

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

## Annual Report 2015



LETHBRIDGE  
*Senior Citizens*  
ORGANIZATION



## ANNUAL GENERAL MEETING

Tuesday, March 29, 2016

1:15 p.m.

### **ANNUAL GENERAL MEETING AGENDA**

1. Welcome & 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 31, 2015
5. Annual Reports
  - a) Auditor's Report
  - b) President's Report
  - b) Executive Director's Report
6. Elections
7. Special resolutions – By-Law changes (to be voted on)
8. Adjournment

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

1. City of Lethbridge staff to discuss parking lot renovation this summer
2. Discussion items from members
3. Adjournment

# ANNUAL GENERAL MEETING MINUTES

## TUESDAY, MARCH 31, 2015

1. Chairman Bob Campbell welcomed the members to our AGM
  - a) Singing of O'Canada
  - b) One minute of silence for those who have passed on.
  - c) The chair acknowledged a quorum with 54 members present.

2. The Business portion of our program was called to order.

3. Approval of AGM Agenda. **CARRIED**

4. AGM Minutes of March 25, 2014

Moved by Ruth Daw second Ken Davis that the minutes be approved as presented. **CARRIED**

5. 2015 Annual Reports

- a) Darren Adamson of YPM Accounting firm reviewed the audited report to the assembly. On completion he asked if there were any questions. There being none:

Moved by Ken Davis second by Linda Stemminick, the Auditors' Report be approved as presented. **CARRIED**

- b) Executive Director's Report

Rob Miyashiro thanked the LSCO Staff and recommended that members read the staff members' reports in their 2014 Annual Report handout.

He reminded members that LSCO was celebrating their 40th anniversary.

6. Elections

Members were introduced to the 5 candidates on the roster.

- Merri-Ann Ford
- Carol Roessler
- Pat Eakin
- Linda Stemminick
- Bob Maslen

Each member came to the microphone to introduce themselves and state why they would be the candidate of choice as an LSCO board member.

The assembly was directed to chose not more than 3 of the 5 names on the roster. The voters' slips were collected and the committee retired to tally the votes.

In the interim Shawn Hamilton, the LSCO Program Development Coordinator came forward to lead us in an armchair exercise, with her usual vivacious enthusiasm... which was enjoyed by all!

The result of the vote were given to the Chair Bob Campbell who reported that the 3 successful candidates were: Merri-Ann Ford, Carol Roessler and Bob Maslen.

Prior to adjournment members were asked if there were any questions.

- Members concerned about LSCO parking problems
- A member requested an open forum re discussions on the kitchen and other items. Rob reminded members that every November an open forum is held for members to voice their concerns on a variety of subjects and notifications is in our monthly paper.

## 7. Adjournment

Moved by Don Merrick and second Nadia Campbell that the meeting be adjourned. **CARRIED**

# LSCO BOARD OF DIRECTORS

## 2015 – 2016

### LSCO BOARD OF DIRECTORS & ELECTION POSITIONS

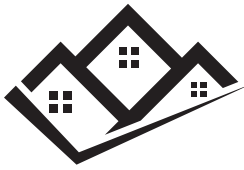
|                                |                       |
|--------------------------------|-----------------------|
| Acting President .....         | Cliff (Charlie) Brown |
| President-Elect. ....          | Cliff (Charlie) Brown |
| Immediate Past President ..... | John Machielse        |
| Treasurer .....                | Irwin Wyrstok         |
| Secretary. ....                | Marnie Brown          |
| Board Member .....             | Merri-Ann Ford        |
| Board Member .....             | John Baker            |
| Board Member .....             | Bob Maslen            |
| Board Member .....             | Colin Thompson        |
| Board Member .....             | Bill Hanson           |
| Board Member .....             | Carol Roesler         |

## 2016 – 2017

### BOARD POSITIONS

|                       |                       |                   |
|-----------------------|-----------------------|-------------------|
| President-Elect. .... | Vacant                |                   |
| President .....       | Cliff (Charlie) Brown |                   |
| Past President .....  | John Machielse        |                   |
| Treasurer .....       | Irwin Wyrstok         | (Year 2/3)        |
| Secretary. ....       | Marnie Brown          | (Year 2/3)        |
| Board Member .....    | Merri-Ann Ford        | (Year 2/3)        |
| Board Member .....    | Carol Roesler         | (Year 2/3)        |
| Board Member .....    | Bob Maslen            | (Year 2/3)        |
| Board Member .....    | Bill Hanson           | (Year 3/3)        |
| Board Member .....    | Vacant                | (Election at AGM) |
| Board Member .....    | Vacant                | (Election at AGM) |

- 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

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Welcome to the 40th Annual General Meeting of the Lethbridge Senior Citizens Organization. In 2015 we continued to make strides to become more relevant to our whole community by engaging multi-generations on different levels. We tried to live 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 quest for positive, active aging in an age friendly environment.

