

# ANNUAL REPORT

# 2021



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

# **ANNUAL GENERAL MEETING**

Tuesday, March 29, 2022

1:15 p.m.

## **ANNUAL GENERAL MEETING AGENDA**

1. Welcome and Acknowledgements
  - a) Land Acknowledgement
  - b) Moment of silence for LSCO members who have passed on
  - c) Number of members present
2. Call to Order
3. Approval of AGM Agenda
4. AGM Minutes of March 31, 2021
5. Annual Reports
  - a) Auditor's Report
  - b) Executive Director's Report
6. Elections
  - a) Present slate of Candidates for 2022-2023
7. Adjournment

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

1. Guest: Mandi Parker, City of Lethbridge. Presentation on upcoming parking lot solar power project
2. Q and A
3. Adjournment

# ANNUAL GENERAL MEETING MINUTES

March 31, 2021

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: 53 members present, a quorum was declared.
  - 41 Proxy
  - 12 in attendance

## 2. Call to Order

- a. Meeting called to order at 1:21 pm

## 3. Approval of Agenda

Bob Maslen, second by Cliff Brown moved that the agenda be accepted. All in favour, Opposed none. Carried

## 4. Approve of Minutes December 15, 2020

Moved the minutes to be accepted as presented. Merri Ann Ford Second by Keith Sumner, All in favour. 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, 2020. Darren met with the Board for approval of the Audited financial statements on March 23, 2021. Assets and Liabilities are very comparable to 2019. CEBA LOAN AND DEFERRED REVENUES ARE THE DIFFERENCES. Fund Balances do show a slight decrease due to a very slight loss in 2020. 2020 was basically a break even year. This has been fairly consistent within the organizations over the last 5 years with some years showing a slight gain and some showing a slight loss. Overall LSCO has been breaking even.

Motion by Cliff Brown, Second Merri Ann Ford 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 – 45th Annual General Meeting of the Lethbridge Senior Citizens Organization. Due to the onset of the COVID-19 Pandemic, 2020 was a difficult year. LSCO continued to engage the larger community as well as meeting the needs of our members. Highlights from 2020.

Our response to COVID-19 solidifies LSCO as a services leader for the whole community, not just our older population.

\*Meals on Wheels operated a full stream ahead with our Chefs, Brenda & Bonnie, preparing meals for over 130 individual customers. We had a dedicated but smaller COVID-19 corps of 35 volunteers, who continue to deliver meals to those in need, all supported by Natasha.

\*Shawn and her fitness instructors provided online classes, some recorded and some live.

\*Our front desk staff, Kari & Diane, conducted wellness checks with our members and were reassuring voices when people called LSCO.

\*Heather, LSCO Social Worker and her Senior System Navigators Amy & Kennedy provided face to face and telephone support to seniors requiring their help. They also partnered with support workers at Nord-bridge and Lethbridge Housing Authority to provide a broader reach into the community.

## 6. Election

### a. Present slate of Candidates for 2021-2022.

President-Elect

President	Keith Sumner	Year 1/1
-----------	--------------	----------

Past President	Clifford (Charlie) Brown	Year 1/1
----------------	--------------------------	----------

Treasurer	Merri-Ann Ford	Year 1/3
-----------	----------------	----------

Secretary	Craig Rumer	Year 3/3
-----------	-------------	----------

Board Member	Karen Johnson	Year 3/3
--------------	---------------	----------

Board Member	Brian Sullivan	Year 1/3
--------------	----------------	----------

Bob Maslen, second Keith Sumner approved to accept the 2021-2022 Slate of candidates.  
All in favour. Opposed none. Carried

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

1. Q & A with Members - Can LSCO be fully open to Vaccinated members? - Not the current process of the Alberta Government relaunch strategy.

