

CHAIR'S REPORT

During this 37th annual general meeting of Seniors Serving Seniors you will learn about some of the changes within the organization this year. These changes reflect the commitment of the Board, partners, funders, supporters and members to continue to provide exemplary services to the greater Victoria community.

This year, we saw a change in the Executive Director for this not-for-profit organization. After more than 20 years in the role, Jane Sheaff retired at the end of 2017 and we welcomed a new Executive Director, Julie Gray in January 2018. Since then we have all learned about the many, many facets to the Executive Director role, where Jane squirreled things away and how incredibly fortunate we are to have found such a cool, calm, and competent person as Julie to take over the Executive Director position. Jane, though, has not forsaken us and continues to be actively involved as the Directory Coordinator as we prepare to publish the 2019-2020 version of the Seniors Services Directory this fall. In addition to finding a new Executive Director, the Board has been executing the activities laid out in the strategic plan we completed last year to meet the goals of the organization. These are ongoing activities that will carry us forward in the delivery of our core programs. We completed Board and executive director performance evaluations and engaged in recruitment and succession planning for the Board.

The current board is comprised of nine volunteer directors, three of whom are completing their terms and will not be returning to the Board. To date we have recruited one new Board member and, over the upcoming months, we will continue to seek volunteers to fill the open positions. 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 continue to run well in their second year. Well done. The more 'senior' Senior Peers Counsellors and Seniors in Stitches programs also continue to provide services within the community.

While we have had some changes to our funding sources, we continue to be able to provide our programming seamlessly. The organization is running well and the board has approved the budget for this coming year.

I would like to thank Jane Sheaff for her many years of service to the organization and being willing to continue to help us out as needed. I would also like to thank Paul Wickens-Jobling, former Chair of the Board, who remained as a director of the Board this year to support me during transition. And finally, I would like to acknowledge the contributions of our many volunteers and coordinators. Thank you all for another successful year!

Respectfully submitted,

Holly Tuokko, PhD, RPsych
Chair of the Board

EXECUTIVE DIRECTOR'S REPORT

"To care for those who once cared for us is one of the highest honors." –Tia Walker-

I am honoured to join this agency of caring people, who recognize the value of lending support to seniors in our community. We hold the unique place of being an information hub to ensure the awareness of other community agencies is passed on.

- Through our **Senior Link** phone line, we were able to provide 1700 referral services last year.
- Our **Directory** continues to be appreciated by both laypeople and professionals across the Capital Region. It is gratifying to take the calls requesting more directories, and to hear the compliments on how well received this resource is.
- Our **Website** offers the directory online, other resources and information on our programs. This remains a useful tool particularly for those people calling from out of town that have concerns about a loved one living in Victoria.

To support the above mentioned are several dedicated people. I would like to recognize Jan Klassen and Myra Johnson who have contributed their knowledge in answering our Senior Link line for many years. Both these ladies retired this past year, and are greatly missed! I would also like to thank Gwen Gaddes, who has been working on the Senior Link line since April 2018. The Directory has benefitted from Jane Sheaff's vast knowledge of seniors services in this area, and I thank her for all her contributions. We will also benefit as Jane carries on in her role as Directory

Coordinator. I sincerely thank Jane for her support and patience in helping me move into the Executive Director position.

Our programs contribute greatly to seniors in transition:

- **Return to Health** provided assistance to 144 vulnerable seniors prior to and following a hospital stay. It is my pleasure to recognize the work done by Yvonne Archer, the Community Services Coordinator of the program, and Donna Ross, the Education Coordinator.
- **Senior Peer Counselling** supported 29 seniors this year in need of a "listening ear" and emotional support. I would like to thank Mary Dolan who continues to guide this program and provide the educational tools for our volunteers to assist these people.
- **Seniors in Stitches** Many thanks to Barbara Stoeckel's guidance in this program, which has seniors knit goods for needy families in our area

Volunteers are our heartbeat! We, and therefore our clients, benefit from the dedicated program volunteers, and our Board members who contribute their time and energy. I would like to recognize our outgoing Board members: Chris Shepard, Heather Taylor and Paul Wickens-Jobling. I thank-you volunteers, and look forward to the upcoming year!

