

CHAIR’S REPORT

During Seniors Serving Seniors 36th annual general meeting you will learn about the past year of operations of our organization. As a volunteer, not for profit organization I know that I speak for all board members, past and present when I say how immensely proud I am of this organization. We value the relationships that we have with our members, partners, funders and supporters and our commitment to build this organization bigger and better.

The governance of the board was highlighted by a strategic planning workshop that produced a plan to carry us through the next three years, evaluations that assessed board and executive director performance and revised job descriptions for directors and executive director positions. We also reviewed and updated our vision, values and mission statements. Recruitment and succession planning for the board has also played a significant role during this year.

The current board is comprised of ten volunteer directors, three of which are completing their first year. The new board members are Heather Taylor, Gwen Gaddes and Dr. Holly Tuokko. I wish to express my thanks to all for contributing to another successful year.

The management of the Return to Health Program and volunteer training very successfully completed its first year and now begins year two. Well done.

We are fortunate that our funding sources are established for the coming year and the board has approved the budget for this coming year.

I would like to acknowledge the contributions of our many volunteers and coordinators, especially Lois Dutton, who has led the Seniors Peer Counsellors for the past two years. Lois is retiring this year. Our long time Directory Committee Chair, Myra Johnson, has also announced her retirement plans; however, Myra will continue volunteering with Senior Link Information and Referral Service. In addition, I will be stepping down as the board chair but will remain a director of the board to support the new board chair during transition. Thank you all for another successful year!

Respectfully submitted,

Paul Wickens-Jobling
Chair of the Board

*Seniors Quality of Life and Independence
is enhanced as a direct result of the
caring supportive connections created
between their needs and resources
offered by the community.*

SSS Vision

EXECUTIVE DIRECTOR'S REPORT

This past year marks a new era for Seniors Serving Seniors. For 35 years the agency operated with one full-time staff. However, as a result of our agreement with Island Health to oversee the Return to Health program we now have the addition of two part-time contractors, specifically to serve the program.

The transition took place during May 2016 when the RTH Community Services Coordinator position was filled by Yvonne Archer to provide support to seniors, prior to and following a hospital stay. Yvonne manages the needs of clients who have been identified by Island Health as being 'at risk' for hospitalization or re-hospitalization due to their frail or vulnerable condition. With the financial support of United Way the position of Volunteer Education and Support Coordinator was filled by Donna Ross. Activities of Yvonne, Donna and RTH volunteers are impressive and outlined later in this report.

On completion of our first year of oversight for RTH we've invited Dr. Denise Cloutier to speak at the AGM on 'Transitions from Hospital to Home; Perils and Possibilities.' Denise is a Professor and Research Affiliate with the University of Victoria Institute on Aging & Lifelong Health and has studied models of health service delivery and the continuum of care for older adults. RTH volunteer visitors play an important role in helping 'frail seniors in transition' to avoid perils and instead *flourish*.

To support the smooth running of RTH an ad-hoc committee of the board was formed by members: Heather Taylor, a provincial government employee with expertise in contract procurement; and Gwen Gaddes,

an Island Health community nurse involved with programs for seniors. They've advised in several areas and will continue to play an important role in the months ahead.

Another notable accomplishment for the year was the production of the 2017-2018 Seniors' Services Directory. The Directory Committee met several times prior to May 2016 to provide the foundation for the 12th edition, which was printed and distributed in September 2016. Their activities are reported later in this document by Chair, Myra Johnson.

There are many tasks involved in producing a directory and every phase requires careful attention to detail. I would like to acknowledge and thank Senior Link Information and Referral Telephone Line volunteers Myra Johnson and Jan Klassen who contributed many hours in the office to ensure a quality production. They also responded to callers seeking information on services. Seniors Link received 1,700 inquiries from seniors and their caregivers last year.

Volunteers are essential to SSS programs supporting *seniors in transition*. The Senior Peer Counselling program is entirely volunteer-based and would not be possible without key leaders Lois Dutton, SPC Coordinator and Mary Dolan, SPC Trainer.

Members of the Board have provided a wealth of knowledge this year. I truly appreciate their support for myself and our work as we address the needs of Greater Victoria seniors.

Respectfully submitted,

Jane Sheaff
SSS Executive Director

TREASURER'S REPORT

The Financial Statements for the year ending April 30, 2017 were prepared by Joyce and Dilba, Chartered Accountants. There are no anticipated changes to the signing authority and no changes to the financial institution. We are most grateful for the financial support of our individual donors and the agencies listed below.

