



WEST VANCOUVER
SENIORS'
ACTIVITY CENTRE
ANNUAL REPORT

2020

west vancouver

WEST VANCOUVER SENIORS' ACTIVITY CENTRE 2020

Message from SAC Advisory Board Chair



Brian Hann, Chair

This past year has certainly been challenging for our staff and the membership—traditionally events such as the Flea Market, PumpkinFest, The Seniors' Health Expo, and other gatherings which generated energy, companionship, and the feeling of belonging were missed. Still, your Centre continues to offer meaningful support, limited programs, delicious meals, and unique items in the gift shop.

The "Feed the Need" program was a very successful undertaking, raising necessary funding to provide an incredible number of meals to vulnerable seniors. The Fundraising Committee established during the year, together with the West Vancouver Foundation raised sufficient monies to maintain the program into 2022. A thank-you to everyone who supported this event.

During the shut down of the Centre, SACS on 21st was relocated to the atrium which provides substantially more space and accessibility. The store which has been operating since September 2016 has generated gross sales of some \$300,000 over four years. Funds raised benefit the Center and members, as outlined in the financial reports each year.

The Seniors' Activity Centre Constitution and Bylaws were updated to meet the current needs. This document is posted at the Centre to view. Last month a Building Committee was established by the Board to plan for and execute an expansion of the building to meet the new needs. There will be an article in The Scene shortly inviting input on the new project and discussing fundraising.

We would like to acknowledge and thank Jain Verner, the Past Chair of the Board, who stepped down this year and to welcome new members Melanie Hess and Sheila Lamb. We also would like to acknowledge the support of Mayor and Council, the wisdom provided over the years by Councillor Soprovich, and to welcome Councillor Cameron to our Board. And finally we would like to announce Sheilah Grant as the new Advisory Board Chair.

The past year has been financially challenging for the West Vancouver Seniors' Activity Centre. With the closure of the building last March membership renewals were deferred, there was no annual Flea Market, and the revenue normally generated from the various programs significantly decreased.

On a positive note, during the closure the SACS on 21st shop was relocated to larger premises. Since its reopening in August the donations of saleable merchandise have been wonderful and the gross income for the year exceeded \$50,000. This revenue enabled your Advisory Board to provide funding for a number of kitchen items requiring replacement, a new lathe in the woodworking shop, the outdoor heaters under the canopy-covered sitting area, a new coffee maker to meet the demand for fancy beverages, the Remembrance Day poppies, the Christmas mail-outs to our members, the initial funding to commence the "Feed the Need" program, and the additional furniture in the lounge.

We were fortunate to receive a number of bequests during the year totalling \$212,000 for which we are most appreciative and thank those who remember the Centre in their wills.

We also recognize and acknowledge the many volunteers who offer their time and skills in support of our staff.

Finance Committee Report



Brian Hann, Chair

WEST VANCOUVER SENIORS' ACTIVITY CENTRE 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

WEST VANCOUVER SENIORS' ACTIVITY CENTRE 2020

Program Committee Report



Sheilah Grant, Chair

Most of the programs at the Seniors' Activity Centre (SAC) were curtailed or severely limited because of the pandemic. The meetings of the Program Committee were also put on hold until November when we were able to meet virtually. A special thanks however, to our programming staff who were flexible and still able to offer some programs based on the restrictions that had been laid out by the Provincial Government. Programs including badminton, table tennis, hiking, mindfulness meditation, online fitness, and winter sports were some of those offered with limited registration and waiting lists. All COVID-19 protocols were followed faithfully. Outreach programs including exercise, caregiver support, stretch class (formerly Dance for Parkinson's) to name a few were also offered with limited attendance. Those who attended were extremely appreciated of the opportunity to participate. We always welcome new ideas for programming at the SAC. And finally, thank you to the members of the Program Committee for their patience and support.

Communications Committee Report



Hans Krutzen, Chair

COVID-19 has created a void, especially in communications. During this past year we haven't been able to shake hands, hug, smile, or chat over coffee. The Communications Committee has tried to fulfill some of its obligations via virtual meetings, however, some items have been postponed until "normal" returns. A condensed version of The Scene has been published regularly thanks to our dedicated writers Valerie Cole and David Patrick, and our editor Sabina Kasprzak. Other projects including a membership handbook, and a new microphone/video system needed for large gatherings such as our All Candidates meetings, will be completed shortly after the Center fully reopens. If there are any subjects you would like to see in The Scene or other areas where you feel we could improve communications, please contact us. Also, we are always looking for writers for The Scene, so if you are interested, please contact Davida Witala. Until we are back in full swing, keep healthy, keep safe.

The Fundraising Committee was formed this year, and the first meeting was held on September 14, 2020. It replaces Friends of the Centre in the Constitution and will be a subcommittee of the Finance Committee.

In April 2020, due to COVID-19 and the role that the Seniors' Activity Centre (SAC) took on in feeding vulnerable seniors in need, it was decided by the 2020-21 Committee that we would solicit funds from our members and friends, in a campaign designed to raise funds for emergency COVID-19 support. We raised \$65,031.

In October we were notified that the West Vancouver Foundation (WVF) had secured a matching grant of \$100,000 from Ian and Rosemary Mottershead. We had until December 31, 2020 to match the grant. The Fundraising Committee immediately took on the challenge with the "Feed the Need" campaign. We jumped into action making lists, organizing meetings, and dividing up all the solicitations amongst the members. Our joint campaign with the WVF was a success. Donors were asked to send donations to either the SAC or the WVF. By the end of December SAC had received \$121,706 and the combined total of all donations was over \$400,000 (including the \$100,000 matching grant donation).