## 7. Adjournment

Motion by Brian Sullivan, Second by Keith Sumner that the AGM meeting be adjourned @ 1:40 pm. All in Favour. Opposed None. Carried

## **LSCO BOARD OF DIRECTORS**

**2021 – 2022**

### **LSCO BOARD OF DIRECTORS & ELECTION POSITIONS**

President.....	Keith Sumner
Immediate Past President.....	Bob Maslen
Treasurer .....	Merri-Ann Ford
Secretary.....	Craig Rumer
Board Member.....	Liz Iwaskiw
Board Member.....	Reg Dawson
Board Member.....	Brian Sullivan

**2022 – 2023**

### **BOARD OF DIRECTORS SLATE OF CANDIDATES**

President.....	Keith Sumner	(Year 1/1)
Past President.....		
Treasurer .....	Merri-Ann Ford	(Year 2/3)
Secretary.....	Craig Rumer	(Year 3/3)
Board Member.....	Liz Iwaskiw	(Year 2/3)
Board Member.....	Reg Dawson	(Year 2/3)

- The Board will appoint persons to any vacant positions as acting positions for a one year term at the next Board meeting or when suitable candidates are recruited.



## EXECUTIVE DIRECTOR'S REPORT

---

Welcome to the 46th Annual General Meeting of the Lethbridge Senior Citizens Organization. Due to the continuation of the COVID-19 Pandemic, 2021 was, again, a difficult year for our community, our nation and the world. Despite that, in 2021 we continued to support our community. 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

LSCO is a welcoming, collaborative, enthusiastic and friendly place.

Here are some LSCO highlights from 2021:

Our consistent response to the on-going COVID-19 pandemic solidified LSCO as a services leader for the whole community, not just for our older population:

- a. *Meals on Wheels was fully operational as our chef, Bonnie, and our kitchen volunteers prepared and packed over 120 meals per day to a customer base of over 300. Our dedicated corps of volunteers continued to deliver meals to those in need, supported by Shiloh and Diane.*
- b. *Shawn and her fitness team amazingly adapted to the open/closed/open environment by delivering fitness services utilizing a variety of methods.*
- c. *Our front desk staff, Kari and Diane, handled front of house duties which included vaccination checks.*
- d. *Heather, Lead Seniors System Navigator, and Amy L., Seniors System Navigator (SSN) provided in-community and telephone support to seniors requiring their help. Heather led the Seniors Community Services Partnership SSN team (Nord-Bridge, Lethbridge Housing Authority and Canadian Mental Health Association – Lethbridge) to provide an innovative outreach service to our community.*



- e. Amy C., LEARN Case Manager, provided crisis support and links to services for those experiencing elder abuse. Joanne, on loan to the Alberta Elder Abuse Awareness Council, was a Casework Advisor to LEARN.
- f. Shiloh, LSCO Volunteer & In-Home Supports Coordinator, provided support and direction to this work unit which included Kari (volunteer support) and Diane (support for Meals on Wheels, Volunteer Income Tax Program, Lawn Care and Snow Removal Program). This unit also supports LSCO Drive Happiness and the Subsidized Homemaking service.
- g. Sharon, Adult Day Program Coordinator, conducted wellness checks with Adult Day Program participants and assisted Diane and Kari with entrance checks.
- h. Chris, Finance Tech, continued to pitch in wherever she was needed! In addition to her duties in our finance office, Chris helped in the kitchen and with MoW!
- i. LSCO held its first public event in two years as we, once again, presented the musical performance, "All is Calm: The Christmas Truce of 1914." And once again, Fran, Ken and Nancy produced a breathtaking and moving show that was likely the finest musical performance in our area in 2021.
- j. Jodie, LSCO Operations Manager, ensured that LSCO followed the former Restrictions Exemption Program and was responsible to maintain our COVID-19 mitigation efforts.

Jodie's work in 2021 was invaluable to the on-going success of our operations.

- k. This writer continued to be involved with local, provincial and national groups related to seniors systems, service delivery and information sharing: Age-Friendly Lethbridge, Lethbridge Helping Organizations Coalition, Healthy Aging Alberta Community Leaders Council, Alberta Age-Friendly Community of Practice, Alberta Seniors and Housing Stakeholders, Alberta Association of Seniors Centres, Pan-Canadian Age Friendly Communities Reference Group, Provincial Social Prescribing Working Group, Canadian Social Prescribing Community of Practice.

