

ANNUAL REPORT 2020

SCSP

Seniors Community Services Partnership



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



LSCO LETHBRIDGE
Senior Citizens
ORGANIZATION
Community Centre

ANNUAL GENERAL MEETING

Tuesday, March 30, 2021

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 December 15, 2020
5. Annual Reports
 - a) Auditor's Report
 - b) Executive Director's Report
6. Elections
 - a) Present slate of Candidates for 2020-2021
7. Adjournment

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

1. Q & A with members
2. Adjournment

ANNUAL GENERAL MEETING MINUTES

December 15, 2020

Meeting Chair: Rob Miyashiro, Executive Director, LSCO

1. Welcome and Acknowledgements
 - a. O'Canada
 - b. Moment of silence for all LSCO members that passed away in the last year.
 - c. Members Present: 62 members present, a quorum was declared.
53 Proxy; 4 Computer Room; 5 Zoom
2. Call to Order
 - a. Meeting called to order at 1:19 pm.
3. Approval of Agenda

Charlie Brown, second by Keith Sumner moved that the agenda be accepted with the correction of #7 to Special Resolution to lower the quorum for General and Special Meetings of LSCO. This resolution was moved by Karen Johnson and second by Keith Sumner and was posted on Nov 19, 2020. #8 would then be added for Adjournment. All in favor, Opposed none. Carried
4. Approval of Minutes, March 26, 2019

Moved the minutes be accepted as presented.
Keith Second by Merri Ann, All in favor. Opposed none. Carried
5. Annual Reports
 - a. Auditors Report by Darren Adamson of Avail CPA

Mr Adamson reviewed the highlights of the Audited financial report. Financial Statements fairly represent a clean Auditor's opinion for the year ended Dec 31, 2019. Darren did meet with the Board for approval of the Audited financial statements back in March 2020. Assets and Liabilities are very comparable to 2018. Fund Balances do show a slight decrease of \$29,000 due to a slight loss in 2019 which represents a loss of 1.5% . This has been fairly consistent within the organizations over the last 6 years with some years showing a slight gain and some showing a slight loss. Overall LSCO has been breaking even.
Motion by Keith Sumner, Second Charlie Brown to accept the audited financial statements as presented by Darren Adamson of Avail CPA. All in Favour, Opposed none. Carried
 - b. Executive Director's Report

Strategic Planning development led to a new Mission Statement and the creation of a Values Statement. This Strategic plan will be available to members in 2021.
We continue to grow Support Services for Seniors in Southern Alberta and continue to provide a wide variety of services for seniors and families in areas such as assistance with government forms, housing options, information sessions and workshops, support groups, and home support services.
LSCO Continues to host the first ever Lethbridge Elder Abuse Response Network (LEARN).
Adult Day Program Celebrated 35 years of services to our Community.

Meals on Wheels (MOW) continue to provide meals to those in need as well as referrals to other services they may need. Meals on Wheels department is very grateful for the nearly 70 dedicated volunteers to this service.

The program department continues to implement new and exciting programs/activities focused on fitness and well being.

The Volunteer Department contributes to almost 22,000 hours of time to LSCO, an equivalent of about \$330,000 worth of contribution.

Fran Rude, Ken Rogers, Nancy Graham led the way to an awesome volunteer team and the musical production of "All is Calm: The Christmas Truce of 1914" This was one of our major fundraising efforts in 2019. The other being the spring Live Well Tradeshow.

LSCO continues to be active with Age Friendly Lethbridge, this providing a networking opportunity for senior serving organizations. This group is working to achieve Age Friendly Community recognition from the World Health Organization (WHO) in 2020. LSCO continues to be actively involved with the Alberta Association of Senior Centres (AASC). This group is dedicated to senior centres support, best practices sharing and development, information and resource sharing.

6. Elections

a. Present Slate of Candidates for 2020-2021

President-Elect

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

Keith Sumner, second Bob Maslen approved to accept the 2020-2021 Slate of candidates. All in favour. Opposed none. Carried.

7. Special Resolution

Notice of Motion moved by Karen Johnson, Second by Keith Sumner, Posted November 19, 2020.

Special Resolution to Lower the Quorum for General and Special Meeting of LSCO.

WHEREAS LSCO By-Law 3.1 - Meeting of Members states, "...A quorum shall be fifty (50) members of L.S.C.O.", and 3.2b - Special Annual Meeting states, "A quorum for this meeting shall be fifty (50) members of L.S.C.O."

