



# ANNUAL REPORT | 2016



**LSCO**

LETHBRIDGE  
*Senior Citizens*  
ORGANIZATION

## **ANNUAL GENERAL MEETING**

Tuesday, March 28, 2017

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 29, 2016
5. Annual Reports
  - a) Auditor's Report
  - b) President's Report
  - b) Executive Director's Report
6. Elections
7. Adjournment

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

1. Mayor Chris Spearman, State of the City Address 2017
1. Discussion items from members
2. Adjournment

# ANNUAL GENERAL MEETING MINUTES

## TUESDAY, MARCH 29, 2016

Meeting Chair: Rob Miyashiro, Executive Director, LSCO

### 1. Welcome & Acknowledgements

- a) O'Canada.
- b) Moment of silence for LSCO members who have passed on.
- c) There were 63 members present. 50 members are required therefore a quorum was declared.

### 2. The business portion of the meeting was called to order.

### 3. Approval of AGM Agenda.

Moved by John Baker, second Marjorie Little that the agenda be approved as presented.

**CARRIED**

### 4. AGM Minutes of March 31, 2015.

Moved by Howard Minor, second Ruth Daw that the minutes be approved as presented.

**CARRIED**

### 5. Annual Reports

#### a) Auditor's Report

Darren Adamson of YPM Accounting firm reviewed the highlights of the audit. He stated that the LSCO financial statements were "in accordance with Canadian accounting standards for not-for-profit organizations."

Moved by Kendall Gibson, second Dick Gaff that the Audit report be approved as presented. **CARRIED**

#### b) President's Report

President Cliff Brown welcomed the members to the AGM. He also thanked 2 board members who were leaving the board after their 3 year tenure and was looking forward to the challenges of the coming year.

#### b) Executive Director's Report

In the essence of time, Rob suggested that his Executive Director Report in the AGM handout would highlight a number of LSCO initiatives from 2015.

He discussed our newest endeavour, LEARN (Lethbridge Elder Abuse Response Network) which began with funding for a three year contract. He introduced Tanya Purdy Fisher, the Elder Abuse Case Manager, south of Calgary. Dan Walton, a retired police officer was hired for the position as the LEARN Coordinator.

Rob then thanked and introduced the LSCO team that helps keep the organization running at a high level and continually testing new ideas and initiatives.

## 6. Elections

There were 7 candidates who put their names forward for the 2 board positions available. With this many candidates, Rob asked the assembly if they would prefer a secret ballot or raising hands.

MOVED by Charlie Brown, second by John Machielse that the voting be by secret ballot.

### **CARRIED**

One of the candidates did not show. The remaining 6 came to the lecturn and explained their background and what they would like to bring to the board.

After the vote, Rob announced that the 2 new board members were Pam Brown and Bob Girard.

## 7. Special resolutions – By-Law changes (to be voted on)

SPECIAL RESOLUTION 1: That by-law 2.2 be amended to read:

BY-LAW #2

2. Members shall be **CARRIED**

SPECIAL RESOLUTION 2: That by-law 2.2.a be amended to read:

BY-LAW #2

2a) Adults may become members of LSCO upon payment of an annual fee. Membership fees are non-refundable. **CARRIED**

SPECIAL RESOLUTION 3: That by-law 2.2.b be amended to read:

BY-LAW #2

2b) Annual Membership Fees will be determined by the LSCO Board of Directors **CARRIED**

SPECIAL RESOLUTION 4: That by-law 2.2.c be deleted

*\*Note: This will only be brought forward if changes to 2.2.a and 2.2.b are passed* **CARRIED**

SPECIAL RESOLUTION 5: That by-law 2.2.d become 2.2.c and delete “of the designated age”

*\*Note: This will only be brought forward if changes to 2.2.c are passed* **CARRIED**

SPECIAL RESOLUTION 6: That by-law 2.2.e become 2.2.d

*\*Note: This will only be brought forward if changes to 2.2.c are passed* **CARRIED**

SPECIAL RESOLUTION 7: That by-law 2.2.f is deleted **CARRIED**

SPECIAL RESOLUTION 8: That by-law 2.2.g become 2.2.f

*\*Note: This will only be brought forward if the preceding changes are passed* **CARRIED**

## 8. Adjournment

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

1. City Hall staff reviewed the proposed renovations to our parking lot.
2. Several members discussed possible problems as presented and possible solutions.
3. The meeting adjourned at 3:45pm.

