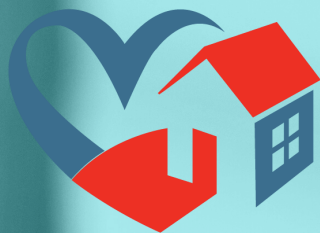


SENIORS SERVICES
SOCIETY OF BC

ANNUAL REPORT

JUNE 2021



Seniors
Services
Society
of B.C.



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A WORD FROM SENIORS SERVICES SOCIETY OF BC

2020-21 has been a year like no other. COVID-19 required Seniors Services Society of BC (SSSBC) to adapt our service delivery model to meet the needs of older adults in a constantly changing social and economic reality.

Housing navigation and outreach were provided over the phone, and outreach workers adapted to ensure regular and meaningful connection with clients was maintained virtually. Support services including light housekeeping, grocery shopping, support calls, transportation to medical appointments, and meal delivery, were maintained through the dedication of volunteers, contractors, and staff.

The Seniors Housing Information and Navigation Ease (SHINE) program pivoted to providing virtual mental wellness services, including the Choose to Move virtual group exercise program.

Despite this year's challenges, we look forward to new and exciting opportunities in the year ahead, including the expansion

of our SHINE program and advocacy for critical funding for integrated supports and in-person services for older adults.

COVID-19 resulted in unprecedented economic and social changes, including limits on social gatherings, restrictions on events and activities, and disruptions to supply chains. Indeed, many of the services low-income community-based older adults rely on for day-to-day life had been interrupted or significantly altered. For older adults facing housing insecurity, the new COVID-19 reality placed significant strain on their ability to maintain independence, stay physically active, and manage their mental health and wellness.

Despite these demands, the health and safety of staff and clients at SSSBC remained paramount. We were proud that SSSBC quickly and effectively engaged in a rethinking and reshaping of program and service delivery and met the challenge of the times.

We extend our heartfelt thanks to our dedicated staff, volunteers, and board members who have remained steadfast throughout the year.



BOARD OF DIRECTORS



Brenda Southam
Interim Chair



Philip Bonardelli
Treasurer



Sherry Baker
Secretary



Anna Smith
Member at Large



Jeff Tisdale
Member at Large



Harjinder Dhanoya
Member at Large



Linda McGowan
Member at Large



Elizabeth Philip
Member at Large



Jodi Michaels
Member at Large



We Live by:

Acceptance
and **Inclusion**

Respect
and **Dignity**

Integrity
and **Trust**



YEAR IN REVIEW

HIGHLIGHTS OF 2021

- SSSBC launched a successful Virtual Santa for Seniors Campaign
- The Seniors Housing Solutions Lab, a 55 stakeholder engagement funded by CMHC, delivered two outcomes, the critical need for integrated supports and advocacy for an older adults' collaborative to work towards a seniors ministry.
- SSSBC was the Burnaby and New Westminster hub for Safe Seniors Strong Communities which was launched to assist local older adults during the Covid-19 pandemic.
- We completed the successful delivery of year one of the SHINE Program, which included forging partnerships and providing support.
- We provided staff training opportunities including Office 365, wellness support, and trauma-informed practice.
- We partnered with the Youth group at Our Lady of Mercy Youth Leaders in delivering an intergenerational Digital Literacy Program. Intergenerational engagement has been instrumental in our volunteer engagement and we have seen tremendous outcomes in meal delivery, support calls and digital literacy.
- The Community Response Network in New Westminster was launched on World Elder Abuse Day 2020.
- SSSBC becomes a member of the Aging in the Right Place (AIRP) Partnership, a national research collaborative of 70 academic, non-profit, government, and healthcare organizations in conjunction with Simon Fraser University.
- SSSBC's SHINE Program is nationally featured in CMHC's "Spotlight on Housing Innovation" as an innovative housing solution for older adults.
- Douglas College chooses SSSBC as a recipient of marketing services provided by its students

"Despite the pandemic, 2020-2021 has been a year of outstanding resilience, growth and opportunity."



SENIORS SERVICES SOCIETY OF BC

AT A GLANCE

2020-2021



6,155

MEALS delivered to seniors



1,403

OLDER ADULTS received 1:1 housing support, information & referral services



7,441

OLDER ADULTS assisted with housing and support programs



2,889

HOURS volunteered in the service of our mission



248

FOOD HAMPERS delivered to vulnerable older adults



5,971

FRIENDLY CHECK-IN CALLS made to 258 older adults

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 2021

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

All SSS Board Members contribute toward the work of Board Committees.

