



Community Centre

2018 ANNUAL REPORT

ANNUAL GENERAL MEETING
Tuesday, March 26, 2019
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 27, 2018
5. Annual Reports
 - a) Auditor's Report
 - b) Executive Director's Report
6. Elections
 - a) Present slate of Candidates for 2019-2020
7. Special Resolution
 - a) That bylaw #6.3 (f) be amended by deleting the words "advisory/non-voting" from the end of the clause.
8. Adjournment

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

1. Presentation on Civic Commons Master Plan – Councillor Belinda Crowson
2. Q & A with members
3. Adjournment

ANNUAL GENERAL MEETING MINUTES

Tuesday, March 27, 2018

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: 54 members, present a quorum was declared.

2. Introductions

- a. Members of the present board were introduced: Clifford Brown, Bob Maslen, Irwin Wyrostok, Marnie Brown, Merri-Ann Ford, Keith Sumner, Robert Girard, Stan Coxson.

3. Approval of Agenda

Dick Gaff moved that the agenda be accepted,
Seconded Ruth Daw, all in favor, Carried

4. Approval of Minutes, March 28, 2017

Merri-Ann Ford moved the minutes be accepted
Ruth Daw seconded, all in favor, Carried

5. Auditors Report by Darren Adamson of Avail CPA

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

6. Thank You's

- a. Irwin Wyrostok and Marnie Brown. Thank you for serving as the Treasurer and Secretary, respectively, for the past three years.
- b. Thank you to the LSCO staff.

7. Surveys

- a. We will be conducting a Membership survey- coming in the next two or three months to obtain your opinions and feelings..

8. Board of Directors 2017–2018

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

Board can appoint acting board members as required for the coming year.

Irwin Wyrstok moved that slate of candidates for Board of Directors be accepted.
Seconded by Sheri Quan, Carried.

9. Motion to Adjourn

Don McInnes, all in favor, Carried.

LSCO BOARD OF DIRECTORS

2018 – 2019

LSCO BOARD OF DIRECTORS & ELECTION POSITIONS

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

2019 – 2020

BOARD OF DIRECTORS SLATE OF CANDIDATES

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)

- 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 43rd Annual General Meeting of the Lethbridge Senior Citizens Organization. In 2018 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 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). This service is generously funded by Alberta Solicitor General, Victims of Crime fund on a three-year contract. Joanne Blinco is the LEARN Case Manager and she has extensive experience in case management and investigation with vulnerable populations. LEARN has a unique operational model as it is overseen by a Steering Committee composed of representatives from LSCO, Lethbridge Police Service and Alberta Health Services. Additionally, Joanne is on the Board of Directors of the Alberta Elder Abuse Awareness Council.
 - b. Adult Day Program celebrated 34 years of service to our community. Sharon Appelt runs this activity-based program for persons with intellectual and physical disabilities. She utilizes a number of volunteers and community resources to ensure the program is enjoyable for all participants. ADP has become an important resource for persons with early stages of dementia to keep intellectually and physically stimulated in a safe, social environment. LSCO strongly believes in the value of this type of service to the community... so much so that ADP is heavily subsidized to make it affordable for participants. Sharon also teaches fitness/activity classes for that same target group.
- 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. Erin Vogt, Support Services Coordinator, Lavonn Mutch, LSCO Case Manager and our Food Services department teamed up for the 3C'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. Erin also performs many other duties to benefit our members and the community. She opened support files on over 140 people in the past year and had almost 1000 contacts with people needing her assistance (in combination with the contacts her predecessor had in the first half of the year). Lavonn also provided support for three, six-week sessions on “Our Healthy Relationships With Our Adult Children” group as well as wellness/positive attitude groups such as “Kindness Rock” and “Intention Sticks”.
- d. LSCO continued to live up to the ideals of the LFS Organizational Diversity Award we received in 2015. For the fifth year, LSCO was home to the Lethbridge Public Library Read On Program specifically for Bhutanese seniors which averages over 20 people in attendance (LSCO provides space for this group at no charge). LSCO is proud to have many Bhutanese immigrants as members of our organization. LSCO also includes homeless/difficult to house seniors as members because they feel our centre is a safe place to spend their days.