Here are some LSCO highlights from 2015:

1. We became the human services hub for seniors in Southern Alberta:
  - a. In conjunction with Lethbridge Elder Abuse Response Network (LEARN), LSCO continued to host the first ever Elder Abuse case management service in Lethbridge. Tanya Purdy Fischer was hired in May and continued to be the only Elder Abuse case manager south of Calgary. Tanya has utilized her previous case management experience to be a valuable resource for seniors in Lethbridge and area. This service is generously funded by Alberta Solicitor General, Victims of Crime fund on a three-year contract. Additionally, Dan Walton was brought on as the LEARN Coordinator in the Fall. His role is to recruit and train new LEARN members as well as to maintain current network membership. His 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 Regional Police Service, City of Lethbridge and Alberta Health Services (Seniors Mental Health Outreach and Chinook Regional Hospital Social Work).
  - b. We renewed our community support service agreement with the Office of the Public Guardian, which allows LSCO to provide Guardianship application assistance, support for private guardians and those Represented Adults participating in the review of OPG guardianship. Sharon (and sometimes Marlene) have done exemplary work for this service. Sharon also runs our Adult Day Program, an activity-based program for persons with intellectual and physical disabilities. Congratulations to Sharon and ADP as we celebrated 31 years of service to our community.
  - c. LSCO Support Services provides 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 also performs many other duties to benefit our members and the community. Marlene opened support files on over 180 people in the past year and received over 10 phone calls per day from people needing something from her. It would be great to have two or three more Marlene's to provide support for those in need!
  - d. LSCO was presented with the 2015 Organizational Diversity Award at the 2015 Lethbridge Family Services – Immigrant Services (LFS-IS) Immigrant Achievement awards in recognition of our engagement and support of the Bhutanese seniors Community. LSCO continued to be home to the Lethbridge Public Library *Read On Program* specifically for Bhutanese seniors and averages over 60 people in attendance (LSCO provides space for this group at no charge.). We also offer an extra English class for Bhutanese Seniors through funding from the Lifelong Learning Association, and in partnership with LFS-IS. LSCO is proud to have over 50 Bhutanese immigrants as members of our organization.

## EXECUTIVE DIRECTOR'S REPORT (CONTINUED)

- e. We continued to be the home for Meals on Wheels (MoW) in Lethbridge. LSCO has placed MoW 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. In so doing, we have seen an increase in staff contact with meal customers as well as an increase in customers – we have almost 80 customers per day for this service, up almost 30%. Kalila Sheldan-Pitt is our Support Worker for MoW and has done a great job connecting with MoW clients.
  - f. Marlene continued to be active on the LEARN Steering Committee, Lethbridge Hoarding Task Force and Seniors Community Forum. She was also our liaison for the many and varied support and community groups and wellness practitioners hosted by LSCO.
2. Shawn Hamilton, Program Development Coordinator, continued to implement new and exciting programs/activities focused on fitness and well being (such as urban poling, Qigong, Active Yoga and Stretch and Chair Nia). She also continued beginner level classes in technology, art, badminton and pickleball. These types of activities have enabled the participation of more members. Many new members have joined LSCO because of the "modernization" of our programs and more people are participating in multiple programs. The trickledown effect is that these participants are becoming our new core volunteers. Of further note is LSCO received a large donation of hydraulic weight machines, which uses resistance rather than weights-on-a-pulley.
  3. Teresa Ternes, who oversees Volunteer Services, had 266 volunteers who contributed over 26,000 hours of time to LSCO! This is an increase of about 37 active volunteers and 4000 hours over the last two years. Wow!
  4. Our Food Services department, led by Jennifer Harrison, was planning for the implementation of a new Point of Sale (POS) system. This system combines cash register functions with ordering, financial tracking, account management and the use of gift cards. This system will also be installed at the front desk to provide integration of our cash systems. Food services has continued to meet the increased workload created by adding Meals on Wheels with much of the credit given to our chefs Farron Matthews and Jody Gordon as well as our fabulous kitchen volunteers.
  5. LSCO continued our marketing agreement with Philips Lifeline and our revenues from this venture have increased. We now receive over \$4500/year from Philips with huge growth potential.
  6. LSCO continued to be active with Lethbridge Seniors Community Forum (SCF), a sub-committee of the City of Lethbridge Community and Social Development Committee. This writer continued as Chair of SCF in September.
  7. This writer continued to be actively involved with the Alberta Association of Seniors Centres, sitting on the Board of Directors. This group is dedicated to senior centres support, best practices sharing and development, information and resources sharing. Additionally, this writer was the senior sector representative on the local Intelligent Communities Steering Community. This committee helped Lethbridge to achieve a Smart 21 designation (Top 21 communities in the world working toward Intelligent Community status) from the Intelligent Community Forum.
  8. LSCO re-affirmed its commitment to, and involvement with Team Lethbridge – a group of Community leaders representing 18 organizations. Team Lethbridge made its fourth trip to Edmonton in November 2015 and met with many Cabinet ministers, MLA's and top Bureaucrats. The purpose of the trip was to discuss ways in which Team Lethbridge members can work more constructively with decision makers in Edmonton. The next trip is planned for Fall 2017.