WHEREAS it has recently become difficult to hold Annual/Special meetings due to quorum being barely achieved, and

WHEREAS the 2019 LSCO Annual General Meeting scheduled for October 27, 2020 did not achieve quorum and was re-scheduled to December 15, 2020,

THEREFORE BE IT RESOLVED THAT By-Law 3-1 be amended to state, "A quorum shall be twenty-five (25) members of LSCO", and

FURTHER BE IT RESOLVED THAT By law 3.2.b be amended to state, "A quorum for this meeting shall be twenty-five (25) members of LSCO.

All in Favour, Opposed none. Carried.

8. Motion to Adjourn

Motion by Merri-Ann Ford, Second by Charlie Brown the the AGM meeting be adjourned at 1:45pm . All in Favour. Opposed None. Carried.

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

1. Q & A with Members - NONE
2. Adjournment

LSCO BOARD OF DIRECTORS

2020 – 2021

LSCO BOARD OF DIRECTORS & ELECTION POSITIONS

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

2021 – 2022

BOARD OF DIRECTORS SLATE OF CANDIDATES

President-Elect		
President	Keith Sumner	(Year 1/1)
Past President	Clifford (Charlie) Brown	(Year 1/1)
Treasurer		
Secretary	Craig Rumer	(Year 3/3)
Board Member	Vaughan Hembroff	(Year 3/3)
Board Member	Merri-Ann Ford	(Year 1/3)
Board Member	Karen Johnson	(Year 3/3)
Board Member	Brian Sullivan	(Year 1/1)

- 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 45th Annual General Meeting of the Lethbridge Senior Citizens Organization. Due to the onset of the COVID-19 Pandemic, 2020 was a difficult year for our nation and the world. Despite that, in 2020 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. We measured ourselves against our Mission and Values and ensured we were working to actualize them:

Mission:

To provide older adults with:

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

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

Values:

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

4. LSCO will operate with a clarity of purpose:
 - a. *LSCO will improve lives*
 - b. *LSCO will share knowledge*
 - c. *LSCO will work toward our Mission and Vision*
 - d. *LSCO will do the best with what we have*
5. LSCO will be a full member of our community:
 - a. *LSCO considers our community to be our members, our region and our province.*
 - b. *LSCO has a sense of responsibility to our community*
 - c. *LSCO will connect, engage and collaborate with our community*
6. LSCO is entrusted with the time people give to us and we need to earn that trust
 - a. *LSCO is a welcoming, collaborative, enthusiastic and friendly place.*

Here are some LSCO highlights from 2020:

1. Our response to COVID-19 solidified LSCO as a services leader for the whole community, not just for our older population:
 - a. *Meals on Wheels operated running full steam ahead with our chefs, Brenda and Bonnie, preparing meals for over 130 customers. We had a dedicated, but smaller, COVID-19 corps of 35 volunteers who continued to deliver meals to those in need, all supported by Natasha.*
 - b. *Shawn and her fitness instructors provided on-line classes, some recorded...and some live!*
 - c. *Our front desk staff, Kari and Diane, conducted wellness checks with our members and were reassuring voices when people called LSCO.*
 - d. *Heather, LSCO Social Worker, and her Seniors System Navigators – Amy and Kennedy, provided face-to-face and telephone support to seniors requiring their help. These three also partnered with support workers at Nord-Bridge and Lethbridge Housing Authority to provide a broader reach into the community.*



EXECUTIVE DIRECTOR'S REPORT (CONTINUED)

- e. Joanne, LEARN Case Manager, continued to provide crisis support and links to services for those experiencing elder abuse.
- f. Shiloh, LSCO Volunteer Coordinator, conducted wellness checks with our volunteers and worked with Heather to get our volunteer income tax program (by telephone) operational.
- g. Sharon, Adult Day Program Coordinator, conducted wellness checks with members and Adult Day Program participants.
- h. Chris, Finance Tech, was our very own Jack of All Trades: in addition to her duties in our finance office, Chris helped in the kitchen and with MoW!
- i. Jodie, LSCO Operations Manager, developed a re-opening plan (including adapting the physical layout of spaces) that was a model used by other facilities across the province. She also ensured that we had a ready supply of masks, gloves, sanitizer and cleaning products, which all staff used to keep our building safe.
- j. This writer was involved with many virtual meetings related to service delivery and sharing of information: Local services collaboration effort of over 150 people from approximately 60 helping organizations (known as the Lethbridge Helping Organizations COVID-19 Response), Alberta Age Friendly Communities of Practice, Alberta Seniors and Housing Stakeholders, Minister of Seniors and Housing Advisory Committee, Alberta Association of Seniors Centres, Pan-Canadian Age Friendly Communities Reference Group. The local response collaboration was so effective and successful that our group was recognized by the World Health Organization on World Cities Day!