Finance Committee:

Activities are reflected in the Treasurer's Report on page 9.

Membership Committee:

- Harjinder Dhanoya
- Linda McGowan
- Brenda Southam

Over the course of the year, the committee received approximately 8 – 10 applications. They were split between committee members and each new member was called to welcome them to Society.

Conversations were always positive and members were pleased to belong to the organization. The committee also met to discuss moving forward and how to increase membership. With Covid, it was impossible to meet those goals so we look forward to working on them in the future.

Nominating Committee:

- Betty McIntosh
- Jacqui Mendes
- Brenda Southam
- Linda McGowan

Nominees who have let their name stand for election and were acclaimed are:

- Brenda Southam
- Philip Bonardelli
- Harjinder Dhanoya
- Linda McGowan
- Mercedes Wong
- Melissa Chen

Four of these people are returning to the board after their term was up and let their name stand again and 2 new members are Mercedes Wong and Melissa Chen. You will learn more about Mercedes and Melissa in the upcoming months.

SHINE BC UPDATE

Using a collaborative approach with partner organizations in New Westminister (Seniors Services Society), Vancouver (West End Seniors Network), Nanaimo (Nanaimo Family Life Association), and Kelowna (Seniors Outreach Services Society), the SHINE program has evolved over the past year to connect older adults to support services in their region to enhance their ability to achieve and maintain stable housing and to improve their overall health and wellness.

To address isolation and social distancing during the pandemic, the SHINE program pivoted to providing virtual mental wellness services to ensure the safety of clients and staff. Virtual digital literacy classes were implemented to teach isolated older adults basic computer skills, provide cyber safety tips, and enhance clients' ability to remain connected with their social networks. In addition, new partnerships were formed to reconfigure services to focus on virtual supports.

For example, SSSBC partnered with the BC Community Response Network to form a New Westminister chapter to address elder abuse and neglect. SSSBC has also partnered with the Active Aging Society to deliver the Choose to Move virtual group exercise program and Westminister House Recovery Society to support the pilot of a web-based interactive addiction recovery program for older adult women. And finally, the Navigator Training for Seniors Housing and Support Staff was offered online for the first time in Fall 2020.

RESPONSE TO COVID-19

For older adults facing housing insecurity, the new COVID-19 reality places significant strain on their ability to maintain independence, stay physically active, and on their mental health and wellness. In response, SSSBC has quickly and effectively engaged in a rethinking and reshaping of program and service delivery to meet the challenge of the times.

Throughout the pandemic, the SSSBC office remained open to ensure operations were able to continue to support vulnerable older adults in the community, following guidelines from WorkSafe BC. Housing navigation and outreach were provided over the phone, and outreach workers have adapted to ensure we maintain regular and meaningful virtual connections with clients. While outreach workers can no longer transport housing clients in personal vehicles, extensive efforts have been made to meet clients at safe neutral sites, such as outside of a coffee shop, as long as PPE is worn and safe distancing protocols are followed.

Throughout the height of the pandemic, volunteers carried out grocery shopping and meal delivery for our support services clients, and partnerships with local businesses allowed the Meals on Wheel program to continue. Light housekeeping and medical transport have been restarted with the help of contractors and private business sector partners following proper safety protocols.



HOUSING SPOTLIGHT: JOHN AND EDWARD

In June 2019, John*, age 65, was in hospital in bad shape. A series of health problems, including kidney failure, had interrupted a successful career as a chef and he was no longer able to work. Similarly, in January 2021, Edward* was living in his truck. He had worked trades his whole life, but he was not able to find a suitable living space for what he could afford. Soon after, Edward found out he had cancer.

Unfortunately, stories like John's and Edward's are becoming increasingly common in British Columbia. Skyrocketing rental prices, limited increases in fixed income, and fragmented services and supports for older adults have resulted in increased housing insecurity and homelessness among older adults across the province.

For older adults like John and Edward, our housing services offer a critical steppingstone on the pathway to housing security. Our outreach services provide one-on-one support and our one-of-a-kind Temporary Housing Program provides short-term emergency accommodation in fully furnished studio and one-bedroom apartments for older adults facing an immediate housing crisis.

Our outreach workers moved John into the Temporary Housing Program and helped him apply for disability income assistance and federal pensions to secure his income.

"Our housing services offer a critical steppingstone on the pathway to housing security."

Edward was connected to an outreach worker who helped him search for housing and connect him to appropriate medical supports.