# Young Parkyn McNab LLP

CHARTERED 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, 2015, 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*

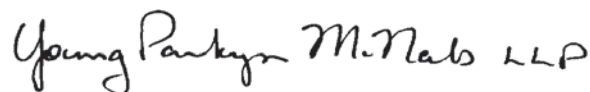
Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable 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 Organization'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 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, 2015, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.



Lethbridge, Alberta

March 24, 2016

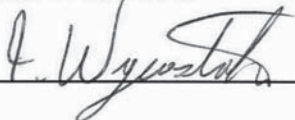
Chartered Accountants



**LETHBRIDGE SENIOR CITIZENS ORGANIZATION**  
**STATEMENT OF FINANCIAL POSITION**  
As at December 31, 2015

|   | 2015       | 2014       |
|---|------------|------------|
| <b>ASSETS</b>                                     |            |            |
| <b>Current</b>                                    |            |            |
| Cash (note 3)                                     | \$ 373,571 | \$ 601,688 |
| Marketable securities (note 4)                    | 201,079    | -          |
| Accounts receivable (note 5)                      | 44,087     | 69,929     |
| GST receivable                                    | -          | 2,193      |
| Inventory   | 18,170     | 12,766     |
| Prepaid expenses                                  | 3,492      | 12,550     |
|   | 640,399    | 699,126    |
| <b>Capital assets (note 6)</b>                    | 81,213     | 76,425     |
|   | \$ 721,612 | \$ 775,551 |
| <b>LIABILITIES AND FUND BALANCES</b>              |            |            |
| <b>Current</b>                                    |            |            |
| Accounts payable and accrued liabilities (note 7) | \$ 60,852  | \$ 114,954 |
| Unearned revenue (note 8)                         | 120,812    | 73,038     |
| GST payable                                       | 636        | -          |
|   | 182,300    | 187,992    |
| <b>Fund balances</b>                              |            |            |
| Unrestricted fund                                 | -          | 35,073     |
| Internally restricted fund                        | 419,510    | 424,778    |
| Capital asset fund                                | 81,213     | 76,425     |
| Consolidated gaming fund                          | 38,589     | 51,283     |
|   | 539,312    | 587,559    |
|   | \$ 721,612 | \$ 775,551 |

Approved on behalf of the board:

