

ANNUAL REPORT



2023

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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.

ANNUAL GENERAL MEETING AGENDA

**Tuesday, March 26, 2024
1:00 PM, LSCO Stage Area**

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 25)

2. Call to Order

3. Approval of AGM Agenda

4. AGM Minutes of March 28, 2023

5. Annual Reports

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

6. Elections

- a) Present slate of Candidates for 2024-2025

7. Adjournment

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

- 1. Update on merger discussions with Green Acres Foundation
- 2. Q and A
- 3. Adjournment

LSCO ANNUAL GENERAL MEETING MINUTES

March 28, 2023

1. Welcome and Acknowledgements

- a) Land Acknowledgement
- b) Moment of silence for LSCO members who have passed on
- c) Number of members present: 67 members present, a quorum was declared
 - 26 Proxy
 - 41 in attendance

2. Call to Order

- a) Meeting called to order at 1:10 pm

3. Approval of AGM Agenda

MOTION: Michael Ryan moved that the agenda be accepted.

SECOND BY: Kendall Gibson.

CARRIED All in favor, Opposed none.

4. AGM Minutes of March 29, 2022

MOTION: Ken Moore, moved the minutes to be accepted as presented.

SECOND BY: Chris Lowings.

CARRIED All in favor. Opposed none.

5. Annual Reports

a) Auditor's Report

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, 2022.

Darren met with the Board for approval of the Audited financial statements on March 21, 2023.

Highlights

Statement of Financial position as of Dec 31, 2023. \$633,196, down slightly about \$59,000 from previous year.

Total Revenue is up about 539,000 from last year. Expenses are very similar to last year. Salary & wages show a slight decline from last year.

Overall revenues less expenses LSCO had a loss of \$27,588

Re Donation - be on the record that the estate be recognized appropriately Carol Sekiya eg (Room recognition)

Question around Meals on Wheels - loss for year and what are we doing to support that.

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

MOTION: David Baldwin, to accept the audited financial statements as presented by Darren Adamson of Avail CPA.

SECOND BY: Ken Moore

CARRIED All in favor. Opposed none.

b) Executive Director's Report

-47th Annual General Meeting of the Lethbridge Senior Citizens Organization. Due to the continuation of the COVID-19 Pandemic, 2022 was again, a difficult year for LSCO. Members were still slow to come back despite the lifting of Covid restrictions. Thanks to the staff for hanging in, as we continued to have a difficult year, doing their jobs and supporting each other in the ways they could.

**Shawn and Andrea met the needs of our members & programs with a huge variety of activities & classes.*

**The Support Services Team - under the direction of Heather, leads the Seniors Community Services Partnership, (SCSP) which includes SSN from our partners, Nord- bridge Seniors, Lethbridge Housing Authority and Canadian Mental Health Association.*

The SCSP continues to provide an innovative and nationally recognized outreach service for our community.

Food Services - Need more volunteers etc LSCO needs to ask for it more and show their gratitude.

Sharon and ADP - Sharon has been running the program for 31 years. Sharon has been a great asset to LSCO over the many years with her work with Developmental and Mental disabilities and her help to LSCO as well. Please wish her well on her next adventures.

6. Elections

a) Present slate of Candidates for 2023-2024

President-Elect

President Keith Sumner Year 1/1

Treasurer Merri-Ann Ford Year 2/3

Secretary Year 0/3

Board Member Liz Iwaskiw Year 3/3

Board Member Reg Dawson Year 3/3

Board Member Veronica Panich Year 1/3

MOTION: Darlene Dahl, to accept the 2023-2024 Slate of candidates

SECOND BY: Mary Lancaster

CARRIED All in favor. Opposed none.

Request to attend Board meetings and to review Board Minutes.

7. Special Resolution

MOVED: Liz Iwaskiw

SECOND BY:: 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.

Motion by Neil Jorgenson, Second Bill to amend the motion for fee increase to \$62.00.

Jorgensen withdrew his amendment to the motion.

Motion by Bill, Second Kendall Gibson, to amend the membership motion to a fee \$70.00. Defeated

Motion by Ken Moore, Second David Baldwin, to amend the motion on the floor for fee increase to \$60.00. Carried

8. Special Resolution

MOVED: Liz Iwaskiw

SECOND BY: 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.

a) Questions

Why are we not informed of the naming of the other organization. LSCO Board of Directors is wanting to have an in depth discussion with the other organization about a possible merger - who does not want to have their name mentioned at this time.

