



WEST VANCOUVER
SENIORS'
ACTIVITY CENTRE
2022
ANNUAL REPORT

west vancouver

MESSAGE FROM ADVISORY BOARD CHAIR

John Watson



The relaxation of pandemic restrictions resulted in a return to normal operations at the Seniors' Activity Centre (SAC) in the last year. Membership renewals are rebounding from about 2,200 members during the worst of the pandemic to 3,300 members and growing. Programs are filling up and space is at a premium. From a peak of 1,100 volunteers pre-pandemic, we now have only 400 volunteers and are working to recruit more in an effort to fill up to 85 volunteer shifts per day required for full operation at the Centre.

We celebrated the opening of the new Frank Kurucz Rehabilitation Studio and the newly renovated Fabric Arts room.

The Advisory Board and the District co-funded the engagement of a consultant (hcma architecture + design) to carry out a facility needs assessment and feasibility study to inform long term plans associated with supporting seniors within the community. Community engagement with SAC members and

North Shore residents will begin soon and results of the study will be presented to the District of West Vancouver's Council once completed.

Feed the Need continues to provide meals to over 100 clients and, in the fall, thanks in part to a \$20,000 matching fund through the Give Where You Live campaign, in partnership with the West Vancouver Foundation, we raised over \$100,000 to ensure the program can continue for another year.

The volunteers running SACS on 21st, had another banner year, raising over \$147,000 for the Centre. Thank you to the leadership team and all those who help make it such a success.

The Advisory Board was very active with the hcma project, re-writing our bylaws, creating an orientation package for new Board members, and beginning work on plans for 2023. A salute to retiring Board members Brian Hann and Dave MacLachlan.

My thanks to Board members, our new Youth and Seniors' Services Manager Alison Gelz, and all the wonderful staff of the Centre. It has been an extremely busy year and I am grateful for your good humour, hard work, and dedication to making life better for seniors.



Fiorenza
Albert-Howard



Neil
Carroll



June
Earle



Mahin
Farrokhzad



Barbara
Graham



Sheilah
Grant, *Past Chair*



Brian
Hann



Melanie
Hess



Sheila
Lamb



Dave
MacLachlan



Faye
McMyn



Audrey
Sojonky



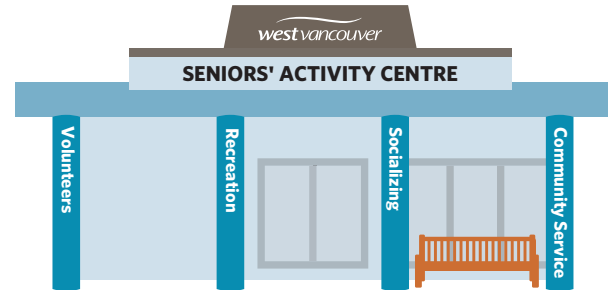
Jain
Verner



John
Watson, *Chair*

A YEAR IN REVIEW | TOP HIGHLIGHTS

The four pillars of the Seniors' Activity Centre (the Centre)—Volunteers, Recreation, Socializing, and Community Service—encompass the interests of the membership and the needs of the community. These pillars reflect the foundation of the Centre—its Mission and Vision Statements.



Volunteers

The Volunteers pillar highlights the importance of volunteers in both the operation of the programs and activities within the Centre, and in the provision of services to the community.

Recreation

The Recreation pillar encompasses the areas of arts, crafts, exercise, games, sports, education, entertainment, excursions, and events.

Socializing

The Socializing pillar focuses on opportunities for seniors to mix with family, friends, and to forge new friendships at the Centre.

Community Service

The Community Service pillar centres on assisting and supporting seniors in the form of 'Keeping Connected' programs, support groups for those caring for a loved one, a 'Community Navigator' program, and providing free food to seniors experiencing food insecurity. New programs and services are continuously explored and developed to meet community needs.

VOLUNTEERS HIGHLIGHTS



The **Intergenerational Artisan Market** sold 910 items over the year and raised \$6,120 for Feed the Need. The market was supported by youth and seniors.

Funds raised go towards Feed the Need and this year the market will support approximately 800 additional meals. Volunteers delivered over 16,000 meals in 2022.

414 Volunteers supported all Seniors' Activity Centre programs including support phone calls, Community Navigators, flower arrangers, Garden Side Café, front desk, coffee bar, meal delivery, Snow Angels, and the SACS on 21st Gift Shop (which raised \$149,270.97 in 2022).



The **Volunteer Appreciation and Long Term Service Awards** event was held in April and was the first in-person event since the pandemic. The event was a huge success and recognized volunteers whose service years ranged from five to 35 years. The Wall of Acclaim recipients were also awarded during this community event.

A new **Volunteer Advisory Roundtable** was formed with members of the public and staff to review the District's current Volunteer Service model and the future sustainability of the program. The group's focus is on recruitment, orientation, retention, rewards, and meaningful experiences.

