



WEST VANCOUVER
SENIORS' ACTIVITY CENTRE

OUTREACH SERVICES

2022

ANNUAL REPORT

west vancouver

MESSAGE FROM OUTREACH COMMITTEE CHAIR

Jain Verner



Outreach was very busy in 2022. In January, the 'Daybreak' program started providing much needed support to 10 caregivers, three hours per week. Our first responders provided a joint virtual session on fire safety and fraud. They also started a coffee chat with patrons in the cafe which repeated several times throughout the year.

In February, seven volunteers and several staff started Community Navigator training with the purpose of helping seniors navigate the system to meet their health, financial, housing, and legal needs.

In May, our Seniors' Outreach and Advocate Program Coordinator held a dementia-friendly workshop for the Squamish Nation and people on Bowen Island. During the fall term, UBC nursing students held a well-received weekly health educational session for members.

Although outreach did not include home visits to our isolated seniors, 12 phoners maintained contact with 50 seniors weekly in 2022.

Driving members to doctor appointments remains dependent on volunteer availability.

Our fundraising efforts resulted in \$101,000 raised as of December 31, 2022. Our Intergenerational Artisan Market committee helped by selling candy and crafts throughout the year, and holding a basketball tournament and a pop-up Christmas market.

In the fall, the Outreach executive and larger Outreach Community Committee merged and met monthly. The committee is presently exploring its mandate and role. To date we have discussed our existing community partnerships, talked with Isobel Mackenzie, our Provincial Seniors Advocate, regarding seniors issues and the future of seniors' centres as hubs providing seniors a 'one-stop shop', for services and recreation.

In closing, we offered 34 programs per week for seniors, provided 103 free meals three times per week to vulnerable seniors in the community, made 827 phone calls to seniors, and helped over 325 members and walk-in clients.

To our wonderful selfless staff, volunteers, youth, donors, and partners for sponsoring events and gifts—the seniors in West Vancouver thank you.

ABOUT OUTREACH SERVICES

Outreach Services offers a complement of active aging and dementia-friendly programs for seniors. We continue to see increased demand for a variety of programs that facilitate social opportunities and aging in place.

We are able to support our seniors in many ways, breaking down the barriers to participation by offering inclusive activities and support phone calls for those in greater need of connection and engagement. We offer subsidies for residents who cannot afford program fees and provide one-on-one support, when appropriate.

For a list of **Keeping Connected** programs Visit westvancouver.ca/keepingconnected.



Alternatively, scan the QR code to go to the page.

SOME OF OUR PROGRAMS



*Caregiver
Support Group*



*Ladies' Social
Club*



Social Tea Party



Daybreak



Keep on Moving



*Better Balance,
Stand Tall*



*Adapted Chair
Yoga*



*Support Phone Calls,
Medical Rides*



Musical Mondays



Advanced Care Planning



Income Tax Preparation



Gratitude Circle

OUR STAFF

Active Aging & Dementia Friendly Programs



Stephanie Jordan *Temporary Seniors' Outreach Worker/
Keeping Connected Program Coordinator*
sjordan@westvancouver.ca | 604-925-7211

Stephanie comes from a medical background with extensive experience as a Registered Nurse serving the Vancouver community for 20+ years. Stephanie joined the Seniors' Activity Centre's Keeping Connected team to focus on dementia-friendly programs, active aging in place programs, and working with seniors in need.



Hannah Rennie *Assistant Program Coordinator Seniors' Outreach*
hrennie@westvancouver.ca | 604-925-7208

Hannah graduated from the University of Victoria's Recreation and Health Education program with a Bachelor of Arts Degree. Hannah joined the Keeping Connected team to help improve the quality of life for seniors through recreation, fitness, and wellness. In her previous role with Feed the Need, Hannah was grateful to make connections and help seniors in need. She enjoys her work and seeing the positive effects of the power of recreation and outreach.



