

LETHBRIDGE SENIOR CITIZENS ORGANIZATION

ANNUAL REPORT

2022

LSCO LETHBRIDGE
Senior Citizens
ORGANIZATION
Community Centre



ANNUAL GENERAL MEETING

Tuesday, March 28, 2023

1:00 PM

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 (quorum equals 50)

2. Call to Order

3. Approval of AGM Agenda

4. AGM Minutes of March 29, 2022

5. Annual Reports

- a) Auditor's Report
- b) Executive Director's Report

6. Elections

- a) Present slate of Candidates for 2023-2024

7. Special Resolution

Moved: Liz Iwaskiw

Second: Veronica Panich

WHEREAS LSCO strives to provide the best possible services, supports and programs at an affordable price; and,

WHEREAS LSCO has not has an operating surplus for a number of years; and,

WHEREAS increased operating costs have forced us to look for additional revenue: and,

WHEREAS Membership fees have remained static for over 15 years;

THEREFORE, BE IT RESOLVED THAT the LSCO Membership Fee be raised to \$55.00, effective immediately.

8. Special Resolution

Moved: Liz Iwaskiw

Second: Reg Dawson

WHEREAS LSCO has become a leader in local, Provincial and National Seniors initiatives; and

WHEREAS LSCO has done so by embracing an operational philosophy of collaboration and partnership; and

WHEREAS LSCO continues to seek collaboration and partnership opportunities to achieve the best outcomes for seniors, our community, and this organization; and

WHEREAS one of our current service partners has indicated an openness to discuss a service and/or organizational merger;

THEREFORE, BE IT RESOLVED THAT the LSCO Board of Directors and Management engage in an in-depth discussion with said partner organization to develop an informed understanding of whether a merger of any type would be beneficial; and

FURTHER BE IT RESOLVED THAT the Board and Management will hold a Special Meeting of LSCO membership to present a recommendation that requires membership approval to implement.

9. Adjournment

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

1. Guest: Mandi Parker (or Designate), City of Lethbridge. Presentation on upcoming parking lot solar power project (revised from 2022)

2. Q and A

3. Adjournment

ANNUAL GENERAL MEETING MINUTES

March 29, 2022

1. Welcome & Acknowledgments

- a.) Land acknowledgement
- b.) Moment of Silence for all LSCO members that passed away in the last year.
- c.) Members present: 57 members present, a quorum was declared.
 - 46 Proxy
 - 8 in attendance
 - 3 zoom

2. Call to Order

- a.) Meeting called to order at 1:20pm

3. Approval of Agenda

Keith, second by Sandy Gibson moved that the agenda be accepted. All in favor, Opposed none. Carried

4. Approve of Minutes March 31, 2021

Moved the minutes to be accepted as presented. Merri-Ann Second by Keith, 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, 2021. Darren met with the Board for approval of the Audited financial statements on March 24, 2022.

Highlights

Statement of Financial position as of Dec 31, 2022. \$691,804, down slightly from previous year.

Total Revenue is down almost 400,000 from pre Covid years. (2019) and approx 100,000 from last year.

Expenses are very similar to last year. Salary & wages show a slight decline from last year.

Overall revenues less expenses including Covid related subsidies, LSCO had a loss of \$154,890.00

Motion by Craig, Second Kendal Gibson to accept the audited financial statements as presented by Darren Adamson of Avail CPA. All in Favor, Opposed none. Carried

Darren thanked Jodie and LSCO Team for their cooperation during the Audit.

Rob thanked Darren, and his firm for providing the Audit again this year. Rob thanked Jodie and Chris in the accounting department for their work and excellent organization once again for the Audit process.

Rob continued to thank LSCO staff for all their hard work especially during the last couple of years for the continued support and work to support our members and community.

- b.) Executive Director's Report - 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. LSCO 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.

Here are some highlights from 2021.

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

- 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 & Diane.
- Shawn and her fitness team amazingly adapted to the open/closed/open environment by delivering fitness services utilizing a variety of methods.
- Our front desk staff, Kari & Diane, handled front of house duties which included vaccination checks
- Heather, Lead Senior System Navigator, and Amy L., Senior 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.

- Amy C, LEARN Case Manager, provided crisis support and links to services for those experiencing elder abuse. Joanne, on loan to Alberta Elder Abuse Awareness Council, was a Casework Advisor to LEARN.
- Shiloh, LSCO In Home Supports & Volunteer 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 & Snow Removal Program). This unit also supports LSCO Drive Happiness and the Subsidized Homemaking Services.
- Sharon, Adult Day Program Coordinator, conducted wellness checks with Adult Day Program participants and assisted Diane and Kari with entrance checks.
- Chris, Finance Tech, continued to pitch in wherever she was needed! In addition to the duties in the finance office, Chris helped in the kitchen and with MOW!
- 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 & Nancy produced a breathtaking and moving show that was likely the finest musical performance in our area in 2021.
- Jodie, LSCO Operations Manager, ensured that LSCO followed the former Restriction Exemption Program and was responsible to maintain our COVID-19 mitigation efforts. Jodie’s work in 2021 was invaluable to the ongoing success of our operations.
- 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 & Housing Stakeholders, Alberta Association of Senior Centers, Pan-Canadian Age Friendly Communities Reference Group, Provincial Social Prescribing Working Group, Canadian Social Prescribing Community of Practice.

