

ANNUAL REPORT

2017



LSCO

LETHBRIDGE
Senior Citizens
ORGANIZATION

ANNUAL GENERAL MEETING
Tuesday, March 27, 2018
1:15 p.m.

ANNUAL GENERAL MEETING AGENDA

1. Welcome and Acknowledgements
 - a) O'Canada
 - b) Moment of silence for LSCO members who have passed on
 - c) Number of members present (quorum equals 50)
2. Call to Order
3. Approval of AGM Agenda
4. AGM Minutes of March 28, 2017
5. Annual Reports
 - a) Auditor's Report
 - b) Executive Director's Report
6. Elections
 - a) Present slate of Candidates for 2018-2019
7. Adjournment

Town Hall Meeting – 1:45 PM (or once AGM has been adjourned)

1. Discussion items from members
2. Adjournment

ANNUAL GENERAL MEETING MINUTES

Tuesday, March 28, 2017

Meeting Chair: Rob Miyashiro, Executive Director, LSCO

1. Welcome and Acknowledgements

- a. O'Canada played by Rita Neilson
- b. Moment of silence for all LSCO members that passed away in the previous year.
- c. Members Present: 50 members present a quorum was declared.

2. Introductions

- a. Guests: Bob Tarleck new present of Norbridge, Mayor Chris Spearman, Dawnn Vickers City of Lethbridge
- b. Past Presidents in attendance: Stan Coxson, and Dick Gaff
- c. Members of the present board were introduced: Clifford Brown, Bob Maslen, John Machielse (retiring after 10 years on the board), Irwin Wyrostok, Marnie Brown, Merri-Ann Ford, Pam Brown, Robert Girard and Bill Hanson.

3. Approval of Agenda

Judy Sheppard moved that the agenda be accepted.
Seconded Sherrie Kwan, all in favor, Carried

4. Approval of Minutes, March 29, 2016

Kendal Gibson moved the minutes be accepted.
Ruth Daw seconded, all in favor, Carried

5. Auditors Report by Darren Adamson of Avail Accounting

Mr. Adamson reviewed the highlights of the audit.
He stated that the results of the audit fairly represent the financials of LSCO.

6. Thank You's

- a. Charlie Brown. Thank you for serving as the president for the past year we look forward to having you as past present for the coming year.
- b. Thank you to all the LSCO staff for all the work they continuously do.

7. Surveys: We will be conducting two surveys in the near future to obtain your feedback

- a. Membership survey – coming in the next two or three months to obtain you opinions and feelings.
- b. Dining room survey- expect this in the next couple of weeks. Doing this survey now will give us data on the dining room sooner and then we can act on it. We need to get your opinion on if we serving the right kind of food, variety of options etc. The dining room needs to work well because they produce for Meals on Wheels.
- c. Data collection will be by: Big Steel Drum (deposit paper surveys) and our preferred method Survey Monkey because it tabulates the data for us.

8. Question from the floor

Regarding the case load of Elder Abuse. Case management 20-25 have been up to 100 referrals in a three-month period.

LSCO BOARD OF DIRECTORS 2017 – 2018

LSCO BOARD OF DIRECTORS & ELECTION POSITIONS

President.	Bob Maslen
Acting President-Elect	Keith Sumner
Immediate Past President.	Cliff Brown
Treasurer.	Irwin Wyrstok
Secretary.	Marnie Brown
Board Member.	Merri-Ann Ford
Board Member.	Don McInnes
Acting Board Member	Stan Coxson
Acting Board Member	Vaughan Hembroff

2018 – 2019 BOARD POSITIONS

President-Elect		
President.	Keith Sumner	
Past President	Bob Maslen	
Treasurer.	Stan Coxson	(Year 1/3)
Secretary.		
Board Member.	Vaughan Hembroff	(Year 1/3)
Board Member.	Don McInnes	(Year 2/3)
Board Member.	Merri-Ann Ford	(Year 4/6)
Board Member.	Clifford Brown	(Year 4/6)
Board Member.	Vacant	
Board Member.	Vacant	

- The Board will appoint persons to any vacant positions as acting positions for a one year term at the next Board meeting or when suitable candidates are recruited.

EXECUTIVE DIRECTOR'S REPORT

Welcome to the 42nd Annual General Meeting of the Lethbridge Senior Citizens Organization. In 2017 we stayed the course to engage our larger community as well as provided excellent services to our members. We continued to pursue our vision statement - *"An active, healthy community which is learning, growing and making a difference"* – by providing a wide variety of programs, services, supports, classes and activities and by inviting the community to join us on our pursuit for positive, active aging in an age friendly environment.

