

SOUTH GRANVILLE SENIORS CENTRE



2020-2021 ANNUAL REPORT



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MISSION

The South Granville Seniors Centre works together with seniors to support their well-being in ways that promote friendship, diversity, and individual worth.

BOARD OF DIRECTORS 2020-2021

President - Leslie Blond
Vice President - Jag Sangha
Treasurer - Bill Marler
Secretary - Shelley Milne
Director - Patrick Couling
Director - Stella Tsang
Director - Vessa Samson
Director - Beatrice Gill
Director - Ironelis Lugo
Director - Vicky Albarracin

Directors who left in 2020-2021 - Wayne O'Brien, Naftaly Ramrajkar, Steve McMinn

SOUTH GRANVILLE SENIORS CENTRE TEAM

Douglas Dunn - Executive Director
Leticia Reyes - Bookkeeper
Cindy Beltran - Office Administrator
Rachael Hannesson - Program & Volunteer Coordinator
Danna Garcia - Spanish Outreach Coordinator
Sarah Nelson - Communications Assistant
Chantal Kirouac- Program Assistant

PRESIDENT'S REPORT

Dear Members,

We are pleased to be re-opening the Centre to physically present members, staff and board. It has been a long sad absence. I note that this is a qualified reopening, subject to rules of admission and behaviour. The board has decided that *only* fully vaccinated people will be admitted into the facility. We are following this protocol in order to keep everyone safe. I strongly urge those who are unvaccinated to reconsider and get vaccinated. While it is ultimately your choice, there are consequences which will become magnified in the months to come. All of our activities will be guided by this one principle: vaccinated people are not subject to becoming sick or making other people sick to the same degree as unvaccinated people. This has been proven scientifically, despite the mutations of the virus. COVID-19 is being propagated by those who are unvaccinated. They are the ones at risk for hospitalization and death, even more so if they are seniors. Unvaccinated people are going to find that they are unable to participate in many activities, such as private and public events or travel, to the extent that fully vaccinated people will be able to experience. This may last for years, as pockets of our population who are unvaccinated will allow the virus to continue to spread and kill. Vaccines have been given to hundreds of millions of North Americans and the safety and its effectiveness is proven beyond any reasonable doubt.

Over the last year, our staff have kept this organization running, reaching out to our members and into our community, leading the way for many other non-profit organizations. I am so grateful to them for not only surviving this pandemic year, but also for striving towards excellence when it seemed impossible. Our available programs, activities, and events are proof that we are strong and hitting the ground running. I am sure that you are looking forward to a year of increased social contact and renewed friendship.

We remain in a strong financial position after taking and using the support that was available to us through government grants and programs specifically designed to assist non-profit organizations during the pandemic. We will be looking to our South Granville community for new private donations and gifts in the future. We will also be actively seeking more affiliations and partnerships designed to further the interests of our seniors. Your participation and thoughts for fundraising will be very welcome.

The City of Vancouver and the Provincial Government have continued their support and we are hoping to eventually become more self-sufficient if we obtain new premises. Unfortunately, we are still waiting for new construction in our neighbourhood which can accommodate our needs for the future. To further prepare for this we will be updating our long range strategic plan during the next calendar year. I hope each of you will contribute your ideas to the new plan.

In summary, it is looking very positive for next calendar year. I hope to see you all back enjoying the Centre and it's activities.

Stay safe, stay healthy, and stay connected,

- Les Blond, President

EXECUTIVE DIRECTOR'S REPORT

Looking back on the prior year I must first and above all thank, compliment, and praise our incredible South Granville Seniors Centre Directors, Volunteers, Members, and Staff, all of whom have stepped forward since the start of the COVID-19 pandemic to support the Centre. More importantly, their efforts have shown what we truly are, a strong, vibrant, resilient community of caring individuals supporting each other in so many ways. The Centre may be considered the “living room” for Seniors in the South Granville area, but the members are the family that gather there, making the Centre both a literal and figurative heart of our community.

I would like to address the impact that the pandemic has had on the Centre and our caring community of members. While in the short term the global pandemic caused us to focus on our financial health and organizational preservation, the pandemic caused us to revisit our core purpose. From the start the whole team thought not of how just to survive, but to thrive.

