



WEST VANCOUVER
SENIORS' ACTIVITY CENTRE

OUTREACH SERVICES

ANNUAL REPORT

2020

west vancouver

OUTREACH SERVICES 2020

Outreach Committee Report



John Watson, Chair

When the Outreach Committee launched in late 2019, we were determined to identify and reach out to vulnerable members of the Seniors' Activity Centre (SAC) and those we could identify in the broader community. We were slowly making inroads to help reduce isolation and make lives more enjoyable, when the pandemic compelled us to quickly redefine and vastly expand our outreach efforts and activities. The pandemic taught us that outreach is an essential and ongoing service for several hundred local seniors, helping ensure their physical and emotional well-being.

The pandemic exposed challenges in our community that have long been hidden: many seniors who live alone, are frail, isolated, and should receive regular wellness checks. Some lack the resources or ability (financial and/or physical) to obtain nutritious meals and many struggle to get to appointments. Others lack access to technology and need coaching on how to use it in order to communicate with others, or to obtain information about specialized services in the region.

For several years, the SAC has provided office space for the Special Services Society. The society, working through volunteers, has been serving about 70 isolated, vulnerable seniors with wellness check phone calls, home visits (suspended during the pandemic), and rides to medical appointments. To brighten their lives, cards were sent for Christmas, birthdays, and other occasions. In November, Bunny Brown, the volunteer Executive Director, retired and asked to merge the society with the SAC. Because Special Services' activities directly aligned with Outreach Services the merger was finalized, and the services provided by the society continue.

When the Seniors' Activity Centre (SAC) shut down its normal operations on March 13, 2020 the staff, under the leadership of Jill Lawlor, re-organized the facility overnight to facilitate the safe purchase and pick-up of meals by our regular clientele. It soon became clear that delivery of meals was also required and, in partnership with West Vancouver police, fire, and paramedics, SAC staff began to deliver meals to vulnerable seniors. This meal program continues seven days per week and SAC volunteers now play a significant role in the program. When it became apparent that the cost of meals was a barrier to some seniors, the charges were waived for those who could not afford them. Gift and grocery cards have also been provided in cases of further hardship.

Thanks to generous support from the West Vancouver Foundation, coupled with donations from our members and the public, the food program is now secure for the medium term. The SAC Fundraising Committee report to the AGM gives details of how this was achieved. The longer-term future of the food security program is the subject of ongoing planning, but we are certain the need for it will not disappear.

As the pandemic took hold, staff made almost 7,000 wellness-check phone calls to seniors. This continues with staff calling the high-risk seniors and volunteers placing about 250 calls per week to others. Thanks to donations of new smart phones (by Telus) and used computer tablets and other devices (by SAC members), many vulnerable seniors have received the means to communicate with friends and loved ones and to search for resources and support online.

The SAC has partnered with Hollyburn Family Services to retain the services of a social worker for the outreach program. Finally, our sincere thanks go out to the amazing SAC staff, for their tireless efforts to expand and sustain support to those most in need. Well done!

Operations Report: COVID-19 Response



John Watson, Chair

OUTREACH SERVICES 2020

Outreach Services Programs

Outreach Services offers a complement of programs to our seniors. Most programs are close to capacity, with over 500 weekly visits. We are able to support our seniors in many ways, breaking down the barriers to participation by offering home pick-ups and drop-offs and by providing reminder phone calls. We offer subsidies for residents who cannot afford program fees and provide support with one-on-one volunteers when needed. Staff will update family members on how engaged and happy their loved one is in our classes. Participants must be registered in advance for these programs.

CAREGIVER SUPPORT GROUP This support program is offered to spouses of program participants. The group can find support in a safe and caring environment, while their loved one takes part in the “Move & Mingle” group. Caregiving is an isolating experience, and this group helps fill that gap.

CREATIVE EXPRESSIONS This weekly program offers a person-centred approach to show how creative activities and conversation can benefit seniors with, or at risk of dementia.

