



WEST VANCOUVER
SENIORS'
ACTIVITY CENTRE
ANNUAL REPORT

2019

west vancouver

WEST VANCOUVER SENIORS' ACTIVITY CENTRE 2019

West Vancouver Seniors' Activity Centre Advisory Board Strategic Plan | 2018-2023

MISSION

To provide physical, intellectual, artistic and social programs in a supportive, welcoming environment.

VISION

An inclusive, safe, healthy and vibrant senior community enhancing quality of life.

GOALS:

1. Increase membership
2. Enhance an inclusive, multi-cultural, and diverse community of members
3. Develop, increase, and sustain funding to maintain and develop programs
4. Provide meaningful and varied volunteer opportunities
5. Expand infrastructure to support members and volunteers



Our Centre had another successful year. The majority of our programs and trips were full with waitlists. Our Café did booming business serving our members as well as fulfilling many catering requests. Chef Gareth was welcomed back to the fold to the delight of many. The Flea Market was housed in our Centre and financially successful. SACS on 21st continues to be a great source of revenue.

Sarah, our summer student, developed a wonderful book celebrating the diversity of our talented members and a 2020 calendar highlighting major Centre events. Both are available at the front desk and make great gifts for the person who has everything!

During the closure the Centre received a paint job and new carpeting. Both of our lounges will soon be sporting new furniture and the fireplace in the smaller lounge is already creating a cozy atmosphere.

The September North Shore Seniors' Health Expo was well attended with standing room only for many of the afternoon sessions. The All Candidates Meeting for the Federal Election had an overflow of attendees. PumpkinFest was a busy time. Several special events were held each week in December. All programs and dinners were extended by a week this year running up to Christmas. During the week between Christmas and New Years we offered daily \$2.50 exercise classes for the first time, which proved to be popular.

A very special shout-out to Leanne Lebel, the creative mastermind behind all of our fantastic seasonal decorations throughout the year—thank you Leanne.

Being your Chair has been a privilege and honour. The year has just evaporated. To Caroline, Thanan, Sylvia, Tiffany, John, Lou, Helen, Leanne, all the RFCs and maintenance staff, a huge thanks for your continued support, patience and help. We are so fortunate to have such talented staff members who have our seniors' best interests at heart. To Davida Witala our Recreation Supervisor and Jill Lawlor our Seniors' Services and Community Wellness Manager, your guidance and support has been greatly appreciated—thank you so much. A special thanks to all my terrific Board colleagues for your support this past year and to Daniel for keeping me on the straight and narrow. My pleasure to know and work with you all.

Message from the SAC Advisory Board Chair



Jain Verner, Chair

WEST VANCOUVER SENIORS' ACTIVITY CENTRE 2019

Program Committee Report



Sheilah Grant, Chair

The Seniors' Activity Centre is always busy with our members participating in a variety of activities. I would like to highlight some of these activities especially our busiest ones and the new ones that have been initiated.

Woodworking continues to be very active with new classes on Fridays and the purchase of two new lathes that enables our members to make bat houses and introduce Indigenous youth to woodworking. Outdoor snowshoeing, hiking and cycling continue to attract new participants as do our fitness classes. New initiatives this year include teaching Farsi to non-Iranians, a Yoga Movement class and Mindful Mediation classes both daytime and evening. Our guest lecture series included Jane Adams, noted local artist and poet, Persian music, Hafez-Poetry reading and a lecture on cannabis. A Notary Public spoke and is now available twice a month for consultation. An audit of the Music and Dance classes was carried out with participants indicating great satisfaction.

Outings continued to be very popular and enthusiastically attended. They included 'Harrison Lake Boat Cruise', 'Westminster Abbey by Brain' and 'Peak 2 Peak in Whistler.'