EXECUTIVE DIRECTOR'S REPORT (CONTINUED)

- 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. We provide over 400 meals per week to our customers (over 15,000 over the year), mostly delivered by our core group of dedicated volunteers. Our MoW Support Worker, Natasha Elder, completed home visits with MoW clients to ensure they are receiving appropriate services and supports.
3. 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. Shawn's department has become so busy that she hired Jamie Hillier in a new position as Program Assistant. She also continued beginner level classes for a number of activities which enabled the participation of more members. Our new equipment further enhanced the value of our fitness centre pass and enabled us to initiate new programs/classes. We had over 21,000 sign-ins for our fitness and exercise activities and another 23,000 drop-ins!
4. Chelsea Sherbut, Volunteer and Fund Development Coordinator, had 346 volunteers who contributed over 26,000 hours of time to LSCO! According to Provincial equivalencies, those hours translate into \$534,000 worth of contribution to LSCO. Our awesome volunteer musical production team led by Fran Rude, Ken Rogers, Nancy Graham contributed over 12,000 hours of time to produce TITANIC the Musical – that's the full time equivalent of 6 people! We are so fortunate – and grateful – for those who so freely give their time to help LSCO.
5. 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.
6. LSCO continued to be active with Age Friendly Lethbridge, a sub-committee of the City of Lethbridge Community and Social Development Committee. This writer continued as Chair of Age Friendly Lethbridge. In addition to providing a networking opportunity for senior-serving organizations, this group is working to achieve Age Friendly Community recognition from the World Health Organization (WHO). The multi-year process will culminate in Lethbridge demonstrating, or exhibiting identifiable progress toward, Age Friendly best practices.
7. 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.
8. LSCO re-affirmed its commitment to, and involvement with Team Lethbridge – a group of Community leaders representing 19 organizations. Team Lethbridge will make its sixth trip to Edmonton in November 2019, and LSCO will be represented by Board President Keith Sumner, Board Member Bob Morrow and this writer. The purpose of the trip is relationship building – 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.

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, 2018, 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, 2018, 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 19, 2019



Chartered Professional Accountants

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
STATEMENT OF FINANCIAL POSITION
As at December 31, 2018

	2018	2017
ASSETS		
Current		
Cash	\$ 196,120	\$ 455,733
Marketable securities (note 3)	339,160	248,300
Accounts receivable (note 4)	132,805	52,315
GST receivable	1,294	1,110
Prepaid expenses	6,700	4,021
Inventory	17,063	17,097
	693,142	778,576
Capital assets (note 5)	75,814	70,327
	\$ 768,956	\$ 848,903
LIABILITIES AND FUND BALANCES		
Current		
Accounts payable and accrued liabilities (note 6)	\$ 45,405	\$ 77,777
Deferred revenue (note 7)	121,852	137,179
	167,257	214,956
Fund balances		
Unrestricted fund	106,375	144,110
Internally restricted fund	419,510	419,510
Capital asset fund	75,814	70,327
	601,699	633,947
	\$ 768,956	\$ 848,903

Approved on behalf of the board

Director 

Director 

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
STATEMENT OF OPERATIONS
For the year ended December 31, 2018