Here are some LSCO highlights from 2017:

- We changed our signage to "LSCO Community Centre" to more accurately reflect our increased engagement with our larger community;
 - We maintained our leadership in the provision of necessary human services for seniors in Southern Alberta;
 - LSCO continued to host the first ever Elder Abuse case management service in Lethbridge, in conjunction with the Lethbridge Elder Abuse Response Network (LEARN). This service is generously funded by Alberta Solicitor General, Victims of Crime fund on a three-year contract. Joanne Blinco is the LEARN Case Manager and she has extensive experience in case management and investigation with vulnerable populations. LSCO also houses the Coordinator for LEARN, Lavonn Mutch, whose role is to recruit and train new LEARN members as well as to maintain current network membership. Lavonn brings many years of community Social Work practice to her work with LEARN. This position is funded by Alberta Seniors and Housing via the Coordinated Community Response to Elder Abuse funding program. LEARN has a unique operational model as it is overseen by a Steering Committee composed of representatives from LSCO, Lethbridge Police Service and Alberta Health Services. Additionally, Joanne is on the Board of Directors of the Alberta Elder Abuse Awareness Council.
 - Adult Day Program celebrated 33 years of service to our community. Sharon Appelt runs this activity-based program for persons with intellectual and physical disabilities. She utilizes a number of volunteers and community resources to ensure the program is enjoyable for all participants. ADP has become an important resource for persons with early stages of dementia to keep intellectually and physically stimulated in a safe, social environment.

LSCO strongly believes in the value of this type of service to the community...so much so that ADP is heavily subsidized to make it affordable for participants. Sharon also teaches fitness/activity classes for that same target group.

- LSCO Support Services continued to provide a wide variety of services for seniors and their families (not just LSCO members) including: information access, assistance with the myriad of Government forms, discussing housing options, dealing with the death of a loved one, organizing information sessions and workshops, liaison with support groups that meet at LSCO and coordination of the lawn care and snow removal program for seniors in Lethbridge. Marlene Van Eden, Support Services Coordinator, Lavonn and our Food Services department teamed up for the 3 C's program hosted at McKillop United Church. This innovative program utilized cooking classes as a means to reduce isolation by drawing seniors into a social setting. Marlene also performs many other duties to benefit our members and the community. She opened support files on over 230 people in the past year and received over 800 phone calls from people needing her assistance. Lavonn also provided support for three, six-week sessions on "Our Healthy Relationships With Our Adult Children" group as well as wellness/positive attitude groups such as "Kindness Rocks" and "Intention Sticks".
- Marlene continued to be active on the LEARN Steering Committee, Lethbridge Hoarding Task Force and Age Friendly Lethbridge. She was also our liaison for the many and varied support and community groups and wellness practitioners hosted by LSCO.
- LSCO strived to live up to the ideals of the LFS Organizational Diversity Award we received in 2015. LSCO continued to be home to the Lethbridge Public Library Read On Program specifically for Bhutanese seniors and averages over 45 people in attendance (LSCO provides space for this group at no charge.). We also offered an extra English class for Bhutanese Seniors through funding from the Lifelong Learning Association, and in partnership with LFS. LSCO is proud to have over 60 Bhutanese immigrants as members of our organization. LSCO also includes homeless/difficult to house seniors as members because they feel our centre is a safe place to spend their days.

EXECUTIVE DIRECTOR'S REPORT (CONTINUED)

- We continued to provide services for Meals on Wheels (MoW) clients in Lethbridge. MoW falls organizationally under Support Services instead of Food Services as we view MoW as a means to access isolated seniors and to give them a point of entry for services and supports they may require. Our fluctuating client roll of 70-100 persons had 14,500 meals (17% increase over last year) delivered by 85 dedicated volunteers. Our MoW Support Worker, Natasha Elder, completed over 100 home visits with MoW clients.
- Shawn Hamilton, Program Development Coordinator, continued to implement new and exciting programs/activities focused on fitness and well being. New movement and fitness programs created an upbeat vibe around our classes and attracted a new group of enthusiastic participants. She also continued beginner level classes for a number of activities which enabled the participation of more members. Our new equipment further enhanced the value of our fitness centre pass. We had over 19,000 sign-ins for our fitness and exercise activities and another 26,000 drop-ins!
- Chelsea Sherbut, Volunteer and Fund Development Coordinator, had 286 volunteers who contributed almost 24,000 hours of time to LSCO! According to Provincial equivalencies, those hours translate into almost \$500,000 worth of contribution to LSCO. To celebrate Canada's sesquicentennial in 2017, we recognized 49 terrific volunteers who logged at least 150 hours of service.
- Frank Bruno took over as Food Services Coordinator in September and had an immediate, positive impact on the kitchen. Not only has he helped create an upbeat, supportive environment with his co-workers and volunteers, but he has made well received changes to the menu and has won over new customers to our Meals on Wheels service.
- LSCO continued our marketing agreement with Philips Lifeline and our revenues from this venture have increased every year. We now receive around \$6000/year from Philips.
- LSCO continued to be active with Age Friendly Lethbridge, a sub-committee of the City of Lethbridge Community and Social Development Committee. This writer continued as Chair of Age Friendly Lethbridge. In addition to providing a networking opportunity for senior-serving organizations, this group is working to achieve Age Friendly Community recognition from the World Health Organization (WHO). The multi-year process will culminate in Lethbridge demonstrating, or exhibiting identifiable progress toward, Age Friendly best practices.
- This writer continued to be actively involved with the Alberta Association of Seniors Centres (AASC), sitting on the Board of Directors. This group is dedicated to senior centres support, best practices sharing and development, information and resources sharing. The AASC is completing a research project for the Government of Alberta to develop the foundation for a provincial senior centre system. LSCO is an original signee for the establishment of the AASC. Additionally, this writer continued to be the senior sector representative on the local Intelligent Communities Steering Community.
- LSCO re-affirmed its commitment to, and involvement with Team Lethbridge – a group of Community leaders representing 19 organizations. Team Lethbridge made its fifth trip to Edmonton in November 2017, and LSCO Board Member Keith Sumner and this writer met with Ministers and/or Deputy Ministers from Health, Seniors and Housing, Community and Social Services, Justice and Solicitor General. The purpose of the trip was to discuss ways in which Team Lethbridge members can work more constructively with decision makers in Edmonton. Additional benefits of Team Lethbridge are the development of positive working relations among Team members and enhancement of the profile of LSCO in the community. The next trip is planned for Fall 2019.