Kieran McBride *Assistant Program Coordinator Seniors' Outreach*
kmcbride@westvancouver.ca | 604-925-7281

Kieran—who is a new addition to the Seniors' Activity Centre—recently graduated from the University of British Columbia with a focus on health promotion and clinical exercise physiology. Since making the switch from summer camp staff to the Seniors' Outreach team, Kieran has taken responsibility for the Feed the Need food security program which delivers free meals to vulnerable seniors in West Vancouver.

MORE ABOUT OUTREACH SERVICES

Seniors' Outreach Worker pilot position

In 2022, the District piloted a Seniors' Advocacy/Aging in Place Coordinator position to support our most vulnerable seniors.

Needs ranged from housing, navigating health care challenges, and coaching families and caregivers, to helping with government forms, and assisting seniors with a variety of services to ensure they have access to local resources.

Over the year, this position supported more than 325 client visits/appointments in West Vancouver.

ABOUT KEEPING CONNECTED

Our goal is to connect 55+ adults to programs and services designed to improve their physical, social, and cognitive well-being at every stage of their life.

Our specialized programs range from personal training, prehab, and rehab to dementia-friendly and active aging programs. Our holistic and person-centred approach drives the design of each one of our programs and this annual report offers a glimpse into the range of available program options.

Our dementia-friendly and active aging programs are designed to help individuals accept the changes that aging inevitably brings and support them in living their best lives.

Aging well

From fit/active to needing ongoing assistance, we accept the changes that aging brings and strive to provide a way for individuals to live their best life along the physical function continuum.

WEST VANCOUVER SENIORS' ACTIVITY CENTRE

Feed the need

FEED A VULNERABLE SENIOR IN NEED.



We did it again! Thanks to YOUR generosity, we exceeded our campaign goal of raising \$100,000 towards the Seniors' Activity Centre's Feed the Need program and raised

\$101,083.27

by December 31, 2022!

\$38,657.07 was raised via donations to the Seniors' Activity Centre, and **\$62,426.20** via donations to the West Vancouver Foundation.

We would like to express our heartfelt gratitude to the West Vancouver Foundation for its continued support of this initiative and to every person and organization that contributed to this shared milestone, that allows the continuation of this vital program in 2023.

**THANK
YOU!**

**westvancouver.ca/
feedtheneed**



**WEST VANCOUVER
FOUNDATION**

westvancouver

2022 HIGHLIGHTS



34

PROGRAMS IN 2022

1100
PARTICIPANTS

Alzheimers Café	90 attendees
Advanced Care	
Planning Workshops	4
Care Giver Support Group	20
Cooking with Simone	40
Flower Workshops	12
Foot Care Clinic	10
Hearing Clinic	10
Income Tax Preparation	150
Intergenerational Programs	62
Keeping Connected	
Social Tea Party	44
PARC Westerleigh	
Christmas Take Out Luncheon	100
Other Social events	50
Pottery Workshops	8
Rotary Christmas Lunch	100
Screen Time for Seniors	140
Trip to CNIB	4
Virtual Reality for Seniors	10
Walker Tune ups	5



827

**SUPPORT
PHONE CALLS**



COVID-19 SUPPORTS

364 STUDENT
COMPASSION CARDS

150 CHRISTMAS CARE
PACKAGES

254 CARE PACKAGES
ISSUED

**FEED THE NEED 2022
FALL FUNDRAISING
CAMPAIGN** RAISED OVER

\$101,000

towards continuing the
meal delivery program to
vulnerable seniors



16,109
**Feed The
Need meals
delivered**

**824 food order
deliveries** to
residential homes
in physical need

**224 pick-up
food orders**
from the Seniors'
Activity Centre



SHUTTLE BUS
OPERATING
3x per week

2,400

RIDERS

141 OUTREACH VOLUNTEERS | **2,546** HOURS | **9** MEDICAL RIDES



**SENIOR'S ADVOCACY AGING
IN PLACE COORDINATION**

40 regular client check-ins
150 income tax registrants

325

ADVOCACY
CLIENTS

**THE INTERGENERATIONAL
ARTISAN MARKET**



910 **\$6,120**
ITEMS SOLD REVENUE

= 816 MEALS RAISED FOR
FEED THE NEED

TESTIMONIALS

Musical Mondays have been an invaluable source of joy for my father and myself, especially since the recent loss of my mother. I wish I discovered it sooner. Light-hearted, welcoming, easy-going atmosphere. It is something we both look forward to participating in together and in the company of others.