Question or Comment - More information is needed in order to vote on a resolution like this. Is there a timeline? Concerned about transparency.

Discussion will be at a board level.

CARRIED .

9. Adjournment

MOTION: Ken Moore, that the AGM meeting be adjourned @ 1:40pm.

SECOND BY: Michelle

CARRIED

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 (revised from 2022)

Waste Utility and environmental group. Solar Carports

June to Sept 2023.

Construction will not have a huge impact on LSCO except for a couple of stalls.

More update will be communicated as the details

2. Q and A

Parking - City of Employees are parking along the east side of 11th Street. Can they be asked not to park there while the construction is taking place. Is this an expenditure of the City - Yes

Very few parking spaces that this will impact, while not more? Budget constraints.

What is the purpose? - Solar charging parking lots and how they work. To put power back into the grid specifically for the City of Lethbridge.

Where has this been done elsewhere? - Calgary & Raymond

How does LSCO Fund the SS Navigators -Contract with City of Lethbridge for 3 positions as well as funding from a private funder to fund 2.5 positions. Also have applied for another SSN to deal with housing from the City of Lethbridge.

3. Adjournment

LSCO BOARD OF DIRECTORS

2023– 2024 LSCO BOARD OF DIRECTORS

President	Keith Sumner
Immediate Past President	
Treasurer	Merri-Ann Ford
Board Member	Liz Iwaskiw
Board Member	Reg Dawson
Board Member	Veronica Panich
Board Member (Acting)	Neil Jorgensen
Board Member (Acting)	John Usher

2024 – 2025 BOARD OF DIRECTORS SLATE OF CANDIDATES

President Elect	Liz Iwaskiw	(Year 1/1)
President	Keith Sumner	
Treasurer	Neil Jorgensen	(Year 1/3)
Secretary	Veronica Panich	(Year 1/3)
Board Member	Reg Dawson	(Year 3/3)
Board Member	John Usher	(Year 1/3)
Board Member	Merri-Ann Ford	(Year 1/3)

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

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, 2023, 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, 2023, 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 21, 2024



Chartered Professional Accountants

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
STATEMENT OF FINANCIAL POSITION
As at December 31, 2023

	2023	2022
ASSETS		
Current		
Cash	\$ 86,937	\$ 163,741
Marketable securities (note 3)	110,105	106,433
Accounts receivable (note 4)	358,571	175,386
Prepaid expenses	12,628	10,985
Inventory	26,518	23,920
	594,759	480,465
Capital assets (note 5)	145,742	152,731
	\$ 740,501	\$ 633,196

LIABILITIES AND FUND BALANCES		
Current		
Accounts payable and accrued liabilities (note 6)	\$ 93,191	\$ 96,125
Deferred revenue (note 7)	304,929	107,439
	398,120	203,564
Canada Emergency Business Account	-	40,000
	398,120	243,564
Fund balances		
Unrestricted fund	-	3,314
Internally restricted fund	196,639	233,587
Capital asset fund	145,742	152,731
	342,381	389,632
	\$ 740,501	\$ 633,196

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, 2023

	Operating fund	Consolidated gaming fund	Capital asset fund	2023	2022
Revenue					
Food services (schedule 1)	449,776	-	-	449,776	418,469
Special activities (schedule 2)	116,426	-	-	116,426	89,714
Meals on Wheels (schedule 3)	306,278	-	-	306,278	316,016
Provincial and municipal grants	478,051	-	-	478,051	449,694
Grants - other	365,079	-	-	365,079	107,548
Programs	260,680	-	-	260,680	201,326
Donations	144,999	-	-	144,999	308,899
Bingo - external	-	71,633	-	71,633	51,660
Senior support	60,162	-	-	60,162	64,390
Memberships	58,213	-	-	58,213	51,243
Newspaper advertising	40,349	-	-	40,349	41,324
Rental	5,374	-	-	5,374	4,743
Fees for services	2,505	-	-	2,505	3,700
	2,287,892	71,633	-	2,359,525	2,108,726
Expenses					
Food services (schedule 1)	451,763	-	-	451,763	414,586
Special activities (schedule 2)	69,319	-	-	69,319	57,818
Meals on Wheels (schedule 3)	351,835	-	-	351,835	369,430
Wages and benefits	950,583	-	-	950,583	759,899
Rent	133,674	71,633	-	205,307	205,307
Programs	72,657	-	-	72,657	66,904
Senior Support	60,663	-	-	60,663	50,454
Office supplies	48,529	-	-	48,529	44,408
Repairs and maintenance	31,725	-	-	31,725	26,942
Insurance	28,435	-	-	28,435	25,726
Professional fees	24,760	-	-	24,760	17,953
Interest and bank charges	17,642	-	-	17,642	16,407
Newspaper	15,636	-	-	15,636	14,247
Travel and staff development	14,625	-	-	14,625	12,535
Telephone	12,995	-	-	12,995	7,505
Volunteer	11,235	-	-	11,235	6,691
Advertising	10,677	-	-	10,677	11,260
	2,306,753	71,633	-	2,378,386	2,108,072
Excess (deficiency) of revenue over expenses from operations	(18,861)	-	-	(18,861)	654
Other income (expense)					
Interest income	4,084	-	-	4,084	2,660
Amortization	-	-	(32,474)	(32,474)	(30,902)
	4,084	-	(32,474)	(28,390)	(28,242)
Deficiency of revenue over expenses	(14,777)	-	(32,474)	(47,251)	(27,588)