# LSCO BOARD OF DIRECTORS

## 2016 – 2017

### LSCO BOARD OF DIRECTORS & ELECTION POSITIONS

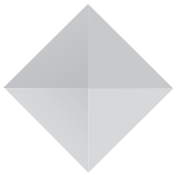
President . . . . .	Cliff (Charlie) Brown
President-Elect. . . . .	Bob Maslen
Immediate Past President. . . . .	John Machielse
Treasurer . . . . .	Irwin Wyrstok
Secretary . . . . .	Marnie Brown
Board Member . . . . .	Merri-Ann Ford
Board Member . . . . .	Pam Brown
Board Member . . . . .	Bob Girard
Board Member . . . . .	Bill Hanson

## 2017 – 2018

### BOARD POSITIONS

President-Elect. . . . .	Pam Brown (by acclamation)	
President . . . . .	Bob Maslen	
Past President . . . . .	Cliff (Charlie) Brown	
Treasurer . . . . .	Irwin Wyrstok	(Year 3/3)
Secretary . . . . .	Marnie Brown	(Year 3/3)
Board Member . . . . .	Merri-Ann Ford	(Year 3/3)
Board Member . . . . .	Don McInnes	(Year 1/3) (by acclamation)
Board Member . . . . .	Bob Girard	(Year 2/3)
Board Member . . . . .	Bill Hanson	(Year 1/3) (2nd term)
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 41st Annual General Meeting of the Lethbridge Senior Citizens Organization. In 2016 we continued to engage our larger community as well as provided top notch services to our members. 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 2016:

1. We continued to provide 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). This service is generously funded by Alberta Solicitor General, Victims of Crime fund on a three-year contract. LSCO also houses the Coordinator for LEARN, whose role is to recruit and train new LEARN members as well as to maintain current network membership. 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, City of Lethbridge and Alberta Health Services (Seniors Mental Health Outreach and Chinook Regional Hospital Social Work). In 2016, LEARN received a Provincial Inspiration Award for Leadership in the Prevention of Elder Abuse, the first time an Inspiration award had been given for Elder Abuse prevention.
- b. Adult Day Program celebrated 32 years of service to our community. Sharon 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.
- 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 seniors in Lethbridge. Marlene and Farron and Jody from Food Services teamed up for the 3C's program hosted at McKillop United Church. This innovative program utilized cooking classes as a means to draw seniors into a social setting. Marlene also performs many other duties to benefit our members and the community. She opened support files on over 180 people in the past year and received over 15 phone calls per day from people needing something from her.

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.

- d. LSCO continued to live up to the ideals of the 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 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. LSCO also includes homeless/difficult to house seniors as members because they feel our centre is a safe place to spend their days.
- e. 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 60-90 persons had 12,000 meals delivered by 70 dedicated volunteers. Our MoW Support Worker, Natasha, reported an additional 3,000 sandwiches were also ordered by MoW clients – a whopping 67% increase over 2015!

## EXECUTIVE DIRECTOR'S REPORT (CONTINUED)

2. Shawn continued to implement new and exciting programs/activities focused on fitness and well being. New programs such as Hula-Hooping, Pilates Plus, Sacred Circle Dance and different types of Nia and Yoga (including Yoga for Men) helped create a contemporary vibe around our classes. She also continued beginner level classes in technology, art, badminton and pickle ball which enabled the participation of more members. Our new exercise bikes and weight machines further enhanced the value of our fitness centre pass. Over 100 participants per day attended Fitness/Exercise programs in 2016 and we had an additional 3465 people participate via drop-in.
3. Teresa, who oversees Volunteer Services, had 252 volunteers who contributed over 29,000 hours of time to LSCO! This is an increase of about 3400 hours over the last two years. Wow!
4. The Point of Sale (POS) in our Food Services department, led by Farron, has enabled the staff to begin analyzing sales by item and by day to allow for data-based decisions in the kitchen. This system combines cash register functions with ordering, financial tracking, account management and the use of gift cards. This system is also installed at the front desk to provide integration of our cash systems. Food services has continued to meet the increased workload created by Meals on Wheels with many thanks to our chefs Farron and Jody, our fabulous kitchen volunteers and kitchen staff Georgette and Roderigo.
5. LSCO continued our marketing agreement with Philips Lifeline and our revenues from this venture have increased every year. We now receive over \$5400/year from Philips.
6. LSCO continued to be active with Age Friendly Lethbridge (formerly Seniors Community Forum), a sub-committee of the City of Lethbridge Community and Social Development Committee. This writer continued as Chair of Age Friendly Lethbridge. The name change for this group of senior services providers allows for a new focus 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.
7. LSCO teamed up with Fran Rude, Ken Rogers, Nancy Graham and Joy Ackerman to produce four shows of *Jesus Christ Superstar*. The cast of some of our region's best known performers in conjunction with a fantastic orchestra and superb stage crew created a buzz in our community around a show that hasn't been seen in Lethbridge for many years. In fact, a huge draw was the original cast members from the first showing of this hit musical. LSCO was proud and honoured to stand with this talented group in the production of our largest fundraising effort in recent memory.
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 is currently undertaking 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 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.
9. 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. 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 2017.