6. Election

a.) Present slate of Candidates for 2022-2023.

President-Elect

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

Motion by Sandy, second Sheri approved to accept the 2022-2023 Slate of candidates. All in favor. Opposed none. Carried

7. Adjournment

Motion by Keith, Second by Craig that the AGM meeting adjourned @ 1:37pm. All in Favour. Opposed None. Carried

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

Q & A with Members -LSCO Trade show is 85% sold out LSCO Clubs will also have spots available for those that want.

Adjournment

LOOKING BEHIND LOOKING AHEAD

Message from the President

2022, in my opinion, was one of the most challenging years for non profit organizations. For LSCO two words come to mind, resiliency, and ingenuity.

Our staff, our volunteers and our donors demonstrated commitment to our organization. Thank you, your loyalty kept the doors open for our members and clients!

Financially we seemed to have turned the corner and have learned a lesson. In the coming years we will focus more attention on long term fund development.

LSCO, and society, seem destined to witness numerous changes in the next few years. Changes bring opportunities and we want to be positioned to take advantage of the opportunities that benefit us.

The audited financial report affords a look in the rear-view mirror to recognize the issues that were beyond our control , those that we handled well, or might want to handle differently if ever faced with a pandemic again.

The Audited Financial Statements are for the membership, please review them and raise any questions, concerns, or suggestions.

Respectfully submitted by:

Keith Sumner
2022-23 LSCO Board President

LETHBRIDGE SENIOR CITIZENS ORGANIZATION	
APPROVED BUDGET	
For the year ended Dec 31, 2023	
Revenue	
Food Services	447,100.00
Lottery/ Boutique/ Parking etc	55,400.00
Meals on Wheels	220,000.00
Provincial & Municipal Grants	604,924.00
Grant - Other	312,638.00
Donations	144,290.00
Fundraising	150,000.00
Programs	235,000.00
Bingo & Casino	90,000.00
Memberships	60,000.00
Room Rentals	5,395.00
Senior Support & In Home Supports	72,300.00
Newspaper Advertising	48,000.00
External Partnerships - Lifeline	4,000.00
Shared Admin Allocations	319,280.00
Total Revenue	2,768,327.00
Expenses	
Food Services	447,100.00
Lottery/ Boutique/ Parking/ Admin Allocation	119,720.00
Meals on Wheels	324,250.00
Wages & Benefits	966,960.00
Fundraising Expense	60,000.00
Building Lease	215,000.00
Programs	240,000.00
Senior Support & In Home Supports	134,460.00
Office Supplies	37,350.00
Insurance	28,000.00
Professional Fees	19,400.00
Marketing	16,280.00
Volunteer	9,500.00
Repairs & Maintenance	38,750.00
Interest & Bank Charges	17,500.00
Newspaper Printing	15,500.00
Telephone	15,202.00
Travel & Staff Development	13,050.00
Supplies & Equipment	2,750.00
Capital & Depreciation	47,555.00
Total Expense	2,768,327.00
Excess (deficiency) of	
Revenues over Expenditures	0.00

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, 2022, 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, 2022, 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:



CHARTERED PROFESSIONAL ACCOUNTANTS

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 21, 2023

A handwritten signature in black ink that reads "Avail LLP". The signature is written in a cursive, flowing style.

Chartered Professional Accountants

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
STATEMENT OF FINANCIAL POSITION
As at December 31, 2022

	2022	2021
ASSETS		
Current		
Cash	\$ 163,741	\$ 245,146
Marketable securities (note 3)	106,433	104,142
Accounts receivable (note 4)	173,764	133,237
GST receivable	1,622	2,085
Prepaid expenses	10,985	11,782
Inventory	23,920	27,511
	480,465	523,903
Capital assets (note 5)	152,731	167,901
	\$ 633,196	\$ 691,804

LIABILITIES AND FUND BALANCES

Current		
Accounts payable and accrued liabilities (note 6)	\$ 96,125	\$ 129,632
Deferred revenue (note 7)	107,439	104,952
	203,564	234,584
Canada Emergency Business Account (note 8)	40,000	40,000
	243,564	274,584
Fund balances		
Unrestricted fund	3,314	-
Internally restricted fund	233,587	249,319
Capital asset fund	152,731	167,901
	389,632	417,220
	\$ 633,196	\$ 691,804