RECREATION HIGHLIGHTS



The new **Frank Kurucz Rehabilitation Studio** opened in September offering members high quality and accessible rehabilitation programs. The renovation was funded by a donation gifted from the Frank Kurucz estate.



A new **Fabric Arts Studio** opened in September. The renovation was funded by the Fabric Arts Trust, supported by countless hours of donated time and fundraising dollars. The room is designed with high quality LED lighting and state-of-the-art, ergonomic sewing desks. New programs include learning to crochet and knit.



55+ Indoor & Outdoor Programs

Outdoor programs have exploded. There were over 550 participants, with cycling taking the lead with 323 participants in 2022. Table tennis and badminton continue to be great indoor sports that are well attended. New walking, hiking, and cycling programs were created to address the demand for outdoor programs.

SOCIALIZING HIGHLIGHTS



The **Garden Side Café** returned to dine-in lunch service seven days per week. Customers enjoyed 23,000 take-out lunches, 19,500 soups, 8,300 sandwiches, 8,300 coffees, 7,250 hot lunches, 4,400 desserts, 4,300 salads, 1,600 quiches, 1,300 meat pies, and just over 4,000 homemade cinnamon buns!



In-person events returned to the Seniors' Activity Centre (SAC): SAC Annual General Meeting, Volunteer Appreciation Week & Long Term Service Awards, Volunteer Appreciation Barbecue, Remembrance Day Luncheon, Norwesters Cycling Christmas Dinner, Rotary Christmas Luncheon, Fit Fellas Christmas Party, PARC Westerleigh Christmas Take-out Lunch, and Shortbread & Sherry.



Indoor Programs

Woodworking, photography, and art classes continue to be popular and are growing in numbers. The Garden Club returned with amazing speakers scheduled weekly, all of whom are experts in the gardening field. New arts programs included drawing and working with coloured pencils.

COMMUNITY SERVICE HIGHLIGHTS



The **Shuttle Bus** operated three days per week, offering service to 2,400 riders. A revised schedule was created to enhance pick-up and drop-off locations throughout the Ambleside-Dundarave corridor, including multiple stops at Park Royal.



The volunteer **Community Navigator program**—launched in partnership with Hollyburn Family Services Society and led by the Seniors' Outreach Worker—completed over 800 support phone calls.



Feed the Need, supported by volunteers, delivered 16,109 meals to vulnerable and at-risk seniors. Volunteers also delivered an additional 824 meal orders to local seniors living with mobility challenges and transportation limitations.

3,140

MEMBERS

72% RESIDENTS
28% NON-RESIDENTS



981

VOLUNTEERS

414 ACTIVE
30,963 HOURS

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

The Intergenerational Artisan Market

910
ITEMS SOLD

=

\$6,120
FOR FEED THE NEED



MONTHLY
SCENE & SAC E-NEWS
UPDATES TO
4,000
RECIPIENTS PER E-NEWS



7,000

PRINTED SCENE
MAGAZINES

OVER **550** PARTICIPANTS IN **OUTDOOR SPORTS**, **233** IN **CYCLING**



43

REHABILITATION
PROGRAMS

offered per week
with 91% enrollment

2,400

RIDERS



SHUTTLE BUS

OPERATING
3x
PER WEEK

PLANNED GIVING

THREE REQUESTS
TOTALING
\$97,254.53
RECEIVED

SACs ON 21ST
RAISED OVER

\$148,000



THE SENIORS' ACTIVITY CENTRE DONATED

150

Christmas Care Packages
to Feed the Need recipients



WEST VANCOUVER SENIORS' ACTIVITY CENTRE TRUST ACCOUNTS

| ACCOUNTS | Opening Balance Jan 1, 2022 | Revenue (ex. Interest) | Interest Earned* | Expenditures | Allocated Funds to Centre | Closing Balance Dec 31, 2022 |
|-------------------------------------|--------------------------------|---------------------------|---------------------|----------------|------------------------------|---------------------------------|
| Bequests and Gifts | \$448,139 | \$38,820 | \$10,014 | - | \$74,770 | \$422,203 |
| Total for Bequests and Gifts | \$448,139 | \$38,820 | \$10,014 | - | \$74,770 | \$422,203 |
| <i>Non-Club Trust Accounts:</i> | | | | | | |
| Computer Replacement | \$10,804 | - | \$270 | - | - | \$11,074 |
| Friends of the Centre | \$14,407 | - | \$360 | - | - | \$14,768 |
| Fundraising | \$248,120 | \$133,525 | \$7,812 | \$3,959 | \$65,208 | \$320,289 |
| General | \$45,041 | \$85 | \$1,127 | \$56 | - | \$46,197 |
| Subtotal | \$318,372 | \$133,610 | \$9,569 | \$4,015 | \$65,208 | \$392,328 |
| <i>Club Trust Accounts:</i> | | | | | | |
| Computer Club | \$975 | - | \$24 | - | - | \$1,000 |
| Green Thumb Club | \$4,327 | - | \$108 | - | - | \$4,435 |
| Hiking Club | \$3,178 | - | \$79 | - | - | \$3,257 |
| Heritage Choir | \$2,540 | - | \$64 | - | - | \$2,604 |
| Photo Club | \$11,948 | \$1,591 | \$280 | \$2,320 | - | \$11,499 |
| Quilting Club | \$16,419 | \$883 | \$433 | - | - | \$17,735 |
| Stained Glass Club | \$1,275 | \$238 | \$37 | \$31 | - | \$1,519 |
| Wednesday Knitters Club | \$52,148 | \$1,653 | \$719 | \$26 | \$25,000 | \$29,494 |
| Woodworking Club | \$4,485 | \$4,216 | \$200 | \$709 | - | \$8,192 |
| Subtotal | \$97,295 | \$8,581 | \$1,945 | \$3,087 | \$25,000 | \$79,735 |
| TOTAL FOR ALL TRUST ACCOUNTS | \$415,667 | \$142,192 | \$11,514 | \$7,102 | \$90,208 | \$472,062 |
| TOTAL FUNDS AVAILABLE | | | | | | \$894,266 |

