



2018 ANNUAL REPORT



South Granville Seniors Centre
Connecting Adults 55+ to the Community

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MISSION STATEMENT

Our mission is to work with seniors to support their health and independence through programs and activities that recognize diversity and individual worth, while promoting well-being and friendship.

BOARD OF DIRECTORS

President: Les Blond

1st Vice President: Mairy Beam

Treasurer: Susan Lao

Business Secretary: Linda Darbey

Director: Vessa Samson

Director: Barbara Kirby

Director: Dolores O'Leary Shafik (until Nov. 2018)

Director: Sharon Esson

Director: Penny Williams

Director: Stella Tsang

Director: Kate Holmes

Director: Beryl Petty

Director: Jag Sangha

President's Letter

Dear Members,

As President of this society, I am pleased to write about the Board activities this year.

First, I want to congratulate all of our volunteers, the Board of Directors, and the staff for working hard to serve our members. The Board and staff have successfully navigated the annual grant environment to obtain our major funding from both the City and the Gaming Commission. Our hard working volunteers have produced good results from our bazaars. We survive for yet another cycle with our finances in a healthy state.

As you must know, this area is undergoing redevelopment from the Broadway Corridor to 16th Avenue. I want to assure you that we will remain a South Granville centre, as we have for the past 40 years. . We will experience major changes in this neighbourhood. Both the Holy Trinity Church and our neighbouring Chalmers Lodge will be involved in extensive construction and redevelopment which will occupy much of the next 4 years. Whether we are part of this redevelopment or another development close by is not certain and are working with the City of Vancouver. We expect to stay where we are for most of that time and hope to have more news about this in this next year.

We face continuing challenges in staffing the Centre. Again, Clemencia must hire and train one of our 2 permanent employees. We have been very fortunate to hire competent and talented people including temporary or intern students. This will continue under Clemencia's supervision.

The Board Committees remain active. We are experiencing a new age of projects for our Volunteering, Membership and Fundraising/ Marketing / Communications committees. I urge you to review our committee structure and think about volunteering in an area that appeals to you. Much remains to be done.

For the future of this society, I intend to focus on growing our membership which represents now only a small fraction of the thousands of seniors who reside in this area of the city. If any of you have particular ideas about this, please leave a message at the office. Please spread the word about our Centre to other seniors.

For our 40th Anniversary we will be hosting some events which will be publicized—including honouring our founders and pioneers. The Alliance of Seniors' Centres of BC is organizing a candidates' forum in September in advance of the federal election this October. This will be held here in the church hall.

Thank you my fellow members for making our Centre successful through your participation and volunteering.

Sincerely, Les Blond

SGSC TEAM 2018:

Executive Director:

Clemencia Gomez

Office Coordinator and Program Assistant:

Tania Ehret: 2013 to January 2018

Maria Jose Torrejon: Feb. 2018 to April 2018

Leah Tien: May 2018 to June 2019

Program and Volunteer Coordinator:

Alex Korotchenko: 2015 to May 2018

Bernice Puzon: June to July 2018

Benita Yi: August 2018 to the present

Latin Seniors Outreach Coordinator:

Marina Sans: January 2017 to December 2018

Danna Garcia Wigueras: January 2018 to the present

EXECUTIVE DIRECTOR'S REPORT

Dear Members,

This past year has been both rewarding and challenging in many ways. It has been a privilege to work with, and for all, the amazing members, volunteers, board of directors, and staff of the South Granville Seniors Centre. Since the Centre was founded forty years ago, (1979 – 2019), it has undergone many changes and improvements, as each Director brought their own expertise to the Centre. The main focus has been to help seniors improve their social life, physical condition, and overall health. It has been an honour for me to be a part of this organization as an Executive Director for the past 12 years.

Our members are very appreciative of what we have to offer. As a result of participating in the Centre's activities, majority of our members reported feeling a higher level of social inclusion through the development of meaningful relationships. They appreciate our safe and inclusive environment which increased their overall quality of life through the formation of new friendships. Those who accessed our Centre's services also reported decreased feelings of social isolation, as a result of visiting and being part of the Centre's programs.