Approved on behalf of the board

Director Keith Sumner

Director Reg Dawson

LETHBRIDGE SENIOR CITIZENS ORGANIZATION

STATEMENT OF OPERATIONS

For the year ended December 31, 2022

	Operating fund	Consolidated gaming fund	Capital asset fund	2022	2021
Revenue					
Food services (schedule 1)	\$ 418,469	\$ -	\$ -	\$ 418,469	\$ 348,325
Special activities (schedule 2)	89,714	-	-	89,714	55,102
Meals on Wheels (schedule 3)	316,016	-	-	316,016	306,722
Provincial and municipal grants	449,694	-	-	449,694	361,404
Grants - other	107,548	-	-	107,548	136,167
Rental	4,743	-	-	4,743	103,829
Programs	201,326	-	-	201,326	82,286
Senior support	64,390	-	-	64,390	49,753
Newspaper advertising	41,324	-	-	41,324	33,599
Donations	308,899	-	-	308,899	32,263
Bingo - external	-	51,660	-	51,660	28,746
Memberships	51,243	-	-	51,243	27,340
Fees for services	3,700	-	-	3,700	4,785
	2,057,066	51,660	-	2,108,726	1,570,321
Expenses					
Food services (schedule 1)	414,586	-	-	414,586	319,829
Special activities (schedule 2)	57,818	-	-	57,818	51,673
Meals on Wheels (schedule 3)	369,430	-	-	369,430	320,701
Wages and benefits	759,899	-	-	759,899	677,504
Rent	153,647	51,660	-	205,307	201,794
Senior Support	50,454	-	-	50,454	44,698
Office supplies	44,408	-	-	44,408	32,084
Programs	66,904	-	-	66,904	28,350
Repairs and maintenance	26,942	-	-	26,942	27,191
Insurance	25,726	-	-	25,726	22,552
Professional fees	17,953	-	-	17,953	17,374
Volunteer	6,691	-	-	6,691	16,730
Advertising	11,260	-	-	11,260	16,074
Interest and bank charges	16,407	-	-	16,407	10,894
Newspaper	14,247	-	-	14,247	8,525
Telephone	7,505	-	-	7,505	7,859
Travel and staff development	12,535	-	-	12,535	7,498
Supplies and equipment	-	-	-	-	1,100
	2,056,412	51,660	-	2,108,072	1,812,430
Excess (deficiency) of revenue over expenses from operations	654	-	-	654	(242,109)

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
STATEMENT OF OPERATIONS
For the year ended December 31, 2022

	Operating fund	Consolidated gaming fund	Capital asset fund	2022	2021
Other income (expense)					
Canada Emergency Wage Subsidy	-	-	-	-	108,657
Canada Emergency Rent Subsidy	-	-	-	-	13,650
Interest and investment income	2,660	-	-	2,660	2,511
Amortization	-	-	(30,902)	(30,902)	(37,599)
	2,660	-	(30,902)	(28,242)	87,219
Excess (deficiency) of revenue over expenses	\$ 3,314	\$ -	\$ (30,902)	\$(27,588)	\$(154,890)

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
STATEMENT OF CHANGES IN FUND BALANCES
For the year ended December 31, 2022

	Operating fund	Internally restricted fund	Capital asset fund	2022	2021
Balance, beginning of year	\$ -	\$ 249,319	\$ 167,901	\$ 417,220	\$ 572,110
Excess (deficiency) of revenue over expenses	3,314	-	(30,902)	(27,588)	(154,890)
Purchase of capital assets	-	(15,732)	15,732	-	-
Balance, end of year	\$ 3,314	\$ 233,587	\$ 152,731	\$ 389,632	\$ 417,220

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
STATEMENT OF CASH FLOWS
For the year ended December 31, 2022

	2022	2021
Cash flows from operating activities		
Deficiency of revenue over expenses	\$ (27,587)	\$ (154,890)
Change in non-cash working capital items		
Amortization	30,902	37,599
	3,315	(117,291)
Change in non-cash working capital items		
Accounts receivable	(40,527)	17,623
Marketable securities	(2,291)	(2,142)
Prepaid expenses	797	(2,186)
Inventory	3,591	(6,241)
Accounts payable and accrued liabilities	(33,508)	60,454
GST receivable	463	2,675
Deferred revenue	2,487	20,649
Total operating activities	(65,673)	(26,459)
Cash flows from investing activity		
Purchase of capital assets	(15,732)	(13,300)
Net increase (decrease) in cash equivalents	(81,405)	(39,759)
Cash, beginning of year	245,146	284,905
Cash, end of year	\$ 163,741	\$ 245,146

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
SCHEDULES TO THE FINANCIAL STATEMENTS
For the year ended December 31, 2022

Schedule of food services

Schedule 1

	2022	2021
Revenue		
Cafeteria sales	\$ 408,878	\$ 301,620
Catering	6,793	2,905
Dish rental	2,799	1,601
Canada Emergency Wage Subsidy	-	42,199
	418,470	348,325
Expenses		
Food purchases	208,815	139,001
Salaries and wages	141,402	142,363
Kitchen supplies	46,037	31,635
Maintenance	16,137	3,534
Advertising	1,501	-
Equipment	693	3,296
	414,585	319,829
Excess of revenues over expenses	\$ 3,885	\$ 28,496