	Operating fund	Consolidated gaming fund	Capital fund	2018	2017
Revenue					
Food services (schedule 1)	\$ 373,784	\$ -	\$ -	\$ 373,784	\$ 365,574
Special activities (schedule 2)	234,998	-	-	234,998	124,701
Meals on Wheels (schedule 3)	238,458	-	-	238,458	220,548
Provincial and municipal grants	279,700	-	-	279,700	270,051
Grants - other	184,029	-	-	184,029	127,959
Programs	152,730	-	-	152,730	189,843
Bingo - external	-	113,741	-	113,741	131,216
Memberships	72,375	-	-	72,375	72,631
Rental	51,738	-	-	51,738	53,434
Senior support	42,825	-	-	42,825	44,552
Newspaper advertising	39,545	-	-	39,545	49,676
Donations	25,416	-	-	25,416	66,469
Fees for services	6,405	-	-	6,405	6,015
Casino	-	-	-	-	29,302
	1,702,003	113,741	-	1,815,744	1,751,971
Expenses					
Food services (schedule 1)	375,386	-	-	375,386	379,257
Special activities (schedule 2)	148,553	-	-	148,553	92,063
Meals on Wheels (schedule 3)	238,231	-	-	238,231	221,296
Wages and benefits	610,943	-	-	610,943	541,346
Rent	60,021	113,741	-	173,762	177,120
Programs	58,345	-	-	58,345	55,889
Senior Support	42,519	-	-	42,519	41,121
Advertising	37,306	-	-	37,306	25,798
Office supplies	21,920	-	-	21,920	21,600
Newspaper	20,776	-	-	20,776	22,321
Interest and bank charges	17,619	-	-	17,619	13,749
Professional fees	16,298	-	-	16,298	15,636
Travel and staff development	15,739	-	-	15,739	14,635
Insurance	15,517	-	-	15,517	13,763
Repairs and maintenance	11,250	-	-	11,250	28,198
Telephone	8,940	-	-	8,940	7,653
Volunteer	5,590	-	-	5,590	3,068
Supplies and equipment	3,308	-	-	3,308	5,663
Amortization	-	-	21,026	21,026	19,355
	1,708,261	113,741	21,026	1,843,028	1,699,531
Excess (deficiency) of revenue over expenses from operations	(6,258)	-	(21,026)	(27,284)	52,440
Other income					
Interest and investment income	8,134	-	-	8,134	6,006
Gain/loss on marketable securities	(13,098)	-	-	(13,098)	-
	(4,964)	-	-	(4,964)	6,006
Excess (deficiency) of revenue over expenses	\$ (11,222)	\$ -	\$ (21,026)	\$ (32,248)	\$ 58,446

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
STATEMENT OF CHANGES IN FUND BALANCES
For the year ended December 31, 2018

	Operating fund	Internally restricted fund	Capital fund	Consolidated gaming fund	2018	2017
Balance, beginning of year	\$ 144,110	\$ 419,510	\$ 70,327	\$ -	\$ 633,947	\$ 575,501
Excess (deficiency) of revenue over expenses	(11,222)	-	(21,026)	-	(32,248)	58,446
Purchase of capital assets	(26,513)	-	26,513	-	-	-
Balance, end of year	<u>\$ 106,375</u>	<u>\$ 419,510</u>	<u>\$ 75,814</u>	<u>\$ -</u>	<u>\$ 601,699</u>	<u>\$ 633,947</u>

LETHBRIDGE SENIOR CITIZENS ORGANIZATION

STATEMENT OF CASH FLOWS

For the year ended December 31, 2018

	2018	2017
Cash flows from operating activities		
Excess (deficiency) of revenue over expenditures	\$ (32,248)	\$ 58,446
Change in non-cash working capital items		
Amortization	21,026	19,355
Gain/loss on marketable securities	13,098	-
	1,876	77,801
Change in non-cash working capital items		
Marketable securities	(103,958)	(36,051)
Accounts receivable	(80,490)	23,348
GST receivable	(184)	1,224
Inventory	34	(4,778)
Prepaid expenses	(2,679)	(790)
Accounts payable and accrued liabilities	(32,372)	28,089
Deferred revenue	(15,327)	(2,656)
	(233,100)	86,187
Cash flows from investing activity		
Purchase of capital assets	(26,513)	(3,045)
Net increase (decrease) in cash and cash equivalents	(259,613)	83,142
Cash, beginning of year	455,733	372,591
Cash, end of year	\$ 196,120	\$ 455,733

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
SCHEDULES TO THE FINANCIAL STATEMENTS
For the year ended December 31, 2018