Financial Health

In financial terms the pandemic caused a massive loss in revenue. Due to limits on in-person activities, program revenue fell to near zero as the Centre was closed for in-person programming most of the year. We cancelled our main fundraising events, the two annual bazaars, and other fundraising activities were also cancelled or postponed.

Thanks to the flexibility of our key funders – B.C. Gaming Community Grants, and the City of Vancouver – Social Services Grants we were able to remain operational and focus on delivering services to our membership and the local community of seniors.

To address the financial impact of the pandemic we applied for and received: Canadian Emergency Business Account, 10% Temporary Wage Subsidy, Canadian Emergency Wage Subsidy, and the Canadian Emergency Rental Subsidy. We also aggressively pursued, with great success, grants to support our program restructuring and “future proofing” efforts.

Organizational Preservation

The pandemic may have caused our doors to close on March 14, 2020, but it did not stop the heart of South Granville Seniors life from beating. We immediately mobilized volunteers and staff to provide telephone-based supports to our members and program participants.

We also aggressively pursued with great success grants to support our program restructuring and reinvention as a leader in the use of technology to create social connection and sense of community for seniors. Extensive work was done in restructuring our programs, offering virtual programs, and repositioning our organization for the future.

The COVID-19 Enhanced Peer Support, Information and Referral Project was funded by the Community Emergency Response fund. The fund was supported by the Vancouver Foundation, City of Vancouver, United Way, and VanCity Credit Union. Our first cohort of volunteer Peer Support callers received a full week of training and preparation before starting to contact our entire membership to establish the needs of each individual member. Two additional cohorts were trained, and over the last year they have stayed in contact with our members, former members, and program participants ensuring a caring, knowledgeable friend was there to support them during this challenging time.

The Peer Support, Information and Referral Project Virtual Programming revealed many insights, the most profound – we all are seeking connection not just communication. This insight that it wasn't a phone call or zoom meeting that comforted those being contacted, it was the connection to another, living breathing person. We stepped back and while in the midst of our next project "Future Proofing" the Centre by; updating our computers, internet, office software, and most importantly online program offerings while the pandemic dragged on - we realized we were missing the essence of who and what our Centre is, a place of connection, the heart of our community of friends. Turning the concept of "Technology for Seniors" on its head we developed the Enabling Connections project. We now looked at the future and the efforts we were undertaking from the viewpoint of creating connections between our members, our partners, and our community. Please look at the article further on in this annual report for more information regarding Enabling Connections and the exciting opportunities it presents for the continuance of our Centre come what may.

When I arrived in March of 2020 the Directors and prior Executive Director were just completing a program offered by Vantage Point – Capacity Lab, utilizing a theory of Non-Profit Lifecycles, the Lab looked at Management, Governance, Financial Resources, and Administrative Systems. We clarified the organizational developmental activities that offered the greatest potential impact and developed a plan to undertake these activities. This in-depth review of the organization informed the planning and "future proofing" initiatives of the Centre in 2020-2021.

In preparing for the future, we have brought our accounting in-house using QuickBooks, and implemented MySeniorCentre facility management software, which allows easy online listing of programs, and for the first time ever credit/debit card payments online and in person. The system, additionally, offers easier volunteer tracking, program/class management, and tracking of the COVID-19 vaccine status. Additionally, to allow effective management while working remotely during the required closure we utilized online banking for internal accounting and administrative payments. The Centre was also able to replace our aging computers with new computers, laptops, monitors, and a state of the art Wi-Fi system. Policies and Procedures were updated to address the move to modern management systems for the organization, programs, and finances. This massive effort was led by Centre member/volunteer Naftaly Ramrajkar. With the complete overhaul of our policies and procedures we are now in alignment with the two major accreditation organizations – Council on Accreditation (COA) and Commission on Accreditation of Rehabilitation Facilities International (CARF) who are independent, non-profit accreditors of health and human services. Accreditation by one of these organizations would be required if we wish to grow and expand by gaining contracts or funding from major funders or government.

Finally in administration issues, a formal filing structure is being implemented, and filing is slowly moving to digital which allows faster more convenient access for staff and directors. In house systems have been refined to be more effective and less time consuming – a big shout out to reception volunteers who are having to learn many new systems.