## 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, 2016, 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, 2016, 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.

A handwritten signature in cursive script that reads "Avail LLP".

Lethbridge, Alberta

March 21, 2017

Chartered Professional Accountants

**LETHBRIDGE SENIOR CITIZENS ORGANIZATION**  
**STATEMENT OF FINANCIAL POSITION**  
**As at December 31, 2016**

	2016	2015
<b>ASSETS</b>		
<b>Current</b>		
Cash (note 3)	\$ 372,591	\$ 373,571
Marketable securities (note 4)	212,249	201,079
Accounts receivable (note 5)	75,663	44,087
GST receivable	2,334	-
Inventory	12,319	18,170
Prepaid expenses	3,231	3,492
	678,387	640,399
<b>Capital assets (note 6)</b>	86,637	81,213
	\$ 765,024	\$ 721,612
<b>LIABILITIES AND FUND BALANCES</b>		
<b>Current</b>		
Accounts payable and accrued liabilities (note 7)	\$ 49,688	\$ 60,852
Unearned revenue (note 8)	139,835	120,812
GST payable	-	636
	189,523	182,300
<b>Fund balances</b>		
Unrestricted fund	63,525	-
Internally restricted fund	419,510	419,510
Capital asset fund	86,637	81,213
Consolidated gaming fund	5,829	38,589
	575,501	539,312
	\$ 765,024	\$ 721,612

Approved on behalf of the board:

Director 

Director 

**LETHBRIDGE SENIOR CITIZENS ORGANIZATION**  
**STATEMENT OF OPERATIONS**  
For the year ended December 31, 2016

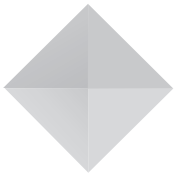
	Operating Fund	Consolidated Gaming Fund	Capital Fund	2016	2015
<b>Revenue</b>					
Food services (schedule 1)	\$ 361,203	\$ -	\$ -	\$ 361,203	\$ 396,322
Special activities (schedule 2)	221,768	-	-	221,768	179,628
Meals on Wheels (schedule 3)	198,286	-	-	198,286	209,168
Provincial and municipal grants	273,872	-	-	273,872	232,829
Programs	152,338	-	-	152,338	126,398
Bingo - external	-	139,235	-	139,235	154,278
Grants - other	119,335	-	-	119,335	122,003
Donations	71,510	-	-	71,510	36,549
Memberships	69,416	-	-	69,416	72,453
Rental of premises	57,185	-	-	57,185	52,044
Newspaper advertising	48,146	-	-	48,146	46,933
Senior support	42,115	-	-	42,115	39,788
City of Lethbridge - parking lot mitigation	27,687	-	-	27,687	-
Fees for services	12,176	-	-	12,176	35,849
	<b>1,655,037</b>	<b>139,235</b>	<b>-</b>	<b>1,794,272</b>	<b>1,704,242</b>
<b>Expenses</b>					
Food services (schedule 1)	377,893	-	-	377,893	376,400
Special activities (schedule 2)	170,021	-	-	170,021	133,651
Meals on Wheels (schedule 3)	201,625	-	-	201,625	211,002
Wages and benefits	578,713	-	-	578,713	575,423
Rent	-	171,995	-	171,995	166,972
Programs	57,328	-	-	57,328	51,112
Senior Support	36,426	-	-	36,426	34,996
Office supplies	26,501	-	-	26,501	32,698
Advertising	21,802	-	-	21,802	26,621
Newspaper	19,491	-	-	19,491	20,126
Repairs and maintenance	16,668	-	-	16,668	19,055
Professional fees	15,375	-	-	15,375	17,020
Travel and staff development	14,295	-	-	14,295	17,934
Insurance	13,734	-	-	13,734	13,747
Interest and bank charges	12,826	-	-	12,826	12,900
Telephone	8,104	-	-	8,104	6,350
Supplies and equipment	7,980	-	-	7,980	6,212
Volunteer	1,510	-	-	1,510	5,298
Parking stalls	-	-	-	-	3,253
Amortization	-	-	20,489	20,489	15,329
	<b>1,580,292</b>	<b>171,995</b>	<b>20,489</b>	<b>1,772,776</b>	<b>1,746,099</b>
<b>Excess (deficiency) of revenue over expenses from operations</b>	<b>74,745</b>	<b>(32,760)</b>	<b>(20,489)</b>	<b>21,496</b>	<b>(41,857)</b>
<b>Other income (loss)</b>					
Interest and investment income (loss)	14,693	-	-	14,693	(6,390)
<b>Excess (deficiency) of revenue over expenses</b>	<b>\$ 89,438</b>	<b>\$ (32,760)</b>	<b>\$ (20,489)</b>	<b>\$ 36,189</b>	<b>\$ (48,247)</b>