Thank you to our Board, members and participants, staff, sponsors and donors for helping us to get through the second year of COVID-19. We look forward to continuing to work collaboratively with our community in 2022 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, 2021, 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, 2021, and its financial performance and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

### *Basis for Opinion*

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

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

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

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

### *Auditor's Responsibilities for the Audit of the Financial Statements*

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



**INDEPENDENT AUDITOR'S REPORT, continued**

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

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

Lethbridge, Alberta  
March 24, 2022



Chartered Professional Accountants

**LETHBRIDGE SENIOR CITIZENS ORGANIZATION**  
**STATEMENT OF FINANCIAL POSITION**  
**As at December 31, 2021**

	2021	2020
<b>ASSETS</b>		
<b>Current</b>		
Cash	\$ 245,146	\$ 284,905
Marketable securities (note 3)	104,142	102,000
Accounts receivable (note 4)	133,237	150,860
GST receivable	2,085	4,760
Prepaid expenses	11,782	9,596
Inventory	27,511	21,270
	523,903	573,391
<b>Capital assets (note 5)</b>	167,901	192,200
	\$ 691,804	\$ 765,591
<b>LIABILITIES AND FUND BALANCES</b>		
<b>Current</b>		
Accounts payable and accrued liabilities (note 6)	\$ 129,632	\$ 69,178
Deferred revenue (note 7)	104,952	84,303
	234,584	153,481
<b>Canada Emergency Business Account (note 8)</b>	40,000	40,000
	274,584	193,481
<b>Fund balances</b>		
Unrestricted fund	-	36,647
Internally restricted fund	249,319	343,263
Capital asset fund	167,901	192,200
	417,220	572,110
	\$ 691,804	\$ 765,591

Approved on behalf of the board

Director Keith Sumner

Director M. [Signature]

**LETHBRIDGE SENIOR CITIZENS ORGANIZATION**  
**STATEMENT OF OPERATIONS**  
For the year ended December 31, 2021

	Operating fund	Consolidated gaming fund	Capital asset fund	2021	2020
<b>Revenue</b>					
Food services (schedule 1)	\$ 348,325	\$ -	\$ -	\$ 348,325	\$ 366,090
Special activities (schedule 2)	55,102	-	-	55,102	37,838
Meals on Wheels (schedule 3)	306,722	-	-	306,722	269,334
Provincial and municipal grants	361,404	-	-	361,404	369,762
Grants - other	136,167	-	-	136,167	193,650
Rental	103,829	-	-	103,829	47,560
Programs	82,286	-	-	82,286	127,056
Senior support	49,753	-	-	49,753	47,903
Newspaper advertising	33,599	-	-	33,599	27,982
Donations	32,263	-	-	32,263	31,169
Bingo - external	-	28,746	-	28,746	57,901
Memberships	27,340	-	-	27,340	56,148
Fees for services	4,785	-	-	4,785	5,777
Casino	-	-	-	-	31,861
	1,541,575	28,746	-	1,570,321	1,670,031
<b>Expenses</b>					
Food services (schedule 1)	319,829	-	-	319,829	355,774
Special activities (schedule 2)	51,673	-	-	51,673	30,943
Meals on Wheels (schedule 3)	320,701	-	-	320,701	266,128
Wages and benefits	677,504	-	-	677,504	719,997
Rent	173,048	28,746	-	201,794	190,187
Senior Support	44,698	-	-	44,698	45,189
Office supplies	32,084	-	-	32,084	36,261
Programs	28,350	-	-	28,350	48,423
Repairs and maintenance	27,191	-	-	27,191	12,755
Insurance	22,552	-	-	22,552	19,773
Professional fees	17,374	-	-	17,374	17,015
Volunteer	16,730	-	-	16,730	13,944
Advertising	16,074	-	-	16,074	16,221
Interest and bank charges	10,894	-	-	10,894	10,844
Newspaper	8,525	-	-	8,525	10,180
Telephone	7,859	-	-	7,859	8,921
Travel and staff development	7,498	-	-	7,498	8,672
Supplies and equipment	1,100	-	-	1,100	136
Contract service	-	-	-	-	4,122
	1,783,684	28,746	-	1,812,430	1,815,485
<b>Deficiency of revenue over expenses from operations</b>	(242,109)	-	-	(242,109)	(145,454)