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
STATEMENT OF CHANGES IN FUND BALANCES
For the year ended December 31, 2023

	Operating fund	Internally restricted fund	Capital asset fund	2023	2022
Balance, beginning of year	\$ 3,314	\$ 233,587	\$ 152,731	\$ 389,632	\$ 417,220
Deficiency of revenue over expenses	(14,777)	-	(32,474)	(47,251)	(27,588)
Purchase of capital assets	-	(25,485)	25,485	-	-
Transfer from internally restricted fund	11,463	(11,463)	-	-	-
Balance, end of year	\$ -	\$ 196,639	\$ 145,742	\$ 342,381	\$ 389,632

STATEMENT OF CASH FLOWS
For the year ended December 31, 2023

	2023	2022
Cash flows from operating activities		
Deficiency of revenue over expenses	\$ (47,251)	\$ (27,587)
Change in non-cash working capital items		
Amortization	32,474	30,902
	(14,777)	3,315
Change in non-cash working capital items		
Accounts receivable	(183,185)	(40,064)
Marketable securities	(3,672)	(2,291)
Prepaid expenses	(1,643)	797
Inventory	(2,598)	3,591
Accounts payable and accrued liabilities	(2,934)	(33,508)
Deferred revenue	197,490	2,487
Total operating activities	(11,319)	(65,673)
Cash flows from investing activity		
Purchase of capital assets	(25,485)	(15,732)
Cash flows from financing activities		
Repayment of Canada Emergency Business Account	(40,000)	-
Net decrease in cash equivalents	(76,804)	(81,405)
Cash, beginning of year	163,741	245,146
Cash, end of year	\$ 86,937	\$ 163,741

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
SCHEDULES TO THE FINANCIAL STATEMENTS
For the year ended December 31, 2023

Schedule of food services	Schedule 1	
	2023	2022
Revenue		
Cafeteria sales	\$ 426,764	\$ 408,878
Donations	10,800	-
Catering	9,509	6,793
Dish rental	2,703	2,799
	<u>449,776</u>	<u>418,470</u>
Expenses		
Food purchases	243,510	208,815
Salaries and wages	144,193	141,402
Kitchen supplies	42,165	46,037
Maintenance	20,909	16,137
Equipment	986	693
Advertising	-	1,501
	<u>451,763</u>	<u>414,585</u>
Excess (deficiency) of revenues over expenses	\$ (1,987)	\$ 3,885

Schedule of special activities	Schedule 2	
	2023	2022
Revenue		
Fundraising	\$ 98,111	\$ 44,251
Lottery tickets/commissions	9,668	37,081
Boutique	4,334	4,689
Other	3,416	2,659
Transit passes	897	1,035
	<u>116,426</u>	<u>89,715</u>
Expenses		
Fundraising	59,546	22,112
Lottery tickets/commissions	9,353	35,062
Transit passes	420	644
	<u>69,319</u>	<u>57,818</u>
Excess of revenues over expenses	\$ 47,107	\$ 31,897

LETHBRIDGE SENIOR CITIZENS ORGANIZATION
SCHEDULES TO THE FINANCIAL STATEMENTS
For the year ended December 31, 2023