Director 

Director 

**LETHBRIDGE SENIOR CITIZENS ORGANIZATION**  
**STATEMENT OF OPERATIONS**  
For the year ended December 31, 2015

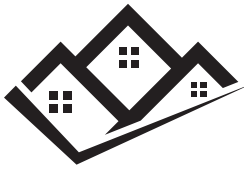
|   | Operating<br>Fund | Consolidated<br>Gaming<br>Fund | Capital<br>Fund | 2015        | 2014       |
|---|-------------------|--------------------------------|-----------------|-------------|------------|
| <b>Revenue</b>  |                   |                                |                 |             |            |
| Food services (schedule 1)  | \$ 396,322        | \$ -                           | \$ -            | \$ 396,322  | \$ 379,016 |
| Provincial and municipal grants                                     | 232,829           | -                              | -               | 232,829     | 270,838    |
| Meals on Wheels (schedule 3)  | 209,168           | -                              | -               | 209,168     | 107,442    |
| Special activities (schedule 2)                                     | 179,628           | -                              | -               | 179,628     | 132,977    |
| Programs  | 126,398           | -                              | -               | 126,398     | 111,607    |
| Grants - other  | 122,003           | -                              | -               | 122,003     | 100,273    |
| Memberships   | 72,453            | -                              | -               | 72,453      | 75,575     |
| Rental of premises  | 52,044            | -                              | -               | 52,044      | 43,155     |
| Newspaper advertising   | 46,933            | -                              | -               | 46,933      | 52,107     |
| Senior support  | 39,788            | -                              | -               | 39,788      | 39,999     |
| Donations   | 36,549            | -                              | -               | 36,549      | 61,107     |
| Fees for services   | 35,849            | -                              | -               | 35,849      | 14,045     |
| Interest  | 1,196             | -                              | -               | 1,196       | 249        |
| Bingo - external  | -                 | 154,278                        | -               | 154,278     | 154,606    |
| Bingo - internal  | -                 | -                              | -               | -           | 3,027      |
| Casino  | -                 | -                              | -               | -           | 33,206     |
|   | 1,551,160         | 154,278                        | -               | 1,705,438   | 1,579,229  |
| <b>Expenses</b>   |                   |                                |                 |             |            |
| Wages and benefits  | 575,423           | -                              | -               | 575,423     | 575,774    |
| Food services (schedule 1)  | 376,400           | -                              | -               | 376,400     | 373,618    |
| Meals on Wheels (schedule 3)  | 211,002           | -                              | -               | 211,002     | 55,351     |
| Rent  | -                 | 166,972                        | -               | 166,972     | 161,661    |
| Special activities (schedule 2)                                     | 133,651           | -                              | -               | 133,651     | 95,482     |
| Programs  | 51,112            | -                              | -               | 51,112      | 54,183     |
| Senior Support  | 34,996            | -                              | -               | 34,996      | 44,613     |
| Office supplies   | 32,698            | -                              | -               | 32,698      | 17,193     |
| Advertising   | 26,621            | -                              | -               | 26,621      | 29,033     |
| Newspaper   | 20,126            | -                              | -               | 20,126      | 24,363     |
| Repairs and maintenance   | 19,055            | -                              | -               | 19,055      | 19,463     |
| Travel and staff development  | 17,934            | -                              | -               | 17,934      | 23,560     |
| Professional fees   | 17,020            | -                              | -               | 17,020      | 14,359     |
| Insurance   | 13,747            | -                              | -               | 13,747      | 11,479     |
| Interest and bank charges   | 12,900            | -                              | -               | 12,900      | 9,940      |
| Telephone   | 6,350             | -                              | -               | 6,350       | 6,017      |
| Supplies and equipment  | 6,212             | -                              | -               | 6,212       | 2,380      |
| Volunteer   | 5,298             | -                              | -               | 5,298       | 4,255      |
| Parking stalls  | 3,253             | -                              | -               | 3,253       | 3,603      |
| Amortization  | -                 | -                              | 15,329          | 15,329      | 25,867     |
| Bingo expenses  | -                 | -                              | -               | -           | 1,897      |
|   | 1,563,798         | 166,972                        | 15,329          | 1,746,099   | 1,554,091  |
| <b>Excess (deficiency) of revenue over expenses from operations</b> | (12,638)          | (12,694)                       | (15,329)        | (40,661)    | 25,138     |
| <b>Other income (loss)</b>  |                   |                                |                 |             |            |
| Loss on disposal of marketable securities                           | (7,586)           | -                              | -               | (7,586)     | -          |
| Contributed Meals on Wheels assets                                  | -                 | -                              | -               | -           | 151,695    |
| <b>Excess (deficiency) of revenue over expenses</b>                 | \$ (20,224)       | \$ (12,694)                    | \$ (15,329)     | \$ (48,247) | \$ 176,833 |

**LETHBRIDGE SENIOR CITIZENS ORGANIZATION**  
**STATEMENT OF CHANGES IN FUND BALANCES**  
For the year ended December 31, 2015

|   | Unrestricted<br>fund | Internally<br>restricted fund | Capital asset<br>fund | Consolidated<br>gaming fund | Total<br>2015 | Total<br>2014 |
|---|----------------------|-------------------------------|-----------------------|-----------------------------|---------------|---------------|
| <b>Balance,<br/>beginning of<br/>year</b>                           | \$ 35,073            | \$ 424,778                    | \$ 76,425             | \$ 51,283                   | \$ 587,559    | \$ 410,726    |
| <b>(Deficiency)<br/>excess of<br/>revenue<br/>over<br/>expenses</b> | (20,224)             | -                             | (15,329)              | (12,694)                    | (48,247)      | 176,833       |
| <b>Purchase of<br/>capital<br/>assets</b>                           | (20,117)             | -                             | 20,117                | -                           | -             | -             |
| <b>Interfund<br/>transfer<br/>(note 9)</b>                          | 5,268                | (5,268)                       | -                     | -                           | -             | -             |
| <b>Balance, end<br/>of year</b>                                     | \$ -                 | \$ 419,510                    | \$ 81,213             | \$ 38,589                   | \$ 539,312    | \$ 587,559    |

