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LSCO LETHBRIDGE
Senior Citizens
ORGANIZATION
Community Centre



ANNUAL
REPORT

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

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ANNUAL GENERAL MEETING
Tuesday, October 27, 2020
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 26, 2019
5. Annual Reports
 - a) Auditor's Report
 - b) Executive Director's Report
6. Elections
 - a) Present slate of Candidates for 2020-2021
7. Adjournment

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

1. Q & A with members
2. Adjournment

ANNUAL GENERAL MEETING MINUTES

Tuesday, March 26, 2019

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: 51 members, present a quorum was declared.

2. Call to Order

- a. Meeting called to order at 1:20 pm.

3. Approval of Agenda

Leona Jacobs moved that the agenda be accepted.
Seconded Ruth Daw, all in favour, Carried.

4. Approval of Minutes, March 27, 2018

Elizabeth Pocock moved the minutes be accepted.
Yvonne Cross seconded, all in favour, Carried.

5. Annual Reports

a. Auditors Report by Darren Adamson of Avail CPA

Mr Adamson reviewed the highlights of the Audited financial report.
Independent Auditors report is a little more detailed than in previous years.
Financials Statements fairly represents a clean Auditors opinion.
32,000 deficiency @ year end which was reasonable based on overall operations.
3 of the last 5 years, LSCO has had a slight profit at year end.

b. Executive Director's Report

Question from the floor in regards to donations and why this years is so much less than in 2017. In 2017 LSCO received a nice donation of shares at the end of the year contributing to the difference.

6. Elections

a. Present Slate of Candidates for 2019-2020

President Elect	Liz Iwaskiw	
President	Keith Sumner	
Past President	Bob Maslen	
Treasurer	Stan Coxson	(Year 2/3)
Secretary	Craig Rumer	(Year 1/3)
Board Member	Vaughan Hembroff	(Year 2/3)
Board Member	Don McInnes	(Year 3/3)
Board Member	Merri-Ann Ford	(Year 5/6)
Board Member	Clifford Brown	(Year 5/6)
Board Member	Karen Johnson	(Year 1/3)
Board Member	Bob Morrow	(Year 1/3)

Chris Lowings moved that slate of candidates for Board of Directors be accepted.
Seconded by Cheryl Peel, Carried.

7. Special Resolution

- a. That bylaw #6.3 (f) be amended by deleting the words "advisory/Non-voting" from the end of the clause.

Keith Sumner moved That bylaw #6.3 (f) be amended by deleting the words "advisory/Non-voting" from the end of the clause.
Seconded by Liz Iwaskiw, Carried.

9. Motion to Adjourn

Bruce Peel moved that the Annual General Meeting be adjourned.
Seconded by Keith Sumner, Carried.

LSCO BOARD OF DIRECTORS

2019 – 2020

LSCO BOARD OF DIRECTORS & ELECTION POSITIONS

President	Keith Sumner
Acting President-Elect.....	
Immediate Past President	Bob Maslen
Treasurer.....	Stan Coxson
Secretary	Craig Rumer
Board Member	Merri-Ann Ford
Board Member	Don McInnes
Board Member	Cliff Brown
Board Member	Vaughan Hembroff
Board Member	Bob Morrow
Board Member	Karen Johnson

2020 – 2021

BOARD OF DIRECTORS SLATE OF CANDIDATES

President-Elect		
President	Keith Sumner	(Year 1/1)
Past President	Clifford (Charlie) Brown	(Year 1/1)
Treasurer.....		
Secretary	Craig Rumer	(Year 2/3)
Board Member	Vaughan Hembroff	(Year 3/3)
Board Member	Merri-Ann Ford	(Year 6/6)
Board Member	Marlys Reynar	(Year 1/3)
Board Member	Karen Johnson	(Year 2/3)
Board Member	Bob Morrow	(Year 2/3)

- 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 44th Annual General Meeting of the Lethbridge Senior Citizens Organization. In 2019 we continued to engage the larger community as well as meeting the needs of our members. We were unrelenting in pursuit of 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 journey to achieve positive, active aging in an age friendly environment.

Here are some LSCO highlights from 2018:

1. We strived to live the meaning of our "LSCO Community Centre" signage by continuing to increase engagement with our larger community;
2. We created a new Mission Statement and Values statements, in conjunction with strategic planning facilitated by Lisa Talavia-Spencer (AB Community Development):

Mission Statement:

To provide older adults with:

- Opportunities for community and social engagement;
- Activities with meet their physical, emotional and intellectual needs;
- Advocacy and voice at individual and systemic levels; and,
- Services which enhance their quality of life.