Schedule of special activities

Schedule 2

	2022	2021
Revenue		
Fundraising	\$ 44,251	\$ 27,595
Lottery tickets/commissions	37,081	22,387
Boutique	4,689	1,318
Other	2,659	2,302
Transit passes	1,035	1,321
Daily draw	-	179
	89,715	55,102
Expenses		
Lottery tickets/commissions	35,062	20,171
Fundraising	22,112	30,221
Transit passes	644	1,281
	57,818	51,673
Excess of revenue over expenses	\$ 31,897	\$ 3,429

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
SCHEDULES TO THE FINANCIAL STATEMENTS
For the year ended December 31, 2022

Schedule of Meals on Wheels

Schedule 3

	2022	2021
Revenue		
Meal sales	\$ 213,683	\$ 205,205
Service payment - City of Lethbridge	52,000	52,000
Fundraising	28,000	-
Donations	22,333	49,517
	316,016	306,722
Expenses		
Food purchases	277,400	238,059
Wages and benefits	59,394	61,549
Supplies	31,981	18,041
Advertising	655	3,052
	369,430	320,701
Excess (deficiency) of revenues over expenses	\$ (53,414)	\$ (13,979)

LSCO BOARD OF DIRECTORS

2022– 2023 LSCO BOARD OF DIRECTORS

President	Keith Sumner
Immediate Past President	
Treasurer	Merri-Ann Ford
Secretary	Craig Rumer
Board Member	Liz Iwaskiw
Board Member	Reg Dawson
Board Member	Veronica Panich (Acting)

2023 – 2024 BOARD OF DIRECTORS SLATE OF CANDIDATES

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

EXECUTIVE DIRECTOR'S REPORT

1,366
LSCO Members

279
New LSCO Members

128
LEARN Clients

45,222
Facility Visits

21
Staff Members

409
SSN Clients

12,751
Meaningful Interactions

300
Volunteers

Welcome to the 47th Annual General Meeting of the Lethbridge Senior Citizens Organization. 2022 was an interesting year for LSCO. The COVID-19 pandemic restrictions waned and we were looking forward to our members and participants returning to all things LSCO. But people were hesitant to return, reluctant to be in groups and not wanting to dine out. By the end of May, our financial outlook was shaky and our request to members for donations fell on deaf ears. In the summer, our program uptake began creeping upward and by the Fall Program season we were nearly fully subscribed. During the Fall, our Dining Room patrons began coming back as well – and by year end dining numbers were almost back to pre-COVID levels.

The common factor throughout 2022 is that we continued to support our community. We continued to pursue 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:

Here are some LSCO highlights from 2022

Our consistent response to issues ensured LSCO was a services leader for the whole community, not just for our older population:

a. Shawn and Andrea met the needs of our members and program participants by offering a huge variety of groups, activities and classes which made returning to LSCO an easy decision.

b. Our Support Services team was integrated under Heather, Support Services Manager and Lead Seniors System Navigator. She also led the Seniors Community Services Partnership (SCSP) Seniors System Navigator (SSN) team which included SSN's at Nord-Bridge, Lethbridge Housing Authority and Canadian Mental Health Association to provide an innovative and nationally recognized outreach service for our community. **Amy L., became the SSN Supervisor** and provided much needed front-line support for the team. **Katie started her role as Intake Worker** for the team and provided that important first step for those seeking assistance. **Connie Marie deftly guided the Community Connect program**, our service to reach isolated seniors. **Shiloh, LSCO Volunteer & In-Home Supports Coordinator, provided support and direction to her 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 group also supports LSCO Drive Happiness and the Subsidized Homemaking service. **Doing double-duty, Kari and Diane also handled front of house duties.**

c. **Our Food Services team of Fred (Chef), Lachlan (Line Cook) and Georgette (Cashier) ensured that our customers received great food at affordable prices with great service.** Fred and Lachlan also prepared over 120 meals per day for Meals on Wheels to a customer base of over 300. Our dedicated corps of volunteers continued to help pack and deliver meals to those in need, supported by Shiloh and Diane.

d. **Amy C., LEARN Case Manager,** provided vitally important crisis and post-crisis support and referral to community services for those experiencing elder abuse. Thanks to our former Case Manager, Joanne, who acted as Casework Advisor to LEARN until she left to coordinate the Alberta Elder Abuse Awareness Council.

e. **Sharon, in her 31st year as Adult Day Program (ADP) Coordinator,** continued to provide services to ADP clients in addition to helping out at the front door.

f. **Jodie, LSCO Operations Manager,** contributed in a manner for which only she can – being the go-to person for many things around LSCO. Chris, Finance Tech, continued to pitch in wherever she was needed as well as filling her regular financial responsibilities!

g. **LSCO presented the fabulous performance of “It’s A Wonderful Life, A Live Radio Play”** which was directed by Fran Rude with Nancy Graham running the back of the house. Once again, this show highlighted the high quality of our local talent.

h. **Hannah jumped in with both feet in her new role** as Marketing and Fund Development Coordinator as she started just a few weeks prior to “It’s A Wonderful Life”.

i. **Many thanks to Lisette, who retired** at the end of the year after many years of great contribution as our Media and Marketing Coordinator.

j. **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 a difficult year. We look forward to effectively serving our community beyond 2023.

