



## *39th Annual Report 2019-2020*

# seniors serving seniors

### **CHAIR'S REPORT**

During this 39th 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 is particularly true in this time of unprecedented social and physical restriction prompted by COVID-19.

This year marked the departure of our Executive Director, Julie Gray, as she transitions to retirement. While we will miss Julie, we were fortunate to be able to recruit Vicki Pilot as our new Executive Director. She has stepped in at a most difficult time but has done a great job and we thank both Julie and Vicki for their service this year.

Jane Sheaff, our former Executive Director, continued to be actively involved as the Directory Coordinator and the 2021-2022 version of the

Seniors' Services Directory, a highly valued community resource, will be published and distributed in the fall of 2020. In the fall of 2019, the Board completed updates to our organizational policies to ensure we are functioning at maximal efficiency. We recruited new members to the Board who bring a wealth of experience with them. We completed a Strategic Planning session in January 2020 and completed Board performance evaluations, both of which will provide guidance to the Board over the next 2 years.

The current Board is comprised of ten volunteer directors, all of whom are willing to continue with the Board for 2020-2021. We now have a full complement of Board members. I wish to express my thanks to all for contributing to another successful year. 2020-21 is the final year of my term as Chair of the Board and I will be stepping down at the next AGM in 2021. We will seek a replacement Chair over the next few months and have a new Chair to introduce at our next AGM in 2021.

Some changes were made within our programming this year. The Senior Peer Listening program, formerly known as Senior Peers Counsellors, transitioned to management by Beacon Services. The

Board is confident that this change will benefit the program. The Return to Health Program, with staffers Margo McIntosh and Gwen Gaddes, has had to adapt and be innovative in these challenging times. It was possible to find ways to continue providing essential services to the clients of the program in safe and supportive ways. The Seniors' in Stitches programs continues to provide valued and recognized services within the community.

Each year, we have changes to our funding and strive to maintain our core programs. During the COVID-19 pandemic, we were able to secure additional funds from a variety of sources to ensure the organization could and will be able to continue our work with seniors in our community.

To this end, the Board has approved a budget for this coming year with a new appreciation for how rapidly things can change and timely adjustments need to be made. Subsequently, we received notice that we must vacate our current office space by the end of July 2020.

Fortunately, we were already in the process of considering a move to a less costly location. We have secured office space with Silver Threads at their new space on Caledonia Avenue and will be able to collaborate with them more closely in the future. The Board is confident that this change will benefit the organization and afford us a variety of new opportunities.

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**  
**Chair of the Board**

## **EXECUTIVE DIRECTOR'S REPORT**

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.

In 2019 we focussed on building our Return to Health Program (clients and volunteers) to full capacity. The first six months of 2020 have been focussed on continuing our program delivery as best we could with the COVID-19 health protocols in place.

**Senior Link** phone line/email provides referrals for individuals to connect them with resources to address their needs. We provided approximately 1500 referrals in the past year. Thank you and a great appreciation to our regular volunteers Charlotte Cronin and Gwen Gaddes.

**SSS website** has been refreshed with input from our new Social Media/IT Committee. We'd like to thank Christian Granegger and Jie Zhang for their professional input to keep SSS current in the eyes of our community. The site covers information on our programs and a link to our Directory.

**Return to Health** has trained 10 new volunteers since May 2019 and we now

have 33 who support 145 clients. This program provides much needed support to isolated seniors following a hospital stay. We would like to thank the Island Health leadership for assisting us in our new way to deliver this program.

**Senior Peer Listening** has been transferred to Beacon Community Services who will provide exemplary service to those who are in need.

**Seniors' Services Directory** is now in its final stage of production and will be printed and distributed in September 2020. 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. The group hasn't met since February due to COVID-19 has affected the group but nonetheless they have produced 52 mittens and 20 hats. This program would not be possible without the dedicated volunteer time provided by Barbara Stoeckel.