This is accomplished through services provided at LSCO and through partnerships in the broader Lethbridge Community

Values Statements:

- LSCO values ethical, positive leadership. We will lead with honesty and transparency, taking a respectful approach to others.
- LSCO values inclusion and respects diversity in our community. We will make our best effort to accommodate needs.
- LSCO will provide a safe and supportive environment. LSCO will treat people fairly and will have zero tolerance for abuse and harassment.
- LSCO will operate with a clarity of purpose:

LSCO will improve lives
 LSCO will share knowledge
 LSCO will work toward our Mission and Vision
 LSCO will do the best with what we have

- LSCO will be a full member of our community: LSCO considers our community to be our members, our region and our province. LSCO has a sense of responsibility to our community
 LSCO will connect, engage and collaborate with our community
- LSCO is entrusted with the time people give to us and we need to earn that trust
 LSCO is a welcoming, collaborative, enthusiastic and friendly place.

3. We maintained our leadership in the provision of necessary human services for seniors in Southern Alberta:
 - a. LSCO continued to host the first ever Elder Abuse case management service in Lethbridge, in conjunction with the Lethbridge Elder Abuse Response Network (LEARN) – a multi-sector community network that creates awareness and delivers services for a vulnerable population. This service is generously funded by Alberta Solicitor General, Victims of Crime fund. Joanne Blinco is the LEARN Case Manager and she is also a Board Member of the Alberta Elder Abuse Awareness Council. In 2019, Joanne had 67 intakes, undertook 51 investigations, managed 30 open files and made 107 referrals to other support organizations.
 - b. Adult Day Program celebrated 35 years of service to our community. Sharon Appelt runs this activity-based program (with help from volunteers) for persons with intellectual and physical disabilities. ADP continued to be an important resource for persons with early stages of dementia to keep intellectually and physically stimulated in a safe, social environment.
 - c. 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 30 seniors in Lethbridge. LSCO 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. Heather Bursaw, Lead Social Worker, provided oversight and direction for Support Services – which saw 154 persons assisted via case management services and 22 persons supported via on-going case management as well as an additional 90 people that attended wellness/well-being courses.

- d. 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. We provide over 500 meals per week to our 204 customers, delivered by our group of 69 dedicated volunteers. Our MoW Support Worker, Natasha Elder, completed home visits with MoW clients to ensure they are receiving appropriate services and supports. Natasha also implemented the Subsidized Homemaking Service for 40 seniors.
4. 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. Jamie Hillier, Program Assistant, continued to monitor the fitness centre, teach classes and provide personal training. Our emphasis on purchasing new equipment as required and maintaining our older equipment further enhanced the value of our fitness centre pass and enabled us to initiate new programs/classes. We had over 19,000 sign-ins for our fitness, exercise and arts/crafts activities and another 19,500 drop-ins!
5. Chelsea Sherbut, Volunteer and Fund Development Coordinator, had 269 volunteers who contributed almost 22,000 hours of time to LSCO! According to Provincial equivalencies, those hours translate into \$330,000 worth of contribution to LSCO. Our awesome volunteer musical production team led by Fran Rude, Ken Rogers, Nancy Graham produced the unforgettable "All is Calm: The Christmas Truce of 1914". Fran, Ken and Nancy were honored with an Inspiring Philanthropy group award on National Philanthropy Day (by the local chapter of the Association of Fundraising Professionals) for their outstanding work with LSCO and other organizations. Janelle Sera organized our 150 volunteers for the Annual LSCO Community Christmas Dinner for which we served and/or delivered over 600 meals. We are so fortunate – and grateful – for those who so freely give their time to help LSCO.
6. LSCO continued our marketing agreement with Philips Lifeline and our revenues from this venture have increased every year. We now receive over \$6000/year from Philips.
7. 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) in 2020. The multi-year process will culminate in Lethbridge demonstrating, or exhibiting identifiable progress toward, Age Friendly best practices.
8. 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 has completed 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.

INDEPENDENT AUDITOR'S REPORT

To the Board of Directors of Lethbridge Senior Citizens Organization

Opinion

We have audited the financial statements of Lethbridge Senior Citizens Organization, which comprise the statement of financial position as at December 31, 2019, and the statements of operations, changes in fund balances and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the organization as at December 31, 2019, and its financial performance and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the organization in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the 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.