Schedule of food services

Schedule 1

	2018	2017
Revenue		
Cafeteria sales	\$ 316,876	\$ 312,597
Catering	36,898	48,275
Dish rental	10,010	4,702
Other grants	10,000	-
	<u>373,784</u>	<u>365,574</u>
Expenses		
Food purchases	199,983	199,150
Salaries and wages	124,856	138,985
Kitchen supplies	35,395	31,060
Maintenance	10,543	8,530
Equipment	4,217	1,532
Advertising	392	-
	<u>375,386</u>	<u>379,257</u>
Deficiency of revenue over expenditures	<u>\$ (1,602)</u>	<u>\$ (13,683)</u>

Schedule of special activities

Schedule 2

	2018	2017
Revenue		
Fundraising	\$ 133,793	\$ 34,700
Lottery tickets/commissions	72,426	61,504
Transit passes	17,060	13,491
Other	5,119	5,070
Boutique	4,297	2,828
Daily draw	2,303	3,861
Organized tours	-	3,247
	<u>234,998</u>	<u>124,701</u>
Expenses		
Lottery tickets/commissions	68,918	57,167
Fundraising	62,018	19,530
Transit passes	16,502	13,043
Daily draw	1,115	2,323
	<u>148,553</u>	<u>92,063</u>
Excess of revenue over expenditures	<u>\$ 86,445</u>	<u>\$ 32,638</u>

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
SCHEDULES TO THE FINANCIAL STATEMENTS
For the year ended December 31, 2018

Schedule of Meals on Wheels

Schedule 3

	2018	2017
Revenue		
Meal sales	\$ 133,633	\$ 128,984
Service payment	65,000	64,610
Donations	39,825	26,954
	<u>238,458</u>	<u>220,548</u>
Expenses		
Food purchases	151,085	133,078
Wages and benefits	46,677	45,768
Supplies	39,855	41,233
Advertising	614	1,217
	<u>238,231</u>	<u>221,296</u>
Excess (deficiency) of revenues over expenditures	<u>\$ 227</u>	<u>\$ (748)</u>



SUPPORT SERVICES REPORT

The Support Services department is responsible for assisting seniors and their family members with eligible programs, subsidies, community services and information relating to finances, physical and mental health, housing and legal issues. Inclusive of phone calls, personal appointments and emails, 979 one-on-one contacts were made with seniors between Marlene Van Eden (January through May) and Erin Vogt (June through December).

Through 2018, 141 personal appointments were completed with the majority surrounding financial program navigation and assistance. This includes Alberta Seniors Benefits, Old Age Security (OAS), Guaranteed Income Supplement (GIS) and Canada Pension Plan (CPP) inquiries and applications.

The **Snow Removal program** helped 34 seniors this past year, in coordination with three yard maintenance companies. While the Lawn Care program had 24 subsidized clients. Funded through Family & Community Support Services (FCSS), individuals who receive GIS can access this program throughout the spring, summer and winter months.

Alger, Zadiak and Shapiro Law firm: 61 seniors accessed this service through 2018. Each month they offer free 15 minute legal advice appointments.

Dr. Bolokoski from Chinook Foot and Ankle Clinic made a visit every other month, completing 398 appointments.

We thank the following businesses for offering their year-round services for seniors in our community, with the number of appointments listed below:

New U Reflexology (56); **Lethbridge Hearing Centre** (11); **Serenity Foot Care** (62); **Andrea Clark's Massage Therapy** (16).

The **Read On Program**, a partnership between LSCO, Lethbridge Public Library and Lethbridge Family Services – Immigrant Services, ran year-round sessions, excluding the summer months. Volunteer leaders worked with seniors and younger immigrants who want to improve their English. They originate from Bhutan, South America, China, Japan, and Africa. This year's creative project was well-received; making a Christmas log in the LSCO Woodshop. Thanks to all the volunteers who continue to make this program possible.

In October, four **Flu Shot Clinics** were held at LSCO. 202 people accessed this free service. Thank you to Save On Foods Pharmacy (Northside) and The Medicine Shoppe (20 Street South) for their continued partnership.