Schedule of Meals on Wheels

Schedule 3

	2023	2022
Revenue		
Meal sales	\$ 192,625	\$ 213,683
Service payment - City of Lethbridge	58,240	52,000
Donations	29,413	22,333
Fundraising	26,000	28,000
	306,278	316,016
Expenses		
Food purchases	238,520	277,400
Wages and benefits	63,117	59,394
Supplies	49,354	31,981
Advertising	844	655
	351,835	369,430
Deficiency of revenues over expenses	\$ (45,557)	\$ (53,414)

BUDGET

2024



REVENUE

Program	\$265,000
Food Service	\$473,000
Meals on Wheels	\$309,990
Senior Supports & In Home Services	\$662,691
Administration <i>Parking Pass, Boutique, Newspaper, Rent</i>	\$221,130
Memberships	\$70,000
Donations	\$171,000
Fundraising	\$109,000
Gaming	\$75,000
Total Revenue	\$2,356,811

EXPENSES

Program	\$240,925
Food Services	\$397,025
Meals on Wheels	\$353,000
Senior Supports & In Home Services	\$682,050
Administration <i>(Phones, Maint, Supplies, Equipment, Software, Marketing, Merchant Fees)</i>	\$426,280
Building Lease	\$206,258
Professional Fees (Audit)	\$19,500
Insurance	\$30,000
Fundraising	\$65,000
Gaming	\$5,000
Capital & Depreciation	\$35,000
Total Expenses	\$2,460,038
Excess (Deficiency) of Revenues over Expenditures	\$(103,227)

DEPARTMENT BREAKDOWNS

PROGRAM DEPARTMENT

Program Revenues	\$265,000.00
Program Expenses	\$240,925.00
Program Allocation to Lease, Audit, Insurance	\$37,500.00
Program Net	\$(13,425.00)

FOOD SERVICES DEPARTMENT

Food Services Revenues	\$473,000.00
Food Services Expenses	\$397,025.00
Food Services Allocation to Lease, Audit, Insurance	\$62,500.00
Food Services Net	\$13,475.00

MEALS ON WHEELS

MOW Revenues	\$309,990.00
MOW Expenses	\$353,000.00
MOW Allocation to Lease, Audit, Insurance	\$11,000.00
Meals on Wheel Net (Loss)	\$(54,010.00)

SUPPORT SERVICES & IN HOME SUPPORTS

Support Services Revenues	\$662,691.00
Support Services Expenses	\$682,050.00
Support Services Allocation to Lease, Audit, Insurance	\$25,450.00
Support Services Net (Loss)	\$(44,809.00)

ADMINISTRATION DEPARTMENT

Administration Revenues	\$221,130.00
Memberships	\$70,000.00
Fundraising Revenues	\$109,000.00
Donations	\$171,000.00
Administration Expenses	\$426,280.00
Administration Allocation to Lease, Audit, Insurance	\$49,308.00
Fundraising Expense	\$65,000.00
Depreciation	\$35,000.00
Administration Net	\$(4,458.00)

GAMING

Gaming Revenues	\$75,000.00
Gaming Expenses	\$5,000.00
Gaming Allocation to Lease	\$70,000.00
Gaming Net	\$-

EXECUTIVE DIRECTOR'S REPORT

47,460
Facility Visits

250+
Programs

23
Full and Part Time Staff

35,796
Meaningful Interactions

400
SSN Clients

102
LEARN Clients

330
Volunteers

Welcome to the 48th Annual General Meeting of the Lethbridge Senior Citizens Organization. 2023 could be viewed as a “bounce back” year for LSCO. As the effects of COVID began to wane and people’s lives returned to normal (or as close to normal as possible), attendance at LSCO began a return to normalcy as well. We increased class/group sizes and people were ok with attending community activities. We also experienced more customers in our Dining Room and saw the return of in-house catered meetings. Our Seniors System Navigator Team grew and continued to provide nationally recognized services.

Throughout 2023 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.