In preparing the financial statements, management is responsible for assessing the organization's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the organization or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the organization's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

INDEPENDENT AUDITOR'S REPORT, continued

- ♦ Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- ♦ Obtain an understanding of internal control relevant to the audit 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 Organization's internal control.
- ♦ Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- ♦ Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Organization's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Organization to cease to continue as a going concern.
- ♦ Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Lethbridge, Alberta
March 24, 2020



Chartered Professional Accountants

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
STATEMENT OF OPERATIONS
For the year ended December 31, 2019

	Operating fund	Consolidated gaming fund	Capital asset fund	2019	2018
Revenue					
Food services (schedule 1)	\$ 402,325	\$ -	\$ -	\$ 402,325	\$ 373,784
Special activities (schedule 2)	174,373	-	-	174,373	234,998
Meals on Wheels (schedule 3)	244,298	-	-	244,298	238,458
Provincial and municipal grants	317,524	-	-	317,524	279,700
Programs	241,767	-	-	241,767	152,730
Grants - other	125,855	-	113,500	239,355	184,029
Bingo - external	-	123,057	-	123,057	113,741
Memberships	72,287	-	-	72,287	72,375
Senior support	50,991	-	-	50,991	42,825
Newspaper advertising	45,411	-	-	45,411	39,545
Rental	39,704	-	-	39,704	51,738
Donations	22,927	-	-	22,927	25,416
Fees for services	6,610	-	-	6,610	6,405
	1,744,072	123,057	113,500	1,980,629	1,815,744
Expenses					
Food services (schedule 1)	423,377	-	-	423,377	375,386
Special activities (schedule 2)	119,015	-	-	119,015	148,553
Meals on Wheels (schedule 3)	258,970	-	-	258,970	238,231
Wages and benefits	656,949	-	-	656,949	610,943
Rent	64,826	123,057	-	187,883	173,762
Programs	77,428	-	-	77,428	58,345
Senior Support	43,878	-	-	43,878	42,519
Contract service	38,995	-	-	38,995	-
Advertising	36,303	-	-	36,303	37,306
Professional fees	33,688	-	-	33,688	16,298
Office supplies	24,159	-	-	24,159	21,921
Volunteer	21,304	-	-	21,304	5,590
Newspaper	18,915	-	-	18,915	20,776
Travel and staff development	14,199	-	-	14,199	15,739
Interest and bank charges	14,183	-	-	14,183	17,619
Insurance	16,566	-	-	16,566	15,517
Repairs and maintenance	10,046	-	-	10,046	11,250
Telephone	9,247	-	-	9,247	8,940
Supplies and equipment	1,009	-	-	1,009	3,308
	1,883,057	123,057	-	2,006,114	1,822,003
Excess (deficiency) of revenue over expenses from operations	(138,985)	-	113,500	(25,485)	(6,259)
Other income (expense)					
Interest and investment income	10,947	-	-	10,947	8,135
Gain/loss on sale of investments	15,702	-	-	15,702	(13,098)
Amortization	-	-	(29,890)	(29,890)	(21,026)
	26,649	-	(29,890)	(3,241)	(25,989)
Excess (deficiency) of revenue over expenses	\$ (112,336)	\$ -	\$ 83,610	\$ (28,726)	\$ (32,248)

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
STATEMENT OF CHANGES IN FUND BALANCES
For the year ended December 31, 2019

	Operating fund 2019	Internally restricted fund 2019	Capital asset fund 2019	2019	2018
Balance, beginning of year	\$ 106,375	\$ 419,510	\$ 75,814	\$ 601,699	\$ 633,947
Excess (deficiency) of revenue over expenses	(112,336)	-	83,610	(28,726)	(32,248)
Purchase of capital assets	-	(38,920)	38,920	-	-
Transfer from internally restricted funds	5,961	(5,961)	-	-	-
Balance, end of year	\$ -	\$ 374,629	\$ 198,344	\$ 572,973	\$ 601,699

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
STATEMENT OF CASH FLOWS
For the year ended December 31, 2019