**LETHBRIDGE SENIOR CITIZENS ORGANIZATION**  
**STATEMENT OF CHANGES IN FUND BALANCES**  
For the year ended December 31, 2016

	Unrestricted fund	Internally restricted fund	Capital asset fund	Consolidated gaming fund	Total 2016	Total 2015
<b>Balance, beginning of year</b>	\$ -	\$ 419,510	\$ 81,213	\$ 38,589	\$ 539,312	\$ 587,559
<b>Excess (deficiency) of revenue over expenses</b>	89,438	-	(20,489)	(32,760)	36,189	(48,247)
<b>Purchase of capital assets</b>	(25,913)	-	25,913	-	-	-
<b>Balance, end of year</b>	\$ 63,525	\$ 419,510	\$ 86,637	\$ 5,829	\$ 575,501	\$ 539,312

**LETHBRIDGE SENIOR CITIZENS ORGANIZATION**  
**STATEMENT OF CASH FLOWS**  
For the year ended December 31, 2016

	2016	2015
<b>Cash flows from operating activities</b>		
Excess (deficiency) of revenue over expenses	\$ 36,189	\$ (48,247)
Adjustments for items which do not affect cash		
Amortization	20,489	15,329
Loss (gain)	(14,693)	6,390
	41,985	(26,528)
Change in non-cash working capital items		
Purchase of marketable securities	3,523	(207,469)
Accounts receivable	(31,576)	25,842
GST receivable/payable	(2,970)	2,829
Inventory	5,851	(5,404)
Prepaid expenses	261	9,058
Accounts payable and accrued liabilities	(11,164)	(54,102)
Unearned revenue	19,023	47,774
	24,933	(208,000)
<b>Cash flows from investing activity</b>		
Purchase of capital assets	(25,913)	(20,117)
<b>Net decrease in cash</b>	(980)	(228,117)
<b>Cash, beginning of year</b>	373,571	601,688
<b>Cash, end of year</b>	\$ 372,591	\$ 373,571



## SUPPORT SERVICES REPORT

LSCO Support Services department continues to assist adults and their family members to connect with resources, services and supports. Support Services tries ensure that the needs of the seniors and families that we work with are being met in all areas.

The partnership with the AHS Seniors Mental Health Outreach Team continues to be successful. The *Practicing Happiness* program ran five sessions this year. Under the guidance of the facilitators the participants look into finding purpose and direction in life's ups and downs.

Alger, Zadiak and Shapiro Law Firm continues to provide the free 15 minutes legal advice sessions at LSCO. Doug Alger visits the 2nd Wednesday of every month and individuals can book appointments to come and ask questions of Doug.

In October the Alberta Motor Association and LSCO once again partnered to host the Mature Driver Course: *The Road Ahead*. Individuals brushed up on their driving knowledge and learn what rules have changed to help them to be safe on the road as they age.