CHARTERED PROFESSIONAL ACCOUNTANTS

INDEPENDENT AUDITOR'S REPORT

To the Board of Directors of Lethbridge Senior Citizens Organization

We have audited the accompanying financial statements of Lethbridge Senior Citizens Organization, which comprise the statement of financial position as at December 31, 2017, and the statements of operations, changes in fund balances and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the organization's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained in our audit is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of Lethbridge Senior Citizens Organization as at December 31, 2017, and the results of its operations and its cash flows in accordance with Canadian accounting standards for not-for-profit organizations.

Lethbridge, Alberta
March 21, 2018

A handwritten signature in dark ink that reads "Avail LLP".

Chartered Professional Accountants

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
STATEMENT OF FINANCIAL POSITION
As at December 31, 2017

	2017	2016
ASSETS		
Current		
Cash (note 3)	\$ 455,733	\$ 372,591
Marketable securities (note 4)	248,300	212,249
Accounts receivable (note 5)	52,315	75,663
GST receivable	1,110	2,334
Prepaid expenses	4,021	3,231
Inventory	17,097	12,319
	778,576	678,387
Capital assets (note 6)	70,327	86,637
	\$ 848,903	\$ 765,024
LIABILITIES AND FUND BALANCES		
Current		
Accounts payable and accrued liabilities (note 7)	\$ 77,777	\$ 49,688
Unearned revenue (note 8)	137,179	139,835
	214,956	189,523
Fund balances		
Unrestricted fund	144,110	63,525
Internally restricted fund	419,510	419,510
Capital asset fund	70,327	86,637
Consolidated gaming fund	-	5,829
	633,947	575,501
	\$ 848,903	\$ 765,024

Approved on behalf of the board

Director



Director



LETHBRIDGE SENIOR CITIZENS ORGANIZATION
STATEMENT OF OPERATIONS
For the year ended December 31, 2017

	Operating fund	Consolidated gaming fund	Capital fund	2017	2016
Revenue					
Food services (schedule 1)	\$ 365,574	\$ -	\$ -	\$ 365,574	\$ 361,203
Special activities (schedule 2)	124,701	-	-	124,701	221,768
Meals on Wheels (schedule 3)	220,548	-	-	220,548	198,286
Provincial and municipal grants	270,051	-	-	270,051	273,872
Programs	189,843	-	-	189,843	152,338
Bingo - external	-	131,216	-	131,216	139,235
Grants - other	127,959	-	-	127,959	119,335
Memberships	72,631	-	-	72,631	69,416
Donations	66,469	-	-	66,469	71,510
Rental	53,434	-	-	53,434	57,185
Newspaper advertising	49,676	-	-	49,676	48,146
Senior support	44,552	-	-	44,552	42,115
Casino	-	29,302	-	29,302	-
Fees for services	6,015	-	-	6,015	12,176
City of Lethbridge - parking lot mitigation	-	-	-	-	27,687
	1,591,453	160,518	-	1,751,971	1,794,272
Expenses					
Food services (schedule 1)	379,257	-	-	379,257	377,893
Special activities (schedule 2)	92,063	-	-	92,063	170,020
Meals on Wheels (schedule 3)	221,296	-	-	221,296	201,625
Wages and benefits	541,346	-	-	541,346	578,713
Rent	10,773	166,347	-	177,120	171,995
Programs	55,889	-	-	55,889	57,328
Senior Support	41,121	-	-	41,121	36,426
Repairs and maintenance	28,198	-	-	28,198	16,669
Advertising	25,798	-	-	25,798	21,802
Newspaper	22,321	-	-	22,321	19,491
Office supplies	21,600	-	-	21,600	26,501
Professional fees	15,636	-	-	15,636	15,375
Travel and staff development	14,635	-	-	14,635	14,295
Insurance	13,763	-	-	13,763	13,734
Interest and bank charges	13,749	-	-	13,749	12,826
Telephone	7,653	-	-	7,653	8,104
Supplies and equipment	5,663	-	-	5,663	7,980
Volunteer	3,068	-	-	3,068	1,510
Amortization	-	-	19,355	19,355	20,489
	1,513,829	166,347	19,355	1,699,531	1,772,776
Excess (deficiency) of revenues over expenses from operations	77,624	(5,829)	(19,355)	52,440	21,496
Other income					
Interest and investment income	6,006	-	-	6,006	14,693
Excess (deficiency) of revenues over expenses	\$ 83,630	\$ (5,829)	\$ (19,355)	\$ 58,446	\$ 36,189

