

2025-2026

ANNUAL IMPACT REPORT



Seniors
Services
Society
of B.C.

Seniors deserve
better





Seniors Services
Society of B.C.
changes the lives of
seniors every day.
We have over 40
years' experience in
providing programs
and services for
vulnerable older
adults. We are there
for seniors during
crises and when in
need of emergency,
short-term, and
permanent housing.
We offer services
that improve their
well-being.



Our Mission

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

Our Vision

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

We Live By

Respect, dignity, acceptance, inclusion, integrity, and trust.

Message from the Chair and Chief Executive Officer

The past year has been one of meaningful progress for Seniors Services Society of BC as we continued our commitment to helping seniors across British Columbia access the housing and supports they need to live safely, with dignity and connection.

Senior homelessness and housing insecurity continues to be an issue in B.C. with seniors representing 22 per cent on average of the homeless population depending on the region. To meet this challenge, we expanded our housing and support services, strengthened our rapid access programs, and laid the groundwork to move temporary housing services into both Vancouver and the Northern region of the province, bringing practical and timely assistance closer to seniors so they can remain in their communities.

We were honoured to receive the BC Association of Broadcasters Humanitarian Award, which included a year-long public service announcement campaign. This greatly helped raise awareness of the issue of homelessness amongst seniors, which is often hidden.



Above: Members of the Board and leadership team gather for our strategic planning session.

A major milestone this year was the development of our 2026-2029 strategic plan. Working closely with the Board of Directors and leadership team, we reaffirmed our priorities of sustainable growth, collaborative partnerships, service excellence, and sector leadership. These priorities will guide our decisions and investments as we continue to strengthen SSSBC's role as a trusted gateway to housing, supports, and advocacy for seniors across British Columbia.

None of this work happens alone.

Our progress is built on strong partnerships with governments, health authorities, community organizations, housing providers, funders, advocates, volunteers, and staff. Together, we are demonstrating that coordinated action can create meaningful outcomes and lasting change for seniors facing some of life's most difficult circumstances.

On behalf of the Board and leadership team, we extend our sincere gratitude to everyone who supports this work. As the needs of seniors continue to grow, we remain committed to responding with focus, compassion, and accountability so that every senior in British Columbia can live safely, with dignity, connection, and hope.

Sincerely,

Naveed Nadri
Chair



Alison Silgardo
Chief Executive Officer



Our IMPACT

by the numbers



Short-Term Housing

Homelessness is a growing concern among seniors all across our province. In 2025/2026, SSSBC supported **142** seniors at risk of homelessness with access to rapid housing and temporary housing units.

SHINE BC

SSSBC leads this provincially funded program that finds housing and supports for at-risk seniors across B.C. SSSBC and its partners provided **7,303** service moments for **3,869** clients this year; **45%** were at risk of homelessness at intake and **19%** were homeless.

Information & Referral Services

This fiscal year our staff took **1,500** information and referral calls. **90%** were from people seeking affordable homes with **10%** of the callers seeking other supports. Many of our clients are in dire need of housing; they may be facing eviction or living in unsafe situations.

Support Services

We provide a broad range of social, meal, transport and support services for New Westminster seniors to support their independence and wellness in their own homes. In 2025/2026 we offered **7,433** services to an average of **273** clients per month.

Meals & Groceries

For older adults striving to live independently, grocery or meal delivery can be a game changer—especially for those with mobility challenges. This fiscal year, SSSBC made **4,014** such deliveries helping seniors meet daily needs with dignity.

Housekeeping

Services like light housekeeping can make a big difference and support independent seniors' desire to stay in their own home. In 2025/2026, SSSBC delivered **1,883** housekeeping services.

Support Calls

Isolation is a serious issue for many of our older generation. We made **4,012** friendly support calls this year to keep seniors connected.

Taxes & Forms

Filing taxes opens doors to many other supports for low-income seniors. Our volunteers helped with filing taxes other forms this year, completing **316** requests.



"It's my pleasure and privilege to be in a position to give the Seniors Services Society financial support in such unpredictable times."

Anonymous SSSBC donor

Our ACCOMPLISHMENTS



Strategic Growth & Service Delivery:

- Entered into partnership with Entre Nous housing provider to provide more affordable housing options for seniors.
- New SHINE partner in Terrace, B.C. via Terrace & District Community Services Society.
- Pilot partnership for rapid access housing with Phoenix Society in Surrey.
- Discussions with BC Housing regarding reallocation of Temporary Housing Program units into Vancouver and Prince George, B.C.
- Leadership transition of Director of Operations from Kyoko Takahashi (retired) to Dovana Singh to ensure continuity of service delivery.



