

CHAIR'S REPORT

During this 38th annual general meeting of Seniors Serving Seniors you will learn about some of the activities that have taken place within the organization this year. These activities reflect the commitment of the Board, partners, funders, supporters, volunteers and members to be open to change when providing exemplary services to the greater Victoria community. I know that I speak for all board members when I say how proud I am of this organization in adapting to the opportunities and challenges that arise within not-for-profit service delivery.

This year marked the first full year for our Executive Director, Julie Gray. She has done a great job and we thank her for her service. Jane Sheaff, our former Executive Director, continued to be actively involved as the Directory coordinator and we published the 2019-2020 version of the Seniors' Services Directory, a highly valued community resource, in the fall of 2018. The board has been working on updating our organizational policies to ensure we are functioning at maximal efficiency. We completed board performance evaluations and engaged in recruitment and succession planning for the board.

The current board is comprised of seven volunteer directors, all of whom are willing to continue with the board for 2019-2020. To date we have recruited two new board members and we will continue to seek volunteers to fill open positions. I wish to express my thanks to all for contributing to another successful year

Some changes were made within the management of the Return to Health Program this year and we welcomed the new staffers, Margo McIntosh and Gwen Gaddes. A name change was sought for the Senior Peers Counsellors program and is now known as Senior Peer Listening to reflect the core premise of the program. The Seniors in Stitches program continues to provide value and recognized services within the community.

Each year, we have changes to our funding and strive to maintain our core programs. At the present time, the organization is running well and the board has approved the budget for this coming year.

Finally, I would like to thank and acknowledge the contributions of our coordinators, educators, and our many volunteers. Thank you all for another successful year!

Respectfully submitted,

Holly Tuokko, PhD, RPsych
Chair of the Board

EXECUTIVE DIRECTOR'S REPORT

"If there is one thing I have learned in my years on this planet, it's that the happiest and most fulfilled people are those who devoted themselves to something bigger and more profound than merely their own self-interest"

-John Glenn-

Seniors Serving Seniors is blessed to be affiliated with individuals, organizations and community groups who selflessly join with us to support the needs of seniors in the Greater Victoria area.

It has been a year of positive transitions. We have:

- Moved to a new office located across the street from the previous location.
- Welcomed two new people into Coordinator positions in the Return to Health program. Margo McIntosh is the Community Services Coordinator, and Gwen Gaddes is the Education Coordinator. We thank the previous Coordinators for their contributions.
- Updated the name of our Senior Peer Counsellors to Senior Peer Listeners
- Updated our website

Our programs and information resources continue to operate robustly through the support of staff and volunteers.

Senior Link phone line/email provides referrals for individuals to connect them with resources to address their needs. We provided approximately 1700 referrals in the past year.

SSS website covers information on our programs and a link to our Directory.

Return to Health has welcomed 26 new volunteers into the program, and continues to be on track for referrals coming from Island Health and community groups. This program provides much needed support to isolated seniors following a hospital stay.

Senior Peer Listening provides a valuable one on one support to those seniors who are facing an emotional challenge in their lives. I would like to recognize Mary Dolan and Gwen Gaddes for their volunteer work in this program.

Seniors Serving Seniors Directory was printed and distributed in October 2018. As at the end of May 2019, Island Health received 7300 copies and community agencies 8000 for total of 15,300 directories made available thus far. The work of Jane Sheaff as Coordinator in this program is greatly appreciated.

Seniors in Stitches provides hand knitted goods to a variety of individuals in need. This program would not be possible without the dedicated volunteer time provided by Barbara Stoekel.

I want to sincerely thank the volunteers in our various programs, our Board members and the community groups with which we liaise to do the work that we do. We would be unable to deliver our programs without your committed support.

I look forward to the upcoming year!

Respectfully submitted,

Julie Gray
Executive Director

TREASURER'S REPORT

The financial statements for the year ending April 30, 2019 were prepared by Joyce and Dilba, Chartered Professional Accountants. There have been no changes to the financial institution. We are very grateful to the individual donors and agencies listed in this report.