The **Lethbridge College Massage Therapy** students gave free 15-minute neck and shoulder massages over 6 sessions. On a first-come first-serve basis, this program continues to be a well utilized complimentary service.

Throughout the year, a variety of speakers were brought in to provide information sessions. Some of the presentations were through:

- Canada Revenue Agency
- Osteopathy and Arthritis
- Alzheimer Awareness
- Navigation of Supportive Living & Care
- Service Canada – information on Canada Pension Plan, Old Age Security and Guaranteed Income Supplement.
- Alberta Seniors & Housing – information on Alberta Seniors Benefits; including Special Needs Assistance, Dental and Optical Program and the SHARP Program (Seniors Housing Adaptation Repair Program).
- Canadian Institute for the Blind (CNIB) – Vision Loss and Aging
- Alberta Motor Association – Mature Driver's Course



SUPPORT SERVICES REPORT (CONTINUED)

LSCO continues its partnership with McKillop United Church in offering the **3C's: Cooking, Conversation & Companionship** program. These sessions offer the opportunity for seniors to interact with each other in the same circumstances and the chance to develop new friendships. Combined with mix and mingle coffee breaks and hands-on cooking skills, this program offered fun social connection, skill-building and individual meals to take home. In 2018, McKillop underwent a huge kitchen renovation so one session was held with 10 participants.

Practicing Happiness program facilitated by AHS Seniors Mental Health Outreach held seven six-week sessions involving 105 total participants. This successful program continues to help individuals gain insight in dealing with life's everyday ups and downs.

This being my first year, it has been my pleasure to join the LSCO team. A huge thank you to Marlene Van Eden who over 15 years supported thousands of seniors in Lethbridge, through a wide variety of life challenges. Support Services will continue to assist older adults and seniors through navigating seniors' systems, finding appropriate referrals, coordinating community engagements and educational opportunities.

Respectfully submitted by
Erin Vogt
Support Services Coordinator



VOLUNTEER & FUND DEVELOPMENT REPORT

*"I slept and dreamt that life was joy.
I awoke and saw that life was service.
I acted, and behold, service was joy."*

~ Ranibdranath Tagore

Volunteers:

LSCO Volunteers are the classiest, most generous people in all of Lethbridge, I'm completely convinced. Besides helping fill our many urgent needs at the centre, our volunteers have stepped up to support other agencies and events when called upon. In fact, we've gotten a bit of a reputation for often being able to refer volunteers to event organizers and other non-profits when they are really stuck. How lucky we are to be surrounded by people so readily willing to help their neighbours.

In 2018, 26,722 volunteer hours were recorded here at LSCO by 346 volunteers. It's fun to show this value in economic terms, so let's do that. The Community Initiatives Program grant estimates the value of volunteer work in Alberta to be \$20/hour (this is the figure they use to calculate matching funds for grants). This would put the total contribution of LSCO's volunteers at \$534,440 - over half a million dollars.

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

Volunteer Area	# of Volunteer Hours
Kitchen.....	5,944
Meals on Wheels.....	4,599
Bingo.....	5,052
Boutique.....	2,387
Special Events & Fundraising.....	1,812
Program Instructors & Helpers.....	1,313
Greeters at Front Desk.....	977
Adult Day Program.....	769

Not included, and completely eclipsing these figures, is the volunteer time that went into producing **TITANIC: The Musical**. For the benefit of LSCO, Fran Rude, Ken Rogers, Nancy Graham and their entire team dedicated **12,017 hours (the equivalent of 6 full time staff for a year)** to bringing a magnificent show to the newly renovated Yates.

If you enjoy anything about the LSCO, you have a volunteer to thank. Volunteers raise the money that pays the rent, volunteers keep the dining room open, the plants alive, the boutique viable and the Meals on Wheels clients supported, among many, many other things.

Fund Development:

Of course, another key ingredient to making things happen at LSCO is fundraising.