MAJOR ACCOMPLISHMENTS

Grants 2018:

City of Vancouver:
2018 Community Service
Grant



Spanish Outreach Program:
\$21, 853
SGSC Grant:
(\$49, 178)

New Horizons for Seniors Programs
(Government of Canada)



Amount Granted: \$13, 755

Community Response Network:



(Coordinator Grant): \$2, 0000
(Elder Abuse Grant): \$1, 0000

Government of BC:
2018 Gaming Application
(Direct Access Program Grant)



Amount Granted:
\$88, 0000

Bi-Annual Bazaars:

These are our biggest fundraisers. It is also lots of fun and is a great way to connect with our friends and the community. In the last four years we have seen substantial increases in our revenue from the event.

Canada Summer Jobs (Gov't of Canada)



Amount Granted: \$13, 755

Vancity (Fixit Program)



Amount Granted: \$450

Programs:

Our Centre provides more than 1,500 seniors with a variety of wellness, recreational, educational, multicultural, and food programs and services in our community. By providing these services, we help to keep seniors healthy, active and independent. We connect with one another, make friends, socialize and stay engaged. We cultivate a sense of belonging, where together we can build a healthy community for all of us.



PROGRAMS

IN 2018, WE RAN:
3 FOOD SECURITY PROGRAMS
8 SELF-CARE PROGRAMS
8 EXERCISE PROGRAMS
8 EDUCATIONAL PROGRAMS
8 SOCIAL PROGRAMS
6 SUPPORT SERVICES

PLEASE SEE APPENDIX A



EVENTS

IN 2018, WE HELD:
1 PLANNING MEETING
3 FUNDRAISERS
8 HEALTH AND WELLNESS SEMINARS
5 VOLUNTEER MEETINGS
13 CULTURAL EVENTS
16 TRIPS
31 EDUCATIONAL WORKSHOPS

PLEASE SEE APPENDIX B

Our grassroots model focuses on relationships, values and peer to peer support to manage the ongoing challenges seniors face. As a community-based organization that provides programs for seniors, we also play a very important role in the prevention of and early intervention in chronic illness and isolation. In short, we help keep seniors out of hospitals.

“I am retired and these activities get me out of my apartment, especially on miserable days”

Our members feel connected to the community at large because of participation at the Centre. “I feel I am part of a larger whole”

Impact of our programs:



- “The programs and services at the SGSC are excellent; the Centre is welcoming, friendly, and inclusive place”
- “The Centre is a focal point of my life because it provides lots of activities”
- “The Seniors Centre makes a great difference in my life, it provides a place to go, things to do and people to meet and talk to”
- “A dignified, friendly atmosphere meets me every time I visit the Centre”
- “Love and respect abounds. Everyone is friendly, helpful, and smiling”

Impact of our programs:

The majority of our members reported feeling a higher level of social inclusion through the development of meaningful relationships as a result of participating in the activities at the Centre. Members agree that they come to the Centre for comfort and companionship.

Participating in the activities at the Centre increased their overall quality of life, as it helped them form new friendships.



One senior wrote: "The Seniors Centre is a focal point for this community and serves it very well. One meets people here who have just been familiar faces throughout this neighbourhood. At the Centre, I got to know them. An agreeable social atmosphere is maintained by the helpful staff and kind and interesting members"

"It gets me out of the house and around other people. The Centre keeps me going and helps me to not fall into depression".

Seniors feel better informed about services provided in the community because of the education seminars and workshops provided at the Centre. "I like to listen to what others have to say on different topics".

Members feel that their ideas are heard and considered and also feel like they are a part of the decision making proves that helps to shape the Centre. One senior said, "I often feel heard and respected when I voice my concerns or new ideas".

"It's like my home away from home. I have a place I can come and feel good about myself, with good company and friends to hang out with. I love, that when I'm sick, there are people who care about what's wrong with me and ask if I need help. I love the South Granville Seniors Centre"

Spanish Seniors Group:

Spanish Outreach Program takes place once a week. This program is unique to our Centre and offers an array of social, educational, and recreational activities for more than 80 Spanish-speaking seniors in our community. On this day, the Spanish team puts together a Spanish lunch and organizes special activities throughout the day.

Senior, Spanish participants that attended the program felt welcomed to the Centre and connected with their peers and their own culture.

The Spanish seniors felt that they belong to the Centre and that they can express their feelings of connection with their own cultural background freely and without judgement.

Lunch Program:

In order to address food scarcity and insecurity in the South Granville/Fairview area, the Centre runs a lunch program three days a week, serving approximately 100 people per week. We use grant funds to support this lunch program as it allows us to provide older adults in our neighborhood with fresh, nutritious, and low-cost lunches. Our lunch program serves 3-course lunches three days a week and a soup and sandwich lunch once a week. Grant funds are used to purchase healthy, nutritious food, which will be cooked and served by our dedicated team of volunteers.