– *Keeping Connected Participant's Family Member*

As a newcomer to West Vancouver, indeed to Canada, and feeling a little lost, I was delighted to attend the tea parties at the Seniors' Activity Centre.

The welcome by the staff and volunteers was warm and friendly making me feel immediately at home and a stranger no longer.

– *Keeping Connected Participant*

I've been enjoying the food program for three years at least. I enjoy the variety of meals and the quality of food. We are fortunate to receive the good will of all the providers. The volunteer delivery people are happy and kind. Thank you all for this blessing.

– *Feed The Need Recipient*

The care support sessions have been invaluable to me. When I started the journey with my husband many years ago I couldn't have survived without the ability to chat with others. At times I thought I was going crazy and thinking that all his strange behaviours were a figment of my imagination. The years leading up to his admittance to a care facility were probably the worst and I couldn't have gotten through without talking to others who were experiencing similar issues. We held each others hands and the support was what kept me going. Watching your loved one go downhill in a care facility is also traumatic and having others experiencing a similar loss is a godsend.

– *Outreach Testimonial (Caregiver Support Group)*



Over the several years I attended our support group for care givers' of individuals with dementia I benefited from our discussions, updates, and the advice, kindness, and caring of the group's coordinator. The camaraderie with everyone, the hugs to help dry tears, and laughter with smiles to cheer us up. Each of us walks that nasty dementia path beside our loved ones. We understand, we get it. Without the care givers' support group we would be walking alone.

– *Outreach Testimonial (Caregiver Support Group)*

COMMUNITY PARTNERS

ALZHEIMER SOCIETY OF B.C.
AMICA WEST VANCOUVER
AMICA LIONS GATE
BRITISH PACIFIC PROPERTIES
CHATTERS HAIR SALON
COBBS BREAD
DAVIES PHARMACY
HOLLYBURN FAMILY SERVICES
HOLLYBURN HOUSE REVERA
INTEGRATED ENERGY HEALING
LANGARA MASSAGE PROGRAM
LIONSVIEW SENIORS' PLANNING SOCIETY
LONDON DRUGS
NORTH SHORE COMMUNITY RESOURCES
NORTH SHORE EMERGENCY MANAGEMENT
(NESM)
NORTH SHORE KEEP WELL SOCIETY
ROYAL CANADIAN LEGION -
WEST VANCOUVER BRANCH 60
ROTARY CLUB/SUNRISE

SENIORS' ACTIVITY CENTRE PARTNERS

Thank you to the following groups from our community for their kind support of the Keeping Connected programs: Fit Fellas, Wednesday Knitters, Friday Quilting Bee, The Photography Club, and SACS on 21st Gift Shop.

SIMON FRASER GEREONTOLOGY
THE SOCIETY FOR THE ARTS IN DEMENTIA CARE
UBC MENTAL HEALTH
UBC NURSING
WEST VANCOUVER FIRE & RESCUE
WEST VANCOUVER FOUNDATION
WEST VANCOUVER MEMORIAL LIBRARY
WEST VANCOUVER POLICE
WEST VANCOUVER UNITED CHURCH
WESTERLEIGH PARC RETIREMENT LIVING
COLLINGWOOD SCHOOL, GIRL GUIDES,
PATHFINDERS, SCOUTS, WEST VANCOUVER
YOUTH SERVICES, WEST VANCOUVER SCHOOLS,
MULGRAVE SCHOOL
VANCOUVER COASTAL HEALTH

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