Sector Leadership & Advocacy:

- Presentations at the Canadian Alliance to End Homelessness conference, BC Non-Profit Housing Association and other provincial and local conferences.
- Membership in the Council of Senior Citizens' Organizations of BC.
- Presentation and discussions with the BC Seniors Advocate Advisory Committee.



Internal Operational Resilience:

- Modernized phone system and moved to Cloud-based platform to maximize efficiency.
- Board training and review of policies, development of key performance indicators to achieve goals.
- Strengthened workplace culture through peer recognition and training opportunities.



Above: Second annual Walk of Ages

SSSBC in the Community

At Senior Services Society, we believe that building a strong, informed community is essential to helping older adults live independently and thrive. We actively engage stakeholders—partners, service providers, policymakers, and community members—by sharing knowledge, raising awareness, and fostering collaboration around seniors' needs and opportunities.

Highlights in 2025-2026 include:

- * Established our Seniors in Focus podcast. Topics included financial fraud and how seniors can stay safe, what's next for seniors and housing, and understanding senior loneliness and isolation.
- * Increased the general population's knowledge base by delivering 12 housing navigation training sessions to 180 participants.
- * Hosted our annual Walk of Ages inter-generational community walk to raise funds and awareness of the issue of homelessness among seniors.
- * Gave 22 presentations to community groups, events and conferences to educate people on this growing issue.
- * Provided 27 social meals for 350 low-income seniors to improve connection and reduce loneliness and social isolation.



Above: CEO Alison Silgado making a presentation

* Partnered with Century House and New Westminster Public Library to deliver digital literacy workshops, helping seniors access online resources safely and stay connected.

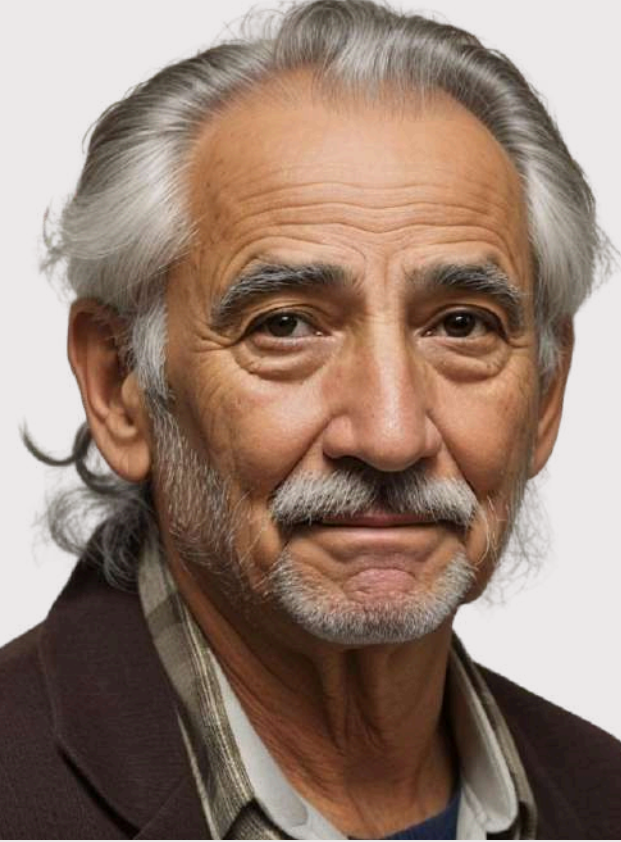
* Our 111 volunteers generously donated 3,533 hours. Thank you!

Left: One of our digital literacy sessions.



SHINE BC: Ensuring a Brighter Tomorrow for Low-Income Seniors

As the cost of living rises and the stock of affordable housing dwindles, SHINE BC spreads rays of hope to thousands of British Columbian seniors who are at risk of homelessness. Since its inception in 2019, the Seniors Housing Information and Navigation Ease (SHINE) program has proven to be an effective and essential solution, assisting 20,459 seniors in 12 communities across BC. The program, which is made possible by an \$800,000 grant from the BC Ministry of Health, provides low-income older adults with the support and advocacy needed to secure and maintain safe and stable housing.



SHINE is active in New Westminster, Vancouver, Richmond, Surrey, Langley, Sidney, Nanaimo, Kelowna, Penticton, Prince George, and—new this fiscal year—Kamloops and Terrace. It allows at-risk seniors to stay in the communities they know and love. In 2025/2026, the program served 3,869 British Columbians. Forty-six per cent were at risk of homelessness at their intake, with 19 per cent homeless.

What our SHINE partners say...

"This program is an essential service; without SHINE, a lot of seniors would really struggle. There's a huge need for more affordable housing for seniors."