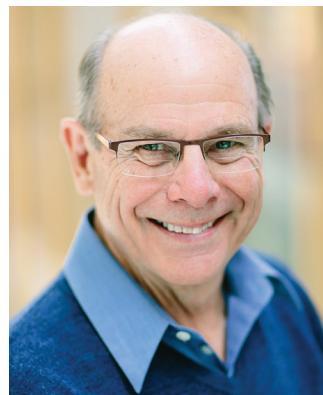
We always encourage new ideas and please feel free to suggest activities that you would like to see at our Centre.

Your Centre is so fortunate to have such a dedicated number of volunteers who participate in the various fundraising activities throughout the year. These monies are utilized effectively to enhance the benefits of being a member of what is considered the finest seniors' centre in Canada.

As you will note from the financial information the SACS on 21st store continues to be very successful with sales for the year of \$78,812, which combined with the Flea Market revenue of \$46,903, permits a number of funding requests to be covered. These monies provided for new blinds in the Learning Studio, more round tables in the cafeteria, a portable hearing loop, a new lathe in the woodworking room, AV room sound upgrade, funding for the Keeping Connected programs, a bike rack and many other expenses, including the electric fire place in the entrance sitting area.

We also acknowledge several small bequests received and support from the club trust accounts which are very much appreciated. Finally, the Café continues to be successful with sales up slightly from last year.

Finance Committee Report



Brian Hann, Chair

WEST VANCOUVER SENIORS' ACTIVITY CENTRE 2019

Outreach Committee Report



John Watson, Chair

This past year we have reached out to isolated seniors, and accomplished the following:

1. Published an information card for first responders to leave with seniors. The card contains broad information and contact numbers for community resources on one side and on the other side is detailed information about programs and services available at the Seniors' Activity Centre (SAC).
2. Identified and made contact with local seniors' residential facilities to identify a population of isolated seniors. We will be bringing appropriate programming to them and trying to reduce their isolation.
3. Launched a peer support program, beginning with training volunteers to run it.

We will soon:

4. Begin a Navigator training program. Will train volunteers to help seniors navigate in four main areas:
 - Aging in place, understanding the needs of vulnerable seniors and what supports are available
 - Income pensions and subsidies for seniors
 - Types of housing for seniors and how to apply
 - How to advocate for seniors—tenant rights, healthcare settings, government and community services
5. Identify funds to permit us to hire a qualified social worker to oversee the Navigator program.
6. Come to an agreement with Vancouver Coastal Health whereby they, with financial support from SAC, will run a program called Congregate Meals at SAC: a once a month program offering meals to small numbers of vulnerable seniors making new connections.
7. Assist Vancouver Coastal Health with a community health survey.

Members of the committee are grateful for the tireless and ongoing work, support and encouragement of SAC staff as well as that of the Mayor and senior District staff.

The start to the year was difficult as the designated chair of the Communications Committee withdrew after two months due to a personal situation. I was asked to return for the remainder of the year and was happy to accept since the backbone of the Committee remained on board—our two prolific writers for the Scene, David Patrick and Valerie Coles, our editor Sabina Kasprzak and David MacLachlan, member at large. Without these people, the Committee couldn't fulfill its mandate. We also were fortunate to add Faye McMyn as a new member to our Committee.

One of our major objectives in 2020 is to upgrade our mic systems and provide a video feed of the proceedings to the living room area and perhaps the cafeteria.

Other objectives for 2020 are to promote the establishment of a building fund and attempt to find a consensus regarding the name of the Seniors' Activity Centre.

2019 has been the most successful year in regard to revenues, thanks to the great efforts of management and the cafeteria staff during personnel and volunteer shortages. December was a particularly busy month, with year-end extras such as special dinners and several parties. New aprons and new dishes have been purchased. A Cooking class and a Food Safe class were very well received, they will be repeated in 2020. The Café was very busy during the Flea Market and PumpkinFest, with great success, promoting new ways of offering meals, such as having sandwiches available at the Coffee Bar.