MOVE & MINGLE GROUPS We offer this program on Monday, Thursday mornings (men only), Thursday afternoons and Sunday afternoons. Each program has a specific focus designed to meet the needs of the participants. All classes include an exercise component, and discussion of current events.

STRETCH & MOVEMENT FOR PARKINSON'S & OTHER PHYSICAL CHALLENGES This uplifting program combines movement and music in an enjoyable, safe, and creative class for people living with Parkinson's and other physical challenges. Participants maintain a sense of confidence and grace through movement and the fundamentals of stretch. The class uses chairs for stability and ease of movement, and helps participants build strength, balance, and mobility.

EASY MOVES FOR EASY AGING This popular group meets weekly to have fun with new and old friends. They enjoy all types of games, functional mobility exercises, brain exercise and social time.

BETTER BALANCE Twice a week, participants in the program improve their balance and mobility to reduce their risk of falls. This program, improves confidence, postural competence, and strengthens joints and muscles.

KEEP ON MOVING This small group personal training class is offered twice a week. Members focus on maintaining and gaining strength, balance exercises and flexibility, making it possible for these participants to continue to live in their homes.

LADIES' SOCIAL CLUB Our ladies join together once a week on Wednesdays, to talk about the good news of the day. The primary focus of this group is to learn more about each other, and to develop new and strong friendships.

LUNCH & LEARN Members enjoy lunch together with friends then give their brain a workout with puzzles, trivia and brain gym exercises.

MEN'S CLUB This group meets weekly to enjoy lunch and a business meeting where participants discuss current events, share memories and make new friends.

ALZHEIMER'S CAFÉ The Alzheimer's Cafe is held for people with dementia, their families, and friends, and anyone who is interested in dementia. Its aim is to reduce the stigma around dementia by offering a safe, cafe-like setting in which to provide opportunities for social contact, as well as dementia education, and information.

MUSIC IN THE LIVING ROOM Between 35-50 seniors with their loved ones enjoy the weekly "old-time sing-along" and social that is offered to our members and to the residents of Hollyburn House Revere at the Hollyburn House Residence. The program leader, musician, Silk Purse Singers and support volunteers facilitate this warm and friendly program for our community of seniors with a varied range of loss and capacity. Seniors enjoy the gift of music and friendship.

STAND TALL This specialized exercise class is offered twice per week. It is designed for the aging body to help restore muscle balance, and spinal alignment, allowing participants to straighten up and stand tall again.

MUSICAL MONDAYS This program engages community members with the art of music. Performers play well known songs and at times have sing-along songs for participants to join in and brighten the room.

OUTREACH SERVICES 2020

Testimonials



"I have been the lucky recipient of your meals for a few weeks now and want to express how much I appreciate them and the difference it has made to my health/wellbeing—no more existing on Dollarama soups and stews. The meals are wonderful and staff are always cheerful, smiling, and encouraging. Then I was also lucky to be included in the 12 Days of Christmas—so much fun, thought, and humor was part of this surprise, then you top it off with a Turkey dinner...I truly feel blessed.

And last week I received your extended free meal delivery program wonderful and generous—there are several residents here that this will help out immensely, including me! Thank-you!"

Feed the Need Recipient

"At 91 years of age, I have always considered myself independent, but with limited funds and physical ability I just gave up eating much, didn't really notice it. Then the meals started, they are delicious. They really perked me up.

I started to look forward to the delivery and the conversation with the volunteers. I have started walking and chatting with my neighbours—I haven't done that in years. You made me feel good."

Feed the Need Recipient



"As a diabetic 'Bruce' has been suffering from sores for years. He is physically disabled and has limited means physically and fiscally to purchase meals. After four months on the meal program 'Bruce' shared his sores were gone. The change in his nutrition gave his body the nutrients that are needed to recover. 'Bruce' has continued on the meal program, he loves to see the volunteers, and is appreciative of the short (distant) visit every couple of days."