Respectfully submitted,

Arthur Joyce
Treasurer

SENIORS' SERVICES DIRECTORY

At the Seniors Serving Seniors 2018 Annual General Meeting Lori McLeod, Executive Director of Eldercare Foundation presented Gwen Gaddes, SSS Board Member and Directory Chair with a grant of \$10,000 towards the cost of producing the 2019/2020 Seniors' Services Directory. The Foundation's generous support ensures that senior clients of Island Health programs receive a free directory to assist with their access to services in the community. We are grateful for their support and for Lori's participation on the Directory Committee.

The Directory Committee is comprised of seniors' serving agency professionals who volunteer their time to review and make recommendations for the publication. They are Gwen Gaddes and Jessica Witts from Island Health; Kathy Ajas from Revera Living; Lori McLeod from Eldercare Foundation; Dawn Boschcoff from Westshore Community Response Network and the Seniors' Information Centre in Metchosin; and Jan Klassen and Julie Gray from Seniors Serving Seniors. Members provided updates at the end of May, 2018 for incorporation in the new edition. Revisions included new Tipboxes with health-related content, greater visibility for Westshore services, and new for-profit and not-for-profit services for seniors that met the committee's criteria for inclusion.

25,000 copies of the 2019/2020 edition became available for distribution in October 2018. Special thanks go to the TELUS Ambassador Volunteer Team who capably distributed the first 4,600 copies to community agencies in mid-October. Seniors and their families and/or caregivers can access their free copy at one of approximately 80 distribution centres in the Capital Region, including 40 Island Health departments and 40 community agencies.

The Directory offers a comprehensive listing of services for seniors and continues to be in demand by seniors and professionals working with seniors.

Our focus for the 2019/2020 fiscal year is to secure funding, research relevant services, and review content in preparation for the September 2020 release of the next edition.

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 website.

I am grateful for the leadership of our Directory Chair Gwen Gaddes, members of the Directory Committee, and Julie Gray, SSS Executive Director for their support and valued contributions.

Respectfully submitted,

Jane Sheaff
Directory Coordinator

SENIOR PEER LISTENING

This past fiscal year proved to be an exciting time with change and growth. The program changed its name to Seniors Peer Listening. November 2018 saw new volunteers complete their SPL training and join the existing ranks of volunteers.

We are most grateful to have the ongoing encouragement and support of SSS Board of Directors as well as the support and education provided by SSS Executive Director Julie Gray.

We wish to acknowledge Revera's The Kensington and Rosemarie Root for hosting the SPL group and providing a comfortable venue in which we hold our monthly support meetings.

Sincere thanks go to the dedicated volunteers who provided exceptional, compassionate service to the older adults in the Greater Victoria region who reached out to us for emotional support. We could not offer this service without you.

Life presents us with frequent challenges. This is the "given" that is life. This past year saw volunteers move on from SPL as life offered them other opportunities.

Particular mention goes to Morag MacNeil who sadly passed away in April 2019. Morag's caring commitment to her client was a priority. She sent an email from her Hospice bed, in anticipation of her own passing, urging us to ensure that her client be connected to another volunteer in her stead.

Special thanks to Mary Dolan who provided the SPL training and facilitated the support meetings. Mary embodies the volunteer essence through her kind, compassionate, gentle wisdom and skilled communication.

Respectfully submitted,

Gwen Gaddes
SPL Coordinator

DID YOU KNOW?

Seniors Serving Seniors is celebrating our 38th year!

SENIORS IN STITCHES REPORT

Seniors in Stitches is a group of five or more women who knit at home and meet socially nine times a year at Sunrise Residence. Contributions of toques and mitts, sweaters and bandages are brought in. In 2018, forty sets of toques and mitts and nine sweaters were given to the preschool at Cridge Centre. Several bandages (similar to Ace bandages) were sent through the Central; Baptist Church to a leper colony in Africa.