Respectfully submitted,

Art Joyce, Treasurer

2016/2017 FUNDERS

BC Gaming Commission

Programs and Operations

Eldercare Foundation

2017-2018 Seniors Services Directory

Investor's Group Financial Services

Programs and Operations

Island Health

Return to Health Program

Rotary Anns of Greater Victoria

RTH Client Emergency Fund

St. Michael's & All Angels

RTH Client Emergency Fund

Sobey's Smile Card Program

Computer & Equipment Purchase

United Way of Greater Victoria

Return to Health Program

***The following agencies provide rooms
and refreshments for our meetings:***

Amica at Somerset House

Berwick Royal Oak

Home Instead Senior Care

Kensington at Revera Living

Sunrise Senior Living

Yakimovich Wellness Centre

SENIORS' SERVICES DIRECTORY

The 2017-2018 Seniors' Services Directory was printed and distributed in September 2016. As in past years copies were delivered to Island Health geriatric departments and a variety of local activity centres, support groups and community agencies. Once again, we are indebted to the TELUS Ambassadors Volunteers who organized the initial delivery to the community organizations.

We are grateful to Lori McLeod and the Eldercare Foundation for their generous contribution of \$10,000 which makes this publication possible. Also, we are grateful to the committee volunteers who represented their agencies and updated and researched new entries. Many thanks to: Lori McLeod (Eldercare Foundation), Gwen Gaddes and Dawn Soubiran (Island Health), Kathy Ajas (Revera Retirement Living), and Jan Klassen of Seniors Serving Seniors.

The directory continues to be in demand by many organizations in the Capital Region. To date Island Health has received 6,500 copies and the various community agencies 7,050. A total of 13,550 directories have been distributed from 85 centres; 45 at Island Health and 40 through various agencies.

Rarely does a day go by when our Senior Link Telephone Line does not have at least one request for a copy of the directory. The complete directory can also be accessed through a PDF downloadable file on our new website.

Respectfully submitted,

Myra Johnson
Directory Committee Chair

SENIOR PEER COUNSELLING

This has been a successful year for Senior Peer Counselling with 29 requests from clients, an increase of 5 from last year. There have been 7 enthusiastic new counsellors added to our roster but unfortunately the resignation of 3 counsellors for health reasons, travel or time pressures. We currently have 24 counsellors (up from 4 last year) technically available although generally several are away at any given time or otherwise unavailable. Fortunately, the requests from clients have been spread quite equally throughout the year and most of the time we've had just enough counsellors to meet the demand. However, counsellors living on the Peninsula have been disappointed as we seldom have requests from clients in that geographic area.

From September to December 2016, Mary Dolan conducted her usual comprehensive and challenging training course, beginning with 8 applicants. Of these 8 all but 1 have remained as counsellors for which we are grateful. Sadly there were no new male volunteers this year but we do still have 4 on the roster and more requests from male clients than in previous years.

We are also grateful to The Kensington for providing us with an attractive and comfortable room (and goodies) both for the training course and for our monthly Group Meetings. We normally have between 10 and 12 attendees at the latter with the new graduating class being most enthusiastic.

These meetings are valuable for building camaraderie among the counsellors as well as support and feedback. At Christmas, the Four Mile restaurant delighted us with an

exceptionally tasty turkey dinner in a private and beautifully decorated room for 19 counsellors and some Board Members.

Approximately 60% of our clients have been referred by doctors, social workers, outreach workers, the Seniors' Directory and family members or friends, while the remainder have learned of our services from our advertisements on TV and the newspaper articles done by Black Press and Times-Colonist. There have also been articles and pictures of the graduates in the Seniors' Section of the Times-Colonist. It was particularly heartening to establish a liaison with Return to Health so as to offer our services to their clients when appropriate. A very enjoyable joint meeting was held in April to celebrate Volunteer Week and to coordinate the two groups.

I close with great gratitude and admiration for all those counsellors who donate so much time, energy and skill to our clients. And finally, my thanks are also extended to Mary Dolan for her always sensitive and wise advice, to Jane Sheaff for her efficiency, extensive knowledge and support and to all the Board members without whom we wouldn't exist.

Respectfully submitted,

Lois Dutton
SPC Volunteer Coordinator

RETURN TO HEALTH

"Too often we under estimate the power of a touch, smile, a kind word, a listening ear, an honest compliment or the smallest act of caring, all which have the potential to turn a life around"

by Leo Buscaglia

This past year we had 31 Active, 7 inactive and 4 affiliated church and organization volunteers who recorded 1,040 hours as they responded to the needs of 142 clients who were referred to our program.