- Jenine Bortolon, Housing Navigator,
Prince George Council of Seniors

"Seniors here had been falling through the cracks; the SHINE model is keeping them off the streets. Being able to provide services that help seniors navigate the system is vital. Ensuring they're getting all the money they're entitled to can help them stay housed."

- Troy Peters, Associate Director of Support Services,
Terrace and District Community Services Society

"Every single day we turn people away who we can't help. SHINE creates a provincial voice that is needed to advocate for lasting change. We know our population is aging; we need infrastructure to keep up with it."

- Cora Leschert, Director of Programs,
Nanaimo Family Life Association



Championing At-Risk Seniors

At 76, Frances never imagined she would need to ask for help.

She had lived a full and independent life. But as often happens, circumstances changed in ways she could not have anticipated—and everything she thought she could rely on now felt uncertain.

Frances has macular degeneration and has lost most of her sight. She moved to Vancouver to live with her daughter and son-in-law, hoping to remain close to family as her vision deteriorated. She contributed however she could—paying rent, helping care for her grandchildren, and doing her best to maintain her independence.

But over time, the relationship with her family broke down.

Living solely on government pensions, Frances could not afford market rent. With limited vision and mounting emotional stress, navigating housing options felt overwhelming. She turned to SSSBC for help after being referred by her doctor.

“I was falling apart emotionally. It was a very difficult time.”

Our team recognized that Frances needed her own space, where she could regain a sense of control during an incredibly difficult chapter of her life. A change of environment would be beneficial for everyone involved.

Our housing navigator worked closely with Frances, helping her apply for a new rental apartment and advocating on her behalf. A letter of support was provided, and thanks to the trusted relationship between Seniors Services Society and the housing provider, Frances was offered a subsidized apartment.

Throughout the process, Frances was met with compassion and reassurance.

“I was convinced that I was going to become homeless. The Seniors Services Society staff kept me calm the entire time,” she said. “They were always there, always reassuring.” She was deeply moved by the kindness of our housing navigator and the care she received during such a vulnerable time in her life. That experience has stayed with her long after she settled into her new home.

“We are profoundly grateful to all of our donors who stand beside us and make this work possible. Your generosity helps ensure vulnerable seniors in our community have housing stability, dignity, and hope—even in challenging and uncertain times. While the work is not always easy, messages like this remind us why it matters.”

Anonymous SSSBC donor

Empowering Seniors to Rebuild their Lives

Two years ago, Michele was facing the unimaginable: being evicted and becoming homeless. “I had a lot of trouble finding a place to live that was reasonable; any places I could afford were taken up in minutes... there were lineups of people looking,” remembered Michele. “It was quite frightening; I was scared I would end up in a shelter.”

Luckily Michele stumbled upon SSSBC’s Temporary Housing Program. By the end of the month, she had a place to move to. The program, which was established in 2007, helps seniors like Michele who are homeless or at risk of homelessness. It’s the only program of its kind in BC and to date has found homes for some 400 clients.

“The program is for seniors who can live independently and who meet our criteria,” said Regional Housing Coordinator Mariette Roberts. “We have 15 units in a BC Housing building in New Westminister. Clients can stay for three to six months, during which time we work with them to find permanent housing. We get to know our clients well and place them in homes where they will flourish. In all the years the program has been running, we have never had a returning client—they all stay housed.”

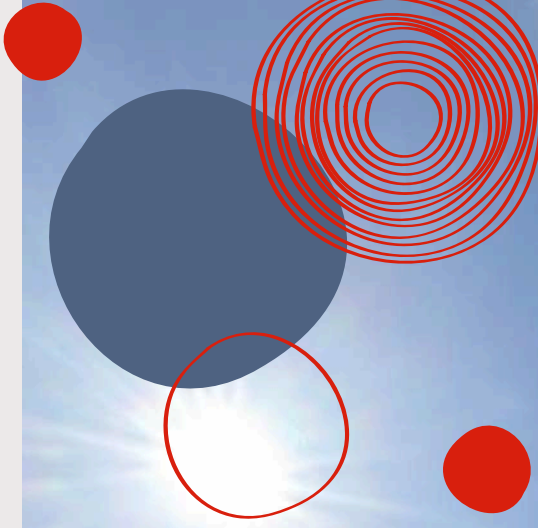
Temporary Housing Program units come furnished and SSSBC provides each new client with a welcome package that includes bedding, a pillow and other essentials such as cleaning supplies.