So, what does the future look like? For John and Edward, it will include stable housing that meets their health needs. In December, 2020, John moved into a permanent home in a subsidized housing building where he will be able to continue to thrive independently with appropriate income and health supports. Edward moved into a room and board home with all meals included and now has the ability to decide on a care path that is self-determined and is truly his choice.

For SSSBC, we envision an age-friendly future where all older adults can live with dignity in a safe, comfortable, and healthy home.

*Pseudonym used for purposes of anonymity

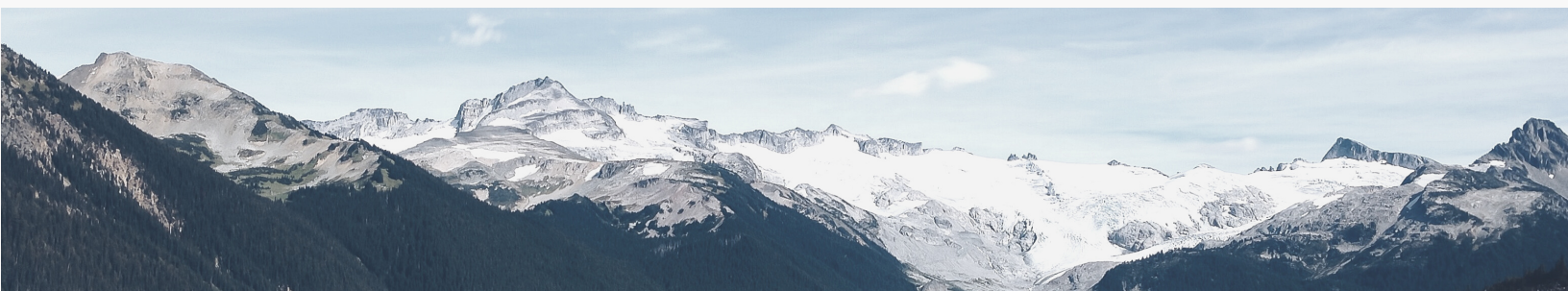
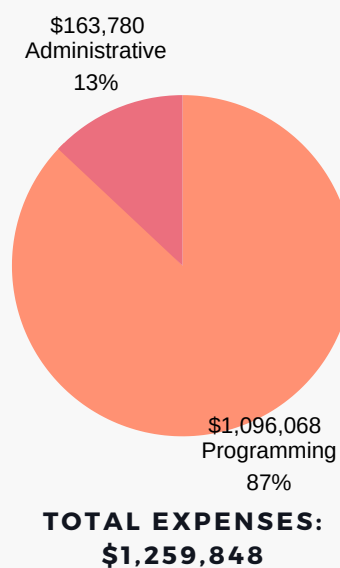
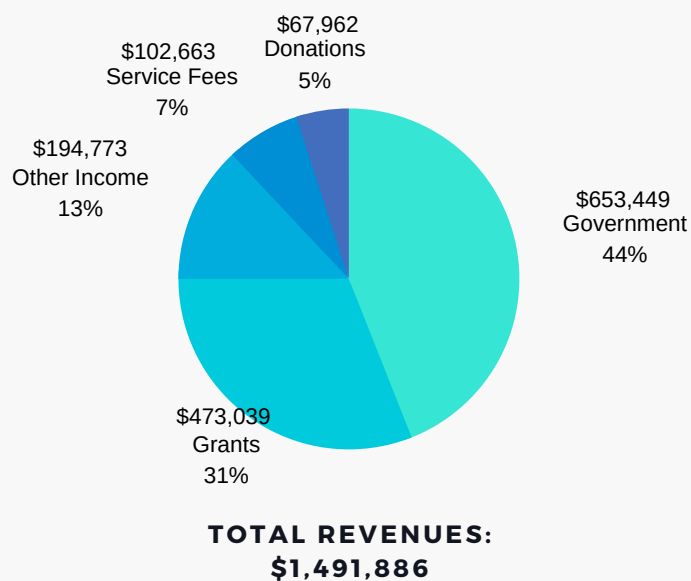
TREASURER'S REPORT

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

2020/21 has been a challenging year in many ways. It has affected every aspect of our lives as we have had to adjust personally, financially, and socially to name a few. For older adults, more so. Senior Services Society of BC has risen to the current crisis this year by adjusting revenue sources and funding to meet the society's objectives.