When the pandemic first hit, we also took advantage of the closure of the Centre to deep clean all our spaces and kitchen. Thanks to a great volunteer team led by Emiliano Diaz Garcia and working with the Pacific Theatre, we repainted the Centre. Then to perfect the freshening, Kirsten Veiel curated new artwork for our walls, even contributing some from her own collection.

In Human Resources we were able to reduce core staff turn over from 600% in 2019 to 20% in 2020. This was possible in part due to the commitment to each staff team member through supports with education and skills development; one of our team attend the Public Policy Institute presented by the United Way, this program explored such topics as evidence-based research, policy options, engaging decision makers as well as implementation & evaluation. Two of us participated in the six-month Project Impact Healthy Aging program, and other team members took a variety of courses/sessions related to their work with the Centre, including the B.C. Association of Community Response Networks “It's Not Right” elder abuse awareness training.

2021 and Beyond

While in the short term the global pandemic caused us to focus on our financial health and organizational preservation, the pandemic also caused us to revisit our core purpose and moving forward we plan to rededicate our time and energy on keeping a “heart” for seniors in the South Granville/Fairview area.

Financially we are starting the year in a strong position with a surplus at the end of our fiscal year, and grants from the City and Gaming in place ensuring our 2021-2022 year will see us able to continue to offer programming and supports to our members. We also have strong support for our Enabling Connections program with a \$25,000 grant from The Government of Canada – New Horizons program, and funding from City of Vancouver, and UBC School of Nursing, and Dunbar Community Centre Society, to name just a few.

Given the current pandemic conditions we will not have a bazaar in 2021 and will be developing some new and innovative opportunities for our members and friends to support or donate to the Centre. We hope to put some “fun” into our fundraising.

In terms of programs, events, and activities our planning will be guided and informed by the members. In 2021 Rachael and myself participated in the United Way supported Project Impact Healthy Aging program. A six month long look at program development and evaluation processes designed to help community agencies who provide programming for seniors a way to measure and improve their efforts. The final report prepared by the Centre was presented in a BC Ministry of Health session in June and will be published by the United Way in the fall of 2021. We are very proud of the work and the insights that it has given us to the expectations and hopes for the Centre from the membership.

This last year under the leadership of Danna and funded by Building Capacity for Meaningful Participation by People Living with Dementia project, we developed a brand-new program, the Happy Memories Café. We are very proud of this new program and expect it to grow and prosper in the next year.

In our increasing engagement in dementia and related issues through the U.B.C./Lakehead University/Thunder Bay Alzheimer Society/Westside Seniors Hub – Building Capacity for Meaningful Participation by People Living with Dementia project, we are participating in the Healthy Cities Implementation project. This project looks at horticulture, mindfulness, and dance as a dementia risk reduction activity, utilizing existing organization who are currently reaching out to isolated older seniors. The program is seeking project partners who service diverse 55+ adults in cities across Australia, Canada, and USA.

We are also working with Happipad. Happipad is a leader in providing companion housing solutions that help people live in a way that is more sustainable, resilient, and socially conscious. Through partnerships, technical innovation, and thought leadership, they are striving to make it safer and easier for individuals to share homes with compatible people, and in our context, seniors living/sharing spaces with younger individuals. We are embarked on this partnership to improve affordable housing opportunities for our members, promote social inclusion, and support healthy aging in place.

Other items of note. We facilitated CBC television news reporting segments on issues related to seniors. With the Pacific Theatre an innovative dance project was undertaken. The Alliance of Seniors Centres of B.C. took a public stance on issues related to tax filing deadlines and impact on G.I.C., and other lobbying activities on behalf of seniors. The A.S.C. B.C. now functioning as a true alliance is now preparing to formalize the alliance as a registered society and to expand membership. We participated in the Metro Vancouver Seniors Collective, a collective of all 17 Metro Vancouver municipalities and other senior serving organization across the region which strove to coordinate policies during the pandemic. The Centre with partner Ridge Meadows Seniors Centre is curating an ongoing directory of virtual programming specifically for seniors.