- 2. Despite the lengthy operational interruption in 2020, LSCO had over 27,000 sign-ins experienced by over 1200 people totaling over 113,000 hours of engagement with our organization!
- 3. And, for the first time ever, LSCO held its AGM virtually, with only some the Board of Directors attending physically. This looks to be our practice for some time.

Thank you to our Board, members and participants, staff, sponsors and donors for helping us to get through the most trying year in our existence. We look forward to continuing to work collaboratively with our community in 2021 and beyond.

Rob Miyashiro
Executive Director

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, 2020, 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, 2020, 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 23, 2021



Chartered Professional Accountants

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
STATEMENT OF FINANCIAL POSITION
As at December 31, 2020

	2020	2019
ASSETS		
Current		
Cash	\$ 284,905	\$ -
Marketable securities (note 3)	102,000	351,076
Accounts receivable (note 4)	150,860	177,811
GST receivable	4,760	2,986
Prepaid expenses	9,596	8,450
Inventory	21,270	22,549
	573,391	562,872
Capital assets (note 5)	192,200	198,344
	\$ 765,591	\$ 761,216
LIABILITIES AND FUND BALANCES		
Current		
Bank indebtedness	\$ -	\$ 4,854
Accounts payable and accrued liabilities (note 6)	69,178	60,004
Deferred revenue (note 7)	84,303	123,385
	153,481	188,243
Canada Emergency Business Account (note 8)	40,000	-
	193,481	188,243
Fund balances		
Unrestricted fund	36,647	-
Internally restricted fund	343,263	374,629
Capital asset fund	192,200	198,344
	572,110	572,973
	\$ 765,591	\$ 761,216

Approved on behalf of the board

Director Keith Sumner

Director MA Ford

LETHBRIDGE SENIOR CITIZENS ORGANIZATION

STATEMENT OF OPERATIONS

For the year ended December 31, 2020

	Operating fund	Consolidated gaming fund	Capital asset fund	2020	2019
Revenue					
Food services (schedule 1)	\$ 366,090	\$ -	\$ -	\$ 366,090	\$ 402,325
Special activities (schedule 2)	37,838	-	-	37,838	174,373
Meals on Wheels (schedule 3)	269,334	-	-	269,334	244,298
Provincial and municipal grants	369,762	-	-	369,762	317,524
Grants - other	193,650	-	-	193,650	239,355
Programs	127,056	-	-	127,056	241,767
Bingo - external	-	57,901	-	57,901	123,057
Memberships	56,148	-	-	56,148	72,287
Rental	47,560	-	-	47,560	39,704
Senior support	47,903	-	-	47,903	50,991
Casino	-	31,861	-	31,861	-
Donations	31,169	-	-	31,169	22,927
Newspaper advertising	27,982	-	-	27,982	45,411
Fees for services	5,777	-	-	5,777	6,610
	1,580,269	89,762	-	1,670,031	1,980,629
Expenses					
Food services (schedule 1)	355,774	-	-	355,774	423,377
Special activities (schedule 2)	30,943	-	-	30,943	119,015
Meals on Wheels (schedule 3)	266,128	-	-	266,128	258,970
Wages and benefits	719,997	-	-	719,997	656,949
Rent	100,426	89,762	-	190,188	187,883
Programs	48,423	-	-	48,423	77,428
Senior Support	45,189	-	-	45,189	43,878
Office supplies	36,264	-	-	36,264	24,159
Insurance	19,773	-	-	19,773	16,566
Professional fees	17,015	-	-	17,015	33,688
Advertising	16,221	-	-	16,221	36,303
Volunteer	13,944	-	-	13,944	21,304
Repairs and maintenance	12,751	-	-	12,751	10,046
Interest and bank charges	10,844	-	-	10,844	14,183
Newspaper	10,180	-	-	10,180	18,915
Telephone	8,921	-	-	8,921	9,247
Travel and staff development	8,672	-	-	8,672	14,199
Contract service	4,122	-	-	4,122	38,995
Supplies and equipment	136	-	-	136	1,009
	1,725,723	89,762	-	1,815,485	2,006,114
Deficiency of revenue over expenses from operations	(145,454)	-	-	(145,454)	(25,485)