The members feel that the lunches are affordable and 100% of members reported that they would recommend the lunch program to their friends.

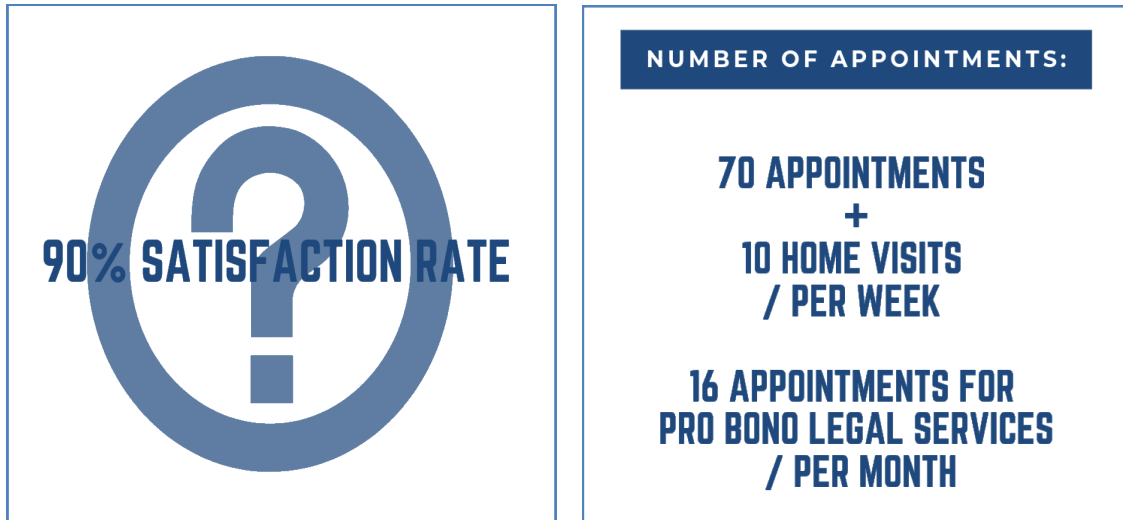
“Good, healthy, home cooked, three courses, for \$7.00 is a very good deal!”

“The fellowship of eating together is priceless”

Seniors also feel better connected to their peers as a result of attending the lunch program. Many seniors attend regardless because they feel that the lunch program helps them to be more socially inclusive with other seniors in the community.

Members feel that staff members at the Centre are receptive to feedback they give regarding the lunch program.

Information and Referrals:



The South Granville Seniors Centre Society's Information and Referral, (I & R), program helps seniors and their families receive information about services available for seniors in the community.

This includes receiving information about the following programs:

- Federal, provincial, and municipal programs (such as pension programs, public transportation and HandyDART, housing services, and tax benefits)
- Health services (home health, assisted living and long-term care residences, community health teams, illness support groups, and mental health services)
- Community resources (community centres, grocery shopping programs, reduced-cost legal resources, and affordable meal programs)

Volunteer Program:

Our volunteers play a paramount role in the execution of our programs and events. With our staff team consisting of three full-time and one part-time staff member, we rely heavily on volunteers to keep our Centre up and running.

The volunteers of the South Granville Seniors Centre are the foundational backbone to the organization. From dishwashing with the lunch program, answering phones, sorting donations for the bazaars to setting and cleaning up at the bi-annual bazaars, volunteers have time and time again proven that they are integral to the operations of Centre. We are truly appreciative of their relentless devotion and dedication to the Centre and helping other seniors in our community.

We are immensely proud of the number of hours that volunteers contribute on an ongoing basis and are equally as grateful to each volunteer's contribution to the Centre.



210 permanent volunteers
= more than 7 123 hours



Monetary contribution
= \$138 384

Impact of our Volunteer Program:

Our volunteer program brings many diverse groups of people together – including business people, ESL students, newcomers to Canada, and people with disabilities, who are looking to gain valuable employment skills as well as the rewarding feeling of contributing to their community.

As volunteers come to the Centre daily, many of them have responded that it does feel like a second home and family. Others have commented of how wonderful they feel to be able to give back to the community, feel welcome to be part of the South Granville Seniors Centre community, and proud to be helping the Centre. The Centre always believes that when volunteers give back to the community through their volunteerism at the Centre, the Centre helps them too!