	2019	2018
Cash flows from operating activities		
Excess (deficiency) of revenue over expenditures	\$ (28,726)	\$ (32,248)
Change in non-cash working capital items		
Amortization	29,890	21,026
Gain/loss on sale of investments	(15,702)	13,098
	(14,538)	1,876
Change in non-cash working capital items		
Marketable securities	3,786	(103,958)
Accounts receivable	(45,006)	(80,490)
GST receivable	(1,687)	(189)
Inventory	(5,486)	34
Prepaid expenses	(1,750)	(2,680)
Accounts payable and accrued liabilities	14,593	(32,366)
Deferred revenue	1,533	(15,327)
	(48,555)	(233,100)
Cash flows from investing activity		
Purchase of capital assets	(152,420)	(26,513)
Net decrease in cash and cash equivalents	(200,975)	(259,613)
Cash, beginning of year	196,121	455,733
Cash (bank indebtedness), end of year	\$ (4,854)	\$ 196,120

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
SCHEDULES TO THE FINANCIAL STATEMENTS
For the year ended December 31, 2019

Schedule of food services

Schedule 1

	2019	2018
Revenue		
Cafeteria sales	\$ 380,242	\$ 316,876
Catering	11,097	36,898
Dish rental	10,986	10,011
Other grants	-	10,000
	402,325	373,785
Expenses		
Food purchases	224,063	199,983
Salaries and wages	139,463	124,856
Kitchen supplies	38,662	35,395
Maintenance	13,486	10,543
Equipment	7,604	4,217
Advertising	99	392
	423,377	375,386
Deficiency of revenue over expenditures	\$ (21,052)	\$ (1,601)

Schedule of special activities

Schedule 2

	2019	2018
Revenue		
Fundraising	\$ 81,291	\$ 133,793
Lottery tickets/commissions	64,329	72,426
Transit passes	15,425	17,061
Other	6,297	5,119
Boutique	3,993	4,297
Daily draw	3,038	2,303
	174,373	234,999
Expenses		
Lottery tickets/commissions	59,009	68,918
Fundraising	43,179	62,018
Transit passes	15,228	16,502
Daily draw	1,598	1,115
	119,014	148,553
Excess of revenue over expenditures	\$ 55,359	\$ 86,446

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
SCHEDULES TO THE FINANCIAL STATEMENTS
For the year ended December 31, 2019

Schedule of Meals on Wheels

Schedule 3

	2019	2018
Revenue		
Meal sales	\$ 139,768	\$ 133,633
Service payment - City of Lethbridge	65,000	65,000
Donations	39,530	39,826
	244,298	238,459
Expenses		
Food purchases	165,177	151,085
Wages and benefits	47,240	46,677
Supplies	46,033	39,855
Advertising	519	614
	258,969	238,231
Excess (deficiency) of revenues over expenditures	\$ (14,671)	\$ 228



SOCIAL WORK & SUPPORT SERVICES REPORT

The Social Services team within LSCO is responsible for assisting seniors and their family members with eligible programs, community services, emotional support and information relating to finances, physical and mental health, housing and legal issues. Inclusive of phone calls, walk ins, scheduled in office and home visit appointments were made with seniors between Erin Vogt (January through November), Lavonn Mutch (January through October) and Heather Bursaw (November and December).

Lavonn facilitated 3 sessions of the **Healthy Relationships with Adult Children** support group. The groups purpose was two-fold in assisting seniors to build skills to create healthy boundaries and maintain positive familial relationships as well as create an environment in which seniors support each other.

LSCO continued its partnership with **McKillop United Church** proudly continues to offer the **3C's: Cooking, Conversation & Companionship** program, a joint effort between McKillop volunteers, an LSCO chef, Erin & Lavonn. This year 3 sessions were held, delicious food was cooked and friends were made. Due to its popularity, many participants expressed interest in registering more than once.

Members are offered an open invitation to attend **Practicing Happiness**, a structured support group offered 6 times throughout 2019, focused on utilizing Mindfulness based strategies to support seniors develop healthy thought patterns, facilitated by AHS Seniors Addiction & Mental Health Outreach.

Alongside the hands on work with seniors and their families, the social services team focused developing community partnerships with various senior serving agencies to ensure the delivery of desired, accessible resources. These partnerships included:

- Access to a lawyer once a month for 15 minutes of free advice through **Alger, Zadiak and Shapiro** Law firm (49 appointments)
- Monthly access to **Dr. Bolokoski from Chinook Foot and Ankle Clinic** (228 appointments)

Year round access to services from the following businesses:

- **New U Reflexology** (50); **Serenity Foot Care** (38); **Andrea Clark's Massage Therapy** (5).