Clients may leave furniture in storage while staying in their temporary housing unit. Once they are ready to move to their permanent home, SSSBC can assist in moving their furniture. For clients who don’t have furnishings, SSSBC will work with partner organizations to provide gently used furniture for their new permanent home. Mariette stays in touch with clients for at least three months after they move into permanent housing to ensure a smooth transition; some remain in contact for much longer.

“The Temporary Housing Program is a way to preserve housing, to give a reset on life,” said Mariette. “It’s a way for people to reshape their journey at a pace they are comfortable with. My primary concern is for the quality of life our clients enjoy after they leave the program. We work hard to help them reconnect with family and establish a community. It’s important that people are placed in a home where they have financial stability and are close to resources and activities they enjoy. I see my purpose as not just to get people housed but to help enrich their lives.”

Michele now has a permanent home in Burnaby.

“My home is everything to me. I have my own space with a beautiful view and a lovely kitchen,” she said. “The people at SSSBC were so genuine in trying to find me a home. I hope anyone who is in a similar situation finds out about the program and reaches out. I am astonished by the wonderful support SSSBC has given me.”



"Behind every success story is a person whose life was changed for the better and that drives us to continue."

CEO Alison Silgardo upon the opening of 10 affordable housing units at Uptown West.



Leveraging Partnerships to Create More Affordable Seniors Housing

When Kirk Robinson joined PC Urban Properties as its senior vice president of development three years ago, he inherited a project that was just getting underway in New Westminster: Uptown West. PC Urban had committed to including 10 below-market housing units that would be operated by a local non-profit group. One of Kirk's first tasks was to identify who that non-profit partner would be.

"I had a list of organizations from the City of New Westminster," recalled Kirk. "I started calling everyone on the list and eventually connected with Alison [Silgado, SSSBC's CEO]. We exchanged some emails, and I recommended SSSBC as a good group to work with."

Kirk explained, "SSSBC stood out—not only because they address a significant and growing need across BC communities, but also because they've been highly effective to work with: pragmatic, responsive, and low-maintenance."

The rest, as they say, is history. Uptown West welcomed its first tenants in February with 11 low-income seniors now having a place to call home.

From the moment the first client moved into the building, the excitement was palpable and the impact was immediate.

One senior was prevented from becoming homeless because SSSBC's housing team was able to move quickly to secure a unit and move them in within a month of being evicted. All the low-income tenants are relieved to leave behind the stress and worry of not knowing how they would afford a place to live.

Kirk now sits on SSSBC's Board of Directors and is keen to see more affordable housing built for seniors.

"Before engaging with SSSBC, I was unaware of how dire the housing situation is for seniors," he said. "We need to create more awareness about the large number of seniors who are homeless or at risk of homelessness in our province."

The work to connect seniors with affordable housing and the supports they need continues for SSSBC staff every day.

"While we celebrate the opening of Uptown West, we know there are many more seniors in BC who are facing a housing crisis," said Alison. "Our work never stops, but behind every success story is a person whose life was changed for the better and that drives us to continue."



Support Services Help Seniors Stay Healthy and Connected



Now 93, Jerry has lived by himself for well over 20 years. A while ago he realized keeping up with some housekeeping chores was getting to be too difficult. As a regular visitor to the New West seniors recreation centre at Century House, he was referred to SSSBC's Better at Home light housekeeping program. Twice a month a cleaner comes by and vacuums and dusts Jerry's small apartment. She also assists in changing the sheets and blankets on his bed.

"I have trouble with my lower back, so this assistance really makes a difference," said Jerry. "Judy Venables at Century House put me in touch with Paul Campbell at SSSBC and it's been a going concern ever since. It's been a tremendous relief to have this service."



"I really appreciate what SSSBC does for me."

Once Jerry connected with Paul, he also learned about the social meals that SSSBC offers. He's especially fond of attending the special meals offered at Christmas.

The Community Connections: Nourishing Seniors program is particularly important for providing seniors with connections and reducing their isolation. Social isolation is a growing concern among older adults with up to 43 per cent of Canadians aged 50 plus at risk and 1.1 million seniors facing loneliness. The health consequences of social isolation are severe and significantly increase the risk of dementia, depression, and premature death.

Jerry enjoys other people's company and is very active socially. Other participants at the meal programs, remarked Paul, genuinely light up when he arrives at events.

"There's always someone interesting to meet and talk to," said Jerry. "I like meeting people who have different backgrounds and interests. And, I really enjoy eating something different than what I would normally make for myself. I'm a social animal and I don't like just sitting around the apartment all day."

The critical wraparound SSSBC services that Jerry accesses ensure that vulnerable seniors are connected to their community and do not have to face isolation.

"Thank you to Seniors Services Society staff for whatever part you do. We see you and we are deeply grateful because vulnerable seniors left in need without basic attention to their well-being is unacceptable. Neglect is unacceptable."