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
STATEMENT OF CHANGES IN FUND BALANCES
For the year ended December 31, 2017

	Operating fund	Internally restricted fund	Capital fund	Consolidated gaming fund	2017	2016
Balance, beginning of year	\$ 63,525	\$ 419,510	\$ 86,637	\$ 5,829	\$ 575,501	\$ 539,312
Excess (deficiency) of revenue over expenses	83,630	-	(19,355)	(5,829)	58,446	36,189
Purchase of capital assets	(3,045)	-	3,045	-	-	-
Balance, end of year	<u>\$ 144,110</u>	<u>\$ 419,510</u>	<u>\$ 70,327</u>	<u>\$ -</u>	<u>\$ 633,947</u>	<u>\$ 575,501</u>

LETHBRIDGE SENIOR CITIZENS ORGANIZATION

STATEMENT OF CASH FLOWS

For the year ended December 31, 2017

	2017	2016
Cash flows from operating activities		
Excess of revenues over expenditures	\$ 58,446	\$ 36,189
Adjustments for		
Amortization	19,355	20,489
Gain on investments	(6,006)	(14,693)
	71,795	41,985
Change in non-cash working capital items		
Marketable securities	(30,045)	3,523
Accounts receivable	23,348	(31,576)
GST receivable	1,224	(2,970)
Inventory	(4,778)	5,851
Prepaid expenses	(790)	261
Accounts payable and accrued liabilities	28,089	(11,164)
Unearned revenue	(2,656)	19,023
	86,187	24,933
Cash flows from investing activity		
Purchase of capital assets	(3,045)	(25,913)
Net increase (decrease) in cash and cash equivalents	83,142	(980)
Cash, beginning of year	372,591	373,571
Cash, end of year	\$ 455,733	\$ 372,591

SUPPORT SERVICES REPORT

What is Support Services? Assisting seniors and their families to connect to programs, subsidies, services and information relating to physical and mental health, finances, housing and legal issues. Support Services tried to ensure that the needs of the seniors and families that we worked with were being met in all areas. This year 241 individuals received assistance through the office while 864 individuals were assisted over the phone.

LSCO receives funding through Family & Community Support Services (FCSS) to offer a subsidized Lawn and Snow Program. Individuals who receive Guaranteed Income Supplement (GIS) can access the program. Working with three yard maintenance companies who provide service the program helped 64 individuals this past year

Alger, Zadiak and Shapiro Law Firm continues to provide the free 15 minutes legal advice sessions at LSCO one morning a month. Fifty-eight individuals accessed this service this year.

The **Read On Program**, a partnership between LSCO, Lethbridge Public Library and Lethbridge Family Services – Immigrant Services saw some changes this last year.

When it first started here at LSCO it was only Bhutanese Seniors accessing it. Over this past year other immigrants from diverse backgrounds have been attending.

Flu Shot Clinics were once again held at LSCO with 295 people stopping by to obtain their flu shot. Thank you to Save on Foods Pharmacy Northside, Medicine Shoppe (20 Street South) and London Drugs pharmacy for offering the clinics here.

Thank you to **New U Reflexology, Serenity Foot Care, Andre Clark Massage, Lethbridge Hearing Centre and Dr. Bolokowski** for offering your services here at LSCO. Giving our members easier access to those services.

The **Lethbridge College Massage Therapy Students** were here again this year. The students provided free neck and shoulder massages on a first come first served basis.

In January Dr. Roland Ikuta, Senior Medical Director, Seniors Health AHS presented at LSCO for Alzheimer's Awareness Month.