- Seasonal **Flu Shot Clinics** offered in October by Save On Foods Pharmacy North were held at the Centre. (139 appointments)
- Complimentary 15-minute neck and shoulder massages offered by the **Lethbridge College Massage Therapy students** throughout the program semester (360 appointments)
- Access to a **Mobile Shredding** event where members were welcome to come and safely dispose of confidential information in a safe way
- Onsite monthly information booth occupied by the **Alzheimer's Society** First Link Coordinator available to members and the community interested in services and supports for those impacted by Alzheimer's Disease and Dementia care

A variety of Informational Sessions were brought into the Centre to help provide awareness and deliver answers to the community regarding various social issues including:

- Connecting with Chronic Pain
- Breaking the Ice on End of Life Discussion
- Fraud Prevention
- Alberta Blue Cross Balance Program
- Canada Revenue Agency
- Exploring the Plan Well Guide with Dr. Daren Heyland
- Seniors Financial Assistance – Alberta Seniors Benefit & Service Canada
- Common Plumbing Issues Workshop

2020 will be an exciting year for the Social Services team. We will continue to assist older adults and seniors through navigating seniors' systems and finding appropriate referrals, however this will be enhanced through the development of strong community alliances with various other senior serving agencies. We are hopeful that through agency collaboration, service delivery will be of the highest quality for the entire aging community of Lethbridge.

Respectfully submitted by
Heather Bursaw
LSCO Social Worker



VOLUNTEER COORDINATOR REPORT

"At the end of the day it's not about what you have or even what you've accomplished... it's about who you've lifted up, who you've made better. It's about what you've given back." – Denzel Washington

The greatest thing about volunteering may be the benefits it offers to individuals, recipients, communities and the volunteers themselves. LSCO has the best group of volunteers who continue to support LSCO within our Food services department, Meals on Wheels Program, Fundraising initiatives and Bingo Workers, Special Events and Board and Committee Members.

In 2019, nearly 25,000 volunteer hours were recorded at LSCO with 300 active volunteers. This would put the contribution value of LSCO's volunteers at half a million dollars. This amount has been consistent over the last several years and is a huge asset to the organization. This has allowed LSCO to continue to offer the best program delivery and support services for our members and community.

Below are the biggest areas of volunteer contributions:

Volunteer Area	# of Volunteer Hours
Bingo/Casino	6,300
Food Services	6,100
Meals on Wheels	4,500
Support Services	1,400
Program Delivery & Support	3,500
Fundraising and Administrative Needs	3,200

Research shows that even a couple hours of volunteer work per week can be beneficial to volunteers, organizations, businesses, neighbourhoods and is advantageous to society.

Our program connects volunteers to our community and broadens their support networks. We welcome newcomers and provide a sense of belonging. We promote confidence and encourage our volunteers to build on their skills and share their talents. Volunteering provides many benefits to both mental and physical health. The more we give, the happier we feel. At LSCO, your role as a volunteer is something to be proud of and provides a sense of identity and of accomplishment.

Respectfully submitted by
Shiloh Sabas
Volunteer & Fund Development Coordinator



PROGRAM DEVELOPMENT REPORT

The year 2019 brought many, many new faces and changes to not only the Program Department but to many other areas of this very busy organization. I will say that these changes also brought challenges that were not foreseeable. We have worked through them to the delight of many and dissatisfaction of others. I am looking forward to future improvements.

I am very grateful to have a wonderful, qualified team of instructors leading classes and programs at LSCO. We do our best to offer a variety of them at a reasonable price so that interested individuals can find an activity which suits their needs. I am sure you won't find these low fees many other places in Lethbridge. Our instructors work hard planning classes, making music playlists, attending workshops and trainings, promoting their classes and more. It makes it super fun and encouraging for them when you are in attendance, so thank you!

This is a sample of some of the classes offered. Variety of yoga classes, TRX (suspension training), Cycling, Tabata, ABS & Core, Pound Fitness, Zumba Gold, Zumba Toning, Gentle Exercises, Pilates, Harmony Tae Kwon Do, Qigong, Tai Chi, Painting, Creative Zentangle, and so much more.

I would like to thank the LSCO staff and City of Lethbridge maintenance staff for their continued support. Without them our programs would not be taking place.

I look forward to offering new exciting programs in 2020! All the best.