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
STATEMENT OF OPERATIONS
For the year ended December 31, 2020

	Operating fund	Consolidated gaming fund	Capital asset fund	2020	2019
Other income (expense)					
Canada Emergency Wage Subsidy	157,260	-	-	157,260	-
Canada Emergency Business Account	20,000	-	-	20,000	-
Interest and investment income	4,841	-	-	4,841	10,947
Gain on sale of investments	-	-	-	-	15,702
Amortization	-	-	(37,510)	(37,510)	(29,890)
	182,101	-	(37,510)	144,591	(3,241)
Excess (deficiency) of revenue over expenses	\$ 36,647	\$ -	\$ (37,510)	\$ (863)	\$ (28,726)

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
STATEMENT OF CHANGES IN FUND BALANCES
For the year ended December 31, 2020

	Operating fund 2020	Internally restricted fund 2020	Capital asset fund 2020	2020	2019
Balance, beginning of year	\$ -	\$ 374,629	\$ 198,344	\$ 572,973	\$ 601,699
Excess (deficiency) of revenue over expenses	36,647	-	(37,510)	(863)	(28,726)
Purchase of capital assets	-	(31,366)	31,366	-	-
Balance, end of year	\$ 36,647	\$ 343,263	\$ 192,200	\$ 572,110	\$ 572,973

LETHBRIDGE SENIOR CITIZENS ORGANIZATION

STATEMENT OF CASH FLOWS For the year ended December 31, 2020

	2020	2019
Cash flows from operating activities		
Excess (deficiency) of revenue over expenditures	\$ (863)	\$ (28,726)
Change in non-cash working capital items		
Amortization	37,510	29,890
Gain/loss on sale of investments	-	(15,702)
Forgivable portion of Canada Emergency Business Account	(20,000)	-
	16,647	(14,538)
Change in non-cash working capital items		
Marketable securities	249,076	3,786
Accounts receivable	26,951	(45,006)
GST receivable	(1,774)	(1,687)
Inventory	1,279	(5,486)
Prepaid expenses	(1,146)	(1,750)
Accounts payable and accrued liabilities	9,174	14,593
Deferred revenue	(39,082)	1,533
	261,125	(48,555)
Cash flows from investing activity		
Purchase of capital assets	(31,366)	(152,420)
Cash flows from financing activities		
Canada Emergency Business Account	60,000	-
Net increase (decrease) in cash equivalents	289,759	(200,975)
Cash (bank indebtedness), beginning of year	(4,854)	196,121
Cash (bank indebtedness), end of year	\$ 284,905	\$ (4,854)

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
SCHEDULES TO THE FINANCIAL STATEMENTS
For the year ended December 31, 2020

Schedule of food services

Schedule 1

	2020	2019
Revenue		
Cafeteria sales	\$ 282,009	\$ 380,242
Canada Emergency Wage Subsidy	70,064	-
Other grants	5,640	-
Donations	5,500	-
Dish rental	2,259	10,986
Catering	618	11,097
	366,090	402,325
Expenses		
Salaries and wages	159,001	139,463
Food purchases	148,604	224,063
Kitchen supplies	38,082	38,662
Maintenance	7,316	13,486
Equipment	2,771	7,604
Advertising	-	99
	355,774	423,377
Excess (deficiency) of revenues over expenditures	\$ 10,316	\$ (21,052)

Schedule of special activities

Schedule 2

	2020	2019
Revenue		
Lottery tickets/commissions	\$ 25,320	\$ 64,329
Other	4,410	6,297
Transit passes	3,546	15,425
Fundraising	2,637	81,291
Boutique	1,335	3,993
Daily draw	590	3,038
	37,838	174,373
Expenses		
Lottery tickets/commissions	24,719	59,009
Transit passes	3,341	15,228
Fundraising	2,418	43,179
Daily draw	465	1,599
	30,943	119,015
Excess of revenue over expenditures	\$ 6,895	\$ 55,358