Community Health Nurse

Thanks to Amica, Kiwanis, and the West Vancouver Foundation for **providing 2,064 rides on the Seniors' Shuttle Bus**

The Seniors' Activity Centre made **6,761 initial Wellness Calls**

481 Donors raised over **\$400,000** through the **Feed the Need Campaign**

Members of the Seniors' Activity Centre together with the West Vancouver Foundation **donated over \$65,000 to support COVID-19 services**

Thank-you to British Pacific Properties for **funding 1,000 Christmas Dinners**

Over 100 tablets and phones were donated, cleaned, and delivered to seniors in need

26,635 meals were delivered to at-risk seniors through the **Feed the Need program**

OUTREACH SERVICES 2020

PROGRAM VISITS

Better Balance	968
Men's Club	726
Explorers	242
Ladies' Social Club	108
Minds in Motion	440
Move & Mingle Group	968
Caregiver Support Program	396
Creative Expressions	440
Stand Tall	668
Stretch & Movement	418
Easy Moves for Easy Aging	318
Keep on Moving	880

TOTAL PROGRAM PARTICIPATIONS

6,572

SPECIAL EVENTS VISITS

Jan - Mar, Sep - Dec	22 weeks
Musical Monday Special	10 guests
Eye Deal	10 guests
PARC Westerleigh Holiday Luncheon	100 guests
Navigation Training	16 guests
Screen Time for Seniors	6 guests
Sound Advice	5 guests
Alzheimer's Café	42 guests

SPECIAL EVENTS VISITS **89**

COVID-19 SUPPORTS

Feed the Need - Meals Delivered	26,635
Initial Assessment calls	6,761
Ongoing Wellness Support calls	5,000
Care Packages - given away	800
Christmas Care packages	500
Compassion Cards	2,000
Phone/Tablets Donated	150
Masks donated	1,000
Hand Sanitizer Donated	500
Library Book Deliveries	200

TOTAL COVID INTERACTIONS **43,546**

2020 TOTAL OUTREACH INTERACTIONS

50,207

WEST VANCOUVER SENIORS' ACTIVITY CENTRE

Feed the need



FEED A VULNERABLE SENIOR IN NEED.

westvancouver.ca/seniors

THANK YOU!

A special thank-you to all the individuals, organizations, family trusts, and corporations who gave so generously to keep our seniors fed in 2020 and beyond.

We received donations from 481 donors amounting to a total of \$407,291 and growing!

**Ian and
Rosemary
Mottershead
Fund**

Thank you for
your matching
donation of
\$100,000!

westvancouver.ca/feedtheneed



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OUTREACH SERVICES 2020

Community Partners

ALZHEIMER SOCIETY OF B.C.

The Society provides support and referrals for individuals in our Keeping Connected programs who are struggling with cognitive impairment. The outreach department offers a partnership program with the Society called Minds in Motion. The Alzheimer Society of B.C. supports our Dementia Friendly North Shore Action Plan.

AMICA

Keeping Connected staff have enjoyed getting better acquainted with Amica staff. Amica is a proud supporter of the Seniors' Shuttle Bus and our Christmas outreach program. Their support makes a significant difference in our community.

BRITISH PACIFIC PROPERTIES

This organization has provided wonderful support for vulnerable seniors through providing funding for food security and donating hundreds of masks.

LONDON DRUGS

London Drugs is a supporter of our Christmas outreach program for vulnerable seniors in need, providing a variety of gifts.

DAVIES PHARMACY

Davies Pharmacy comes to the Centre to provide Walker Workshops for our older seniors who use mobility aids such as walkers, wheelchairs and scooters. Davies is our partner to deliver flu shots and vaccines to Seniors' Activity Centre members and non-members.

HOLLYBURN HOUSE REVERA

The Keeping Connected program partners with Hollyburn House to provide the successful Music in the Living Room program. Hollyburn House provides the space, the refreshments and pays the musicians for the sing-a-long program.

LANGARA MASSAGE PROGRAM INTEGRATED ENERGY HEALING

The Seniors' Activity Centre has developed a relationship with the Massage Therapy Program at Langara College. Students provide massages for seniors at a reduced rate. This has become a successful fundraiser for the Keeping Connected Program.