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,

**Vicki Pilot, M.A.**  
**Executive Director**

## **TREASURER'S REPORT**

The financial statements presented for the year ended April 30, 2020 were prepared by MacMillan CPA Professional Corporation. The Society's banking continues to be conducted through Coast Capital Savings and this is recommended to continue.

We again acknowledge and are grateful for the support of individual donors and agencies as listed elsewhere in this report.

Respectfully submitted,

**Arthur Joyce**  
**Treasurer**

## **SENIORS' SERVICES DIRECTORY**

Production of the 2021-2022 edition is well under way, including contacting all agencies listed in the guide for updates to their services. The Directory Committee has been active and met 3 times since January 2020 including virtual meetings. The Committee is comprised of professionals from Island Health Authority and community agencies who are knowledgeable about seniors' issues. Members are: Kathy Ajas from Revera Living; Dawn Boschcoff from Metchosin Seniors' Resource Centre in Westshore; Rebecca Clarke, Kara Vos Knudsen, and Tiffany Eichorst from Island Health; Gwen Gaddes and Vicki Pilot from Seniors Serving Seniors.

The Committee's oversight includes; reviewing requests from new agencies who want to be listed in the directory, and researching new agencies in their

respective fields. Their work is contributed on a volunteer basis and their expertise helps to keep the publication relevant for today's seniors. New services will be found listed in various categories throughout the guide. New Tip Boxes that direct the reader to important resources which can be found online only and/or offer health-related guidance are included.

In September 25,000 copies of the new edition will become available free-of-charge to seniors and their families. Over 80 centres in the Capital Region, including 40 Island Health Departments and 40 community agencies are coordinated by SSS for distribution so that seniors can easily pick up a copy in their community. Due to the closures of seniors' centres during COVID-19 copies are now made available at various local pharmacies. Of the 25,000 copies, 1/2 are distributed in the community and 1/2 are given out by healthcare professionals - physicians, nurses, and social workers to patients of Island Health.

Funding for the Seniors' Service Directory comes from BC Gaming, advertising, and a \$10,000 grant from the Eldercare Foundation. The generous and ongoing support of the Eldercare Foundation helps to sustain the program, making it available to Island Health departments and the larger community.

The Directory is available on our website and assists those living at a distance to support a senior family member living in Victoria. Both the paper copy and online edition are widely-used by

organizations throughout the capital region supporting seniors. As more seniors navigate for services online this does not seem to have affected requests for the paper copy. We continue to receive requests from various agencies for more copies to distribute and from individuals who rely on the publication.

I am most grateful for the support I received from the Directory Committee Members and SSS Executive Director - Vicki Pilot. Especially, I want to acknowledge Directory Chair and SSS Board Member - Gwen Gaddes, whose leadership, vision and steady support made the year's project a success and a rewarding experience for all.

Respectfully submitted,

***Jane Sheaff***  
***Directory Coordinator***

#### ***DID YOU KNOW?***

**Seniors Serving Seniors is celebrating our 39<sup>th</sup> year!**



**Look forward to our 40<sup>th</sup> Celebration in 2021!!**

#### **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 2020 52 mittens and 20 hats have been produced and we are working on more to give to the preschool at Cridge Centre.

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

Respectfully submitted,

***Barbara Stoeckel***  
***Board member***



## **RETURN TO HEALTH**

This past educational season proved to be an exciting, challenging and inspiring time. The coordinators and volunteers have enjoyed the ongoing support of our Board of Directors.

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

Heartfelt thanks go to the Community Service Coordinator: Margo McIntosh, who has worked tirelessly to support vulnerable seniors and their volunteers.

We wished a fond farewell to outgoing Executive Director Julie Gray. In January 2020, we welcomed our in-coming Executive Director, Vicki Pilot to the helm.

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, Victoria Eldercare Foundation, Volunteer Victoria and Lisa Mort-Putland, Island Health's Marni Radford & Allison Gaul, UVIC's CanAssist Project, Alzheimer's Society, Liz Miller-Life Coach and volunteers with Dying with Dignity - Victoria Chapter.