**LETHBRIDGE SENIOR CITIZENS ORGANIZATION**  
**STATEMENT OF OPERATIONS**  
For the year ended December 31, 2021

	Operating fund	Consolidated gaming fund	Capital asset fund	2021	2020
<b>Other income (expense)</b>					
Canada Emergency Wage Subsidy	108,657	-	-	108,657	157,260
Canada Emergency Rent Subsidy	13,650	-	-	13,650	-
Interest and investment income	2,511	-	-	2,511	4,841
Canada Emergency Business Account	-	-	-	-	20,000
Amortization	-	-	(37,599)	(37,599)	(37,510)
	124,818	-	(37,599)	87,219	144,591
<b>Deficiency of revenue over expenses</b>	<b>\$ (117,291)</b>	<b>\$ -</b>	<b>\$ (37,599)</b>	<b>\$ (154,890)</b>	<b>\$ (863)</b>

**LETHBRIDGE SENIOR CITIZENS ORGANIZATION**  
**STATEMENT OF CHANGES IN FUND BALANCES**  
For the year ended December 31, 2021

	Operating fund	Internally restricted fund	Capital asset fund	2021	2020
<b>Balance, beginning of year</b>	\$ 36,647	\$ 343,263	\$ 192,200	\$ 572,110	\$ 572,973
<b>Deficiency of revenue over expenses</b>	(117,291)	-	(37,599)	(154,890)	(863)
<b>Purchase of capital assets</b>	(13,300)	-	13,300	-	-
<b>Transfer from internally restricted fund</b>	93,944	(93,944)	-	-	-
<b>Balance, end of year</b>	\$ -	\$ 249,319	\$ 167,901	\$ 417,220	\$ 572,110

**LETHBRIDGE SENIOR CITIZENS ORGANIZATION**  
**STATEMENT OF CASH FLOWS**  
For the year ended December 31, 2021

	2021	2020
<b>Cash flows from operating activities</b>		
Deficiency of revenue over expenses	\$ (154,890)	\$ (863)
Change in non-cash working capital items		
Amortization	37,599	37,510
Forgivable portion of Canada Emergency Business Account	-	(20,000)
	(117,291)	16,647
Change in non-cash working capital items		
Accounts	17,623	26,951
Marketable securities	(2,142)	249,076
Prepaid expenses	(2,186)	(1,146)
Inventory	(6,241)	1,279
Accounts payable and accrued liabilities	60,454	9,174
GST receivable	2,675	(1,774)
Deferred revenue	20,649	(39,082)
	(26,459)	261,125
<b>Cash flows from investing activity</b>		
Purchase of capital assets	(13,300)	(31,366)
<b>Cash flows from financing activities</b>		
Canada Emergency Business Account	-	60,000
<b>Net increase (decrease) in cash equivalents</b>	(39,759)	289,759
<b>Cash (bank indebtedness), beginning of year</b>	284,905	(4,854)
<b>Cash, end of year</b>	\$ 245,146	\$ 284,905

**LETHBRIDGE SENIOR CITIZENS ORGANIZATION**  
**SCHEDULES TO THE FINANCIAL STATEMENTS**  
For the year ended December 31, 2021

**Schedule of food services**

**Schedule 1**

	2021	2020
<b>Revenue</b>		
Cafeteria sales	\$ 301,620	\$ 282,009
Canada Emergency Wage Subsidy	42,199	70,064
Catering	2,905	618
Dish rental	1,601	2,259
Other grants	-	5,640
Donations	-	5,500
	<b>348,325</b>	<b>366,090</b>
<b>Expenses</b>		
Salaries and wages	142,363	159,001
Food purchases	139,001	148,604
Kitchen supplies	31,635	38,082
Maintenance	3,534	7,316
Equipment	3,296	2,771
	<b>319,829</b>	<b>355,774</b>
<b>Excess of revenues over expenses</b>	<b>\$ 28,496</b>	<b>\$ 10,316</b>