Respectfully submitted by:

Rob Miyashiro
Executive Director



OUR VISION MISSION & VALUES

Our Vision

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

Our Mission

To provide older adults with:



Opportunities for community and social engagement



Advocacy and voice at individual and systemic levels



Activities which meet their physical, emotional and intellectual needs



Services which enhance their quality of life

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

Our Values

At LSCO, we have a set of values and beliefs that serve as the foundation for our decisions, behaviors, and actions. We aim to live these values in everything we do.

- 1 LSCO values ethical, positive leadership.**
We will lead with honesty and transparency, taking a respectful approach to others.
- 2 LSCO values inclusion and respects diversity in our community.**
We will make our best effort to accommodate needs.
- 3 LSCO will provide a safe and supportive environment.**
We will treat people fairly and will have zero tolerance for abuse and harassment.
- 4 LSCO will operate with a clarity of purpose.**
We will improve lives
We will share knowledge
We will work toward our Mission and Vision
We will do the best with what we have
- 5 LSCO will be a full member of our community.**
We consider our community to be our members, our region and our province.
We have a sense of responsibility to our community
We 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**
We are a welcoming, collaborative, enthusiastic and friendly place.

SOCIAL SERVICES REPORT

On-site Support Services

LSCO continued to offer other various on-site support services including:



Free 15-minute neck & shoulder massages offered the Lethbridge College Massage Therapy Students



Monthly access to Dr. Bolo-kowski from Chinook Foot and Ankle Clinic



Monthly access to Lethbridge Hearing Clinic screening



Seasonal Flu Shot Clinics offered 186 flu shots in October which were delivered through 2 separate pharmacies



Monthly access to 15 minutes of advice through Alger, Zaidiek and Shapiro Law Firm to community members in need of legal support.



AHS Day Treatment Centre offered weekly Recharge & Reconnect socialization groups onsite supporting many individuals interested in socialization opportunities within the community

In June 2022, LSCO added the Community Connect Program (formally known as Keep in Touch, operated by Volunteer Lethbridge) to its host of programs. This program fit well with all the social service supports offered through LSCO and optimized options for vulnerable seniors in need. The transition of the program from Volunteer Lethbridge to LSCO occurred in May 2022 and supported both program participants and volunteers wishing to stay connected. With this transition came the ability to offer on-site socialization to isolated seniors with the goal being to increase community connection outside of the friendly phone calls provided – in essence increasing “Community Connections”.

LSCO was also approached by the University of Alberta - Nursing Department to support the provincial discovery of caregiver burnout and needs re: resources and support. LSCO offered connection to local caregivers currently accessing In Home Supports, AHS programs and the COMPASS for the Caregiver ensuring local representation was part of the provincial picture.

Adult Day Program

After more than two years, the Adult Day Program resumed in October 2022. The program has welcomed back its members once a week on Thursdays from 1:00 – 3:00 p.m. The Adult Day Program gives individuals with limitations the opportunity to participate with other adults in a variety of activities. It provides an environment that promotes social, physical and mental stimulation and a change from every day activities. Individuals experience an increased sense of self-worth by participating in activities within their capabilities.

Respectfully Submitted by **Sharon Appelt**, Adult Day Program Supervisor

“ My SSN has been the voice of reason. I understand what she’s saying and how it affects me. Between homecare and doctors and trying to keep busy, it’s all so much at the same time. I work with lots of different supports and she’s really helping me navigate everything. A lot of the stuff that we’re working on, I have tried and tried but it just doesn’t seem to work for me so thank you for helping me do things I wouldn’t have done on my own.

- SSN Client ”

New Initiatives

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

1 COMPASS for the Caregiver Support Group

Two Seniors System Navigators (1 housed at LSCO and 1 housed at Nord-Bridge) maintained COMPASS for the Caregiver training specific to caregiver burnout and subsequently offered 4 in-person sessions to community members struggling with the role as a caregiver. These groups were well 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.

2 Single Session Counselling

In an effort to help older adults embrace the value of counselling, Lethbridge Family Services (LFS) has a registered counsellor available on the 2nd floor of LSCO twice each month. Single, 1.5 hour sessions are delivered to older adults free of charge. The goal of these sessions is to be easily accessible to older adults who might be interested in trying counselling or speaking to a professional about a problematic situation in need of solutions or coping strategies. In 2022, LSCO and LFS supported 32 older adults, 78% of whom opted to seeking longer term counselling, reporting their introduction extremely valuable.

3 Mobile Food Support

The Lethbridge Food Bank approached LSCO in March 2022, in hopes of offering improved accessibility to older adults and the rest of the community. Since that time, the Lethbridge Food Bank has reported the location to be extremely successful often running out of available hampers.