The Bhutanese Seniors continue to be a vibrant part of LSCO on Friday's. The Bhutanese seniors continue to take part in the Read On program, a partnership between LSCO, Lethbridge Public Library and Lethbridge Family Services – Immigrant Services. The Bhutanese Seniors make Friday's a great day with their smiling faces and cheery disposition.

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 LSCO partnered again 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.

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.

**STRESS LESS**  
**LSCO and AHS Addiction and Mental Health Program**  
**4 week session**  
**October 17, 24, November 7, 14**  
**1:30 – 2:30 pm**  
**Room C & D ~ LSCO**

Stress affects us all. We may not be able to control what happens to us at times, but we can choose how to respond.

Join us to learn tips to deal with your stress and have the opportunity to socialize and gain a sense of support and wellbeing.

There is no charge for the group and everyone is welcome. LSCO membership is encouraged but not required.

For more information or to register for the sessions, call 403-320-2222 or stop by the Administration Desk.

Alberta Health Services LSCO LETHBRIDGE Senior Citizens Organization

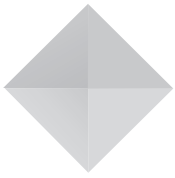
LSCO ~ 500 - 11th Street South ~ 403-320-2222

The Alzheimer's Society and LSCO continues to work together. In January Dr. Roland Ikuta, Senior Medical Director, Seniors Health AHS spoke on "Update on the latest Dementia research." Ryan Waldorf, RN, MSc (Nursing) spoke on "Uncovering the experiences of rural male caregivers with a spouse diagnosed with dementia." These presentation were part of Alzheimer's Awareness Month.

In February. Randy Epp, Tim Eidse and Don Robb gave LSCO members and guests a lovely evening of Gospel Jazz – *Hymns Remembered*.

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

- The Hoarding, Outreach, Management, and Education Team (HOME), a committee within Lethbridge held a presentation on hoarding, the impact it has, the importance of early intervention, treatment options, complicated factors and barriers, and ethical consideration.



## SUPPORT SERVICES REPORT (CONTINUED)

- The Founder of Dementia Care Matters and Leading dementia care Consultant Dr. David Sheard was here in May and presented on: Dementia Care can be so Different: Achieving the top 20 “Butterfly Ingredients”
- John Warren a past board member of Dying with Dignity Canada spoke in October on Medical Assistance in Dying!

AHS Mental Health Program and LSCO partnered and offered two self help programs. 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. HOLIDAY STRESS LESS! a two week program in learning how to deal with stress during the holiday season.

Finally one of our big success of the year was partnering with McKillop United Church and developing the 3 C’s – *Cooking, Conversation & Companionship* program.

The 3 C’s six week program that reaches out to individuals who are living alone. Each week the program allows participants to create simple, healthy meal to be taken home. These sessions also offer the opportunity for 10 participants to interact with individuals in the same circumstances and the chance to develop new friendships.



The 3 C’s was held at McKillop church. Each week began with a coffee time as participants waited for the LSCO chefs 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. A few of the individuals participated in both sessions because they enjoyed it so much and liked the variety of recipes that they tried.

*Respectfully Submitted by*  
Marlene Van Eden  
Support Services Coordinator



## PROGRAM DEVELOPMENT REPORT

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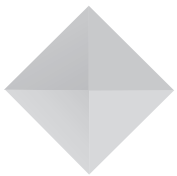
I would like to take this opportunity to thank the many individuals that help make the programs at LSCO successful. We are fortunate to have qualified volunteers and contract instructors join us, so that we can offer such a wide variety of activities for our members and nonmembers to participate in. It is also important for me to recognize and thank the LSCO staff as they are very supportive. I am grateful. The City of Lethbridge maintenance staff play a huge role at LSCO helping to ensure the centre is ready for you to enjoy. Thank you!

During the planning process we like to find programs that would be helpful for people so that they can lead a healthy, active lifestyle; both mentally and physically. Sometimes the programs go the way we want them to and sometimes not so much. That's life! A great way to learn and grow.

To you our members and nonmembers, thank you for being a part of this fantastic centre. It is a great place to have fun and socialize. Oh and thanks for being patient as it takes time to move forward on some projects.

If you have a suggestion for future programs, keeping in mind that offerings depend on the availability of instructors, class demand, finances and facility space, feel free to email me at [shamilton@lethseniors.com](mailto:shamilton@lethseniors.com). Your feedback and ideas are appreciated.