Prior to visiting clients our volunteers take a comprehensive 15 hour training program which is held 3 hours a week for 5 weeks. This year we streamlined the program down from 7 weeks and participants evaluated this reduced timeframe positively. RTH training is taught by experts in the community who work with seniors. We value these individuals and agencies which provide generous support for RTH. Training is offered to church members and other volunteer agencies assisting seniors. In March of this year we also offered a compressed timeframe training of 2 days of 7 hours each. The same curriculum was followed with minor changes. The compressed timeframe suits some people who have limited time available for a 5 week course. Evaluations were quite positive.

To support our volunteers, 2 hour monthly meetings are held during September to May to share information and problem-solve. On average 14 to 17 volunteers attend each month. Various age-related topics are selected by our volunteers and speakers are brought in to increase our knowledge base. This year topics included 'Tips for Making the most of Medical Visits', 'Loneliness:

Creating and Maintaining friendships in Older Age', 'Personhood in Dementia', 'Understanding Elder Abuse', 'Trends in Fraud for Seniors', and our Volunteer Appreciation event in April was ably lead by Mary Dolan who spoke on 'Caring for Ourselves'.

There are many organizations who we would like to thank: Yakimovich Wellness Center and Liz McCarter for hosting our monthly support meetings and fall training sessions and the Eldercare Foundation and Lori McLeod for refreshments; Home Instead Senior Care for hosting our spring training in March; Rotary Anns of Greater Victoria and St. Michael's All Angels Women's Guild for significant financial donations to our emergency fund helping clients in crisis; a western communities based walking group for Thrifty's gift cards at Christmas time for low income clients; Home Instead for gifts to clients from their "Be a Santa to a Senior" program; Amica Helping Hands Society and CEO Brian Rowe from Amica at Somerset House for beautiful gift baskets that included gift certificates for personal care and food for isolated clients.

Special thanks go to Elta Brown, Evelyn Cresswell and Grace Yuen who assist with refreshments. Grace Yuen and Mary Wise also helped with Training in March.

We are fortunate to have the ongoing encouragement and support of our Board of Directors, Board Chair – Paul Wickens-Jobling, and SSS Executive Director - Jane Sheaff.

Respectfully submitted,

Donna Ross
RTH Education Coordinator

SENIORS IN STITCHES

Currently we are a group of six knitters who independently knit mitts, toques and sweaters for preschool aged children at The Cridge Center for Family.

We collect these items nine times a year and donate them early in December for Christmas giving. In December 2016 we provided Cridge Center families with 84 mitt and toque sets and 9 sweaters. Some knitters also knit bandages for an African Leper Colony.

Our sincere thanks to Sunrise Senior Living Residence on Humboldt Street for providing monthly meeting space from January to June and September to November.

Respectfully submitted,

Barbara Stoeckel
Seniors in Stitches Representative

2017/2018 Seniors Serving Seniors Board Member Roster

Retiring Members

Myra Johnson

Proposed New Members

Gwen Gaddes

Heather Taylor

Dr. Holly Tuokko

Members Standing For Re-Election

Jane Dewing

Art Joyce

Christopher Shepherd

Barbara Stoeckel

Paul Wickens-Jobling

Debbie Yorke

PROPOSED NEW BOARD MEMBERS

Gwen Gaddes – Gwen has 45 years of experience in clinical nursing in a variety of settings including: acute care medical-surgical units, clinical teaching with Camosun College nursing students in acute care, rehab and geriatric units and community-based health care delivery as a home care nurse, intake nurse and a case manager. She enjoys travelling with her husband.

Heather Taylor – Heather has worked with the Ministry of Health in procurement and contract management in IT and Information Management for the past 10 years. She oversees procurements anywhere from three quarters of a million dollars up to \$100 million dollars following the due process required by government contracts. Previously, Heather spent 30 years in government with the Ministry of Environment (Emergency Response). After seeing many seniors on low incomes in Victoria, Heather recognized how valuable our support can be.

Dr. Holly Tuokko – Holly is a clinical neuropsychologist by training and worked in the health care sector in Vancouver and Victoria before joining the faculty at University of Victoria in 1997. As a researcher, she has published many articles on issues of concern to older adults and she has volunteered with various organizations serving seniors. Holly and her husband have one son and enjoy their 3 dogs, wood-turning, and gardening.

*Thank You to All Individual
Donors and Volunteers who make
Our Programs Possible!*