**LETHBRIDGE SENIOR CITIZENS ORGANIZATION**  
**STATEMENT OF CASH FLOWS**  
For the year ended December 31, 2015

|  | 2015        | 2014       |
|--|-------------|------------|
| <b>Cash flows from operating activities</b>    |             |            |
| (Deficiency) excess of revenue over expenses   | \$ (48,247) | \$ 176,833 |
| Adjustments for items which do not affect cash |             |            |
| Amortization                                   | 15,329      | 25,867     |
| Loss on disposal of marketable securities      | (7,586)     | -          |
|  | (40,504)    | 202,700    |
| Change in non-cash working capital items       |             |            |
| Purchase of marketable securities              | (193,493)   | -          |
| Accounts receivable                            | 25,842      | 35,981     |
| GST  | 2,829       | 1,728      |
| Inventory                                      | (5,404)     | 998        |
| Prepaid expenses                               | 9,058       | (1,404)    |
| Accounts payable and accrued liabilities       | (54,102)    | 85,858     |
| Unearned revenue                               | 47,774      | (16,427)   |
|  | (208,000)   | 309,434    |
| <b>Cash flows from investing activity</b>      |             |            |
| Purchase of capital assets                     | (20,117)    | (6,419)    |
| <b>Net (decrease) increase in cash</b>         | (228,117)   | 303,015    |
| <b>Cash, beginning of year</b>                 | 601,688     | 298,673    |
| <b>Cash, end of year</b>                       | \$ 373,571  | \$ 601,688 |



## SUPPORT SERVICES REPORT

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The Support Services department continues to be accessed by seniors, their families and outside agencies. All seeking information of services available, one on one support, assistance with forms. The Support Services has seen a 25 percent increase in people accessing our service.

Our partnership with the AHS Seniors Mental Health Outreach Team continues to thrive. The Embracing Life – coffee and conversation group continues to flourish with approximately 7 – 12 individuals attending on a weekly basis.

The start up of a new program with Seniors Mental Health Outreach, “Practicing Happiness” had great success this year. This six-week program where individuals under the guidance of the facilitators look into finding purpose and direction in life’s ups and downs. Four - six week sessions were held in 2015.

Alger, Zadiak and Shapiro law firm took over the free legal advice monthly session for Krushel Farrington firm. A merger of the Krushel Farrington firm with Alger, Zadiak and Shapiro firm took place because of Jim Farrington’s appointment as Master for the Court of Queen’s Bench of Alberta.

Alberta Motor Association, LSCO and Nord-Bridge held a Car Fit for Mature Drivers event on May 27th. Volunteers from LSCO and Nord Bridge were trained by AMA staff the day before to deliver the program. AMA staff, our volunteers and two Occupational Therapist went through the Car Fit steps with previously registered drivers. Thirty - six drivers completed the 20 minute check of their car and drove away that much safer on the road.

The Bhutanese Seniors continue to be a vibrant part of LSCO. They currently are meeting here 3 times a week. Friday’s there can be as many as 65 Bhutanese seniors taking part in the Read On program, a partnership between LSCO, Lethbridge Public Library and Lethbridge Family Services – Immigrant Services. The seniors also come to LSCO on Monday and Thursday mornings for extra English classes and Learning Cafes. They felt they needed English lessons more than just once a week. Thank you to you the members for continuing to make them feel welcome and a part of LSCO.

The Lawn and Snow program continues to support lower income seniors living in their homes. Working with 3 Yard Maintenance companies to provide service the program helped 91 individuals this past year.

In the Wellness area of Support Services a Blood Glucose Screening, Oral Cancer Screening took place. LSCO also partnered with Alberta Health Services to offer a Better Choices Better Health 6 week program. The Lethbridge College Massage Therapy Students came and gave free neck and shoulder massages in the beginning of the year and fall. Save on Foods pharmacy and London Drugs pharmacy held successful flu clinics at LSCO. Stokes Pharmacy’s 4th year pharmaceutical students held information sessions in the foyer.

In October a Meet and Greet the Candidates was held. This allowed our members and the community to come and speak with the Candidates running the Federal Election on a one on one basis.

## SUPPORT SERVICES REPORT (CONTINUED)

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LSCO once again partnered with the U of L Centre for Behavioural Neuroscience for Brain Awareness Week. Dr. Robert McDonald presented on “Clocks in your Brain & Body”.

The Alzheimer’s Society and LSCO partnered and had Dr. Roland Ikuta speak at the LSCO in conjunction Alzheimer’s Awareness month.