In 2021, we intend to focus our attention on a capital campaign if and when it is ready to proceed. When the pandemic is behind us, we are exploring offering Estate Planning as one of the programs at the SAC.

Fundraising Report



Faye McMyn, Chair

WEST VANCOUVER SENIORS' ACTIVITY CENTRE 2020

Volunteer Committee Report



Jain Verner, Chair

Volunteers started back in the summer helping with food preparation and packaging for our take-home sales and 'Feed the Need' initiative. Some helped staff deliver food to our community members in need. A group of 10 volunteers managed the Centre's phones from 4 to 8 p.m. providing information, referrals, and chatting with lonely callers. Volunteers also became Hosts and assisted with managing folks who arrived to buy food, checking their health status (in accordance with COVID-19 guidelines), ensuring appropriate physical distancing, and customers' use of hand sanitizer before buying food.

Come fall, SACS on 21st opened providing additional Volunteer opportunities. Evening callers were no longer needed. A group of 13 Volunteer callers was established to make regular calls to 250 isolated seniors in the community. The return of woodworking and billiards also required volunteers. Although we continued with virtual Board, and Fundraising Committee meetings during 2020, most committees waited until November 2020 to meet virtually. Special thanks to staff Caroline Brandson and welcome Sylvia Lung.

Cafeteria Committee Report



Fiorenza Albert-Howard, Chair

Within 24 hours of the March lockdown, food services mobilized in the cafeteria and a COVID-19 Safety Plan was put in place. Food services were relocated to the front desk and the food delivery began on March 15, with the service continuing seven days per week. Volunteer food handlers, hosts, delivery people, and food packers were welcomed back in June. Specialty entrées were prepared for Mother's Day, Easter, Father's Day, October Fest, Remembrance Day, Thanksgiving, and Christmas.

Over 26,000 free meals have been delivered since March to subsidized residential buildings in West Vancouver. This is in addition to the 18,227 meals (61,000 items) that have been sold through the café. Special thanks to the cafeteria staff—Lou, Gareth, Ron, Pradeep, Simone, Heather, and Deb—and the volunteers for the success of the Center's food services, and to Jill Lawlor and Davida Witala for their professional support.

971 volunteers with **351 active volunteers** in 2020

Feed the Need **raised over \$400,000** to support vulnerable seniors with meal support

Girls Guides donated **300** Christmas Mugs, **200** handmade ornaments, and **100** hand stitched stockings

The Seniors' Activity Centre **retained 3,079 members** in 2020

Rehabilitation programs in the Activity Room offered **34 classes a week** during the pandemic

SACS on 21st raised **\$50,095**

Launched a **new Snow Angels program** to assist with clearing walkways when it snows

London Drugs donated over **500 gifts for Christmas**

Community Navigator Training Program began

Staff completed **6761 wellness assessment calls**

MP Patrick Weiler spoke about West Vancouver's food security program in the **House of Commons**

Items funded in 2020: Bike, Fresh Flowers, Member Appreciation, Meal Support, The Scene Mailing Costs, Microwave, Mixer, Poppies, Tent, Outdoor Heaters, Christmas Postage

WEST VANCOUVER SENIORS' ACTIVITY CENTRE 2020

West Vancouver Seniors' Activity Centre Trust Accounts

Trust fund status report to December 31, 2020 (unaudited)

TRUST ACCOUNTS	OPENING BALANCE (JAN. 1, 2020)	REVENUE	EXPENDITURES	ALLOCATED FUNDS TO CENTRE	CLOSING BALANCE (DEC. 31, 2020)
Bequests and Gifts	\$131,433	\$220,593	\$0	\$0	\$352,026
FUNDRAISING TRUST ACCOUNTS					
Seniors Building Fund					
Computer Replacement	\$11,983				\$11,983
Friends of the Centre	\$13,970				\$13,970
Fundraising	\$189,643	\$50,007	\$5,863	\$48,438	\$189,643
General	\$43,983	\$425	\$941		\$43,983
SUBTOTAL	\$259,579	\$50,432	\$6,804	\$48,438	\$254,769
CLUB TRUST ACCOUNTS					
Computer Club	\$946				\$946
Green Thumb Club	\$4,402		\$118		\$4,284
Hiking Club	\$2,824	\$260			\$3,084
Heritage Choir	\$2,899	\$10	\$355		\$2,554
Photo Club	\$17,282	\$1,350	\$1,676		\$16,956
Quilting Club	\$15,064	\$215			\$15,279
Stained Glass Club	\$1,476		\$243		\$1,233
Wednesday Knitters Club	\$47,931	\$1,951	\$1,102		\$48,781
Woodworking	\$3,159	\$338	\$271		\$3,226
SUBTOTAL	\$95,983	\$4,125	\$3,765	-	\$96,343
TOTAL	\$355,562	\$275,150	\$10,570	\$48,438	\$703,137

SACS on 21st \$49,802
Donation \$205

**West Vancouver
Seniors' Activity Centre
Operating Statement**

For the 12 months ending
December 31, 2020

(unaudited)

OPERATING REVENUE	2019	2020
Memberships, Rentals & Advertising	\$205,587	\$419,692
Programs	\$684,583	\$206,467
Cafeteria	\$645,187	\$717,189
NET REVENUE	\$1,535,357	\$1,343,348

OPERATING COSTS	2019	2020
Administration & Service Delivery	\$908,025	\$1,137,298
Programs	\$461,810	\$138,843
Cafeteria	\$610,359	\$770,139
NET COSTS	\$1,980,194	\$2,046,280

NET COST OF OPERATING SAC	\$444,837	\$702,932
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SAC ADVISORY BOARD

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