- Anonymous SSSBC donor

Treasurer's Report

As Treasurer, I remain committed to ensuring that SSSBC's financial resources are managed responsibly and effectively to support the organization's mission of assisting seniors in maintaining their independence, accessing essential services, and finding safe and affordable housing options within the community. Through strong financial oversight and sound financial management practices, SSSBC continues to maintain a strong foundation to support current programs and future opportunities.

During the fiscal year, SSSBC reported total revenues of \$2.77 million. Government funding continued to be the primary source of revenue, representing approximately 67% of total funding, while grants, donations, service fees, and other sources of income provided additional support for our programs and operations.

Total expenditure for the year was \$2.53 million, with approximately 90% of expenses directly supporting program delivery. Administrative costs represented 10% of total expenditure, demonstrating SSSBC's continued commitment to directing resources toward programs and services that provide meaningful support to seniors in our community.

As a result of careful financial management and responsible stewardship of resources, SSSBC concluded the year with a surplus of \$239,444. This positive financial result strengthens the organization's financial position and supports the continued sustainability of our programs and services.

Looking ahead, SSSBC remains focused on maintaining financial stability, responding to the evolving needs of seniors, and pursuing opportunities that will enhance and expand the support and services provided throughout the community.

On behalf of the Board, I would like to extend my sincere appreciation to our staff, volunteers, funders, and community partners for their ongoing dedication and support of SSSBC's mission.



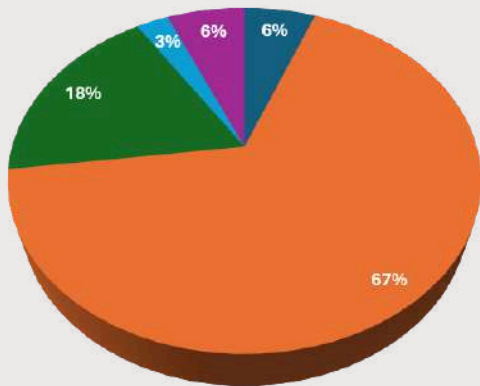
Sincerely,

Kirk Robinson
Treasurer

“When someone donates, they are actually saying thank you and showing that they believe in the efforts of the Seniors Services Society and all the hard work. Front-line staff are making a difference, not only in the lives of vulnerable seniors, but in our society as a whole.”

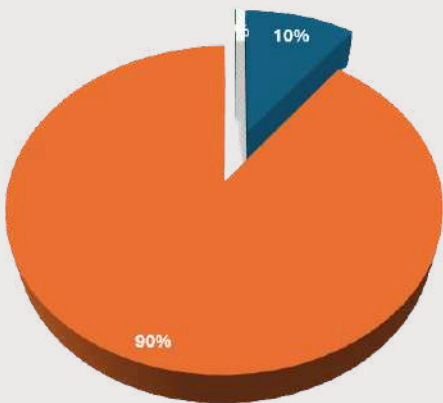
Anonymous SSSBC donor

Revenue



6% Donation 162,377 67% Government 1,853,830 18% Grants 499,653
3% Service Fees 73,265 6% Other Income 177,083

Expenditures



10% Admin 241,910 90% Program 2,275,250 0% Fundraising 9,604

Our generous supporters and donors

Grants

BC Gaming Commission
BC Housing
BC Provincial Government
Canucks for Kids Fund
City of New Westminster
City of Vancouver
Coast Capital Savings
Face the World Foundation
Fraser Health Authority
Reaching Home
Service Canada
SPARC BC
United Way of British Columbia

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Jane Hicks
Gail Hirsch
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Maurice Jassak
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Kintec Footwear & Orthotics
Luisa Carolina Kramer
Gary Lake

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Molly Scott
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Manoj Rajan

Your gift can be the turning point in a senior's life and can help provide stability, dignity, and hope to those who need it most. Please consider making a donation or signing up for monthly giving or a legacy gift.



OUR VOLUNTEER BOARD OF DIRECTORS

Our volunteer Board of Directors remains deeply committed to our mission, with every member making a personal financial contribution and collectively dedicating 960 hours of volunteer service over the past year.



Naveed Nadri, Chair



Mandy Hansen, Vice-Chair



Kirk Robinson, Treasurer



Sneha Attali, Secretary



Jelfie Achandy, Member at Large



Margaret Ovenell
Member at Large



Aadim Rajan, Member at Large



Jeanette Robertson
Member at Large



750 Carnarvon Street,
New Westminster, BC
V3M 1E7

604-520-6621
seniorsservicesociety.ca

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