Respectfully submitted,

Julie Gray
Executive Director

TREASURER'S REPORT

The financial statements for the year ending April 30, 2018 were prepared by Joyce and Dilba, Chartered Professional Accountants. Signing authority was changed appropriately to include the new Executive Director, and there have been no changes to the financial institution. We are very grateful to the individual donors and agencies listed below.

Respectfully submitted,

Arthur Joyce
Treasurer

SENIORS' SERVICES DIRECTORY

Updating of the next edition of the directory is well under way. The committee met 3 times beginning in January 2018 to review requests for new business listings, to ensure visibility of Western Community's listings, and to update topics.

Our Directory Committee, chaired by Board Member Gwen Gaddes, is comprised of healthcare professionals from Island Health and community agency directors whom are knowledgeable about seniors' issues through their work serving seniors.

We've been fortunate this year with some new volunteers from the community who brought fresh ideas and information to our Committee meetings. We are grateful to: 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.

Our current advertisers were quick to reorder their spaces and the \$10,000 grant commitment from Eldercare Foundation will be received in June 2018 going a long way to sustaining future issues.

For some time the Directory has been available on the website but 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 are most grateful for the publication.

25,000 copies of the 2019/2020 edition will be available in early September and distributed to approximately 80 distribution centres in the Capital Region, including 40 Island Health departments and 40 community agencies.

I would like to acknowledge the valuable support of the TELUS Ambassador Volunteer Team who provide distribution of 5,000 plus directories in early September to the offices of community agencies and support groups serving seniors. My appreciation also goes to Directory Chair, Gwen Gaddes and SSS Executive Director, Julie Gray for their support in the production of this edition.

Respectfully submitted,

Jane Sheaff
Directory Coordinator

SENIOR PEER COUNSELLING

The SPC Program has weathered some changes and challenges this past year. We feel the loss of our past Coordinator Lois Dutton, who stepped down after four years of dedicated service to focus on other endeavours. We thank her from the bottom of our hearts and wish her the best in her current ventures.

We also celebrated the retirement of Jane Sheaff as ED of SSS. Thank-you for your many years of service on behalf of SPC, mostly behind the scenes to keep new people coming into training sessions, and for honouring and supporting the current SPC. We wish you good health and enjoyment in your retirement.

We welcome Julie Gray who succeeds Jane as ED, and thank you for your interest and caring support.

We wish to thank Sally Challenger for filling the role of Coordinator for several months, and for arranging for Jacqueline Horton, a lawyer specializing in Elder Law, to speak at two of our support meetings. Jacqueline spoke on the topics of Power of Attorney, estate planning, and life planning. We send sincere gratitude to Jacqueline for sharing her knowledge with our group.

Our gratitude goes to Donna Ross and Yvonne Archer for inviting our SPC group to join with the RTH volunteers for the November and April support meetings. It was a great opportunity to learn about each other's programs and have fun together.

During the past year, the SPC's have received 29 referrals to clients and have 18 active counsellors. We experienced a higher than usual number of requests in the Fall, regrettably resulting in longer wait times for some clients. Our volunteers donated approximately 2200 hours of service over the past year.

We were joined by nine new volunteers in November of last year and have since been able to respond to referrals more promptly. We would like to express deep and sincere gratitude to all peer counsellors for your caring, commitment and willingness to give of your time, energy and skills. We could not provide this service without you.

We continue to have monthly support meetings and thank Amanda from the Kensington Revera for accommodating our group and providing a lovely room for both our support meetings and 12 week training sessions. Your kind generosity is greatly appreciated.