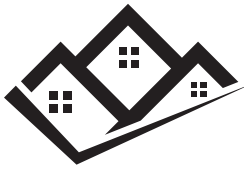
During Seniors Week a Housing and Travel Fair was held. This gave the opportunity for individuals to gain information in regards to the variety of housing options available in Lethbridge. People could speak with representatives on a one to one basis in regards their specific housing needs.

Throughout the year LSCO was fortunate to have a variety of musical entertainment come and perform for our members.

*Respectfully Submitted by*  
Marlene Van Eden  
Support Services Coordinator



*LC Massage students offering free neck and shoulder massages in the Card area at LSCO*



## LEARN REPORT

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2015 has been a year of change and continued growth for the L.E.A.R.N. program. With the approval of multi-year funding from the Victims of Crime Fund (Alberta Justice and Solicitor General) beginning in April, LEARN embarked on a course to enhance our existing services and reach more people affected by elder abuse.

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, including myself as the new Case Manager, a new part-time Coordinator, and new representatives this year from the Royal Bank and a law firm available for consultation. The Network meets three to four times a year and has several sub-committees working on projects designed to help us achieve our goals in the areas of education, awareness, advocacy and intervention.

**Advocacy and Intervention** – I began as the new LEARN Case Manager on May 19, 2015. The following months were busy as I worked to build capacity through training, connecting with community and supporting individuals and families dealing with elder abuse issues. My primary responsibilities include receiving referrals of suspected elder abuse cases, investigation of reports, client support and intervention where appropriate. I work closely with police and other community agencies to ensure client needs are met in a timely and effective manner. There were over 100 referrals in 2015, primarily related to financial and emotional abuse of elders at the hands of a family member. Referrals come from a variety of sources including self referrals and some anonymous referrals. We continue to work closely with the provincial network (AEAAN) and are moving forward with provincial initiatives.



**Education** – This year, funding provided by the provincial government's Taking Action Against Elder Abuse Grant allowed us to hire Dan Walton as part-time LEARN Coordinator. Having this additional position made it possible for LEARN to update our elder abuse presentation materials and expand our ability to reach more people in the community. Dan has been active in engaging stakeholders to learn more about elder abuse. Together, he and I will do presentations for the professional community, while Network members Marlene Van Eden and Constable Les Vonkeman continue to do presentations to lay members of the public. 11 presentations were done this year, including several to local churches stemming from the success of our first ever Pastoral breakfast organized by LEARN on June 17.



## LEARN REPORT (CONTINUED)

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**Awareness** – LEARN was active in promoting elder abuse awareness on a broad spectrum this year. Ongoing activities include a featured article each month in the LSCO times and an information booth at the Live Well showcase that saw over 1200 people attend. We put out another spectacular version of our Seniors Safety Calendar, with photos of local seniors featured in period costumes taken primarily on site at Fort Whoop Up and finished in a sepia color to compliment our old fashioned theme. 4000 calendars were printed and distributed at the beginning of December. We marked World Elder Abuse Awareness (WEAAD) Day on June 15 with information booths at two Royal Bank branches in the city, and media exposure on local news, in the Lethbridge Herald and on the radio. We have also updated our LEARN brochure and the elder abuse information on the LSCO website.

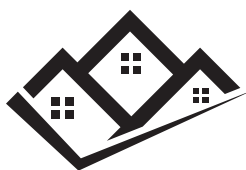
I feel privileged to be able to support this city's efforts through the LEARN program to build a safe and inclusive community where our aging population can thrive.

*Respectfully submitted by*  
Tanya Purdy-Fischer  
LEARN Case Manager



*LEARN Pastoral Breakfast at LSCO*





## PROGRAM DEVELOPMENT REPORT

WOW what a busy year 2015 was!

LSCO offered a variety of creative, active and learning opportunities for our members and individuals in the community. Response to the programs were favourable, catching interest from all age groups.

Urban Poling (Nordic Walking) and Qigong were two of the exciting new programs offered last year; Nia, Tai Chi, Fit Ball, Zumba and a variety of Yoga classes were also very popular. Participation in these programs were full to capacity and continue to be (20 – 30 per session). Classes in knitting, painting, drawing to name a few, continue to be scheduled throughout the year. We are attracting a number of qualified instructors allowing us to offer new programs for members to try!

LSCO applied for a grant from Lethbridge Lifelong Learning Association to plan and implement Computer Classes for Seniors. We are extremely fortunate that further applications were approved to continue the program. Classes have been so successful that seniors were able to participate throughout the summer.