It is a distinct privilege to be associated with our many compassionate volunteers. These individuals sincerely wish to improve the lives of older adults in the communities in which they live. This past year saw some of our volunteers move on to other opportunities.

The year also provided an infusion of engaged, enthusiastic volunteers bringing energy and creativity to the program. We also wish to acknowledge the outpouring of help in the spring 2020 from community volunteers who called us to offer assistance to isolated

seniors during the pandemic situation imposed by COVID-19.

We most gratefully welcomed them into our family of helpers; we hope many may remain. Physical distancing prevented us from meeting in person and so we ventured into the strange new world of virtual meetings. Thank you all for a most remarkable adventure. We look forward to September 2020 and a new season of learning together.

Respectfully submitted,

***Gwen Gaddes***  
***RTH Education Coordinator***

### **FINANCE COMMITTEE REPORT**

The newly formed Finance Committee met several times in the past year in person, by e-mail and via Zoom and reviewed or discussed several items during the year. Among these were:

Review and approval of our Budget for the 2020-2021 year

Final approval of Handbook policies relating to financial controls, programs, and operating reserves

Creation of a policy to deal with gifts and bequests was discussed. It was determined that since these were rare and unusual and often come with some restrictions attached, it was not feasible to develop a policy to cover all situations

and that any policies would need to be developed on an ad hoc basis.

Discussions were held with the ED and contractors regarding the financial effects of the Corona virus situation on our operations, including those of our staff, volunteers, and contractors.

The Finance Committee discussed and recommended the purchase of new software for the recording and handling of the society's operations. A Zoom subscription was also authorized to enable the continuation of Board and Committee meetings.

The Committee continues to meet and discuss matters relating to financial operations of Seniors Serving Seniors when required and provide its recommendations to the Board.

Submitted by

***Arthur Joyce, Chair***  
Jaret Clay  
Jie Zhang

### **IT/SOCIAL MEDIA COMMITTEE REPORT**

As a very new Committee the work to date has involved updating and refreshing our website and creating a new Facebook page. We anticipate further improvements in the future.

Submitted by

Vicki Pilot, Jie Zhang and Christian Granegger



Thank you to our knowledgeable and helpful Board of Directors as we navigate COVID-19.

### **2020/2021 Seniors Serving Seniors Board Member Roster**

#### **Members Standing For Re-Election**

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

#### **New Members**

**Jie Zhang's** interest in Seniors Serving Seniors springs from her research on home support for seniors as a faculty member at the UVic Gustavson School of Business. In addition to this passion she has had a previous career in Information Technology having completed a Master's Degree in Computer Science and working as the Systems Manager at the Division of Applied Mathematics, Brown University.

**Christian Granegger** has more than 40 years of experience working with small to large corporations. He holds a degree in telecommunications and has held a number of management roles from engineering to senior leadership; the initial 33 years of his career he worked for one of Germany's largest enterprise – Siemens AG – long term assignments took him to countries like India, the Philippines and Egypt to mention a few. Christian is a committed and passionate volunteer with Seniors Serving Seniors' Return to Health program.

### **Gratitude and Appreciation**

Thank you to our previous and new funding agencies during this challenging time. Without their generosity our organization could not continue to serve this community.

#### **2019/2020 Funders**

##### **BC Gaming Commission**

*Program and Operations*

##### **Telus**

*RTH Client Emergency Fund*

##### **United Way**

*Return to Health Program*

##### **Victoria Foundation**

*Program and Operations*

##### **Island Health**

*Return to Health Program*

##### **St. Michael's & All Angels**

*RTH Client Emergency Fund*

##### **Unity Church of Victoria**

*RTH Client Emergency Fund*

##### **Sobey's Smile Card Program**

*Return to Health Program*

##### **Help Age Canada**

*Return to Health Program*