During 2023 our consistent response to issues ensured LSCO continued to be a services leader for the whole community, not just for our older population:

1. Our Program Department, led by Shawn and Andrea, introduced some new and creative classes that kept things fresh for our members... and attracted new members and participants.
2. The Support Services Team, led by Heather and Amy L., continued to provide effective and much needed supports to our community, in partnership with Nord-Bridge, Lethbridge Housing Authority and Lethbridge Family Services.
3. Lachlan and Travis led our Food Services team to prepare 120+ meals per day for Meals on Wheels to a 300-person customer base. They also ensured that our customers received tasty, nutritional food at affordable prices.
4. Amy C., LEARN Case Manager, provided vitally important and much lauded crisis and post-crisis support for those experiencing elder abuse.
5. Sharon, in her 31st year as Adult Day Program (ADP) Coordinator, retired in 2023 which required us to re-examine the program and begin the difficult job of ensuring its sustainability.
6. Our Administrative team, led by Jodie, kept us rolling along by providing the important work that goes unnoticed...until there’s no one around to do the work.

7. LSCO presented the fabulous performance of “The Secret Garden” which was, once again, staged by Fran Rude and Ken Rogers with Nancy Graham running the back of the house. And, once again, the show was a hit and highlighted the quality of our local talent.
8. Hannah and Zuwairah produced the LSCO Times monthly newspaper, promoted our activities and organized great events.
9. We held our Annual Free Community Christmas Day Turkey Dinner in-house for the first time since 2019. Our 100+ volunteers and 5 staff provided our community with over 900 meals that day.
10. Our staff 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, Safe Spaces for Seniors National group, Sexual Violence Action Team, Domestic Violence Action Team.

“ Thank you to our Board of Directors, members and participants, staff, sponsors and donors for our success in 2023. We look forward to continue to effectively serve our community in 2024 and beyond.

Respectfully submitted by:

Rob Miyashiro
Executive Director

Community Partners & Donors

**Cornerstone Funeral
Home**

**Lethbridge Hearing
Centre
FCSS**

**City of Lethbridge
BDO Debt
Solutions**

**Leisters Home
Care Equipment**

**Fox Denture
Clinic**

**Audiology First
Hosack Denture
Clinic**

Avail CPA

**Black Velvet
Distilling**

**Charmar Enterprises
Ltd.**

**Letourneau Law LLP
Asyma Solutions
Community Foundation
Golden Health Group
Specsavers**

**Lakeview Bakery
Lethbridge Fasteners
and Tools**

**Lethbridge Hydraulics
& Industrial Hose
Supply**

Shoebox Scanning

**Martin Brothers
Funeral Services**

**Chinese Cultural
Society**

PROGRAM DEPARTMENT REPORT



During 2023, more than 250 programs, classes and workshops were offered to LSCO members and older adults in the community.

We were very fortunate to have 24 qualified, dedicated instructors lead safe and challenging classes. LSCO is grateful for an additional 20 individuals, who volunteered their time teaching new skills in the area of the Arts, Computers, Genealogy to name a few.

Due to the increase of participation and popularity of many classes LSCO was not able to accommodate everyone that were interested in attending. We continue to investigate possible solutions.

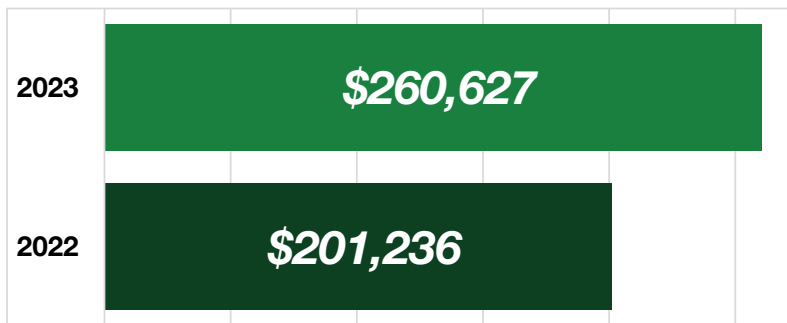
The Fitness Centre is a favorite place for over 150 individuals that enjoy using weight equipment and socializing in a non-structured environment.

Respectfully submitted by:

Shawn Hamilton
Program Department Manager

250+ Programs
24 Instructors
20 Program Volunteers

Program Revenue



We thank everyone who continues to support LSCO.

VOLUNTEER REPORT



“The people here are fun, it’s just fun to be around, and the people that come too! You get to know people. Being around people and helping out in the community is a good thing”

The LSCO volunteers are instrumental in assisting with various programs, supports, and events. The generously donated hours of hard work and dedication continues to be a vital support in helping the LSCO Diner, fitness and recreational programs, and other important In-Home Support programs operate.

I am excited to report that this year our volunteer program continued to grow with approximately 5000 more hours of donated time than the previous year.