In 2020 there will be enhanced Sunday Brunch that will be offered once a month with special menu items and International Dinners on the second Tuesday of the month. Huge thanks to all who volunteered and let us extend the positive energy into the new year.

Communications Committee Report



Hans Krutzen, Chair

Cafeteria Committee Report



Fiorenza Albert-Howard, Chair

WEST VANCOUVER SENIORS' ACTIVITY CENTRE 2019

Volunteer Committee Report



Jain Verner, Chair

A goal of this committee in 2019 was recruitment of volunteers to fill vacant shifts in the Café, Phone Desk and Coffee Bar. A 'pop-up' information table to solicit volunteers was set up at the Harmony Arts Festival, the Library, the Community Centre Atrium and Fresh Street Market. New volunteers were cross trained in a variety of areas to ensure flexibility to cover a variety of shifts when vacancies arise. This has provided better service to our members and a more satisfying feeling for our volunteers who want to feel needed. Zheni Gazdova was instrumental in creating our online volunteer orientation enabling us to capture volunteers in a more timely way, avoiding the wait for the monthly face to face orientation.

A special dinner, breakfast, barbecue, five-event free card and two very popular cooking classes were ways we celebrated and thanked our volunteers. In December we had a tea party to celebrate our retired volunteers. Our goal in 2020 is that of leadership and mentorship. We would like more Volunteer Leaders of specific work groups to take charge of scheduling and finding replacements. Establishing a mentorship program will support and ease the transition of new volunteers to their jobs. I would like to thank Caroline Brandson and Thanu Eagalle for their support, guidance, ideas, hard work, patience and commitment to make this committee effective in improving our volunteer work and opportunities. Thank you both so much.

Operations Report



Jill Lawlor, Seniors' Services & Community Wellness Manager

Thank-you to our amazing Board for their leadership and innovation! A special thank you to Dave MacLachlan, Roy Maguire and Jim Adams for the gift of their time, support and guidance. Thank you Jain Verner for your leadership, guidance and steadfast support as our Chair, we look forward to keeping you for one more year as Past Chair. Welcome back to Brian Hann as the incoming Chair! In 2019 we received a new accessible bus, moved SACS on 21st storage onsite, renovated the Servery (kitchen off Activity Room), created a new welcome desk, new intergenerational projects, and created the beautiful Creative Insights publication and SAC Wall Calendar. Staff were invited to speak and share the success of the centre on the national, provincial and local level in 2019.



Items funded in 2019: Bike Rack, Storage Containers, All Candidates Meeting, Wood Lathe, SAC Open House, Summer Student, Projector Replacement, Tax Computer, Bandsaw, Silk Flowers, Motorized Blinds, Patio Umbrellas, AGM Expenses, Round Tables, Aprons & Chef Jackets, Portable Hearing Loop, Bonsor Snooker Tournament, Christmas Trees, Arts Publication Printing, Calendar Printing, Coat Rack, Arts Room Tables, GPS Subscription for Outdoor Sports, Click Frames, Special Member Event Refreshments, Server Renovation, New Welcome Desk, Electric Fireplace, Seniors Outreach Program Support.

WEST VANCOUVER SENIORS' ACTIVITY CENTRE 2019

West Vancouver Seniors' Activity Centre Trust Accounts

Trust fund status report
to December 31, 2019
(unaudited)