Impact of our Volunteer Program:

We believe in mutually beneficial relationships. Volunteers often remark on the friendliness of the staff and members, and the welcoming environment at the Centre. Volunteers said that their confidence improved by using or obtaining new skills to assist in all programs and services at the Centre.

In a focus group we found that the volunteers who participated felt that they had improved their confidence by volunteering at the Centre. One participant stated, "South Granville Seniors Centre is a friendly and skills orientated community. My communication skills, my patience, and my guidance have been enhanced and appreciated."

Volunteers felt that sharing their skills in a volunteer setting has been nothing but beneficial to them. Volunteers felt that their feedback is acknowledged and changes are made accordingly.



73 core volunteers
for 3+ years

"I learned basic office skills here, now that I am retired I am developing my creative side by decorating the Centre for special events".

Volunteers said they have improved their skills through volunteerism. One volunteer found out, that "sharing and learning skills with others is fun." Another one reported "When helping out with the bazaar, I get to use my people skills, organizational skills, and business skills."

"Yes, I really improved my computer skills by helping with the membership records. I also improved my reception skills a lot."

Volunteers reported when asked, that they feel supported and appreciated by the people at the Centre, "Yes I feel much supported, otherwise I wouldn't be here!".

"Everyone at the Centre is very helpful, loving and caring."

Communications:

Our Times, Monthly Newsletter

60% of new program attendees discover the SGSC through the newsletter

80% of special event attendees report finding out through newsletters and flyers distributed in the community

Website: Average of 80 views

 Facebook : 312 likes

 Instagram: 80 followers

 Twitter : 416 followers

With the help of twenty dedicated volunteers, our monthly newsletter, *Our Times*, is distributed to our members, seniors accessing SGSC services, and the South Granville neighbourhood. Through this, 1500 copies with information about our programs and services are spread throughout the community.

As our primary method of communication, our newsletter is also distributed electronically via email campaign to our 532 subscribers. Currently, our average click rate is 41.2% - averaging 218 readers per month.

Impact Statements

Story #1:

In April 2005, my husband and soulmate of forty nine years died. I had never contemplated life without him and was trying very hard to adjust as Ed and I did everything together.

We never thought of joining any organizations. However, I walked by the South Granville Seniors Centre and thought I would join.

It has been one of the best decisions I've ever made. Now, I eat lunch there several times a week, usually with the same, friendly people. I now think of them all as good friends. I went on the summer trips they provided and have taken advantage of some of the activities available at little or no cost and they were all a lot of fun.

The staff and volunteers do an amazing job and they're always available for advice and lots of hugs. I know every member has a similar story to mine and everyone has suffered great loss. It is at places like South Granville Seniors Centre that makes life easier.

Impact Statements

Story #2:

From the day she joined the Centre at age 90 she was fondly known as “Grandma Mag”. From then until fractured knees at age 105 forced her to withdraw, she was a regular.

She gave back to the Centre with her spirit as well as in tangible ways, regularly selling raffle tickets and volunteering at our bazaars. In turn, the Centre supported her - when she fractured her knees, staff and members visited Grandma daily for weeks to offer help, encouragement and love.

Grandma championed the Centre at every opportunity. She urged other seniors to join, talked with individuals and community businesses, and shared our monthly newsletter, *Our Times*.

Story #3:

The following are excerpts from a letter written by one of our members to the City of Vancouver about our Centre - after surviving cancer for more than one year, she passed away:

This letter is to convey how very important and helpful the South Granville Senior Centre has been for me during the past five years. After my retirement at age 61, I found this congenial place where I could ‘belong’. How many wonderful events, celebrations, hobbies and educational presentations and classes have I enjoyed here!

The best part is the warm welcome I receive every time I come here from Clemencia, Alanna, and Merrily - the dedicated staff.

“This August, I have been diagnosed with cancer. The outpouring of compassion and the inspiration of my fellow seniors in this Centre is incredible - many of them cancer survivors. The South Granville Senior Centre is truly a vital part of my life!”

Challenges:

2018 turned out to be a much more challenging year than anticipated. Our beloved president of many years, Dolores O’Leary- Shafik, unfortunately passed away. Her loss is felt deeply by all. She was an inspiration, a rock, but mostly a loving friend to many of us.

Additionally, two of our three full time staff members served notice, resigned, and moved on to other positions elsewhere, (Tania, after 5 years, and Alex, after 4 years working with us). The recruiting, hiring, and training of new staff was a challenging process, to say the least.