I am forever grateful to the volunteers who instruct programs for our members. The Yearly Programs listed are lead by volunteer LSCO members and nonmembers. Interest in some programs has decreased causing the program to cease for the time being.

Bingo and Jam Session continue to run weekly for community members.

As many of you know LSCO is being well used and at times it becomes a challenge to find appropriate space to accommodate programs and classes. I thank you for your flexibility, understanding and cooperation.

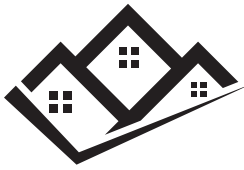
Moving forward LSCO members can try many different programs by paying a drop in fee. This is a wonderful opportunity to meet new people and try something different. Information is available on our website at [www.lethseniors.com](http://www.lethseniors.com), and in the LSCO Times.

| YEARLY PROGRAMS                                      | 2014 | 2015 | 2016<br>(Feb 29) |
|--|------|------|------------------|
| Advanced Photography                                 | 10   | 14   | 15               |
| Amateur Radio Club                                   | 17   | 17   | 17               |
| Badminton  | 34   | 37   | 33               |
| Billiards  | 17   | 23   | 17               |
| Carpet Bowling                                       | 12   | 5    | 0                |
| Ceramics China Painting                              | 14   | 10   | 10               |
| Common Ground  | 22   | 0    | 0                |
| Computer Club  | 150  | 63   | 75               |
| Crafting   | 6    | 11   | 6                |
| Crib   | 10   | 17   | 23               |
| Digital Photography                                  | 10   | 14   | 13               |
| Duplicate Bridge                                     | 1    | 2    | 2                |
| Floor Curling  | 7    | 3    | 0                |
| Genealogy  | 8    | 11   | 9                |
| Golden Mile Singers                                  | 30   | 22   | 5                |
| Karaoke  | 19   | 18   | 17               |
| Keep Fit   | 62   | 67   | 43               |
| Knitting Needlework                                  | 12   | 18   | 17               |
| Lapidary   | 12   | 11   | 9                |
| Paper Tole   | 14   | 16   | 13               |
| Pickleball (year & month average & drop in combined) |      |      | 60               |
| Quilting   | 6    | 11   | 12               |
| Scottish Country Dance                               | 12   | 12   | 9                |
| Scrabble   | 6    | 6    | 6                |
| Table Tennis   | 10   | 20   | 18               |
| Tai Chi Club   | 13   | 13   | 14               |
| Wood Carving   | 12   | 15   | 11               |
| Wood Working   | 20   | 30   | 20               |

I am looking forward to offering excellent recreation, leisure and learning opportunities for LSCO members and the community in 2016.

LSCO really is a community centre. Together young adults, older adults and senior citizens are learning, being active, socializing, and so much more.

*Respectively submitted by*  
Shawn Hamilton  
Program Coordinator



## VOLUNTEER REPORT

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### ***Volunteers are the roots of strong communities***

is the theme of National Volunteer Week this year and nowhere is that statement more evident than right here at the LSCO. The roots of our dedicated volunteers spread far and wide into the community in which we live.

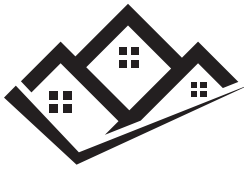
In 2015 our 266 volunteers logged 1,200 more hours than in 2014. Here are some yearly stats showing how far into the community people are positively affected by the actions of our LSCO volunteers.

- 1,012 hours were logged by volunteers with the Adult Day Program who provide a safe & welcoming place for music, crafts and socialization for 85 individuals from our community each week
- 1,302 hours were logged by volunteer greeters at the Reception Desk who assist over 250 members & guests each & every day
- 4,763 hours were logged by volunteers who raised over \$150,000 working Bingo
- 6,515 hours were logged by volunteers in the kitchen preparing daily specials, doing dishes, wiping tables & packaging Meals on Wheels. 1,021 of those hours were spent at catering functions both in house or off grounds
- 3,006 hours were logged by volunteers who sold \$10,000 worth of handcrafted items from 40 members who are consignees in the Clever Crafter's Boutique
- 64 hours were logged by volunteers with the Care Car program who delivered 32 members safely to Doctor's, Optometrists, Denturists & therapy appointments

- 2,615 hours were logged by volunteer drivers & food couriers with the Meals on Wheels program, 35 volunteers delivered over 12,000 meals last year
- 55 hours were spent tending to the plants in our lovely atrium
- Over 1,000 hours was dedicated by Directors, performers, musicians and stage crew for our 3 day fundraising concert "From the Starlight Lounge" in which \$15,000.00 was raised for the LSCO

Like the roots of a very strong tree, every volunteer effort here at the LSCO reaches far & wide, touching the lives of so many in our community. In 2015, 266 volunteers dedicated 26,163 ½ hours of their time to the well being of our community. ALL LSCO volunteers should be extraordinarily proud of your accomplishments and contributions.