I am grateful for the support of our wonderful volunteers and recognize the significant impact they make. As we look ahead to the next year, we hope to continually work hard together to achieve even greater success in the future!

Respectfully submitted by:

Bonnie Jensen BSW

In Home Supports & Volunteer Coordinator



5525
Meals on
Wheels



4300
Food
Services



6020
Admin &
Programs



1080
Community
Connect



650
Drive Happiness



525
Income Tax



3325
Events



2260
Bingo



1675
Boutique

25,360

Total Volunteer Hours

That’s the equivalent of

14
Full Time Staff

\$380,400
in wages

SUPPORT SERVICES REPORT



The Seniors System Navigators (SSN) in the Seniors Community Services Partnership (SCSP) aid individuals aged 60 and above through referrals, system navigation, case management, and outreach support. The goal is to enhance collaboration and coordination with community services, preventing duplication and addressing service gaps. The Seniors System Navigation Team collaborates with agencies like Lethbridge Housing Authority, Nord-Bridge Seniors Centre, and Lethbridge Family Services. **In 2023, the SSN team supported 400 individuals.**

“ I was discharged into homelessness after a long stay in the hospital. If I hadn't met my navigator, I would never have gotten a place to live or all my pensions in order. I was only getting half the money I should have. My navigator also helped me to get connected to social things that help me get out of my house and meet with people. Even more, she got me connected to a doctor and a mental health therapist that are helping me to stay healthy and happy. My life has done a 180.

- SSN Client

The SCSP has continued to deliver Single Session Counselling, Compass for the Caregiver group, Mobile Food Truck, and educational presentations/opportunities such as the Cook & Chat: Eating Healthy on a Budget which was done in collaboration with a dietician. The SSNs also delivered population specialist training sessions for other professionals, offering an age-friendly perspective to enhance the experiences of seniors served by various providers.

LSCO continued to offer on site services in 2023 (lawyer, hearing screenings, flu shot clinic, podiatrist services, neck and shoulder massages, eyeglasses repair and manicures). Seasonally, LSCO hosted Christmas Movies and **with the help of the volunteer income tax program, 462 free tax returns were done.**

New Initiatives

Social Prescribing

To bridge the gap between medical and social services, the SSN team has been actively engaged in the social prescribing initiative. This involves receiving "social prescriptions" from medical professionals for individuals lacking connections to any resources, thereby influencing their physical health. Social prescribing not only alleviates the burden on professional health providers but also enhances seniors' resilience, enabling them to age in the right place with the necessary supports.

Housing SSN

Our team secured funding for a "housing SSN" position, which commenced in July 2023. This role involves offering intensive services such as case management and housing-first support to older adults experiencing homelessness. **Since July, 49 individuals have received assistance through this program.**

Be Fast Friends

A significant trend observed in our records was the prevalence of loneliness and isolation. In response, our team collaborated with an AHS recreational therapist to develop a program aimed at providing opportunities for individuals to connect through a "speed friending" format. This event has garnered widespread appreciation and proven successful in fostering connections, with some participants even forming enduring friendships.

Community Connect Coffee Group

Established as an extension of the Community Connect phone call program, this group provides a monthly opportunity for individuals to gather in person. The purpose is to engage in casual conversations and exchange updates about community happenings, fostering increased community involvement.



**Service Canada
successfully aided
135 seniors at the
LSCO, securing an
additional \$60,768 in
funds for them**

Service Canada & CRA Partnership

In May 2023, the SCSP forged a collaboration with Service Canada to enhance seniors' access. **Throughout the year, Service Canada successfully aided 135 seniors, securing an additional \$60,768 in funds for them.** As the CRA partnership unfolded later in the year, we are excited to share those numbers with you next year. Both Service Canada and CRA have proven to be valuable assets for seniors, and we look forward to expanding this partnership to provide even more financial assistance to seniors.

Financial Empowerment

Two SSNs have initiated the delivery of this workshop with the aim of enhancing financial literacy and mitigating socioeconomic challenges for older adults. This program, initially based at LSCO, has also been extended to LHA seniors' buildings to facilitate easier access.

Hosted Bachelor of Social Work Practicum Students

Throughout 2023, LSCO staff facilitated the professional growth of social work students from the University of Calgary, including one undergraduate and one graduate student. Welcoming these new students enabled us to introduce emerging professionals to community development, clinical service delivery, and the unique needs of our aging community.