The Community Gaming Grant, the City of Vancouver, and the New Horizons Grant, all provide us with partial funding for programs, but there is NO core funding for operations or for administration jobs. These three grants are funded annually; however, competition for their funding is very steep. Overall, there are very few sources for the seniors funding.

In our small nonprofit community-based seniors’ organization, compensation is lower than in the business world. Unfortunately, we cannot provide any benefits to our staff. We believe that our staff needs to be compensated well to enable them to cover their housing, transportation, and living expenses in order to compete with other organizations. The compensation package we are offer to the new staff must be competitive in order to run our Centre.

Within our limited budget, our recruitment goal is to find new people who will grow into their role and then stay on for a while. The reality is often different—even if we find someone with amazing potential. All too often, new staffs have not stayed long enough for our Centre to reap the benefits of recruitment, training, orientation, and education.

Once they are trained, new staffs tend to leave for better positions within their first year - even though our Centre provides all new staff with an encouraging, positive work environment more and more, we are challenged to find and retain skilled and qualified staff. With the Centre’s current staffing budget, we are not able to compete in today’s staffing market.

Another area of concern is our very popular, affordable lunch program. Currently, we charge \$7 per person. Due to the high demand for cooks all over Vancouver, we have not been able to maintain a volunteer cook list.

This year, over 300 people accessed our free tax clinics. In addition, 400 seniors came for Information and Referral and legal information annually. We are not receiving sufficient funding for these services; it is uncertain for how long we can offer these services solely on the good will of volunteers.

The local baby boomer senior population is growing, and we are successful in recruiting baby boomers. 175 new members signed up, but few want to renew their membership. They like our programs but many are not impressed by the physical state of our center.

Challenges:

On another note, the baby boomer seniors are computer savvy. To cater to this population, we require a part time staff position to continue implementing and maintaining our marketing and communications to attract more seniors to our Centre. I urge all of you to come forward with new ideas on how to recruit and keep new members.

Our outdated facilities also continue to be of great concern to us. We are operating at full capacity in our programs. We are unable to safely accommodate our growing participation in overcrowded Yoga, Tai Chi, Osteo-Fit, Massage Therapy and other Fitness classes. Also, classes have no room to grow. Some people are reluctant to visit the SGSC as they think we are part of the Church organization. We pay \$3, 500 of rent per month, and have no religious affiliations – we are inclusive of people from all walks of life.

Our volunteers are the back bone of this organization. They are amazing, hardworking, and dedicated. Unfortunately, here, too, we are beginning to see a shift in our long time volunteers who are getting older, and leave the Centre as their health deteriorates. It is more difficult to maintain a steady “stream” of volunteers that stay around for more than 3 months.

In 2018, we have faced some challenges with volunteer retainment and recruitment. Throughout the year, we have had to fill vacant volunteer positions. The position with the highest turnover has been in the kitchen for our weekly cooks and kitchen assistants. As volunteers step away from their positions due to personal reasons, we have struggled to find permanent replacements. With other regular programming and special events volunteer positions, we are finding that although publicity and calls for help have been published, there has been less excitement than in previous years to volunteer. The decreased levels of interest ultimately impact our Centre as volunteerism is a pillar to our organization.

Another growing concern to members, staff, volunteers and community is that we may lose our South Granville Seniors Centre that for more than 40 years has been housed in the church basement, but seems not to be a part of the church plans for redevelopment.

In Closing:

I would like to sincerely thank all members, donors, founders, and businesses in the community for their generous contribution in 2018 and their continued support. (Please see appendix C).

I also would like to extend my thanks to all of the Board of Directors this year. They have given me the opportunity to work with people of experience and knowledge who brought to the table financial responsibility, solution to problems, and good fundraising ideas.