*Respectively submitted by*  
Shawn Hamilton  
Program Development Coordinator



## ADULT DAY PROGRAM REPORT

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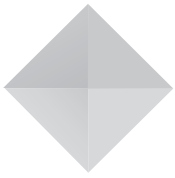
This year the Adult Day Program will mark 33 years of offering a successful program to members of the community. The Adult Day Program is a social program held on Tuesday, Wednesday and Thursday afternoons from 1:00 – 4:00 p.m. It is open to anyone in the community that may enjoy an afternoon of socializing, exercising and entertainment.

This past year we have added a horse racing activity as well as introducing light free weights to our exercise program. Members continue to enjoy 5 pin bowling and outings in the community. I am continually appreciative of the many volunteers and entertainers who, over

the years, have dedicated their time to ensuring that the program continues to be successful. It has been a pleasure getting to know our new members, volunteers and entertainers that are supporting our program to the fullest.

We welcome anyone who may be interested to stop in and enjoy some music and coffee while sharing friendship and fun.

*Respectfully submitted by*  
Sharon Appelt  
Adult Day Program Supervisor



## VOLUNTEER REPORT

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"The best way to not feel hopeless is to get up and do something. Don't wait for good things to happen to you. If you go out and make some good things happen, you will fill the world with hope, you will fill yourself with hope." – *Barack Obama*

I love this time of year; I get to gather up stats from the previous year so I can remind everyone of the good things that happen here every day by our volunteers.

In 2016 our 252 volunteers logged 3,403 more hours than in 2015. This total is lower than it should be so it's even that much more impressive because some volunteer shifts were reconfigured & actually reduced due to our parking lot construction.

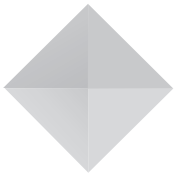
Here are some stats on how our volunteers made good things happen:

- 860 hours were logged by helpers and entertainers with the Adult Day Program
- 1,076 hours were logged by volunteer greeters at the Reception Desk
- 4, 274 hours were logged by Bingo volunteers
- 4,916 hours were logged by volunteers in the kitchen (washing dishes, prepping food, wiping tables & catering functions)

- 2,463 hours were logged by volunteers in the Clever Crafter's Boutique
- 2,842 hours were logged by volunteer drivers & food couriers with the Meals on Wheels program
- 47 hours were spent by volunteers tending to our plants
- 162 hours were spent by volunteers who worked our 2 day Casino
- 8,650 hours were spent by volunteers that presented our 4 day production of Jesus Christ Superstar

In 2016, 252 volunteers logged 29,566 hours. There are no feelings of hopelessness here at the LSCO, our volunteers are filling the world with hope, getting up and making good things happen both here at the LSCO and out in our community. All LSCO volunteers should be extraordinarily proud of your accomplishments and contributions. Thank you very much.

*Respectfully submitted by*  
Teresa Ternes  
Volunteer Coordinator



## MEALS ON WHEELS REPORT

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LSCO Meals on Wheels currently has between 60-90 clients that access our service. With on average LSCO MOW has 70 volunteers. This is up from last year by about 10 people. Although we have lost some great volunteers, we have gained many new, kind-hearted volunteers.

In 2016, we delivered approximately 12,000 meals and approximately 3,000 sandwiches. Clients liked the option of being able to order a sandwich because there was an increase by about 2,000 sandwiches from 2015! By adding a sandwich to their meal, most clients are able to have a full lunch, and dinner. They will have soup and sandwich for lunch and the main entree for dinner.

The 23 days of Christmas campaign put on by Select People Solutions and Teamwork Training Ltd. was very successful! Well over \$20,000 was raised for Meals on Wheels. Businesses and individuals got involved by sponsoring 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.

The Quilters Association of Lethbridge donated over 20 handmade quilts again this year. An individual from the Quilters Association of Lethbridge donated handmade hanging decorations that were filled with chocolates and candies. We also had a very generous donation of more than 80 handmade Christmas cards from a very talented and thoughtful woman. These gifts were put into Christmas bags and delivered to clients by our 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 make beautiful Birthday cards that help our clients feel more connected with the community.

In 2016, I completed approximately 80 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  
Client and Volunteer Support Worker

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



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