- 2018 kicked off with a very exciting and unexpected gift of \$10,000 from **100 Companies that Care** to replace our broken kitchen food disposal unit and some other failing kitchen equipment.
- Our **Spring and Fall Raffles** generated nearly \$4,000 between them
- The production of **TITANIC: The Musical** was a huge financial boon to the programs and services of our organization. A total of \$41,342 was raised and we are thankful to all those who made it possible!
- We also generated a small amount of unexpected revenue from selling pie and coffee at **Seedy Saturday**, participating in a **50/50 at Honkers Pub** and with our **December Silent Auction** (about \$1,000 combined)



VOLUNTEER & FUND DEVELOPMENT REPORT (CONTINUED)

Rob and the Administration team are responsible for our major core operating grants, but besides those, we did find apply for and receive some additional grant funding in 2018. We are very grateful to the funding agencies that make these gifts available to organizations in need:

- **Community Foundation** – Community Priorities Grant (\$15,000 earmarked for new tables and chairs, as soon as we receive the remainder of our needed matching funds)
- **City of Lethbridge** – Community Capital Project Grant (\$30,000 earmarked for dining room refurbishment, as soon as we receive the remainder of matching funds)
- **Servus Credit Union** – Community Access Program (\$900 for Titanic ticket support)
- **Alberta Culture** – Community Facility Enhancement Program (\$58,000 pending; earmarked for dining room refurbishment)

One of the challenges of being a non-profit is that the fees we charge for goods and services do not reflect the actual costs of providing them. In many cases, we have to find creative ways to make up that difference. The result is a colourful patchwork of funding sources, as you can see. 2019 will be no different, and we look forward to the possibilities!

Respectfully submitted by
Chelsea Sherbut
Volunteer & Fund Development Coordinator



PROGRAM DEVELOPMENT REPORT

2018 was another busy year. Looking back, it amazes me as to how many people came to LSCO. The majority of the classes were full, or almost with wait lists. I kept hoping for days to be slow so we could catch up and prepare for the future months. There weren't any!

Below you will find information regarding the ages of individuals that purchased memberships, participated in classes, attended meetings, visits to the dining room and more. These figures do not include those participating in evening classes; they varied from 18 – 85 years of age. Pretty amazing! The statistics were taken from the computer program; where you scan your key fob.

I truly believe LSCO is an important organization for our members, non- members and the community. We are a Community Centre, like our sign says! I suggest you read the LSCO Times, visit our website, connect to Face Book, read the posters, ask questions for more information. You will be glad you did.

Thank you to all the program volunteers, instructors, LSCO and City Maintenance staff for all you do. It is much appreciated.

People that were active between 01/01/2018 and 12/31/2018

Age Range	Count	Percent
Ages Below 55	99	5.7%
Ages 55-59	86	4.9%
Ages 60-64	201	11.5%
Ages 65-69	351	20.1%
Ages 70-74	332	19.0%
Ages 75-79	262	15.0%
Ages 80-84	181	10.3%
Ages Over 85	232	13.3%
Unknown	6	0.3%
Totals	1750	100%

Respectfully submitted by
Shawn Hamilton
Program Coordinator



SOCIAL WORKER/LEARN COORDINATOR REPORT

This will be my 2nd year in the social work/Learn coordinator position with LSCO. I appreciate being able to provide those necessary supports to seniors and their families as well as working with those community agencies and co-workers assisting seniors. I can provide that emotional support for a wide range of issues that might impact a senior, such as grief and loss, coping strategies for anger, conflict, communication, boundary setting and improving self-esteem.

My role as a social worker is to offer and be available to provide short term emotional supportive counselling. To listen to expressed needs of the membership and offer education and awareness sessions that support the expressed needs. A regular education and awareness program that I run for 6 sessions throughout the calendar year is **Healthy Relationships with Our Adult Children**.

The LEARN Network is also part of my duties. We meet with an array of human service organizations every 2 months to collaborate on best practice and learnings with seniors in the area of Elder Abuse. The sharing of ideas and information of what services are available and how to work together to keep seniors safe from abuse is an important focus for our community. The aging population is growing and with it resources and services will always be necessary. The LEARN program continues to provide those education and awareness presentations to members of the community. Specific projects from the LEARN program include the **Seniors Safety Calendar** and the **World Elder Abuse Awareness Day**. Both of these programs involve volunteer members from the network who meet to develop a theme each year and work as a committee.