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
SCHEDULES TO THE FINANCIAL STATEMENTS
For the year ended December 31, 2020

Schedule of Meals on Wheels

Schedule 3

	2020	2019
Revenue		
Meal sales	\$ 165,822	\$ 139,768
Donations	58,574	39,530
Service payment - City of Lethbridge	44,938	65,000
	269,334	244,298
Expenses		
Food purchases	193,840	165,177
Wages and benefits	46,115	47,240
Supplies	25,986	46,033
Advertising	187	520
	266,128	258,970
Excess (deficiency) of revenues over expenditures	\$ 3,206	\$ (14,672)



The Support Services Program housing within LSCO experienced a serious transformation in 2020 in response to evolving seniors needs as well as challenges related to the CoVid 19 pandemic.

In February 2020, after months of collaborative talks with six local human services organizations, a linked proposal was submitted to the City of Lethbridge Community and Social Development Department's Family and Community Support Services to focus the delivery of supports to seniors to a more collaborative stream-lined system. Being one of the partnership leaders, LSCO moved forward shifting its traditional way of service delivery to one of innovation immediately, adapting roles to meet the needs of the community. This became extremely important with the introduction of CoVid19 mid-March 2020 as we were better prepared to assist our members as well as needs experienced by the larger community.

Two registered social workers were hired into the role of the Seniors System Navigators. They were responsible for assisting seniors and their family members access eligible programs, community services and information relating to finances, provide emotional support, assist in the navigation of resources related to one's physical and mental health, housing and legal issues. As CoVid19 emerged, the ability of the Seniors System Navigators to evolve and work creatively was exceptional. Seniors relied on the work of the Seniors System Navigator's to get their basic needs met as many other social service agencies remained closed to in-person service delivery. The Senior System Navigation Team persevered by educating themselves about CoVid19 safety precautions and remained informed about Alberta Health Services protocol recommendations to provide safe, in-person supports to isolated, vulnerable seniors in need. The Seniors System Navigators utilized PPE obtained through Red Cross grants and shared it with those in need of protection.

During the last three quarters of 2020, the Seniors System Navigators supported seniors in need of:

- Family Conflict resolution
- Access to financial programs and in home supports/resources (CERB, GIS, ASB, AISH, SHARP)

- Facilitate property tax arrears solutions
- Support coordination of medical support (Doctor/Geriatrician/Psychiatrist involvement)
- Grief/loss support
- Adjustment support related to covid19
- Wellness support provided to MOW clients who were extremely vulnerable
- Coordination of legal services, debt resources
- Facilitate referrals to other resources

Home visits/in-person visits (compliant with AHS PPE protocol recommendations) were completed on just over half of the seniors supported and included:

- Collection of items to meet basic needs (food hampers, furniture, personal items, clothing)
- Support health care involvement and follow through
- Coordinate housing – HomeBASE, Lodge, LHA applications
- Warm hand off to other community resources
- LEARN support in collaboration with LEARN Case Manager
- Post crisis management support to LEARN CM

In an attempt to support our members as they coped to understand and manage the demands that the CoVid19 pandemic presented, wellness calls were made by the entire staff of LSCO to over 1400 active members to offer support and reassurance that we were there for them. Ongoing phone contact and monitoring was offered to those who were identified as having significant struggles by the social workers.

The LEARN Case Manager and myself welcomed a University of Lethbridge Bachelor of Social Work student, Kennedy Coston in January 2020. Unfortunately, her experience was cut short due to CoVid19 restrictions. Kennedy was hired into the role of a Seniors System Navigator from April-December 2020 to meet the increased demands seniors were experiencing as a direct result of the pandemic.



SENIORS SYSTEM NAVIGATORS REPORT (CONTINUED)

I welcomed Kevin Oishi, a Master of Social Work student from Wilfred Laurier University in September 2020 whose interest focused on seniors experiencing domestic violence. During his time with LSCO, he facilitated 1 session of the **Healthy Relationships with Adult Children** support group in which feedback averaged "Satisfactory" in regards to the intended goals of the group. Kevin also offered a blended (virtual and in-person) weekly **CoVid19 Support Group**, however attendance was impacted by the second round of CoVid19 restrictions. Kevin also provided counselling support to seniors in need of emotional support identified by LEARN Case Manager. In terms of projects, Kevin developed an Elder Abuse Screening tool, which will be used by the Seniors System Navigators as well as he revised the Domestic Violence Victim Awareness Session content to ensure age appropriate content, which will be considered locally and provincially.