Respectfully submitted by:

Amy Labossiere, BSW RSW
Support Services Manager

IN HOME SUPPORTS REPORT

LSCO In Home Support Programs are designed to provide older adults affordable and accessible support and resources to maintain holistic wellness and independence in their own homes. Many of the support programs that LSCO offers rely on volunteer service to accomplish these goals and meet the growing needs in our community.

House Cleaning

In 2023, LSCO employed 2 housekeepers to provide subsidized, light housekeeping. This valuable program provides 2 hours of housekeeping every 2 weeks.

Lawn Care & Snow Removal

LSCO also hired 3 companies to provide Lawn Care and Snow Removal services to help those needing seasonal support

Clients must be 60+, low income, and have physical limitations due to mobility or health related concerns. This program is in high demand in our community. Those interested in this program are encouraged to get their name on the waitlist. The City of Lethbridge gives LSCO a grant which allows LSCO to subsidize the client's cost to receive these services. We look forward to continued support from the City of Lethbridge to provide clients this support service.

Meals On Wheels

Throughout the year our 73 volunteers delivered 23,000 meals to 240 people in our community. **Thank you to the community sponsors and individual donors that continue to support our program.** A special thanks to the LSCO Quilters, Quilters Guild and Lethbridge Centennial Quilters that generously donated handmade quilts for fundraising events and to clients that were ill or in need of a warm blanket.



Select People Solutions

Teamwork Training

Cuppers Coffee

Italian Table

Corinne Varzari

DBS Environmental

ATLAS LLP

AVE Farms

Zero Gravity

Lethbridge Iron Works

MELCOR

Shaw & Associates

Service Master Clean

Nitro Construction

Whisper Heating & Cooling

Warwick Printing

Lethbridge Hearing Centre

Paper Trail Recycling

Lantic Inc.

Elements Physical Therapy

KB Heating & Air



Conditioning

Richardson Oilseed

Glenn & Janice Varzari

My Automotive

WESTCO Construction

Vanee Truck Wash

Vanee Livestock

Ward Bros. Construction Ltd.

Davis Automotive Group

Tradesman Manufacturing

Bob & Suzan Boudreau

LAFARGE

Thomson Group

WASO Physiotherapy

Groenenboom Land & Cattle Ltd.

Greentree Cattle Corp.

Nordbridge Pharmacy

Ken Kellet

LSCO Quilters



163

House Cleaning,
Lawn & Snow
Clients



240

MOW Clients



1456

Drive Happiness
Rides



23,000

Meals Delivered



Community Connect

The Community Connect program is a friendly telephone call from our screen volunteers paired with older adults in our community who are experiencing loneliness or isolation. These are consistent phone calls lasting approximately 1 hour phone once per week. Each participant is paired with a volunteer giving at times much needed socialization opportunities for our participants. This program also connects the clients with resources and supports available in the community. Additionally, once a month LSCO hosts a Community Connect Coffee Group which is a meet and greet that allows a safe space for older adults in the community looking to connect with others. The Coffee group is not a therapeutic group, but a group to facilitate friendly and lighthearted conversations with the goal of fostering friendships and connecting participants to community resources and events.

LSCO Drive Happiness

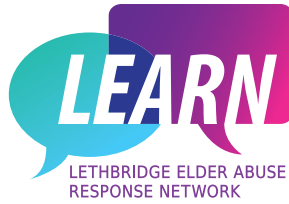
In 2023, LSCO Drive Happiness operated with 14 volunteer drivers and provided 1456 rides. This program continues to support seniors independence and reduces isolation in our seniors. It provides a cost effective ride option for seniors needing transportation for: medical appointments, grocery shopping, socializing events & more. Special thanks to our Edmonton Drive Happiness team for their continued support in Lethbridge and Southern Alberta.

Respectfully submitted by:

Bonnie Jensen, BSW

In Home Supports & Volunteer Coordinator

LEARN REPORT



The Lethbridge Elder Abuse Response Network (LEARN) program was happy to be in operation throughout 2023 offering case management, education and training opportunities to Lethbridge and surrounding communities! **The LEARN program was developed to assist older adults through experiences with multiple different types of abuse;** financial, verbal, emotional, physical, sexual, medical and neglect. It is very important to note that multiple types of abuse can, and often do, occur simultaneously.