**Schedule of special activities**

**Schedule 2**

	2021	2020
<b>Revenue</b>		
Fundraising	\$ 27,595	\$ 2,637
Lottery tickets/commissions	22,387	25,320
Other	2,302	4,410
Transit passes	1,321	3,546
Boutique	1,318	1,335
Daily draw	179	590
	<b>55,102</b>	<b>37,838</b>
<b>Expenses</b>		
Fundraising	30,221	2,418
Lottery tickets/commissions	20,171	24,719
Transit passes	1,281	3,341
Daily draw	-	465
	<b>51,673</b>	<b>30,943</b>
<b>Excess of revenue over expenses</b>	<b>\$ 3,429</b>	<b>\$ 6,895</b>



**LETHBRIDGE SENIOR CITIZENS ORGANIZATION**  
**SCHEDULES TO THE FINANCIAL STATEMENTS**  
For the year ended December 31, 2021

**Schedule of Meals on Wheels**

**Schedule 3**

	2021	2020
<b>Revenue</b>		
Meal sales	\$ 205,205	\$ 165,822
Service payment - City of Lethbridge	52,000	44,938
Donations	49,517	58,574
	306,722	269,334
<b>Expenses</b>		
Food purchases	238,059	193,840
Wages and benefits	61,549	46,115
Supplies	18,041	25,986
Advertising	3,052	187
	320,701	266,128
<b>Excess (deficiency) of revenues over expenses</b>	<b>\$ (13,979)</b>	<b>\$ 3,206</b>



# SENIORS SYSTEM NAVIGATORS REPORT

---

2021 has been a year of growth and establishment for the Seniors System Navigation Team within the community, now considered a vital resource for seniors available to LSCO members as well as the entire community of seniors in Lethbridge.

The team of frontline services providers, under the supervision of the Team Lead continue to provide support with:

- 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 the pandemic
- Wellness support provided to MOW clients who were extremely vulnerable
- Coordination of legal services, debt resources
- of referrals to other resources via warm hand off

Home visits/in-person visits were completed on a significant number 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, Green Acres Foundation Lodge tours and admissions, LHA applications
- Warm hand off to other community resources
- LEARN support in collaboration with LEARN Case Manager
- Post crisis management support to LEARN CM

## On-site Support Services:

LSCO remained adaptive to ongoing pandemic restrictions however continued to safely offer various on-site Support Service including:

- Access to a lawyer once a month for 15 minutes of free advice through Alger, Zadiak and Shapiro Law firm – Appointments have evolved to include “in-person”, phone and virtual options to community members in need of legal support.
- Monthly access to Dr. Bolokowski from Chinook Foot and Ankle Clinic
- Monthly access to Lethbridge Hearing Clinic screening
- 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
- AHS Day Treatment Centre offered virtual access to weekly Mindfulness & Relaxation Groups were offered onsite

## New Initiatives:

Leveraging the support and programming offered through LSCO, establishing community partnerships was a vital part of remaining adaptive to current needs. This included:

### 1. AHS Nurse Practitioner

We were approached by AHS shortly into the provincial Physician crisis with an offer to utilize their Nurse Practitioner for identified “at risk” seniors in need of medical assessment, prescription refills and documentation completion.



### 2. *COMPASS for the Caregiver – support group*

Both LSCO social workers received training specific to caregiver burnout and subsequently offered 2 in-person sessions to community members struggling with the role as a caregiver. These groups were highly attended and feedback received about the value and need given 2 years of isolation resulted in the decision for LSCO to run the group ongoing bimonthly.

