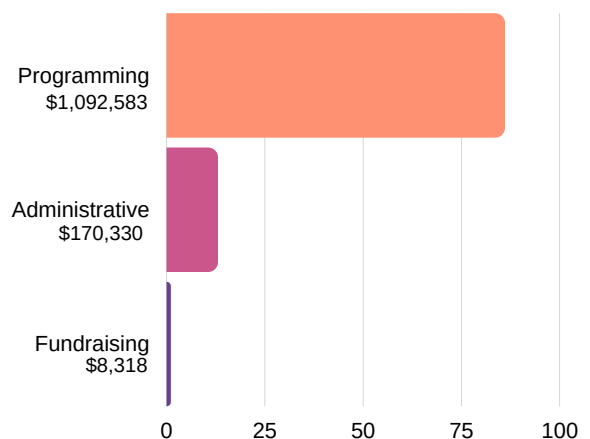
The fiscal results for 2019/20 put the Senior Services Society of BC in position to meet challenges moving into 2021. A critical goal of the past fiscal year has been achieved, in moving from deficit into a sustainable surplus position.

Specifically, the surfeit increased by over \$106,000, providing a \$57,000 surplus. Revenues increased in several areas: Government funding (\$80k), Grants (\$130k), and Net Fundraising (\$20k), offset by minor reductions in service fees (-\$18k) and other income (-\$5k). SHINE BC increased our reach in BC and provided a foundation to increase our influence and benefits to the communities we serve.

Net operating cash increased by over \$680,000 (SHINE BC and other sources). Cash reserves almost doubled to \$1.4 million and are ready to be deployed.

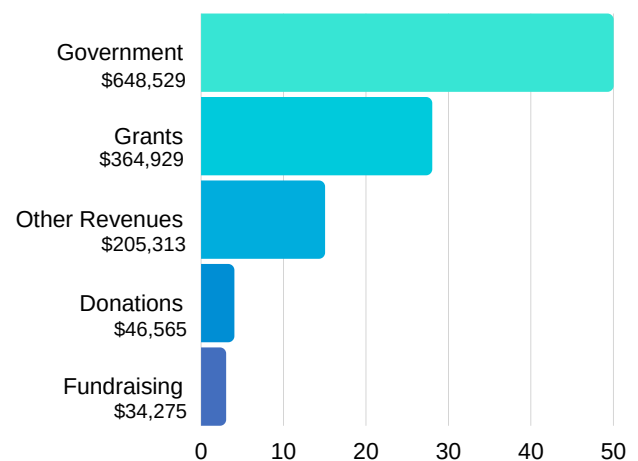
These financial results will empower the Seniors Society of BC to develop new programs to meet the growing needs of the community we serve and fulfill the Society's vision into 2021 and beyond.

EXPENSES

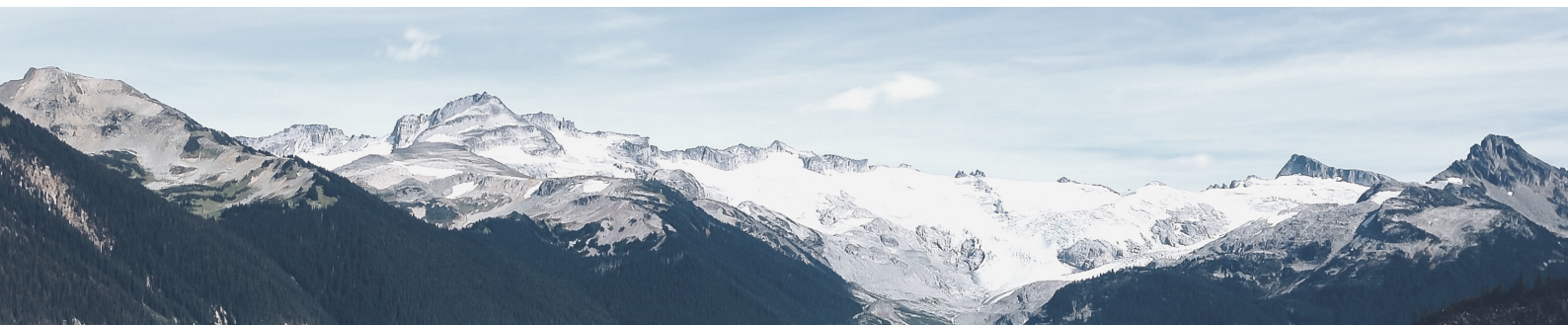


TOTAL EXPENSES: \$1,271,231

REVENUES



TOTAL REVENUES: \$1,299,611





OUR GRATITUDE

\$10,000+

Earlston Investments Corp

\$1,000 - \$4,999

Astoria Retirement Residence
British Hydraulics
Chris Gibson
Sheila Grant
Green Shield Canada Local 891
Ladies Auxiliary F.O.E
Jingyue Meng
Mayfair Terrace
Susan Schmidt
St. Vincent De Paul Society
Telus Community Ambassadors

\$500 - \$999

Benchmark Building Systems
Jane Bruner
Maurice Jassak
Marianne Janzen
Marg Mckee
Sarah Rodrigue
Rotary Club of New Westminster
Royal Canadian Legion Branch #2
Alison Silgardo
Brenda Southam

\$100-\$499

Nina Adams
Age Care Harmony Court
Doug Alward
Sherry Baker
Rishi and Nipa Bhalla
Pat Carstens
Derek Davidson
Joan Davis
Harjinder Dhanoya
Rosemary Dunne
Dawn Elizabeth Flanagan
Christel Fuoss-Moore
Humberto Gaspar
Shirley Geres
Yon Jeong Han
Helping Hands & Heart Ltd.
Tim Hicks
Catherine Huxter
Melanie Kinder
Nancie Knight
Gary Lake
Colleen MacDonald
Linda McGowan
Ken McIntosh
Janice Meehan
Doug Nenzel

Jenny Nguyen

Mumtaz Noormohamed
Thelma Olsen
Terrie Anne Orthner
Elizabeth Philip
Monica Diaz Quezada
Lynn Radbourne
Heather Rawlings
Janice Richardson
Phillipp Salvador
Anna M R Smith
Eileen Sparrow
Kyoko Takahashi
Pascal James Thompson
Jeff Tisdale
Carlo Viola
Joan M Wittenberg
Rose Yu





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