Enabling Connections partner Best Buy partner approached the Centre to advise them on direction and programs as a sector Thought Leader. With the BC Centre for Palliative Care/University of British Columbia we participated in Compassionate Communities project. We also participated in Langara Colleges' review of their gerontology program. The Centre also continued its participation, support, and work with many networks and tables such as: Council of Senior Citizens' Organization of B.C. (COSCO), B.C. Health Alliance, Westside Seniors Hub, and many others.

Staying True to Purpose

Just as this crisis has caused many of us to refocus on the things that matter most to us personally, such as family and friends, this an opportunity for us to bring that same focus on the Centre and its future. I believe we have confirmed the deep commitment of the Centre to remain the social community heart for seniors in the South Granville area. The next few years will be challenging; however, we have a strong and dynamic membership, board of Directors, and staff and I truly believe we can rise to meet any challenge.

My most sincere thanks to all the Members, Volunteers, Directors, and Staff for a wonderful year despite the challenging circumstances.

Stay well, stay safe, stay loving.

- Douglas Dunn



WHAT IS SGSC ABOUT?

1. 2020-2021 PROGRAMS

Here at the Centre, we have provided more than 2,561 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.

This year, due to COVID-19, our programs looked a little bit different. In order to keep our programs going, we shifted programs and special events to a virtual format, allowing members to enjoy their favourite programs from the comfort of their own home. We also curated a list of virtual programs and events from around the world each week for our members to experience everything from cooking demonstrations, museum tours, and educational workshops.



28 Programs

In 2020-2021, We ran 2 self-care programs, 5 exercise programs, 3 educational programs, 11 social and 6 support services (Please see appendix A).



17 Special Events

In 2020-2021, we held 1 fundraiser, 5 health & wellness seminars, 3 social events, 1 health clinic, and 7 outdoor picnics (Please see Appendix B).

2. VIRTUAL PROGRAMMING

In 2020-2021, The Centre worked hard to provide virtual programming for our members. We have hosted our tai chi group, chair yoga class, and osteo-fit weekly over Zoom. We also started our new program the, Happy Memories Café, which ran throughout the year once a month over Zoom. We strove to provide 40 hours per week of programming specifically for seniors.

The Spanish Program hosted several of its programs on Zoom, including a memory workshop, tech classes, and social hour.

Our Happy Memories Café is a new program, headed by Danna Garcia, where we learn about dementia, chat, and do fun brain activities. Our first session was held over Zoom on October 4th, 2020.

Info and referral sessions were available over the phone, ensuring our members had assistance to access important COVID-19 supports and benefits.

Our Weekly e-newsletter featured a curated list of virtual programs, from virtual museum tours and cooking classes to astronomy and history lectures from world-class universities. There was something for everyone each day of the week!



7 Programs Were Available Virtually

Many of our previously in person activities switched to being virtual. Programs such as our chair yoga, osteofit and tai chi were on Zoom and posted on our YouTube channel. The SGSC was also responsible for coordinating the listings of virtual programming for the Metro Vancouver Seniors Collective. 45 governments and organizations contributed to the listings curated by the SGSC



YouTube Virtual Programs

We also utilized YouTube during the pandemic. We posted chair yoga, tai chi, and virtual tech tutorials on our channel. In total we amounted approximately 1,220 views and 47.6 hours of watch time total in 2020.

3. HAPPY MEMORIES CAFE

SSGSC's "Happy Memories Cafe" project was born from the interest of creating a space in which both people with dementia and their companions or relatives can meet to socialize, learn and have fun together.

The first session of Happy memories cafe took place on October 14, 2020, via Zoom, and since then, we have had frequent participants who join us in each session month after month.

What makes our program for people with dementia "Happy Memories Cafe" special is that each session is unique. From conferences with specialists in the field to physical or specialized exercises to exercise memory, these are the activities that we have developed in this program, ensuring that participants have a fun time while learning something new and sharing their experiences too!

MEET OUR STAFF



Rachael Hanesson
Program and Volunteer
Coordinator



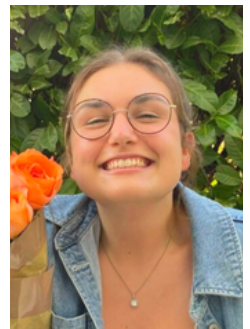
Cindy Beltran
Office Administrator



Danna Garcia
Spanish Coordinator



Sarah Nelson
Program Assistant



Chantal
Co-op Student

4. VOLUNTEER PROGRAM

Our volunteers play a pivotal role in the execution of our programs and events. With our staff team consisting of three full-time and two part-time staff members, 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.