*Respectfully submitted by*  
Teresa Ternes  
Volunteer Coordinator



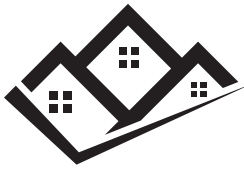
## ADULT DAY PROGRAM REPORT

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The Adult Day Program continues to offer a successful program to our seniors in the community. This year will mark the 32 anniversary of the program. The Adult Day Program offers a wide range of activities from chair exercises, musical entertainment, 5-pin bowling, travel presentations and day trips during the warmer months. The program is held Tuesday, Wednesday and Thursday afternoons from 1:00 – 4:00 p.m. Individuals from the community and various agencies access the program and enjoy an afternoon of socializing and entertainment. The program has a number of dedicated volunteers that offer their time and support to ensuring that the program runs smoothly. Without the support of the many volunteers that donate their time, the Adult Day Program would not be as successful as it is. This program has and will always be a very important part of the Lethbridge Senior Citizens Organization.

*Respectfully submitted by*  
Sharon Appelt  
Adult Day Program Supervisor





## MEALS ON WHEELS REPORT

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My name is Kalila Sheldan-Pitt and going on my second full year with LSCO Meals on Wheels as the Client and Volunteer Support Worker.

LSCO Meals on Wheels has between 60-90 clients at any time; and we have about 60 regular volunteers. This is up from last year by about 10 people. Although we have lost a few good volunteers in the last year, we have also generated quite a few new volunteers to start with us, which I am very excited about.

We have delivered approximately 12,200 meals including 800 sandwiches this year.

The 23 days of Christmas was very successful; although Meals on Wheels has not received confirmation on how much money was raised as of yet, the campaign got businesses involved in the program, as some businesses did deliveries on a route, for the day they sponsored. Last year, the 23 Days of Christmas campaign raised over \$20,000 for Meals on Wheels.

The Quilters Association of Lethbridge donated over 20 handmade quilts again this year that were distributed to some clients for Christmas. The clients were very grateful for the beautiful gifts.

In an effort to improve the variety of the Meals that we serve, we have been able to start adding sandwiches as an option to the Meals on Wheels Menu. It is a different sandwich for every day of the week and the clients overall seem to be enjoying them.



Evangelical Free Church of Lethbridge has been involved in making crafts for the Meals on Wheels clients, including Birthday cards and Canada Day postcards. This helps our clients feel more connected to our community.

In 2015, I did about 70 home visits with our clients. These home visits allow me to get to know our clients and also allow me to make referrals to other services that the clients may need but don't know that it is available to them.

*Respectfully submitted by*  
Kalila Sheldan-Pitt  
Client and Volunteer Support Worker



## REPORT FROM THE KITCHEN

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Our newest news from the kitchen is our long awaited POS system. It has been quite an adjustment for both staff and customers, but has some wonderful features to it. At the time of this report, customers are asked to give their last name instead of their membership number in order to benefit from the membership price. Soon our system will work by name and/or number. Those who do not have a paid up membership cannot receive member pricing as they are not in the system. Another helpful tool that comes with this system is the end of day reporting that lets us know how many of each item we are selling, a feature that our old till did not have. Over time we will be able to see trends that will help in ordering and prepping.

We are once again faced with a price increase due to the ever-rising food costs and our very weak Canadian dollar. As most of you have no doubt seen in the grocery stores, the increases in grocery costs are quite substantial this time. There is a list posted in the dining room of some of our more commonly used items and shows a comparison of what we are now paying and approximately what we paid last year for those same items. Please keep in mind that in reading this list, they are at market value (prices fluctuate weekly), and they are discounted through our purchasing group. We are changing the method in which our dinners are charged for. In the past, we have been able to come to an average price for the main dinner, but again, due to larger increases in certain items, this is no longer a feasible method. In a nutshell, there will be four categories of dinner pricing. The menu has been re-worked to see that the average weekly cost to our regular customers is approximately the same.



*Farron Mathews making an omelette  
at an LSCO Sunday Brunch*

Our volunteers are doing a tremendous job in Meals on Wheels production, food prep, dishwashing, and serving at catered events. A special thank you to those who were able to step to the plate and fill in at a moment's notice during a season of higher than normal illness.

*Respectfully submitted by*  
Jennifer Scott-Harrison  
Food Services Coordinator

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



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