Alongside the hands-on work with seniors and their families, the Seniors System Navigation Team focused on developing community partnerships with various senior serving agencies to ensure the delivery of desired, accessible resources. These partnerships included:

- Access to a lawyer once a month for 15 minutes of free advice through **Alger, Zadiak and Shapiro Law firm** – Appointments shifted from "in-person" to over the phone to continue accommodating community members in need of legal support.
- Monthly access to **Dr. Bolokoski from Chinook Foot and Ankle Clinic** - Appointment numbers fluctuated due to fluctuating CoVid19 restrictions and LSCO center closure.
- Year round access to services from the following businesses: **New U Reflexology; Serenity Foot Care; Andrea Clark's Massage Therapy** – All of these services were placed on hold due to CoVid19.

- Seasonal **Flu Shot Clinics** offered in October - Attendance was down this year given Covid19 restrictions.
- Complimentary 15-minute neck and shoulder massages offered the **Lethbridge College Massage Therapy Students** – This was placed on hold due to CoVid19.
- **AHS Day Treatment Centre** offered virtual access to weekly Mindfulness & Relaxation Groups which we offered onsite remaining cautions to ensure coVid19 safety.

In 2021, the Seniors System Navigation Team will be formally supported by various seniors focused community service serving agencies including: Canadian Mental Health Association (CMHA), Lethbridge Housing Authority, Nord-Bridge Seniors Association, Lethbridge Family Services – Counselling, Outreach & Education (LFS-COE) and Volunteer Lethbridge to identify and collectively address individual and community needs. All partnering agencies are hopeful that through agency collaboration, service delivery will be of the highest quality for the entire aging community of Lethbridge.

Respectfully submitted by
Heather Bursaw
LSCO Social Worker





VOLUNTEER COORDINATOR REPORT

*"Now every time I witness a strong person,
I want to know:*

What dark did you conquer in your story?

Mountains do not rise without earthquakes."

~ Katherine MacKennet

This year has not passed without historical challenges. Our regular volunteer program was able to run for 10 weeks in 2020. Despite the obstacles LSCO and our volunteer program faced, our organization has much to be proud of.

Volunteer Hours 2020

Bingo	2300
Food Services	4200
Meals on Wheels	4100
Support Services	300
Program Delivery and Support	1400
Fundraising and Administrative Needs	550
Total	12,850

Volunteers build a communities capacity to care for each other; this is evident in our LSCO community. Throughout the year, the LSCO Volunteer Program got creative in ways to serve their communities seniors. Within the guidelines, volunteers were utilized to facilitate our Christmas Dinner delivery and curb side pick-up. Over 500 hours volunteer made that possible and fed over 1000 meals to our seniors and community. Thank you to the generous donors, in our community, to this event.

A LSCO Drive Happiness volunteer gave the programs first ride on December 1, 2020. By the end of December, we had five drivers on the road. LSCO Drive Happiness has much to look forward to in 2021. The volunteer program is growing quickly and meaningful to our seniors.

LSCO's MOW program and community kitchen volunteers also are a massive part of how LSCO delivers services to seniors. My appreciation to you all is immeasurable. Your consistent gift of time and energy to volunteering and helping your community deserves a standing ovation.

Volunteer hours contributed to our plant and seed fundraiser for a few weeks in March 2020. Our Winners Bingo volunteers were also dedicated to helping our organization and operations costs, while able.

Special thanks to Century 21 Foothills South for choosing LSCO as the recipient of their annual Gold Gala. The C21 team raised more than \$5500 over the Christmas Season.

LSCO's volunteer program would not be possible without our amazing volunteers. We look forward to the future and in finding new ways to grow.

Respectfully submitted by
Shiloh Sabas
Volunteer Coordinator



LEARN CASE MANAGER REPORT

The year 2020 brought much complexity to the work in terms of the LEARN Case Manager responsibilities. The calls continued to come in, and I responded to them ensuring that COVID restrictions were maintained. There was an increase in calls that were financially related to abuse.

The partnership with Lethbridge Police has been in place for a number of years. This facilitates a working relationship that seniors find very helpful in terms of ensuring their safety and assessing the risk.