Throughout the year a variety of speakers are brought in to provide information sessions. This year some of the speakers and topics were;

- Service Canada – Information on Canada Pension Plan, Old Age Security and Guaranteed Income Supplement.
- Advanced Care Planning, Goals of Care – Joy Doram from AHS came and spoke about the Green Sleeve.
- Sheree Kwong See, Seniors Advocate came and spoke about the Office of the Seniors Advocate and the role it plays.
- Danielle Burger Stakeholder Engagement Advisor, Southwest Region Engagement and Community Initiatives, Senior Services Division Alberta Seniors and Housing came and spoke about Seniors Financial Assistance Program, Special Needs Assistance Program and the SHARP program.
- Lethbridge Chapter of Dying with Dignity presented a workshop on End of Life Care.

Practicing Happiness Program facilitated by AHS Seniors Mental Health Outreach held four – six weeks sessions this year. This successful program continues to help individuals gain insight in dealing with life's everyday ups and downs

LSCO once again partnered with AHS Mental Health Program and offered **STRESS LESS!** a four week program that allowed participants to learn; that though we cannot always control what happens to us at times. We can choose how to respond and learn how to deal with stress.

LSCO continues its partnership with McKillop United Church in offering the **3 C's – Cooking, Conversation & Companionship Program**. These sessions also offer the opportunity for 10 participants to interact with individuals in the same circumstances and the chance to develop new friendships. Each week began with a coffee time as participants waited for the LSCO chef to get everything ready in the kitchen. This allowed for the opportunity for information to be shared by the Support Services Coordinator about the different resources and services available in Lethbridge.

SUPPORT SERVICES REPORT (CONTINUED)

L-Skip: Lethbridge Seniors and Kids Intergenerational Program took place at LSCO. This is a 4 week intergenerational program pairs seniors and preschool children and their caregiver. Participants engaged in facilitated games followed by a snack and reading time.

Compass for the Caregiver is a 9 module program facilitated by individuals who understand how difficult caregiving can be. Topics covered are: The emotional journey, improving communication, putting yourself first,

Managing stress, navigating the system and planning the journey ahead. Two successful Compass for the Caregiver were held this year.

Respectfully submitted by
Marlene Van Eden
Support Services Coordinator

LSCO SOCIAL WORKER REPORT

I began my role as social worker for the LSCO on March 6, 2017. I have worked in the human service field for over 30 years in multiple settings including schools, treatment centers, health and community agencies. I share job responsibilities as the LEARN (Lethbridge Elder Abuse Response Network) Coordinator and the LSCO Social Worker.

As the social worker at LSCO my responsibilities include providing practical emotional support, education and awareness to members and their families of LSCO. These responsibilities are aimed to improve and maintain emotional well-being, quality of life as well as enhance family and social relationships.

In wanting to provide my best practice I work in collaboration with all members of the LSCO staff as well with those existing outside agencies that offer services and supports for seniors. I sit on several working committees that address the needs and concerns of older adults.

Our *Healthy Relationships with Our Adult Children* has run three 6 week sessions in the last year, and this program will continue to be offered at LSCO.

In June during Seniors Week, LSCO hosted an information session on the Rights of Grandparent's in Alberta. As guest speakers we had two provincial court employees that discussed their roles and how they can assist grandparents with any paperwork for contact.

Our current LEARN Case Manager ran a support group for grandparents and a lawyer from Algers/Zadick Law office provided information and resources to those in attendance.

Other projects for awareness and well-being included, "Kindness Rock" rock painting, and "Intention Sticks" that focused on wellness and positive intentions.

I had regular contacts that include a one-time session for resources and information and a series of on-going contacts to support and individual with the necessary connections to resources.

My professional development has included numerous webinars through the Provincial Government, and attending the Grey Matters Seniors Conference in Hinton, Alberta.

I have enjoyed my work here at Lethbridge Senior Citizen Organization and want to thank all staff for excellent support and training.

Respectfully submitted by
Lavonn Mutch, BSW RSW
LSCO Social Worker

VOLUNTEER & FUND DEVELOPMENT REPORT

"Sometimes you gotta create what you want to be part of." – Geri Weitzman

Volunteers

Our volunteer program is not just a resource to support other areas at LSCO. Our volunteer program is its own program, and it has outcomes for the wellbeing of our volunteers. If we could distill all of the benefits from volunteering into a supplement, we would be lining up to take it. From our end-of-year volunteer survey, this quote brought this point home for me:

"I look forward to coming here. I'm happier, I feel like I'm contributing to something. I am a part of a team. I am a lot more friendly out in public compared to before I started working here."

In 2017, 23,888 volunteer hours were recorded here at LSCO by 286 volunteers. To illustrate this number in economic terms, the Community Initiatives Program grant estimates the value of volunteer work in Alberta to be \$20/hour (this is the figure they use to calculate matching funds for grants). This would put the total contribution of LSCO's volunteers at \$477,760 – nearly half a million dollars.