Yours Sincerely, Clemencia Gomez

Appendix A: Program List

List of 2018 Programs

Exercise: (8)

Stretch and Strength
Walk and Talk for Life
Gentle Yoga
Latin Dance
Tai Chi
Osteofit
Walking Club
Chair Yoga

Social: (8)

Singing Group
Mah Jong
Spanish Seniors Program
Mustard Seeds
Peggy's Bookstore
Spontaneous Art
Book Club
Bingo

Self-Care: (8)

Massage Therapy
Hand and Foot Care
Hair Care
Healing Art
Ask an RN Clinic
Reflexology
Hearing Clinic
Mindfulness

Educational: (8)

Spanish Conversation
Brain Gym
Introduction to Spanish
Intermediate Spanish
Computer Lessons
Creative Writing
News and Views
French Conversation

Support Services: (6)

Information and Referrals
(Spanish)
Information and Referrals
Representation Agreements
Legal Clinic
CVITP Income Tax Clinic
Weekly Calls

Food: (3)

Hot Lunch
Curbside Fresh Market
Terra Breads Donations

Appendix B: Events List

List of 2018 Events

Educational Workshops: (31)

- February 2 – View from a Window Performance
- February 16 – Expressive Arts Workshop: Love You
- March 2 – Introduction to Facebook and Twitter
- March 9 – Bootcamp for Later Life
- March 16 – Expressive Arts Workshop: Lucky You
- March 23 – Representation Agreements: Planning for End-of-Life, Incapacity, and Other Needs
- April 6 – Vancouver Public Library: Resources at Your Fingertips
- April 13 – Medicinal Cannabis 101
- April 20 – Toonie Clothing Swap & Fit It Workshop
- May 4 – Suzuki Elders Presentation: Your Health and Climate Change
- May 10 – Age of Love Movie Screening & Speed Socializing Event with WESN
- May 11 – Representation Agreements: Planning for End-of-Life, Incapacity, and Other Needs
- May 18 – Fix It Workshop #2
- May 26 – Seniors' Social Isolation Forum
- May 31 – Computers 101: Introduction to Email
- June 6 – View from a Window: Seniors Create Performance
- June 7 – Searching the Internet
- June 15 – Vancouver Public Library: Let's Talk about Online Privacy
- June 22 – Fix It Workshop #3
- July 6 – Moment of Power Environmental Presentation
- July 13 – Elders Abuse Forum and Tea
- July 19 – Introduction to Microsoft Word Workshop
- July 20 – Representation Agreements: Planning for End-of-Life, Incapacity, and Other Needs
- July 27 – Financial Freedom Seminar
- September 7 – Vancouver Public Library: Getting to Know Your Smartphone/Tablet
- September 28 – Representation Agreements: Planning for End-of-Life, Incapacity, and Other Needs
- October 11 – Catalyzing Dialogues of Change Forum
- November 2 – Fair Vote Proportional Representation Presentation
- November 7 – Knowledge Café
- November 9 - Representation Agreements: Planning for End-of-Life, Incapacity, and Other Needs
- November 16 – Vancouver Public Library Presentation: Let's Talk about Social Media

Appendix B: Events List

List of 2018 Events

Health and Wellness: (8)

January 26 – Mindfulness Workshop
April 12 – Keeping Our Brains Active
June 7 – Brown Bag Medication Check
June 29 – Hearing Health Talk and Hearing Checks
September 14 – Complimentary Hearing Checks
October 12 – Oral Health Presentation
November 9 – Flu Shot Clinic
December 10 – Blue Christmas

Fundraisers: (3)

June 2 – Spring Bazaar
August 31 – Summer Sale and BBQ
December 8 – Holly Bazaar

Volunteer Meetings: (5)

January 29 – Volunteer Meeting
February 15 - Volunteer Appreciation Party and Website Launch
March 26 – March Volunteer Meeting
May 3 – Information and Referral Volunteer Training Meeting
June 19 – Volunteer Meeting

Planning Meetings:

June 28 – Annual General Meeting

Arts/Culture Celebrations: (13)

February 23 – Chinese New Year Celebration
March 14 – Nowruz (Iranian New Year) Celebration
March 29 – Easter Luncheon
April 26 – Seniors Multicultural Festival
July 25 – The Winds Choir Performance
August 1 – Aging with Pride
August 13 – Celebration of Life for Grandma Mae Irving
September 21 – Fall Potluck and Welcome Back Party
October 5 – Mid-Autumn Dance and Moon Cake Demonstration
October 9 – Thanksgiving Lunch
October 19 – Pete Mason Concert
December 18 – Christmas Lunch
December 21 – Holiday Potluck Lunch

Appendix B: Events List

List of 2018 Events

Trips: (16)