Thanks are given to Beehive Wool shop and several individuals for supplies of yarn.

Respectfully submitted,

Barbara Stoeckel
Board member

The following agencies provide rooms and refreshments for our meetings:

Amica at Somerset House

Kensington at Revera Living

Sunrise Senior Living

Yakimovich Wellness Centre

RETURN TO HEALTH

This past fiscal year proved to be an exciting time with change and growth.

We are most fortunate to have the ongoing encouragement and support of our Board of Directors.

Many thanks go to the dedicated volunteers who provided exceptional service to the older adults in the Greater Victoria region spanning Sidney to Metchosin.

Many thanks go to the Community Service Coordinators-past and present-especially Margo McIntosh, who has introduced vulnerable seniors to our volunteers.

Many thanks also go to Seniors Serving Seniors Executive Director, Julie Gray for providing wisdom and guidance throughout.

Particular thanks to Donna Ross, who retired at the end of January 2019, for her years of Education support to volunteers.

Special thanks to our many Community Partners for their support with the volunteer education component of this program: Yakimovich Wellness Centre and Liz McCarter for hosting the monthly support meetings and the training sessions in October 2018 & May 2019 , Victoria Eldercare Foundation, Island Health staff-Danielle Billey, Kailee Mar, Beth Langford, Kristina Brown and Seniors Serving Seniors-Mary Dolan and Jane Sheaff.

It is a distinct privilege to be associated with our many compassionate volunteers; individuals who sincerely wish to improve the lives of older adults in the communities in which they live. Surveys on education topics for the volunteer support meetings, and a volunteer satisfaction survey were recently conducted. We look

forward to the results of these to continue to improve on the delivery of the program.

Volunteer contributions ebb and flow in the scheme of things. This past year saw volunteers resign as life offered them other challenges.

This past year also provided a significant infusion of engaged, enthusiastic volunteers bringing energy and creativity to the program. We welcome them. We look forward to learning together.

Respectfully submitted,

Gwen Gaddes
RTH Education Coordinator

2018/2019 FUNDERS

BC Gaming Commission

Programs and Operations

Island Health

Return to Health Program

St. Michael's & All Angels

RTH Client Emergency Fund

Sobey's Smile Card Program

Marketing and Promotional Materials

United Way of Greater Victoria

Return to Health Program

Unity Church of Victoria

RTH Client Emergency Fund

A man ninety years old was asked to what he attributed his longevity. I reckon, he said, with a twinkle in his eye, it is because most nights I went to bed and slept when I should have been up worrying.

-Dorothea Kent-

**2018/2019 Seniors Serving Seniors
Board Member Roster**

Proposed New Members

Beverley Wilden
Tannis Wightman

Members Standing For Re-Election

Jaret Clay
Jane Dewing
Gwen Gaddes
Art Joyce
Barbara Stoeckel
Holly Tuokko
Debbie Yorke

PROPOSED NEW BOARD MEMBERS

Beverley Wilden expressed interest in serving on our Board because she is a senior but prior to becoming a senior she had a career interest in the well-being of seniors, particularly from community and mental health perspectives. Her background includes a Master's degree in nursing and working in community and inpatient programs for seniors both in Winnipeg, Manitoba and in Victoria BC. Her duties included collaboration, research and program planning. She retired a number of years ago and will soon complete her term on the Board (former chair) for the Institute on Aging and Life Long Health (formerly the Centre on Aging) at the University of Victoria.

Tannis Wightman has had a life-long career in the field of Volunteerism. She has functioned in many capacities: from front-line volunteer to Board Executive. Tannis' sense of community participation has indeed been a force. She developed and coordinated volunteer programs and services in Europe and across Canada: from Prince Edward Island to Pender Island and points in between. Her service organization enabled aid to go to international citizens during humanitarian crises.