In order of most volunteer hours to fewest, here are the biggest areas of volunteer contribution:

Volunteer Area	# of Volunteer Hours
Kitchen	5,683
Meals on Wheels	5,273
Bingo	4,687
Boutique	2,645
Program Instructors & Helpers	1,508
Adult Day Program	838
Greeters at Front Desk	673
Christmas Dinner	372

Unsurprisingly, the volunteer positions in the kitchen and at Winner's Bingo continue to be the biggest ongoing recruitment challenges, simply because so many volunteers are needed, and both can be demanding jobs. Kari and I have both had to fill in at bingo many times in 2017, and while neither of us mind the work, it takes away from the jobs we are supposed to be doing here at the centre, and it costs the LSCO (although not as much as losing our gaming license would cost us, which is a potential consequence of not having enough volunteers available). ***I invite and encourage all LSCO members to consider helping us out for even one or two bingos in 2018.*** The revenue that LSCO earns from participating in bingo helps cover the costs of our building and allows us to keep program and service costs affordable, and we ALL benefit from that.

To celebrate Canada's Sesquicentennial, we also recognized 49 volunteers who logged at least 150 hours of service for LSCO, which is a stunning accomplishment. Plainly, without the dedication of these leadership volunteers, the staff and I would not be able to coordinate such a large volunteer team. It is the experience, guidance and mentorship of these volunteers that are largely responsible for the success of our volunteer program.

In 2017 we also recognized the Outstanding Service of two longtime volunteers: Ruth Daw and Dick Gaff who have tirelessly spearheaded and bolstered our Winner's Bingo program over many years. Because of them, LSCO has been able to enjoy a significant and reliable funding source through AGLC bingos.

Another important project that was completed this past year was the implementation of a Volunteer Management database called Better Impact. This program has streamlined volunteer intake and scheduling, and is currently used by Kari for Bingo, Natasha for Meals on Wheels and Chelsea for the Kitchen, Member Services, the Boutique and other small projects.

VOLUNTEER & FUND DEVELOPMENT REPORT (CONTINUED)

Fund Development

A few major initiatives in 2017 brought in some additional revenue for LSCO.

- The Live Well Showcase in May 2017 brought 2000 visitors to the centre to learn about businesses, programs, services available in Lethbridge and hear from expert speakers. The response was outstanding, and through sponsorship and exhibitor fees, the event earned \$18,000 for LSCO.
- We thank the Quilting group for the donation of quilts for last spring's Quilt Raffle, which generated \$1045 for programs.
- Our annual Craft and Bake Sale was well attended again, and many delicious treats were enjoyed. Thank you to all of the very talented bakers who contributed – next year I will have to learn how to make butter tarts to bring, because they sure went fast!
- Late in the year, we held a Winter Raffle, and we are grateful to those who purchased tickets. This raffle earned \$1,666. Just after, we were able to put on Silent Auction in December that returned \$400.
- Finally, we were able to secure 32 table sponsorships for Christmas Dinner this year (up from 24 in 2016), plus we had 7 donors who contributed \$100 or more but who did not want to be recognized with a table sponsorship. These sponsorships make it possible to continue to hold this event each year. All told, 580 meals were enjoyed either here at the centre or delivered for those folks who were not able to physically come in.

Thank you again to everyone who has served this organization with your time, talent and treasure in 2017. Together we have helped feed our community, provide services to those facing difficult circumstances, improved the physical and mental health of those who participate in programs and brightened the lives of those who walk through our doors.

Respectfully submitted by
Chelsea Sherbut
Volunteer & Fund Development Coordinator

“Devote yourself to your community around you and devote yourself to creating something that gives you purpose and meaning.” – Mitch Albom

PROGRAM DEVELOPMENT REPORT

I am so very grateful to all the volunteers, instructors and staff that support the Program Department. There are too many to list here, but I hope they know who they are. Thank you! Without them the outstanding activities, classes and events would not have taken place!

My report gives you a snapshot of programs, activities and some services available to LSCO Members and the community. If you are interested in specific information feel free to contact me. The categories of programs range from Arts & Crafts (includes a variety of painting and drawing classes), to Dance, Exercise and Fitness (includes Yoga, Tai Chi, QiGong), Languages, Cards and Games, Technology, Social Events, Wood Working, Stone Crafting, Paper Tole, Amateur Radio, Genealogy, Billiards, Singing, Bingo to name a few.

LSCO does have a few challenges in that we are running out of space! Yes this is true. We are unable to offer additional hours or programs to members so that they can participate more often. We are working to try to accommodate the need.

I am pleased with the progress, success and accomplishments LSCO has made in 2017. One of them being the development of our website to have the capability to register online for programs. This has been a welcoming addition as it gives individuals the opportunity to sign up for classes from the comfort of their home or when they are away. I would like to thank Lisette Cook for the many hours she took to make this happen along with our technical support.

Below is some information taken from our data base (computers) that members and guests sign in to. We use these statistics when applying for grants and to determine areas where changes can be made. If you have difficulty signing in please ask for assistance. We know that sometimes the computers are not working properly and we thank you for your patience.

If you would like to know the number of times you scanned your card in 2017, (this will tell you how many times you came to LSCO and successfully signed in) please ask me.