4 Hosted Bachelor of Social Work & Master of Social Work Practicum Students

During this year, LSCO staff supported the professional development of social work students out of the University of Calgary and Wilfred Laurier University. Hosting students allowed us to expose new & upcoming professionals experience in community development, clinical service delivery and needs specific to our aging community.

5 Hosting Educational Presentations

In April 2022, LSCO hosted Westbridge Pharmacy who delivered a “Medication Management & Safety” presentation. Unfortunately, the presentation was not well attended as LSCO was still experiencing low on-site attendance numbers coming out of the pandemic. One positive however, was that this presentation partnership did result in a working relationship for the Seniors System Navigation Team with one of pharmacists who remains extremely accessible and supportive in unique situations in which both medication management & affordable cost options are needed.

Delivery of Social Service Supports

Seniors System Navigation Team:

In 2022, the Seniors System Navigation Team worked hard at interagency collaboration and establishing additional community partnerships to strengthen service delivery to the older adults in our community.

The team of frontline services providers, housed within the community at LSCO, Nord-Bridge Senior Seniors Centre, Lethbridge Housing seniors' buildings and with CMHA at the Library, under the supervision of the Team Lead continued to provide support to older adults over the age of 60 with:

- Family conflict resolution
 - Access to financial programs and in-home supports/resources (GIS, ASB, AISH, SHARP)
 - Outreach supports to experiencing challenges identified by the LSCO in-home support programs
 - Facilitate property tax arrears solutions when flagged by the City of Lethbridge Tax Department
 - Support coordination of medical support (Doctor/ Geriatrician/Psychiatrist or Nurse Practitioner involvement)
 - Grief/loss support
 - Life adjustment supports
 - Wellness support provided to MOW clients who were extremely vulnerable
 - Coordination of legal services, debt resources
 - Facilitation of referrals to other resources via warm hand off
- Home visits/in-person visits were completed with 403 seniors and included:
- Collection of items to meet basic needs (food hampers, furniture, personal items, clothing)
 - Support health care involvement and follow through
 - Coordination of housing – Green Acres Foundation Lodge tours and admissions, LHA applications
 - Warm hand offs to other community resources
 - Elder abuse detection and support delivered in collaboration with LEARN Case Manager
 - Post crisis management support to LEARN CM

The Seniors System Navigation Team continues to partner with seniors focused community service serving agencies including: Lethbridge Housing Authority, Nord-Bridge Seniors Association and Lethbridge Family Services – Counselling, Outreach & Education (LFS-COE). The partnership endured funding cuts, eliminating the delivery of services through both CMHA and Volunteer Lethbridge. Fortunately, however the work done through the SCSP and the SSN Team in particular drew both provincial and national recognition, allowing us to secure private grant funding for a 3 year period to support the development and delivery of a provincial service model for Social Prescribing for Seniors. LSCO has been recognized as leaders in this national initiative and is active in ensuring that seniors are receiving the most effective services. 2023 will bring exciting work specific to the development provincially of a Social Prescribing for Older Adults service deliver system – of which LSCO will be at the forefront.

Through collaborative efforts, we remain driven to provide the highest quality of support for the entire aging community of Lethbridge.

Respectfully submitted by:

Heather Bursaw, MSW RSW

Seniors System Navigation Team Lead/Social Worker



FUND DEVELOPMENT REPORT

Funds Raised



\$609,242

Grants



\$44,251

Fundraising Revenue



\$56,232

Donations



\$51,660

Bingo Revenue

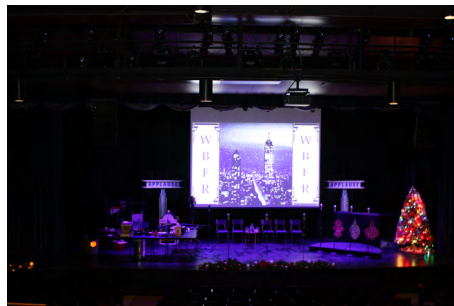
Highlights



23 Days of Christmas raised \$28,000 for MOW



LSCO Quilting Club raised \$1500 with their quilt raffle fundraiser



It's a Wonderful Life Radio Play was hit! Thank you to our sponsors and everyone who bought tickets, spread the news and volunteered



Live Well Showcase had over 70 vendors and raised \$15,540



LSCO Pancake Breakfast for Whoop Up Days was a blast

Thank you to everyone who contributed to the LSCO in 2022. We are so thankful to have an amazing community that is willing to give back.



Respectfully submitted by:

Hannah Dupuis, BA, BMgt
Fund Development & Marketing Coordinator

VOLUNTEER REPORT



This year the National Volunteer theme is "Volunteering Weaves Us Together." Each volunteer's contributions of time and energy are valued and meaningful; building a stronger community for all of us.

In 2022, the volunteer program at LSCO is rebuilding and expanding. The following categories and hours logged reflect how each volunteer thread weaves our community together.

Thank you to all of our LSCO volunteers. Your gifts of time, talents, energy and dedication to our community is inspiring.