76 permanent volunteers gave 5,168 hours which equals a value of \$78,399. 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.

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.

Throughout the pandemic, our largest source of volunteering has been through our caller outreach program. Our callers phone our seniors every week, ensuring their wellbeing, while also creating genuine connections. The outreach callers range in age from late teens to late 60s, allowing intergenerational relationships to form. At the Centre, we believe that when volunteers give back to their community through their volunteerism at the Centre, the Centre helps them too!



5. INCLUSION

At the SGSC, we are firmly committed to developing an organization that has a positive impact on our community. It is of the utmost importance to us that we create a space where all people feel accepted, included, and respected no matter their race, gender, sexuality, creed or ability. The SGSC will not tolerate racism or discrimination in any of its forms. We are proud to have staff, members, and volunteers from all over the globe, and we would not be who we are without them. Now, more than ever, it is important that we stand together in the face of hatred and injustice. The South Granville Seniors Centre wholeheartedly supports Black Lives Matter and its mission. We would also like to acknowledge that we are on the unceded, occupied, ancestral and traditional homelands of the x^wməθkwəy̓əm (Musqueam), Skwxwú7mesh (Squamish) and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) Nations. It is important for us all to recognize the ways that institutionalized racism still affects our country today, especially after the recent discoveries of 1308+ unmarked graves of Indigenous children at residential school sites and in the high numbers of missing and murdered Indigenous women in Canada. We will continue to educate ourselves and elevate our consciousness in order to better serve our community.



6. HOW WE'RE PROMOTING THE SGSC

At the SGSC we understand that not all of our members use computers. We want to ensure that we are communicating with our members through a variety of methods to maximize our reach.

Isolated Seniors Outreach Program

- Trained volunteer callers reach out to members to check in, have a chat, and give updates about the Centre.

Weekly E-newsletter and Digital Monthly Newsletters

- Each week, we send out a weekly news bulletin to our members that have email. This includes information about upcoming events and programs, as well as a list of important resources, including websites and phone numbers. We have a total of 883 subscribers receiving e-newsletters each week with an average open rate of 35%. Mailchimp is the platform used to send out the weekly and monthly newsletter in both English and Spanish through the email service. We have set up Tags to identify members, staff and volunteers on the platform. The number of subscribers have increased 11% compared to last year.

Physical Copies of the Newsletter

- Many of our members do not utilize email or do not have regular access to a computer device. Newsletters are packaged and mailed out to these members at the beginning of the month to ensure that they are informed about upcoming events and important resources. 350 physical copies are printed each month.

Social Media

- Some of our members use social media to engage with us
- It is a great tool to connect with other organizations in the non-profit sector and to build relationships with future partners
- We have seen a great deal of growth in followers as you can see by the analytics on page 10.

Website

- Our website received 14, 216 views from March 2020-April 2021. We have designed and created a new website using Squarespace in March 2021. We ensured that the design is clear and easy to use.



147 Twitter Posts and 508 followers (+29)

Promoting the Centre and connecting with other organizations.



375 Facebook Posts and 441 followers (+107)

Promoting events and programs at the Centre to our members and followers.



14, 216 Website Views from March 2020-April 2021

With 39 Average Daily Website Views.



883 E-Newsletter Subscribers (+11%)

350 physical copies are printed each month. Newsletters are available in both English and Spanish.



31 subscribers on YouTube (+7)

Sharing virtual programming with our members



102 Instagram posts and 213 followers (+75)

Promoting the Centre through photos of events and sharing our community with other organizations

7. ENABLING CONNECTIONS

This year, the South Granville Seniors Centre introduced "Enabling Connections", a new program to keep our members connected to each other, the Centre, and their community. Utilizing trained volunteers and digital literacy mentors, isolated seniors in Vancouver can borrow tablets and connect into a curated offering of virtual programming, telepresence robot exploration of the community, and connections to their family, friends, and diverse community activities. The program is not about technology, it's about enabling connections between seniors and others.