*Interest revenue is estimated based on the District's average rate as interest allocation is not yet available for 2022 closing balance at the time of publication.

WEST VANCOUVER SENIORS' ACTIVITY CENTRE OPERATING STATEMENT

| | 2022 | 2021* | 2020* |
|------------------------------------|--------------------|--------------------|--------------------|
| OPERATING REVENUE | | | |
| Memberships, Rentals & Advertising | \$133,719 | \$205,649 | \$419,692 |
| Programs | \$363,616 | \$201,461 | \$206,467 |
| Cafeteria | \$661,106 | \$581,624 | \$717,189 |
| TOTAL REVENUE | \$1,158,441 | \$988,734 | \$1,343,348 |
| OPERATING COSTS | | | |
| Administration & Service Delivery | \$935,441 | \$1,016,754 | \$1,137,298 |
| Programs | \$234,054 | \$145,299 | \$138,843 |
| Cafeteria | \$712,472 | \$631,854 | \$770,139 |
| TOTAL COSTS | \$1,881,967 | \$1,793,907 | \$2,046,280 |

*Budget impacted by COVID-19

2022 BOARD & COMMITTEES

SAC ADVISORY BOARD

John Watson, Chair
Sheilah Grant, Past Chair
Councillor Cameron until
October, then Councillor
Lambur
Jain Verner
Barb Graham
Fiorenza Albert-Howard
Faye McMyn
Melanie Hess
Sheila Lamb
Brian Hann
June Earle
Mahin Farrokhzad
Neil Carroll
Audrey Sojonky
Dave MacLachlan
Daniel Godfrey, *Staff*
Alison Gelz, *Staff*
Davida Witala, *Staff*

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Sheilah Grant
Faye McMyn
Basil Davis
Jack Clerkson
Bill Troy
Jan Timmer

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David Patrick
Valerie Coles
June Earle
Mahin Farrokhzad
Elizabeth Hsu
Neil Carroll
Chris Inouye
Kathie Taylor
Davida Witala, *Staff*
Sabina Kasprzak, *Staff*

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Jain Verner, Chair
Councillor Cameron until
October, then Councillor
Lambur
Barbara Gillingham
Sheilah Grant
Brian Hann
Audrey Sojonky
Cindy Macleod
John Watson
Mark McLean, WVPD
Jeremy Calder, West
Van Fire
Fiorenza Albert-Howard
Viki Lee, WVML
Ehlam Zaminpaima, WVML

Sydney Lewis, West
Vancouver Community
Member
Lenore Rogers, SAC
Member
Beth Probert, SAC Member
Susan Gooding, VCH
Asae Yoshida, Family
Doctor

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Barbara Gillingham
Fiorenza Albert-Howard
Sheila Lamb
Sheilah Grant
Joan Townsend
Faye McMyn
Dave MacLachlan
Joan Townsend
Alison Gelz, *Staff*
Davida Witala, *Staff*
Willie Ng, *Staff*
Cindy Bae, *Staff*

FUNDRAISING COMMITTEE

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Sheila Lamb
John Watson
Jain Verner
Sheilah Grant
Brian Hann

Valerie Coles
Alison Gelz, *Staff*
Davida Witala, *Staff*

VOLUNTEER ADVISORY COMMITTEE

Barb Graham, Chair
Kathy McKenzie
Elizabeth Hsu
Helena Jiang
Sandy Yen, *Staff*
Crystal Lan, *Staff*
Davida Witala, *Staff*

VISIONING COMMITTEE

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Faye McMyn
Lenore Rogers
Brian Hann
Melanie Hess
Sheilah Grant
Audrey Sojonky
Alison Gelz, *Staff*
Davida Witala, *Staff*