Respectfully submitted by:

Shiloh Sabas

In Home Supports & Volunteer Coordinator

Volunteer Hours



2,100
Boutique



2,100
Bingo



750
Community Connect



2100
Drive Happiness



10
Food Bank Hamper Delivery



3800
Food Services



6100
Meals on Wheels



900
Program & Admin Needs



IN HOME SUPPORTS REPORT

LSCO In Home Support Programs are designed to support seniors living in their own homes to maintain independence. They also provide social support to reduce isolation and connect them to available resources. Many of the support programs that LSCO offers rely on volunteer service to accomplish these goals and meet the growing needs in our community.

“*My husband has dementia and I take care of him at home. It was getting so hard for me to cook for him every day. We have been getting meals for a few months now and add a salad to our meals. I finally feel like I am feeding him the proper food and not as worried about what I am going to cook for him. I appreciate the delicious meals and want the volunteers to know they make a difference in my life 5 days a week.*

- MOW Client



Community Connect

Community Connect began operating out of LSCO in June of 2022. This program provides isolated seniors with a consistent and weekly telephone call from a trained volunteer. This one on one pairing with a volunteer provides emotional and social support to older adults experiencing loneliness; it also connects the clients with resources and supports available in the community. Once a month LSCO hosts a Community Connect meet and greet that allows a safe space for the client and volunteer to meet and connect in person. In six months this program had approximately 50 on going pairings between a volunteer and older adult; as well as over 700 hours of volunteer service.



Meals On Wheels

In 2022, the Meals on Wheels program continued to grow. Throughout the year, 80 volunteers delivered 27,000 meals to over 300 people in our community.

Select People Solutions and Teamwork Training Ltd. has been fundraising for Meals on Wheels for 14 years. In 2022, the 23 Days of Christmas campaign raised approximately \$30,000 and included sponsorships from: Cuppers Coffee and Tea; Italian Table and Urban Grocer. Thank you to the community sponsors and individual donors that continue to support our program.

Special thanks to the Quilters Association that generously donated handmade quilts to clients that were ill or in need of a warm blanket.

150+

Homemaking,
Lawn & Snow
Clients

59

Community
Connect
Pairings

1400

Rides

300+

MOW Clients

27,000

Meals Delivered

“ My dad lives in Lethbridge and I live 8 hours away. He is almost blind and cleaning his apartment is physically impossible for him. Having a regular housekeeper helps my dad and I so much. Without it, he would have had to move into a lodge or assisted living years ago. Thank you for providing a service that he can afford that keeps him safe and comfortable in his place.

- Daughter of a Housekeeping Client ”

Homemaking Services

In 2022 LSCO employed 3 housekeepers to provide subsidized, light housekeeping to approximately 45 clients per month. This valuable support program provides 2 hours of housekeeping every 2 weeks, to clients that have physical limitations. This program is in high demand, in our community and the waitlist is long. We look forward to continued support from the City of Lethbridge to provide clients this support service.

LSCO Drive Happiness

In 2022, LSCO Drive Happiness operated with 26 volunteer drivers and provided 1400 one way rides, an increase from 2021 of almost 300%. This program continues to support seniors independence and reduces isolation in our seniors. It provides a cost effective ride option for seniors needing transportation for:

- medical appointments,
- grocery shopping
- socializing events

Special thanks to our Edmonton Drive Happiness team for their continued support in Lethbridge and Southern Alberta.

Food Bank Hamper Delivery

Through the work done by the Seniors System Navigation Team, barriers around food accessibility for older adults became very evident. For seniors in need of food hampers, the mere process for older adults to physically collect a food hamper, carry it to their mode of transportation (ie. personal vehicle, city bus, Access-a-Ride or friend) and then inside of their home is extremely challenging, especially if there are age/health related challenges. In October 2022, LSCO responded by developing a delivery mechanism (sustained by a small donation) in which a volunteer collects & delivers food hamper monthly for older adults experiencing health, age or financial vulnerabilities. This was developed in partnership with both Interfaith Food Bank and Lethbridge Food Bank.

Respectfully submitted by:

Shiloh Sabas

In Home Supports & Volunteer Coordinator

LEARN CASE MANAGER REPORT

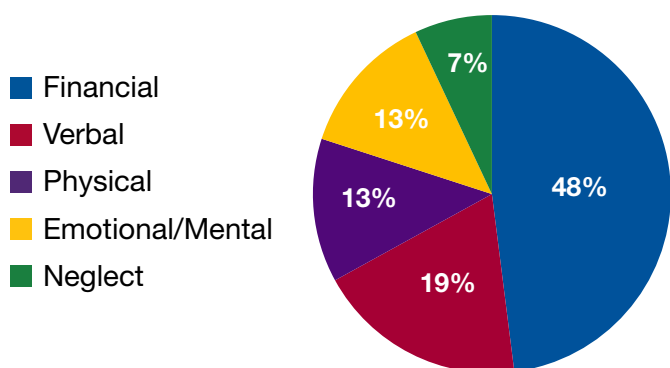
2022 brought on some change and growth for the Lethbridge Elder Abuse Response Network (LEARN) program. However, we are still being funded by Victims of Crime and we have been extended until March of 2024!