Financially, this has been a solid year with these sources filling the gap. In my opinion, it has been a well-managed year, balancing revenue and expenses through both expansionary and difficult times. Early surpluses provided flexibility to balance funds and defer revenues to the 2021/22 fiscal year. Total Revenue, including Other Income, was just under \$1,492,000, an increase of \$191,000 over the previous year. Total Expenses for the fiscal year were just under \$1,260,000, some \$3,000 less than the previous fiscal year. These result in an operations surplus, i.e., Excess of Revenue over Expenses from Operations, in the current year of just over \$232,000.

Difficult times call for deep reflection and action – I believe the past year has seen this in the financial area and leaves the Society's books with a solid foundation to meet the continuing needs of our clients well into 2021/22 and beyond.



OUR GRATITUDE

\$10,000+

BC Housing Management Commission
Canada Mortgage & Housing Corporation
Canucks for Kids
City of New Westminster
City of Vancouver
Fraser Health Authority
Government of BC
Government of Canada
Health Sciences Association
May & Stanley Smith Trust Foundation
Province of BC
United Way of the Lower Mainland
Vancouver Coastal Health Authority
Vancouver Foundation

\$1,000 - \$9,999

Iatse Local 891
Amazon Canada (New Westminster)
Astoria Retirement Residence
BC Community Response Network
Sanjiv Bhalla
Bria Communities
IFD Corporation
Chantal Dawes
Dr. Jonathan A. Ng Inc.
George Weston Ltd.
Helpage Canada
Ian William Hirsch
Ladies Auxiliary Fraternal Order of Eagles
Richard Edward Sanford Fund
Pedro Rosales
Rotary Club of New Westminster
Susan Schmidt
Vancity Savings Credit Union
Ketan Vohora
Melanie C. Walker

\$500 - \$999

Boorman Archery Ltd.
Bosley's New West
Centra Cares Foundation
Jordan Fisher
ICBC Communications & Community Affairs
Marley Memorial Fund for Education
Diana Martins-Garbutt
Ken McIntosh
Rory O'Connor
Danice Park
Richardson GMP Ltd.
Karla Diane Scribner
Elaine Shigetomi
Alison Silgado
Brenda Southam
Visier Solutions Inc.

\$100 - \$499

Tracy Aeichele
William Graham Allen
Doug Alward
Susan Antoniali
Sherry Baker
Ken Baxter
BC Government and Service
Employees' Union
Jane Beggs
Nipa Bhalla
Eden Bishop
Tanya Boguski
Carol Boutin
Sue Brace
Kirsten Brooker
Kimberly C. Buksa
Sherilyn Calder
Fiona Cameron
Pat Carstens
Magnus Chan
Amy Chang
Judy W Christensen
Eleanor J Clarke
Sherri Crane
Angela Cruz
Odessa Ditson
Misty Douglas
Karin Christa Durrbeck
Dave K. Eto
Maureen Fakaro
Viktoria Fedorchuk
Catherine Marie Fisher
Dawn E Flanagan
Judy Ann Fletcher
Roger T. Fournier
Fraserworks Co-Op
Elaine Gent
Chris Gibson
Kelly Goold
Ina Gory
Aidan Haines
Sylvia Harris
Vicki Hartley
Michael Henley
Gail Hirsch
Ip Wai Ho
Jessie Huang
Karen Hung
G Jackson
Marianne Janzen
Jennifer Jen
Andria Jukic
Kearney Funeral Services

Angela Kennedy
Henry Konishi
Kinga Korbus
Tim Krajnc
Rekhawo Krishnaswamy
Debbie Lafreniere
Gary Lake
Kimberley Lam
Francesca Leonzio
Margaret Lesage
Frank Lin
Tsz Him Ivan Lo
Emily Lonsdale
Marjorie E Lynn
Erica Malo
Leah McCallum
Betty McIntosh
Tami McIntosh
Janet McRoberts
Janice Meehan
William Morrison
Chris Mullen
Stephen Nairne
Brett O'Reilly
Cindy Oxenbury
Natalie Parolin
Lizette Peters
Sara Peters
Tracey Potter
Kevin Price
Vineed Ravindranath
Janice Richardson
Karin Roberts
Valerie Ross
Royal City Farmers Market
Erin Seeley
Dana Sharon
Meenakshi Sodhi
Vasundra Srinivasan
Sonora Szoczei
Kelly Teo
Pascal James Thompson
Jeff Tisdale
Madison Vonk
Graham Watson
Chelsea Watt
Brittany Weiss
Diana Whellams
Brandi Williams
Michele Wilson
Queenie Wong
Vicki Yaltema
Bill Zander





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