"I am very excited about the launch. Not only does Enabling Connections enable isolated seniors to reach out to the community, to get inspired and build capacity, ... the Program also enables them to maintain and enrich relationships. In this global world with so many of our friends and family spread out across the country, the world,... being able to see their smiles, their frowns, twinkles in their eyes... makes personal connections feel more real and touches hearts." - Stella Tsang, Enabling Connections volunteer

The four elements of the Enabling Connections program are: a tablet lending library, digital literacy mentoring, a virtual seniors centre, and knowledge sharing with other organizations. The Enabling Connections' project is focused on creating connections between individuals and creating a sense of community and mutual support peer to peer. The technology and digital literacy elements may seem to be the priority, however, they are only a means to an end. No senior would hesitate to use a television or telephone, as these technologies are familiar. The technical side of this project is to ensure that, as quickly and easily as possible, the "tech" becomes just another familiar device, and the focus is on the maintaining and building of interpersonal relationships and a sense of community.

"South Granville Seniors Centre's new Enabling Connections program is exciting for us at the 411 Seniors Centre and we are thrilled to be a partner. Seniors in our community are being left behind due to unequal digital access and digital proficiency. The Enabling Connection's program will address this need. We thank the South Granville team for this initiative and the benefit it will bring to the 411 Seniors Centre membership. " - Leslie Remund, Executive Director, 411 Seniors Centre.

Working with the Seniors Collective of Metro Vancouver the virtual programming element of the project consist of a curated list that features both in-person and virtual programming from diverse sources to assist with the issues of social isolation and related concerns (mental and physical health, depression, etc.) associated with physical and communications disconnection from others and a supportive community.

The tablet lending library gives priority to visible minority, low income seniors who currently do not have internet access, and may be living with memory loss.

"As a member of the Alliance of Seniors' Centres of BC, the West End Seniors' Network is excited to collaborate with the South Granville Seniors Centre on the Enabling Connections project. Many older adults are facing both technology barriers and loneliness due to the COVID-19 pandemic. This project will help them reconnect with friends, family and their community." - Anthony Kupferschmidt, Executive Director, West End Seniors' Network

Partners

The Enabling Connections Project has many wonderful partners including:

411 Seniors Centre, West End Seniors Network, Brock House Society, YWCA Techlink, GLUU, Westside Seniors Hub, Mount Pleasant and Kitsilano Neighbourhood Houses, BC Technology for Learning Society, Vancouver Public Library.

Business Partners: Best Buy Digital Health, FamliNet, Rogers Communications, Samsung

Funding is provided in part by: UBC School of Nursing – Building Capacity for Meaningful Participation by People Living with Dementia, City of Vancouver, Canadian Emergency Response Fund, Donors and Members of the South Granville Seniors Centre.

Why Tablets?

Samsung Galaxy 8 Tablets are available to be borrowed by low-income seniors who currently have no devices allowing access to the internet. Units will be lent out with full one on one support by South Granville Senior Centre volunteer mentors, backed by the YWCA TechLink program. All software and internet access is provided. Borrowers must agree to work with the Mentor to connect with friends and family, and participate in virtual programs offered by the South Granville Seniors Centre (SGSC).

Handheld tablets, which are easy to use and connect to cellular networks and therefore do not require Wi-Fi hardware or connection, are the choice for this project for several reasons. Low costs, easy maintenance and upgrading, established and proven applications, and ease of use for the participant.

Research shows that new users find a smaller tablet, 8 or 9" screen size more approachable in format as it resembles a traditional paperback book, and the weight is low enough that holding it is not straining. Based on extensive research, the Samsung Galaxy 8 Tablet has been identified as the most cost effective solution. Data service from Rogers will allow tablet users up to 3.8 Gigabytes of data per month.

Cleaning and Maintenance will be done at SGSC by staff and volunteers trained by technology partner Best Buy and their Samsung experts.

The majority of software applications to be utilized are free however we have partnered with FamiNet to provide a unique, seniors focused application which will easily allow seniors to connect with and create their own community connections.

Enabling Connections', The Tablet Lending Library is in full operation. In recognition of the work that we have done this last year Best Buy Digital Health has asked us to participate in their Advisory Council. We have also been speaking with Older Adults Technology Services (OATS) - regarding licensing of their seniors and technology programming/ OATS has been operating for over 30 years in the US and is an arm of the AARP (American Association of Retired Persons) one of the largest seniors' organizations in the world.