In total, LEARN provided case management services to 128 older adults in 2022. This is more than double the amount of people LEARN provided support to in 2021.

LEARN looks to support those experiencing multiple different types of abuse; financial, verbal, emotional, physical, sexual, and neglect.

It is very important to note that multiple types of abuse can, and often do, occur simultaneously. For example, emotional abuse is almost always taking place when abuse is reported to LEARN, as it is a method of achieving power and control in cases where physical, verbal, or financial abuse are happening. With that in mind, of the 128 files, 48% presented with financial abuse being the main concern, 19% presented as verbal abuse cases, 13% were investigated for physical abuse and another 13% were also pertaining to emotional/mental abuse. Finally, 7% of files were regarding cases of neglect.

Primary Types of Elder Abuse in LEARN Clients



21% of the total files managed in 2022 were cases of domestic violence. Other offenders reported to LEARN included adult children/other family members, caregivers or “friends.” 56% of all 128 reports identified family members, including adult children, nephews, sisters, or grandchildren, as the alleged abuser. Most commonly, adult sons were identified to be the alleged abusers, and in only one case was a parent identified. No reports were made where a niece or brother was reported to be the alleged abuser. 12 files identified the alleged offender to be someone who positioned themselves in the role of a friend or informal care giver. In these cases, financial, verbal, and physical abuse occurred, as well as neglect.

Following trend of all previous years, the most common type of abuse LEARN received referrals for was financial abuse. However, this can look very different for each person.

Sometimes, manipulation and intimidation tactics are used to have an older adult physically hand over funds, whereas in other cases there is a joint bank account, and the older adult remains unaware for quite some time that their money is being misused. The least common type of abuse reported to LEARN is sexual abuse. In 2023,

LEARN received no referrals for sexual abuse, however, this does not mean it is not happening, unfortunately, as sexual abuse is also the most likely form of abuse to go unreported by older adults.

Of the 128 files that were opened in 2022, 10 remain on my caseload as of February 15th, 2023. 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 full input into service plans and safety plans. Every service plan and safety plan is unique to the situation and the older adult's needs and desires.

LEARN works in tandem with other support services and agencies to provide the most comprehensive and all-encompassing support possible. I utilized the supports of the Senior's Community Service Partnership, the 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. I also rely on the expertise of those apart of the LEARN Coordinated Community Response Network to guide older adults to meet their goals achieve safety. The LEARN CCR is currently comprised of 22 different senior servicing agencies and although LEARN only staffs one case manager, LEARN also receives volunteer support and the support

of many professionals to increase safety and decrease the risk of elder abuse for those in our community.

I look forward to being able to support many more older adults in the years to come!

Respectfully submitted by:

Amy Cook, BSW, RSW
LEARN Case Manager

Family Violence Prevention Month



World Elder Abuse Awareness Day (WEAAD) Talent Showcase









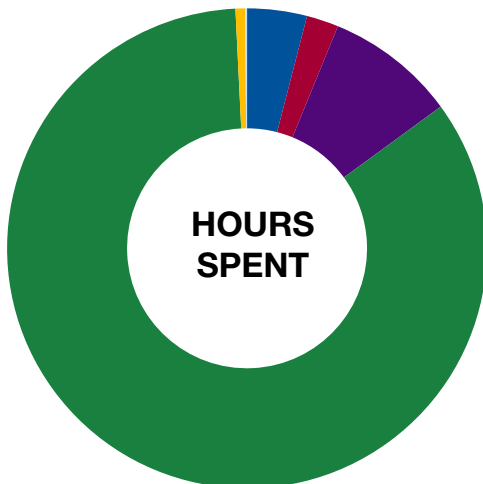
PROGRAM DEVELOPMENT REPORT

The Program Department had a very successful 12 months. Past members, new members, friends and families were excited to be back into a regular routine of exercising in the Fitness Centre or at a fitness class, painting with art instructors, stretching in a yoga practice, playing badminton/pickleball/table tennis, picking out a book from the library and most of all meeting past and new friends followed by a coffee and lots of laughs.

Below are some statistics to review. Keep in mind not all members and guests register at the computers when they enter LSCO. As a result, the numbers in many categories may have been higher.

January 1 - December 31, 2022

		Attendance	Hours Spent
	Drop in Programs Billiards, Scrabble)	680	4,404
	Educational Programs Amateur Radio, Computer Club, iPad, Social Media Classes, Digital Photography, Genealogy	756	2,359
	Arts & Crafts Painting, Drawing, Creative Arts, Carpentry, Knitting	1,931	9,601
	Fitness & Exercise Fitness classes, sports, yoga	29,976	92,254
	Recreation Line Dance, Karaoke	349	710
	Social Events Cards	55	138



If you are interested in participating in one of our many programs please ask or visit the LSCO website: lethseniors.com.

Respectfully submitted by:

Shawn Hamilton
Program Department Manager