Professional development and lifelong learning is a process for me. I welcome those appropriate webinars on aging and the older adult. I attended the Social Work Forum held in Lethbridge for a one-day seminar on **Active Hope**. I welcome the reading and new information that increases my understanding of needs of older adults that is shared via co-workers and the internet

I am grateful to be part of the collaborative and innovative project called the 3C's. This program is hosted in collaboration with McKillop United Church and brings together the **3 C's: Cooking, Compassion and Conversation**. The programs are offered in 6 week sessions throughout the calendar year and is very successful.

I am proud to be part of the LSCO and am amazed at wide array of programs the center offers to seniors. As well to be part of those discussions with coworkers who are always working to provide those innovative and new projects to keep the center moving forward and growing.

Respectfully submitted by
Lavonn Mutch
Social Worker and LEARN Coordinator



LEARN CASE MANAGER REPORT

I was hired into my position as the LEARN Case Manager in June 2017, and I can truly say that I love my position now as much as I did when I first started. I have had the opportunity to be a staff member of LSCO and be a part of something really rewarding in this position. I have gained so much from the people I have met along the way, from the seniors who cheerfully coming into the center each day, or the seniors who are experiencing abuse and from the partnerships of community agencies who are such a big part of LEARN.

In last year's report we were awaiting funding to ensure that there are continued supports to seniors who are experiencing abuse and that was granted for 3 more years.

I also continue to sit on the board of directors for the Alberta Elder Abuse Awareness Council (AEAAC).

We have also completed the manual that outlines the policies of how services are provided within LEARN.

In the past year with City of Lethbridge support 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. The partnership with the City of Lethbridge Police department 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.

LEARN, in the year of 2018, responded to 77 new cases and continued to support case management files and provided information to 53 calls over and above about needed services.

Respectfully submitted by
Joanne Blinco, BSW RSW
LEARN Case Manager





MEALS ON WHEELS REPORT

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

In 2017, we delivered approximately 15,500 meals and approximately 900 sandwiches.

Select People Solutions and Teamwork Training Ltd. has helped raise money for Meals on Wheels for the past 10 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, which made them the Head Chef of the Day or sponsoring half a day of meals, making them a Sous Chef. Some businesses even helped deliver meals to our clients on the day that they sponsored. Cuppers Coffee & Tea, Crazy Cakes and Urban Grocer also helped raise money by donating 50% of their gift cards sold over the month of December. Cuppers Coffee & Tea and Crazy Cakes donated bags of coffee and cupcakes to give to all sponsors for the campaign. This year we were able to fill not only all of December with sponsors, but also the first week on January. It was a huge success.

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

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

The new Punch Card system has been a great success. Clients can pre-purchase a card for 5, 10 or 20 meals and use it whenever they like. We thought the punch cards would be a good way to introduce people to our program because they are able to use them as a trial. They can order a meal if they are not feeling well or if they just need a hot, nutritious meal because they are unable to prepare one themselves. This year we have provided over 800 meals to seniors through our punch cards.

In 2018, I completed over 100 home visits with our clients. These home visits allow me to get to know our clients, which gives me the opportunity to make referrals to other services that the clients may benefit from but did not know were available to them.

Respectfully submitted by
Natasha Elder
Meals on Wheels Client & 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, Bingo, Wii bowling and a much loved favourite, our own version of horse racing. Outings are planned in the community and surrounding areas such as visits to the Galt Museum, Helen Schuler Nature Centre and the Birds of Prey in Coaldale. Bowling at the Holiday Bowl is scheduled twice monthly throughout the year. Just recently, we have acquired a new Pet Therapy dog, Kyra, who made her debut on February 26 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 as well as access to table tennis and pickle ball on Wednesday afternoons.

In its second 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 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 35th 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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