Finally, we would like to express our deep gratitude to the Board of SSS for your support and guidance towards making this program possible.

Respectfully submitted,

Mary Dolan
SPC Training Coordinator

DID YOU KNOW?

Approximately 70 volunteers donated 3900 hours to our programs!

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 Buscagli

This past year we had 30 active, 7 inactive and 3 affiliated church and organization volunteers who recorded 2001 hours. They responded to the needs of 144 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. 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. Thanks to Mary Dolan, Gwen Gaddes, Yvonne Archer, Kailee Mar and Jane Sheaff for assisting with the training.

To support our volunteers, monthly meetings are held during September to May to share information and problem-solve. Anywhere from 8 to 19 volunteers attend every month. Various age-related topics are selected by our volunteers and speakers are brought in to increase our knowledge base. This year topics included: Mindfulness for Seniors, Restorative/Chair Yoga, Parkinson’s disease, Taking Risk and Embracing Change, Sighted Guiding with CNIB and Chronic Pain, Changes and Decisions: After an illness, seniors can face a daunting new reality and Using the CRD Community Map.

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; The Eldercare Foundation and Lori McLeod for refreshments; St. Michael’s All Angels Women's Guild for donation to our emergency fund helping clients in crisis; 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 Grace Yuen, Elta Brown, and Mary Wise who assist with refreshments at each meeting.

We are fortunate to have the ongoing encouragement and support of our Board of Directors, Board Chair - Holly Tuokko, SSS Past Executive Director - Jane Sheaff and in her new ED role, Julie Gray.

Respectfully submitted,

Donna Ross
RTH Education Coordinator

The following agencies provide rooms and refreshments for our meetings:

Amica at Somerset House

Kensington at Revera Living

Sunrise Senior Living

Yakimovich Wellness Centre

SENIORS IN STITCHES REPORT

Five women currently knit for Seniors in Stitches.

We meet the second Wednesday, from 11 am to 12 noon, nine months of the year at Sunrise Care Facility. At this time we bring in completed knitted items- touque and mitt sets, sweaters and rolled bandages. This year we prepared 49 touque and mitt sets and 7 sweaters for the Cridge preschool. Three knitters also made several bandages for a leper colony in Africa which were sent through Central Baptist Church.

We are able to knit these items through contribution of Beehive Wool Shop. Thank you.

Respectfully submitted,

***Barbara Stoeckel
Board member***

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| <p align="center">2017/2018 FUNDERS</p> <p>BC Gaming Commission <i>Programs and Operations</i></p> <p>Island Health <i>Return to Health Program</i></p> <p>St. Michael's & All Angels <i>RTH Client Emergency Fund</i></p> <p>Sobey's Smile Card Program <i>Marketing and Promotional Materials</i></p> <p>United Way of Greater Victoria <i>Return to Health Program</i></p> |
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**2018/2019 Seniors Serving Seniors
Board Member Roster**

Retiring Members

Christopher Shepherd
Heather Taylor
Paul Wickens-Jobling

Proposed New Members

Jaret Clay

Members Standing For Re-Election

Jane Dewing
Gwen Gaddes
Art Joyce
Barbara Stoeckel
Holly Tuoko
Debbie Yorke

PROPOSED NEW BOARD MEMBERS

Jaret Clay –

Jaret joined Investor’s Group in 2016. He is educated with a Bachelor of Science (Psychology), Bachelor of Commerce (Finance) and a Master of Social Work from UBC. He has always had a passion for planning personal finances and business finance. He is married with two adult children, one who is in medical school and one becoming an electrician.

He was a health care and social services manager for 13 years, focusing on hospital administration for 6 years in rural Northern B.C., with 4 years in the management of a drug facility in Vancouver and 3 years managing group homes for those in the community living with developmental disabilities. He has been on the Board of Operation Trackshoes, a sports festival for people with developmental disabilities, for 24 years in Victoria, B.C.