### 3. *Tablet Loan program*

LSCO secured grant funding to purchase 10 tablets (data included for a period of 1 year) to be loaned to isolated seniors to support connections to both professional resources and family. This initiative was successful and supported 36 seniors however after data expired, no further funding was available to continue.

### 4. *Retirement Preparedness – virtual group*

In an effort to support newly retired seniors, or support retirees refocus themselves to a life of retirement, LSCO partnered with to offer this to the community. After 2 failed attempts to deliver in person (due to pandemic restrictions), this was delivered virtually. Unfortunately, attendance was limited.

The Seniors System Navigation Team continues to partner with 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. Through collaborative efforts, we remain driven to provide the highest quality of support for the entire aging community of Lethbridge.

Heather Bursaw, MSW, RSW  
Seniors System Navigation Team Lead/Social Worker





## VOLUNTEER COORDINATOR REPORT

---

This year the National Volunteer theme is, "Volunteering is empathy in action and brings heart to Canada's communities." This human connection is at the heart of building stronger individuals; it also builds a community's capacity to care for each other.

Despite another challenging year, the following hours reflect that LSCO volunteers bring heart to our community with their contributions. Many of our LSCO programs and fundraising would not be possible without a volunteer's gift of time and energy.

### Volunteer Hours 2021

Boutique .....	900
Bingo.....	1800
Drive Happines.....	450
Food Services .....	3800
Meals on Wheels .....	4500
Support Services .....	250
Program Delivery and Support .....	100
Fundraising and Administrative Needs.....	200
Total.....	12,000

Thank you to all LSCO volunteers. Your gift of time, talents, heart and empathy supported our community and each other throughout the pandemic.

Respectfully submitted by  
Shiloh Sabas  
In-Home Supports and Volunteer Coordinator



## HOMEMAKING SERVICES REPORT

---

In 2021 LSCO employed 3 housekeepers that provided subsidized, light housekeeping to approximately 40 clients a month. This is a valuable program to our LSCO in home support team and seniors in our community. There is always a waitlist for this program. In collaboration with Family and Community Support Services, City of Lethbridge, we look forward to expanding the number of clients we can accommodate.

Respectfully submitted by  
Shiloh Sabas  
In-Home Supports and Volunteer Coordinator



## LEARN CASE MANAGER REPORT

---

2021 brought on some change and growth for the Lethbridge Elder Abuse Response Network (LEARN) program. However, we are still being funded by the Victims of Crime fund and we have been extended until March of 2023!

In total, LEARN was able to provide case management services to 63 older adults in 2021. Of these files, 54% were regarding financial abuse, 17% were looking at emotional abuse, 13% were investigating for verbal abuse and 6% were in regard to physical abuse, as well as 6% were investigating verbal abuse. 3% of the 63 files were investigating sexual abuse. Of those 63 files, 13 were cases of domestic violence, meaning the perpetrator was a spouse or partner of the older adult. Victims of reported elder abuse in 2021 were comprised of 73% female and 27% male older adults.

Since my time began as LEARN Case Manager on August 5th of 2021, I have investigated 28 of the 63 cases of elder abuse reported to LEARN. 26 of those 28 files reflected occurrences of abuse and violence happening within the family system. Of those 28 files, 23% were cases of domestic violence and 58% of the reports identified the older adult's child as the abuser. Additional family members responsible for the abuse included nieces and granddaughters. The perpetrators in remaining 2 files were friends of the older adult and in both cases, instances of financial abuse were reported.

The most common type of abuse I am seeing is financial abuse. However, this abuse can look very different in each situation. Paired with the financial abuse is often emotional abuse, intimidation, or manipulation of the older adult so the perpetrator can reach their goal of financial gain.

Of the 63 files that were opened in 2021, 8 remain on my caseload as of March 1st, 2022. Case management services are comprehensive and move at the pace that the older adult is comfortable with. Because older adults are vulnerable to abuse, and this abuse often happens at the hands of family members or loved one, it can be a very delicate process to navigate the relationship and provide support in a way that is beneficial for the older adult. Due to these dynamics, LEARN case management services are only provided with the consent of the older adult, and the older adult gets to make decisions about service plans and timelines.