2017 Statistics				
Category	*Duplicated	60 & Over Guests	Under 60 Guests	Hours
Administration	3,815	193	395	23,560
Drop-In Programs	26,685	1,275	940	116,513.75
Education Courses	2293	73	14	6,402
Fine Arts & Craft Classes	3,359	25	41	14,798
Fitness/Exercise	19,321	184	101	49,531.66
Recreation	918	27	5	1,402
Social Support	182	5	1	592.5
Social Event	2,470	49	11	13,292.75
Support Services	620	2,481	1,454	2,102
Total Event Sign Ins	59,678	4,314	2,963	228,127.16
Total Swipes	51,697			

*Example: If someone attends Keep Fit 20 times in 2017, the DUPLICATED column will show all 20 times under the Fitness & Exercise Category.

Please note that these numbers do not include programs offered after 4:30 pm and on weekends.

PROGRAM DEVELOPMENT REPORT (CONTINUED)

AVERAGE ATTENDANCE for Date Range from 01/01/2017 to 12/31/2017

Check In Count		59,099
Days in Range		290
Average Duplicated		203.79
Average per Weekday	Monday	232.52
	Tuesday	229.08
	Wednesday	244.81
	Thursday	232.62
	Friday	246
Average per Day by Month	January	208.17
	February	246.61
	March	235.21
	April	192.12
	May	177.07
	June	190.57
	July	146.67
	August	130.71
	September	205.30
	October	230.54
	November	26.71
	December	206.35

AGE BREAKDOWN of Individuals Participating between 01/01/2017 and 12/31/2017

Age Range	Count	Percent
Ages Below 55	85	4.8%
Ages 55-59	73	4.2%
Ages 60-64	203	11.6%
Ages 65-69	336	19.2%
Ages 70-74	341	19.5%
Ages 75-79	251	14.3%
Ages 80-84	212	12.1%
Ages Over 85	239	13.6%
Unknown	13	0.7%
Totals	1,753	100%

That is all from the Program Department.
Warm regards.

Respectfully submitted by
Shawn Hamilton
Program Coordinator

LEARN CASE MANAGER REPORT

Joanne Blinco was hired on June 1, 2017 into the position of Case Manager for the Lethbridge Elder Abuse Response Network (LEARN). She comes with a 30 history of working for Child and Family services where she did intervention work in Southern Alberta. She is a Social Worker that is registered by the Alberta College of Social workers.

The duties of a case manager are as follows; Screening-taking the initial call, inquiries as to the need for intervention; contact police in emergent circumstances or potential criminal matters. Refer non-elder abuse inquiries to appropriate community resources. Conduct intake and assessment interviews with seniors. Create and implement case plans and safety plans for seniors requiring on-going support. Advocate on behalf of older adults accessing services and supports. Work with police and victim services when required. Report to stakeholders and funding bodies, including regular meetings with steering committee and LEARN. Create data collection and evaluation process. Develop and maintain professional relationships with the support community; assist in creation of Memoranda of Understanding and formalized partnerships. Presentations / public relations regarding elder abuse may be required.

LEARN responded to about 105 referrals from June to December. Those included all calls to LEARN that required an intake or referral out to another community resources. The primary reports were with regards to financial abuse by a family member however areas of; emotional injury and psychological abuse, physical abuse, neglect, verbal abuse are areas that were as well responded to. The calls that came in are received from a variety of sources; self-referrals, community members, doctors, bankers and some anonymous. LEARN does not reveal the referral sources.

LEARN Case Manager position is awaiting the potential for another funding for another 3-year period by the Victims of Crime Fund (Alberta Justice and Solicitor General). Joanne is a Board of Director for the provincial body the Alberta Elder Abuse Awareness Council – AEAAC.

Joanne and Lavonn work closely together to ensure that the needs of a senior being abused is responded to in terms of the abuse and well-being of the older adult.

Respectfully submitted by
Joanne Blinco, BSW RSW
LEARN Case Manager



LEARN COORDINATOR REPORT

I began my job as the LEARN Coordinator March 6, 2017. LEARN is a collaboration of human services organizations created to respond in a timely and effective manner to address the problem of elder abuse in our community and the surrounding county. We are currently comprised of 23 members. We have increased our network membership to include several banking representatives, a lawyer and the representative from the Domestic Violence Unit. The Network meets every two months, and has several sub-committees that work on projects that continue to raise awareness, provide advocacy and intervention.

LEARN provided table displays and presentations on Elder Abuse to community groups that serve and work with the senior population as well as providing presentations to the professional community working with seniors.

World Elder Abuse Awareness Day is June 15 every year, and this past year the Network, hosted an awareness walk that included local senior groups, the Lethbridge Fire Fighters, and Lethbridge Police Services who assisted in the walk and cooking up a meal for all participants.