The team of Seniors Systems Navigators continue to be involved in supporting seniors in areas other than abuse and we work together to support the senior.

The LEARN Network consisting of 20 other agencies in Lethbridge continue to support seniors in positions of abuse from their area of knowledge and expertise such as counselling or housing.

The contract from the Solicitor General ministry will expire at the end of March 31, 2021. The documents have been submitted to ensure further funding that facilitates an elder abuse response for seniors in this community.

I also have enjoyed being on the AEAAC Alberta Elder Abuse Awareness Council as a board member working at addressing the issue of elder abuse from a provincial perspective. This year's focus has been in the area of primary prevention of seniors experiencing domestic violence and/or sexual violence with Impact.

The safe suite that is funded by the City of Lethbridge managed by Canadian Mental Health Association continues to ensure seniors in situations that are unsafe have housing to access in crisis. The safe suites are in partnership with Green Acres.

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

Respectfully submitted by
Joanne Blinco, BSW RSW
LEARN Case Manager



PROGRAM DEVELOPMENT REPORT

January, February and half of March were fantastic months at LSCO. A variety of exercise, art, movement, computer and general interest classes took place. The winter session was almost complete and then the doors closed March 13th due to the pandemic. We began a complete cleaning (top to bottom) of our facilities as well as, all the exercise equipment, chairs, tables, etc.

Upon re-opening in late spring, we were able to offer limited classes which also meant limited number of spaces in classes. As fall approached we wanted to offer as many programs as we safely could. LSCO members were given priority to classes, court time for pickleball and badminton. We are hopeful that soon we can accommodate non-members.

We all know that in November classes once again stopped taking place. The Fitness Centre remained open with guidelines as to how many individuals could be in each room.

It was a sad day Friday, December 11th as it was the last day we were open to the public.

Thank you to everyone for the continued support.

Respectfully submitted by
Shawn Hamilton
Program Coordinator



MEALS ON WHEELS REPORT

LSCO Meals on Wheels currently has between 100-120 clients that access our service. LSCO MOW has approximately 75 volunteers.

In 2020, we delivered approximately 19,200 meals which is an increase of approximately 3,000 from 2019. In addition to the main meal, we delivered just under 600 sandwiches, 120 salads, and 150 extra soups.

Select People Solutions and Teamwork Training Ltd. has helped raise money for Meals on Wheels for the past 12 years with the *23 Days of Christmas* campaign. This year was once again very successful! Well over \$23,000 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**, the **Water Tower Grill** and **Urban Grocer** also helped raise money by donating 50% of their gift cards sold over the month of December. Cuppers Coffee & Tea and the Water Tower Grill donated bags of coffee and cakes to give to all sponsors for the campaign. Despite the pandemic, we were once again able to fill not only all of December with sponsors, but also the first week on January. It was a huge success.

The Quilters Association of Lethbridge donated over 20 handmade quilts again this year. An LSCO

volunteer donated over 100 handmade coasters. We also had various donations of handmade Christmas cards. These gifts were then delivered to clients by MOW volunteers. The clients were very grateful for the gifts and for the volunteers who took the time to visit them over the holiday season.

A note from a client *"What a wonderful thoughtful parcel you sent me! I first thought it was sent to me by accident. However, the wonderful volunteer said it was for me. We had a lovely chat and I will use all those lovely gifts with a great deal of pleasure! Please know that you are all a bunch of very kind people, and you spread a great deal of pleasure to some one spending their time doing very little. My heart felt thankyou!!!"*

In 2020, home visits looked a bit different. I completed over 100 home visits with our clients and over 1,000 wellness checks via phone. 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



HOMEMAKING SERVICES REPORT

In 2020 we employed 2 cleaners and provided approximately 990 hours of light housekeeping to seniors within Lethbridge. Due to the pandemic, these hours reflect lower than anticipated. We expect to see much growth in the following years.

Throughout 2020, we had between 30 – 40 clients each month. Through regular contact we were able to refer just over 20 clients to social workers with in the LSCO and connect them with other services they did not know were available to them.

We have found that there is an astonishing amount of seniors and older adults who would greatly benefit from subsidized house cleaning support. We have had a large ongoing wait list for this program.

Respectfully submitted by
Natasha Elder
Meals on Wheels Client & Volunteer Support Worker