Respectfully submitted by
Shawn Hamilton
Program Coordinator



LEARN CASE MANAGER REPORT

In the year 2019 I will have been in my position for 12 years. It has been a busy year and I continue to feel privileged to support older adults in situations of abuse as the Case Manager within LSCO. Our team this year has broadened to include Heather as the team lead and Kennedy and Amy as Senior Systems Navigators. This has made a difference for my work to have a team that provides support in areas other than abuse to the seniors that I am involved with. As well we continue to have the support of Lethbridge Police Services they have an officer to work in partnership with LEARN. A new member was assigned it is now Cst. J Kenyon. The partnership with the Lethbridge Police is a paramount partnership; it assists in ensuring safety and supports are offered to a senior in the community who may be at risk of abuse.

We also have a very supportive Network that includes agency's from across Lethbridge who support seniors in different capacities, such as counselling, housing etc. without them my support would not have a full circle of care for the senior.

We are currently in the second year of our funding so we are being funded by the Victim of Crimes Funding until March 31, 2021 and then will request a renewal.

I also have enjoyed being on the AEAAC Alberta Elder Abuse Awareness Council as a board member working at addressing the issue of elder abuse from a provincial perspective.

In the 2018 the City of Lethbridge via SHIA (Social Housing in Action) established a safe suite in conjunction with Green Acres and YWCA in partnership. This provides seniors the opportunity to be away from the current situation and safe in housing with supports. This in 2019 year continued to support seniors in difficult situations by this safe suite option.

As a final note that the calls I receive -the referral source in not named to ensure people can call in without worry.

Respectfully submitted by
Joanne Blinco, BSW RSW
LEARN Case Manager





MEALS ON WHEELS REPORT

LSCO Meals on Wheels currently has between 90-110 clients that access our service. LSCO MOW has approximately 80 volunteers who deliver the meals to our clients.

In 2019, we delivered over 16,000 meals.

Select People Solutions and Teamwork Training Ltd. has helped raise money for Meals on Wheels for the past 11 years with the *23 days of Christmas* campaign. This year was once again very successful! Over \$25,000 was raised! To become involved, businesses and individuals can sponsor a full day of meals for \$1,000, which made them the Head Chef of the day or sponsoring half a day of meals for \$500, making them a Sous Chef. Some businesses even helped deliver meals to our clients on the day that they sponsored. **Cuppers Coffee & Tea, Italian Table and Urban Grocer** also helped raise money by donating 50% of their gift cards sold over the month of December. Cuppers Coffee & Tea donated bags of coffee and Italian Table donated cannoli to give to all sponsors for the campaign. This year we were able to fill every day in December as well as January 1st. It was a huge success.

The Quilters Association of Lethbridge donated over 20 handmade quilts again this year. Meals on Wheels volunteers go for a visit and drop the quilts off to the clients. This brings the clients much joy around the Christmas time.

The Punch Card system continues to be a great success. You can purchase a card for 5, 10 or 20 meals and use it whenever you 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.

In 2019, I completed over 150 home visits with our clients. These home visits allow me to get to know our clients, which gives me the opportunity to make appropriate 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 & Volunteer Support Worker



ADULT DAY PROGRAM REPORT

LSCO continues to offer a day program, giving individuals with challenges, an opportunity to participate and socialize with other adults within the community in a variety of activities. The Adult Day Program is presently offered on Tuesday, Wednesday and Thursday afternoons from 1:00 – 4:00 p.m. The monthly schedule includes musical entertainment, movie times, Wheel of Fortune, Jeopardy, games and cards, memory boosters, Bingo, Wii bowling and a much loved favorite, our own version of horse racing. Outings are planned in the community and surrounding areas including the Galt Museum, Helen Schuler Nature Centre and the city's parks. Bowling at the Holiday Bowl is scheduled twice monthly throughout the year. Just recently, we have acquired another Pet Therapy dog, Jax, a black Labrador, who has joined Kyra, a golden retriever, after passing all the tests required for the job. Pet therapy is scheduled once a month. A chair exercise program is offered every Tuesday using weights and small props.

In its third year as part of the Adult Day Program, an Art Program is extended to members and individuals in the community. It is offered on Monday afternoons with sessions running during the year, giving those members of the Adult Day Program as well as other individuals in the community, a chance to further attend and be part of the LSCO. There is a minimal fee for this program.

Fees for the Adult Day Program are \$3.00 for members and \$5.00 for non members 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 its 36th year of its inception, the Adult Day Program is very dependent on its volunteers and entertainers who continue to provide their time to ensure that the members have an enjoyable afternoon. We are grateful for those that give so generous of their time to provide this to our members in the program.

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 Day Program Supervisor

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



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