As the LEARN Coordinator I work in collaboration with the LEARN CASE MANAGER to continue to raise awareness, provide those on going supports that seniors may need in times of stress and difficulties when abuse has occurred.

As well as Coordinator, I meet regularly via teleconference with other Coordinators in the province regarding best practices, new information, and support. This has been very helpful to understand what others are doing in the rest of the province and brings to light how important awareness and education is to community in our province.

Goals for the coming year, include to continue to reach out to our community to provide those presentations on Elder Abuse, be an active committee member to keep the awareness of Elder Abuse moving forward to all populations, and build strong relationships with Network Members.

Respectfully submitted by
Lavonn Mutch, BSW RSW
LEARN Coordinator

MEALS ON WHEELS REPORT

LSCO Meals on Wheels currently has between 70-100 clients that access our service. LSCO MOW has approximately 85 volunteers.

In 2017, we delivered approximately 14,500 meals and approximately 900 sandwiches.

Select People Solutions and Teamwork Training Ltd. Has helped raise money for Meals on Wheels for the past 9 years with the 23 days of Christmas campaign. This year was once again very successful! Well over \$20,000 was raised. To become involved, businesses and individuals can sponsor a full day of meals, which made them the Head Chef of the day or sponsoring half a day of meals, making them a Sous Chef. Some businesses even helped deliver meals to our clients on the day that they sponsored. Cuppers Coffee & Tea, Crazy Cakes and Urban Grocer also helped raise money by donating 50% of their gift cards sold over the month of December. Cuppers Coffee & Tea and Crazy Cakes donated bags of coffee and cupcakes to give to all sponsors for the campaign. This year we were able to fill not only all of December with sponsors, but also the first week on January. It was a huge success.

The Quilters Association of Lethbridge donated over 20 handmade quilts again this year. An LSCO volunteer donated over 100 handmade coasters. We also had a very generous donation of more than 100 handmade Christmas cards from a very talented and thoughtful woman. These gifts were put into Christmas bags that had been decorated by students in grades 2, 3, 4 & 5 at Agnes Davidson School. The gifts were then delivered to clients by MOW volunteers. The clients were very grateful for the gifts and for the volunteers who took the time to visit them over the holiday season.

The Sunday school students at Evangelical Free Church of Lethbridge have continued to make crafts for the Meals on Wheels clients. They made beautiful Birthday cards that help our clients feel more connected with the community.

In May, we held a dinner at Haig Tower and Halmrast Manor. Individuals pre payed for the dinner but were not told who the dinner was catered by. After everyone was finished eating, we told everyone that LSCO Meals on Wheels has prepared this dinner and it is something you would receive if you were a client. We wanted to hold a dinner so that we could show people that Meals on Wheels serves good, nutritious meals and try to eliminate the stigma of boring, bland food. Everyone who attended the dinners were very surprised and pleased with the food and presentation.

At the dinners, we introduced a new idea called the punch cards. Individuals can pre-purchase a card for 5, 10 or 20 meals and use it whenever they like. We thought the punch cards would be a good way to introduce people to our program because they are able to use them as a trial. They can order a meal if they are not feeling well or if they just need a hot, nutritious meal because they are unable to prepare one themselves. Since the end of May, we have provided over 500 meals through punch cards.

In 2017, I completed over 100 home visits with our clients. These home visits allow me to get to know our clients, which gives me the opportunity to make referrals to other services that the clients may benefit from but did not know were available to them.

Respectfully submitted by

Natasha Elder

Meals on Wheels Client and Volunteer Support Worker

ADULT DAY PROGRAM REPORT

LSCO continues to offer a day program giving individuals with physical and mental challenges an opportunity to participate and socialize with other adults within the community in a variety of activities. Activities and events vary daily and include musical entertainment, pet therapy, games and crafts, 5 pin bowling and outings in the community. The horse racing game that was introduced last year continues to offer a fun afternoon for the members. A chair exercise program with weights and props is also very beneficial for the members. The program presently operates Tuesday, Wednesday and Thursday afternoons from 1:00 – 4:00 p.m. year round.

Recently, a couple of programs were offered for members of the Adult Day Program and other community residents. A morning exercise program was offered as well as an Art Program giving those members who enjoy the benefits of the Adult Day Program as well as other individuals in the community, a chance to further attend and be part of LSCO.

Fees for members are \$3.00 and for non members \$5.00 for each afternoon. This includes refreshments. Caregivers and support staff are free of charge when supporting members, however refreshments are not provided.

The City of Lethbridge Fee Assistance Program is administered by the Recreation and Culture department. This program provides Lethbridge residents with the opportunity to participate in programs and activities at a subsidized cost or at no cost to those that qualify.

In the 34th year of its inception, the Adult Day Program continues to be a vital part of the LSCO expanding to the needs of the community and its residents.

Respectfully submitted by
Sharon Appelt
Adult Program Supervisor

*An active, healthy community which is learning,
growing and making a difference.*



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