The LEARN Safe Suite was recognized provincially by the Ministry of Seniors, Housing, Community and Social Services and plans were put in place to provide funding so the model can be implemented in rural communities across Alberta. This is great news as the model enables LEARN to quickly place seniors at imminent risk of harm, and expanding accessibility to this will provide immense amounts of safety to those in need!

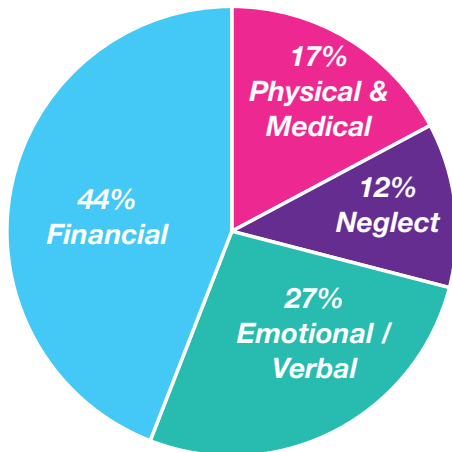
Despite advocacy within the system, elder abuse is still not a criminal offence and is not backed by any kind of legislation. Because older adults are vulnerable to abuse, and this abuse often happens at the hands of family members or loved ones, it can be a very delicate process to navigate the relationship and provide support in a way that is beneficial for the older adult. Due to these dynamics, and the lack of legislation, 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. These include the Senior's Community Service Partnership, Lethbridge Police Services, Lethbridge Probation and Alberta Health Services, and 16 senior serving agencies which are part of the LEARN Coordinated Community Response Network.

“I was supported through all the steps I needed to do to get back our home and the rights to live my senior years the way I want to. I can't thank everybody enough for all that was done for me. I couldn't have done it alone.
- LEARN Client

Primary Types of Abuse in LEARN Clients

72% were facing multiple forms of abuse



Primary Perpetrators

56% Family, 33% Spouse, 11% Friends

Respectfully submitted by:

Amy Cook, BSW, RSW
LEARN Case Manager

102
LEARN Clients

7
Training Sessions

10
Information Sessions

9
Individuals housed in Safe Suite

29
Avg. days spent in Safe Suite

FUNDRAISING & EVENTS REPORT

Mini Fundraisers

Throughout the year, we organized a series of vibrant and engaging events, including the St. Patrick's Day Pub, Halloween Bash, Christmas Social, and the Whoop Up Days pancake breakfast and BBQ lunch. These events provided our members with fantastic opportunities to connect, have fun, and create memorable experiences. Notably, our Mother's Day Brunch sold 180 tickets and generated a profit of \$3,000 while offering a delightful and delicious experience.

Live Well Showcase

The 10th annual Live Well Showcase was an outstanding success, featuring four fantastic speakers and a candidate meet-and-greet session. **We were thrilled to host 2,000 attendees and 73 vendors, ultimately achieving a profit of \$23,500.** Special thanks to Kendall and Sandy for their dedicated ten years of hard work in organizing this remarkable showcase.

23 Days of Christmas

Select People Solutions and Teamwork Training has been fundraising for Meals on Wheels with the 23 Days of Christmas Campaign for 15 years, raising over \$340,000! In 2023, they partnered with Cuppers Coffee and Tea, Italian Table and 35 local businesses and individuals to raise 28,000. Thank you for continuing to support Meals on Wheels!

The Secret Garden

The recent musical event was incredibly successful, with only a few seats remaining unsold and **generating a remarkable profit of \$16,000.** We extend a big shout out to Ken Rogers, Nancy Graham, the late Fran Rude, and the entire cast, crew, and musical ensemble, **whose collective effort of 1911 hours brought this show to life.**

Respectfully submitted by:

Hannah Dupuis, BA, BMgt

Fund Development & Marketing Coordinator

Grants Received

\$27,000

Community Services Recovery Fund
Community Foundation - To Update Systems

\$60,000

CIP Operating Fund
Government of Alberta - To cover operating costs

\$2,500

Community Event Support Grant
City of Lethbridge - To support the Secret Garden Musical

\$3,810

Community Volunteer Income Tax Program
Government of Canada - To support the free tax program



\$56,000

Donations


\$124,111

Fundraising Revenue

LSCO LETHBRIDGE
Senior Citizens
ORGANIZATION
Community Centre

500 11th St. S Lethbridge, T1J4G7 

inquiries@lethseniors.com 

403-320-2222 

www.lethseniors.com 

LETHBRIDGE SENIOR CITIZENS ORGANIZATION

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