	TRUST ACCOUNTS	OPENING BALANCE (JAN. 1, 2019)	INTEREST FOR 2019	REVENUE	EXPENDITURES	CLOSING BALANCE (DEC. 31, 2019)
Bequests and Gifts	\$141,052			\$40,211	\$49,831	\$131,432
FUNDRAISING TRUST ACCOUNTS						
Seniors Building Fund				Flea Market \$46,903		
Computer Replacement	\$13,670	\$379		Flea Donation \$2,012		
Friends of the Centre	\$20,392	\$508		Publications \$1,000		
Fundraising	\$190,519	\$5,618		SACs on 21st \$78,812		
General	\$40,302	\$1,246		\$128,727		
SUBTOTAL	\$405,935	\$7,751	\$172,090		\$194,762	\$391,011
CLUB TRUST ACCOUNTS						
Computer Club	\$918	\$28				\$946
Green Thumb	\$4,738	\$135			\$ 471	\$4,403
Hiking Club	\$3,057	\$87			\$320	\$2,824
Heritage Choir	\$2,139	\$74	\$685			\$2,898
Photo Club	\$15,989	\$492	\$5,688		\$4,886	\$17,282
Quilting Club	\$13,407	\$421	\$1,258		\$22	\$15,064
Stained Glass Club	\$1,914	\$50			\$488	\$1,476
Wednesday Knitters Club	\$42,884	\$1,342	\$4,630		\$925	\$47,931
Woodworking	\$642	\$56	\$3,387		\$927	\$3,158
SUBTOTAL	\$85,688	\$2,685	\$15,647		\$8,038	\$95,981
TOTAL	\$491,623	\$10,436	\$187,737		\$202,800	\$486,992

OPERATING REVENUE	2018	2019
Memberships, Rentals & Advertising	\$206,937	\$205,587
Programs	\$678,503	\$684,583
Cafeteria	\$609,333	\$645,187
NET REVENUE	\$1,496,791	\$1,537,376

OPERATING COSTS	2018	2019
Administration & Service Delivery	\$782,502	\$908,025
Programs	\$470,357	\$461,810
Cafeteria	\$568,132	\$610,359
NET COSTS	\$1,823,009	\$1,982,213
NET COST OF OPERATING SAC	\$326,218	\$444,837

**West Vancouver
Seniors' Activity Centre
Operating Statement**
For the 12 months ending
December 31, 2019
(unaudited)

SAC ADVISORY BOARD

Jain Verner, *Chair*
Dave MacLachlan
Sheilah Grant
Hans Krutzen
Jim Adams
John Watson
Brian Hann
Barbara Gillingham
Fiorenda Albert-Howard
Roy Maguire
Bill Soprovich—*Councillor*

FINANCE COMMITTEE

Brian Hann, *Chair*
Janet Morris
Dave MacLachlan
Joan Townsend
John Watson
Barb Gillingham
Bob Birch

PROGRAM COMMITTEE

Sheilah Grant, *Chair*
Jim Adams
Mahin Farrokhzad
Elizabeth Hsu
Janet Morris
Melanie Hess
Linda Weitzel
Jain Verner

COMMUNICATIONS COMMITTEE

Hans Krutzen, *Chair*
Dave MacLachlan
David Patrick
Valerie Coles
Faye McMyn

OUTREACH COMMITTEE

John Watson, *Chair*
Sheilah Grant
Cindy MacLeod, *United Church*
Melanie Hess
Erin Black—VCH
Jain Verner
Lenore Rogers
Sydney Lewis
Pat Cummings, *Memorial Library*
Nick Bell—WVPD
A Calegeros—WVFD
Bill Soprovich—*Councillor*

FLEA MARKET COMMITTEE

Joan Townsend, *Chair*
Ralph Townsend, *Security*
Karen Hardie, *Co-chair & Volunteers*
Dave Patrick, *Layout*
Basil Davis, *Receiving*

CAFETERIA COMMITTEE

Fiorenda Albert-Howard, *Chair*
Kathleen Richardson
Hilary Schwedhelm
Chris Inouye
Pam Kaiway
Jain Verner
Paula Lamb
Nigel Clarke

CONFLICT RESOLUTION COMMITTEE

Jain Verner, *Chair*
Sheilah Grant
Brian Hann
Dave Roach
Lenore Rogers

VOLUNTEER ADVISORY COMMITTEE

Jain Verner, *Chair*
Fiorenda Albert-Howard
Connie Buzunis
Mel Clark
Di Cook
Elizabeth Hsu
Kathy MacKenzie
Beth Probert

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