NORTH SHORE KEEP WELL SOCIETY

Our Centre works to support the Keep Well Society, which offers an exercise class and a hands-on support program on Thursday mornings. The goal is to encourage and help older adults to keep well by leading active and independent lives. This program has been welcoming all seniors on the North Shore for over 30 years. Keep Well is FREE, open and inclusive to all participants.

ROTARY CLUB/SUNRISE

Thank-you to the Rotary Sunshine Club for their annual support of seniors outreach. Their contribution each year helps to support vulnerable seniors in our community.

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.

UNITED CHURCH, WEST VANCOUVER POLICE, WEST VANCOUVER FIRE & RESCUE SERVICES, WEST VANCOUVER LIBRARY

These organizations are partners on the Seniors' Outreach Committee to support vulnerable seniors.

THE SOCIETY FOR THE ARTS IN DEMENTIA CARE

Dr. Dalia Gottlieb-Tanaka, chair of the Society for the Arts in Dementia Care was instrumental in the training and the development of the new Creative Expressions program offered at the Seniors' Activity Centre. This program offers a person-centred approach to working with older adults experiencing cognitive losses, or at risk of a diagnosis of dementia.

YOUTH

Collingwood School, Girl Guides, Scouts, West Vancouver Youth Services, West Vancouver Schools, Mulgrave School, and 365 Give have collaborated on numerous intergenerational projects including compassion cards, artwork, poems, letters, Christmas ornaments, and gifts of support. During this year an incredible number of donations were received that helped us to stay connected with all seniors.

WEST VANCOUVER FOUNDATION

The West Vancouver Foundation has been a strong partner throughout COVID-19 supporting food services, Feed the Need, and the shuttle bus! The Foundation has provided funding, connections, and advocacy throughout the pandemic.

WESTERLEIGH PARC RETIREMENT LIVING

The staff at the Westerleigh provided 100 take-out lunches for seniors for our annual Holiday Luncheon during Christmas.

VANCOUVER COASTAL HEALTH

Vancouver Coastal Health work directly with staff providing referrals and support and participating in Dementia-friendly Committees.



COMMUNITY OUTREACH COMMITTEE

John Watson, *Chair*

Jain Verner

Lenore Rogers

Sheilah Grant

Sydney Lewis

Cindy MacLeod

Bill Soprovich

Nick Bell-WVVPD

Helen Murphy

Erin Black-VCH

A. Calegeros-WVFD

Melanie Hess

Beth Probert

Annie Hill, *Move & Mingle, Stand Tall, Keep on Moving*

Ian Horne, *Keep on Moving*

Peter Baragon, *Stretch & Movement*

Lynne Kellerman, *Dance for Parkinson's, Men's Club*

Christina Martynko, *Easy Move for Easy Aging*

Hilary Hannigan, *Move & Mingle, Lunch & Learn*

Marie Murray, *Men's Club, Ladies Social*

Julie Dorsemayne, *Move & Mingle*

Dave Dauphineau, *Driver*

Hey Jung Oh, *Musician*

Cate Innish, *Musician*

Joan and Mel Shaw, *Musician*

KEEPING CONNECTED STAFF TEAM

Jill Lawlor, *Seniors' Services & Community Wellness Manager*

Davida Witala, *Seniors' Activity Centre Recreation Supervisor*

Helen Murphy, *Program Coordinator, Seniors Outreach*

Barb Alizadeh, *Creative Expressions, Move & Mingle, Music in the Living Room, Ladies Social*

KEEPING CONNECTED VOLUNTEER TEAM

Marie Murray, *Creative Expressions, Stretch & Movement*

Kathleen Fox, *Move & Mingle*

Jain Verner, *Alzheimer's Café*

Carol Wheately, *Music in the Living Room*

Lorraine Craik, *Music in the Living Room*

Dorell Carlson, *Music in the Living Room*



The printing of this report was made possible by the generous support of the Seniors' Activity Centre Advisory Board from the Fundraising Account.