



OUTREACH SERVICES

ANNUAL REPORT

2023

WEST VANCOUVER SENIORS'
ACTIVITY CENTRE

west vancouver

MESSAGE FROM OUTREACH COMMITTEE CHAIR JOHN WATSON

Aging in one's own community is much preferred by seniors and their families. If a higher proportion of seniors can stay in their own homes for longer, this can help lower the pressure to build, staff, and service additional care facilities. Aging in place is less expensive for seniors who would otherwise have to pay to be in a care facility.

Many seniors are looking more closely at what they would need to maintain their independence, routines, friendships, and preserve other community links as they age. The community can foster aging in place, by ensuring seniors have the community supports and services they need to keep safe, maintain well-being, stay as long as possible in their homes, and sustain contact with friends and neighbours. Staying local has been seen to help with sustaining cognitive functioning, mental well-being, and feelings of life satisfaction.

In addition to walkable amenities and accessible public transit, there will be a need for the community to have senior-friendly supports, programs, and facilities that include at least the following four elements:

- 1. Local facilities and programs for recreation, socializing, and fitness** to keep seniors mentally and physically sharp, and functioning as well as possible.
- 2. Programs and services to help with recovery from temporary health and injury setbacks.**
- 3. Outreach programs and services, including respite programs** such as caregiver support and meal delivery.
- 4. Counselling and support for seniors needing to navigate complex challenges** (health, legal, mobility, etc.) and linking to regional and provincial agencies and services when local programs and services are not available, or able to meet their needs.



The good news is that the Outreach programs at the Seniors' Activity Centre (SAC) include or link to all the above elements to various degrees, and the program operates with a number of SAC volunteers, resulting in a lower cost of delivery than would otherwise be the case. Outreach volunteers are trained and supervised by District staff who also assess and document all clients.

John Watson

ABOUT OUTREACH SERVICES

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

Outreach Services support West Vancouver seniors in many ways, by offering inclusive activities and support phone calls for those in greater need of connection and engagement. The Outreach Services team strives to reduce barriers to access programs for seniors living at home with reduced mobility and isolation. Staff also collaborate with Access Services to provide options for residents who cannot afford program fees.



For a list of programs visit
westvancouver.ca/keepingconnected.

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

SOME OF THE PROGRAMS

- Caregiver Support Group
- Ladies' Social Club
- Social Tea Party
- Daybreak
- Keep on Moving
- Monthly Social Tea Parties
- Musical Mondays and Singalong Fun
- Well Balanced
- Fame for Stroke
- Stand Tall
- Adapted Chair Yoga
- Support Phone Calls
- Advanced Care Planning
- Income Tax Preparation
- Empowering Patient Workshops
- Pottery/Flower Arranging Workshops
- Minds in Motion



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
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.



AMANDA BARRIOS-MATA Assistant Program Coordinator
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Amanda is responsible for the Feed the Need food security program, which delivers free meals to vulnerable seniors in West Vancouver.

Outreach Services Highlights

Empowering Patient workshops offered 11 classes with over 300 attendees. Free workshops included How to Navigate the Health Care System, Advanced Care Planning, and Discussing Values and Beliefs.

In partnership with CRA, the SAC offered **income tax clinics** to seniors with low income, providing free income tax return services, serving over 175 seniors.

Keeping Connected hosted 10 successful tea parties—a time to socialize and connect with others over tea and snacks.

ABOUT KEEPING CONNECTED

The 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.

Specialized programs range from personal training, prehabilitation, and rehabilitation to dementia-friendly and active aging programs. A holistic and person-centred approach drives the design of all programs and this annual report offers a glimpse into the range of available program options.

The SAC's 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.

\$36,042

*was raised via donations
to the Seniors' Activity
Centre, and*

\$73,376

*was raised via donations
to the West Vancouver
Foundation*

**THANK
YOU!**

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:

\$109,418

by Dec 31, 2023!

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 2024.

westvancouver.ca/feedtheneed



WEST VANCOUVER
FOUNDATION

westvancouver

2023 HIGHLIGHTS



60



PROGRAMS IN 2023
1100
PARTICIPANTS

COMMUNITY CONNECTOR UPGRADE



480

SUPPORT
PHONE CALLS



COVID-19 SUPPORTS

- 300** STUDENT COMPASSION CARDS
- 100** CHRISTMAS CARE PACKAGES
- 100** CARE PACKAGES ISSUED

55+ LOW INCOME TAX PROGRAM

SERVED OVER
175
MEMBERS



FEED THE NEED 2023 FALL FUNDRAISING CAMPAIGN RAISED

\$109,418

towards continuing the meal delivery program to vulnerable seniors



13,495
Feed The Need meals delivered

691 food order deliveries to residential homes in physical need



SHUTTLE BUS
OPERATING
5x per week

3,500
RIDERS

EMPOWERING PATIENT WORKSHOPS

300
PARTICIPANTS

THE INTERGENERATIONAL ARTISAN MARKET

1,278
ITEMS SOLD

\$3,982
REVENUE



= 465 MEALS RAISED FOR
FEED THE NEED

TESTIMONIALS

I'm a retired schoolteacher. The food delivery and the food is very, very, good and we want to thank everyone for it; we so appreciate it. Thank you so much.

Libby Lodge Resident

I just love how courteous and friendly the volunteers are that deliver the Feed the Need food. I enjoy the healthy food and love how promptly it comes three times per week, even in bad weather. So very grateful. Just recently I made modifications to my meal order with Amanda, and I'm so happy that the kitchen can help me with my new restrictions. This program is fantastic. It's so helpful with my finances, which are a minimum, grocery cost are so high, and this program truly supports me to live my daily life. Thank you!

Klahanie Resident

Feed the Need is an excellent resource for seniors in need. The program is run efficiently with amazingly supportive and friendly staff and volunteers. They make it an easy and seamless process for seniors like my mom to obtain services. I'm eternally grateful knowing my mom has access to food delivered directly to her twice a week.

Kiwanis Building resident

I have used the services provided by the Feed the Need program for some time. I am beyond grateful for this resource and all behind the scenes who make it possible to have a nutritious and delicious prepared meal. I'm 79 and have difficulty walking. This resource has helped me tremendously. Thank you again!

Anonymous



COMMUNITY PARTNERS

ALZHEIMER SOCIETY OF B.C.
AMICA WEST VANCOUVER
AMICA LIONS GATE
BRAIN ACADEMI
DYING WITH DIGNITY
BRITISH PACIFIC PROPERTIES
CHATTERS HAIR SALON
COBBS BREAD
CANADA REVENUE AGENCY
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
PATIENT PATHWAYS HEALTHCARE NAVIGATION AND ADVOCACY

ST JOHN'S AMBULANCE THERAPY DOG PROGRAM
SILVER HARBOUR SENIOR'S CENTRE
VANCOUVER COASTAL HEALTH
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 GERONTOLOGY
THE SOCIETY FOR THE ARTS IN DEMENTIA CARE
UBC MENTAL HEALTH
UBC NURSING
SOUTH VANCOUVER SENIORS NETWORK
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
UBC NURSING SCHOOL

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