LEARN works in tandem with other support services in Lethbridge to ensure there are no needs left unmet. I utilized the supports of the Senior System Navigation team, Constable Jamie Kenyon with Lethbridge Police Services, Alberta Health Services Home Care and Seniors Addiction and Mental Health, among others, to ensure older adults have wrap around supports in place to assist in all the areas they need help in.

As the case manager, I don't have expectations of those seeking support from LEARN, I just have hope that we can work together and get each person to a point where they are feeling safe and comfortable in their relationships.

Respectfully submitted by  
Amy Cook, BSW, RSW  
LEARN Case Manager





## MEALS ON WHEELS REPORT

---

In 2021, the Meals on Wheels program grew; as the demand increased, changes were necessary.

- client intakes were simplified
- route cards and route books were eliminated
- my seniors was utilized to generate client orders, organize routes and to generate the route delivery sheets with gps mapping
- two additional routes added daily for a total of eight routes, five days a week
- volunteer recruitment and enrollment simplified

Meals on Wheels currently has 80 volunteers that delivered over 24,000 meals in 2021, an increase of 5000 meals from last year. In addition to our regular meal delivery, Meals on Wheels provided large order drop offs for covid positive families in isolation and enrolled high school students transitioning from the youth homeless shelter and back to their communities.

*Select People Solutions and Teamwork Training Ltd.* has been fundraising for Meals on Wheels for 13 years. In 2021, the *23 Days of Christmas* campaign raised approximately \$30,000 and included sponsorships from: Cuppers Coffee and Tea; the Water Tower and Italian Table. Special thanks to all the community sponsors that made this year a great success!

Many thanks to the Quilters Association and individuals that support our program through donations.

Respectfully submitted by  
Shiloh Sabas

In-Home Supports and Volunteer Coordinator



## LSCO DRIVE HAPPINESS REPORT

---

2021 represents the first full year that LSCO Drive Happiness has been operating in our city. The program had 19 volunteer drivers and over 100 regular riders in 2021.

Throughout the year it provided 500 one way rides to seniors in Lethbridge and surrounding communities.

This program has built capacity and independence for seniors to:

- facilitate medical appointments
- buy their own groceries
- food hamper pick ups
- receive vaccinations

AHS South Zone cancer clinics are also using LSCO Drive Happiness to coordinate rides for their patients' frequent treatments and value this program. Thank you to our Drive Happiness partnership team, in Edmonton, that continues to support us in Lethbridge!

Respectfully submitted by  
Shiloh Sabas

In-Home Supports and Volunteer Coordinator



## PROGRAM DEVELOPMENT REPORT

---

During the months of January and February, the Program Department was not able to offer in person programs to LSCO members (due to COVID-19). Some of our instructors did offer classes via Zoom or by recording classes and forwarding to interested participants.

When we re-opened in March a few classes were held with limited space. As the months went by, LSCO adapted to restrictions offering what we could. Participation was low however; there were a very committed number of members who joined us in classes outdoors despite the weather. As time went on participation increased. September through to the end of December saw many more classes/programs offered and a high number of members walking through the doors.

The statistics below show the number of people who participated in activities at LSCO during 2020 and 2021 based on them signing in at the computer upon entrance.

### January 1-December 31

	2021	2020	2019
Drop in Programs	5,362	9,147	20,669
Educational Programs	396	487	1,904
Arts & Crafts	1,190	1,487	2,942
Fitness/Exercise	13,783	10,227	13,069

I am closing with messages that were forwarded during restrictions.

*"It was wonderful hearing from you. During these months of restrictions, it has been increasingly clear to me how important my classes at the LSCO are to my overall well-being. I miss my morning routine of classes, and of course, the socializing and chitchat."*

*"I know there are a lot of people just biding their time until it opens up again. You guys are the life line for a lot of people so never doubt you are missed."*

*"It is a great joy to see members and non-members return to LSCO. Take care everyone."*

Respectfully submitted by  
Shawn Hamilton  
Program Manager