May 10 – Ballet BC
May 24 – Van Dusen Botanical Garden Tour
July 4 – Fort Langley
July 6 – Dr. Sun Yat-Sen Classical Chinese Garden
July 11 – Deep Cove
July 13 – Berry Picking on Westham Island
July 18 – Burnaby Village Museum
July 20 – Queen Elizabeth Park
July 25 – Harrison Hot Springs
July 27 – Vancouver Aquarium
July 30 – Belcarra Park
August 1 – Bowen Island
August 8 – Whistler
August 14 – Victoria
August 16 – Annual Summer Picnic
December 17 – Christmas Lights

Appendix C: Partners and Funders

List of 2018 Partners and Funders

411 Seniors Centre
Aboriginal Friendship Centre
Access Pro Bono Society of BC
Alliance of Seniors Centres
Afghanistan Seniors Group
Arts Club Theatre
Ballet BC
Ballet Folklorico de Mexico
Bawan's Greek Restaurant
BC Community Response Network
BC Iranian Seniors Society
BC Health Coalition
Boston Pizza
Canada Post
Canada Summer Jobs
Canadian Centre for Elder Law
Canada Revenue Agency
Canadian Western Bank
Chalmers Lodge
City of Vancouver – Community Arts
City of Vancouver – Social Planning Department
Connect Hearing
Deloitte Canada
Developmental Disabilities Association
Western Human Resource Corp
Finlandia Pharmacy
Ethical Bean
Georgia Straight
Go Volunteer
Greater Vancouver Food Bank Society
Haro Park Lodge
Harbour Tour
Holy Trinity Anglican Church
The Hon. Jody Wilson-Raybould
ILSC/Greystone College
JAN-Links
Jam Jar Restaurant
JP Canada
Kin's Market

Appendix C: Partners and Funders

List of 2018 Partners and Funders

Kitsilano Neighbourhood House
Korean Evergreen Seniors Society of Canada
Langara College
Malalay Afghan Women's Co-op
Masa Japanese Restaurant
Meinhardt Find Foods
Metro Theatre
MJ Jewelers
Mustard Seeds Knitting Group
Museum of Anthropology
Nidus Personal Planning Resource Centre
Nielsen and Group
Ouisi Restaurant
Pacific Association of FN Women
Pacific Theatre
Pro-Organics
Prospera Credit Union
Province of BC, Gaming Policy, & Enforcement Branch
Qmunity
Quadra-Granville Seniors Group
Rangoli Restaurant
Red Sunset Chinese Group
Roundhouse Radio
Royal Bank of Canada
Royal Scottish Dance Society
Sampaguita Seniors Dance Troupe
Save-On Foods
ScotiaBank
ScotiaBank Dance Centre
Seniors Brigade Society
Seniors Chinese Society of Vancouver
Seniors Create Project
SGSC Amaryllis Singing Group
SGSC Spanish Seniors Group
Shoppers Drug Mart
Simon Fraser University
Somalian Women's Empowerment Society
Southeast Asian Cultural Heritage Society
Starbucks

Appendix C: Partners and Funders

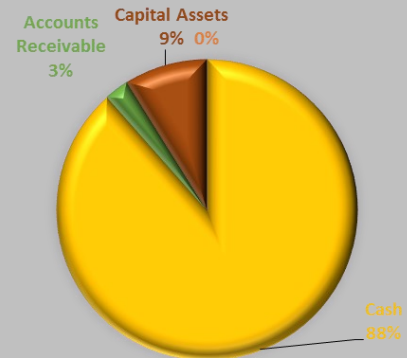
List of 2018 Partners and Funders

TD Canada Trust
Telus Corporation
Ten Thousand Villages
Terra Breads
The Poster Guy
The University of British Columbia
Tibetan Cultural Society
Tricity Iranian Cultural Society
West End Seniors Network
West Coast College of Massage Therapy
West Coast Women's Legal Education and Action Fund
Westside Seniors Hub
Whole Foods
Van Dusen Botanical Gardens
Vancouver Aquarium
Vancouver Coastal Health Authority
Vancouver Chambers Choir
Vancouver City Hall
Vancouver Community Network
Vancouver Courier
Vancouver School Board
Vancouver Pride Society
Vancouver Public Library
University of Victoria

Appendix D: Treasury Report

2018 Treasury Report

2018 ASSETS



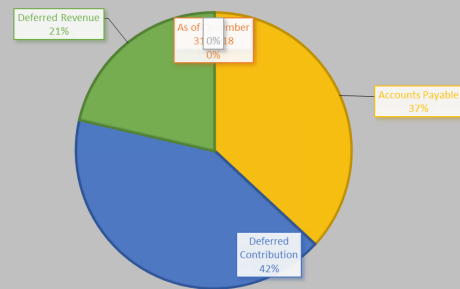
Assets:

- Total assets: \$ 125, 807
- Cash: \$135, 166
- Accounts receivable: \$4 037
- Capital assets: \$13 601

Liabilities :

- Total liabilities: \$21, 555
- Accounts payable: \$7 957
- Deferred contribution: \$8 987
- Deferred revenue: \$4 612

2018 LIABILITIES



Net Assets:

- Balance of our net assets: \$131 249
- Unrestricted assets: \$120 181
- Net income: \$11 068

Revenue and Expense:

- Total revenue: \$321 312
- Total expenses: \$310 243
- Surplus: \$11 069*

*The surplus was generated due to spending less on Contract Fee, Computer, and Furniture expenses

Appendix E: PMV Report

2018 Program, Membership, and Volunteer Committee Report

The PMV Committee has 4 Board members (Beryl, Mairy, Sharon, Linda), 1 member from Spanish Group (Miriam), plus 2 staff members (Benita, Clemencia). Beryl and Mairy co-chaired the committee.

It was recommended at the conclusion of the Strategic Plan that the Program Development committee and the Volunteer Development Committee be combined into one that would encompass programs, membership and volunteers. With three different areas to address it was a difficult to accomplish sustained focus on any long term goals, but the committee was successful at accomplishing a number short term goals which we will explain in this report.

Our mandate was mainly driven from the Strategic Plan:

1. to support the program staff;
2. to encourage member participation in programs;
3. to increase membership through enhanced outreach;
4. to increase the level of structure/organization and teamwork for volunteers.

Program

We completed a survey of the programs at seniors centres that are similar to SGSC. We provided staff with a report on programs that they offer that we do not, and which could be done with our resources.

We worked with staff to include programs that offer our members the opportunity to improve their computer literacy skills. This is of benefit to our members and it also provides SGSC with an avenue to communicate quickly and effectively with our members.

We have supported the Program and Volunteer Coordinator as she met with members and also circulated surveys. Many suggestions arising from this have been implemented already by the staff.

Membership

We spent some time this year studying the information contained in our member database. This has proved useful in a variety of ways, for example, tracking how members (past and present) found out about us:

- 34% walked by the centre
- 33% from a member or friend
- 20% saw a newsletter

This will influence how we advertise and look for new members

Appendix E: PMV Report

2018 Program, Membership, and Volunteer Committee Report

Membership (cont'd):

We also found out that there is a large number of members who do not renew after one year. We are planning to do a survey to find out why, and also to put effort into connecting and engaging with new members.

In addition to the statistical analysis, we are working with staff to include more board content, to improve the format and to increase distribution of the newsletter.

The membership application form has been changed to eliminate data not currently used, and include data that is of interest.

As well it is clearer and so easier to complete and to enter into our database. This new form has been approved by the Board and will be implemented shortly.

Volunteer

The Program and Volunteer Coordinator, Benita, has organized training sessions, and instituted training material for the key positions. We mostly applauded her good work e.g. creation of name tags for all volunteers.

We sought advice from Carol Dixon, who has much experience in working with volunteers. Follow up on that advice is ongoing.

The committee made sure that all board members and volunteers completed a security check and confidentiality agreement.

Appendix F: FMC Report

2018 Fundraising, Marketing, and Communications Committee Report

The work of the FMC Committee is to support the Centre's strategic objectives through fundraising with corporation and foundation donors, marketing our programs and services to the community, and developing appropriate communications tools and the systems for using them well.

The Referral Form Project of 2018/19 is an example of marketing our programs and services to the community. We networked with social workers at St. Paul's Hospital, and with their input developed a form they can use to refer discharged patients, as appropriate, to the Centre's programs and services. This form, plus our monthly print newsletter, which we also provide, offers these patients an important additional resource, right in their own community. We aim to work with other health-care facilities as well, and continue to build our outreach.

In communications, our committee held one spring 2019 session with an outside consultant, and is now working with key Centre staff to establish a more consistent, integrated and strategic approach to communications for the organization as a whole. This approach includes identified purposes for communication with each stakeholder, as well as suitable platforms for each purpose, and systems for using those platforms effectively.

This framework is rapidly taking shape. Within it, we can now develop an appropriate fundraising strategy, and by late fall 2019 begin the implementation stage.

— respectfully submitted, Penny Williams, FMC Chair