Utilizing existing technologies in a novel way, we will be deploying three types of Telepresence systems. The first type of system consists of a large monitor and camera, mounted on an audiovisual dolly with a directional microphone and stereo speakers. This system can be wheeled into any program or activity taking place to allow the semblance of reality as the person viewing remotely will be seen on the screen by other participants and will be able to verbally interact with them. The second system is a desk top unit that can be remotely moved in a 330-degree arc allowing a remote user to "look around" a room allowing a more realistic interaction with those physically in the room. A third system will be an autonomous remote-controlled robot able to be remotely piloted through gardens, galleries, or a senior's centre, we call him JJ.



7. MEMBERSHIP

129 MEMBERS TOTAL

176 UP TO 1 YEAR EXPIRED MEMBERS

19 NEW MEMBERS

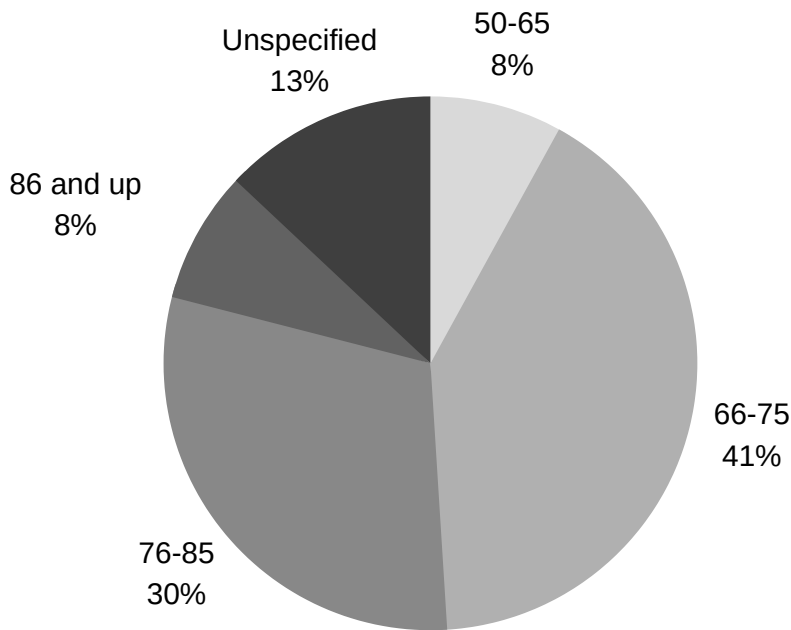
15% MALE



85% FEMALE



AGE RANGE



The reminder calls to expired memberships were made by our volunteer callers were essential in memberships renewals. However, there is a large number of members who have not renewed after one year due to COVID-19.

APPENDIX A: LIST OF 2020-2021 PROGRAMS

Please note that while not all of these programs were offered consistently in 2020-2021, these programs are being slowly reintroduced.

EXERCISE

Gentle Yoga
Nordic Pole Walking
Osteo-Fit
Tai Chi
Zumba

EDUCATIONAL

Let's Talk About...
Digital Literacy
Happy Memories Cafe
Memory Workshop (Spanish Program)
Tech Workshop (Spanish Program)

SELF-CARE

Hand and Foot Care
Hair Care



FOOD

Hot Lunch
Tuesday Multicultural Lunch

SOCIAL

Knitting Circle
Book Club
Amaryllis Singing Group
Mah Jong
Bridge
Canasta
Spontaneous Art Studio
Creative Writing
12th Ave Café
Social Hour (Spanish)

SUPPORT SERVICES

Representation Agreements –
Planning for the Future and End-of-Life
Care
CVITP Income Tax Clinics
Information & Referral /
Peer Support
Legal Clinics
Weekly Call List
Tablet Lending Library
Community Response Network Hub

APPENDIX B: LIST OF EVENTS

Educational Workshops (3)

Telus Wise Seniors
Healthy Eating for Seniors
Vaccination Seminar

Social Events (12)

Christmas Party (general group)
Christmas Party (Latin group)
Tea With the ED (2)
Volunteer Appreciation Picnic (2)
Art in the Park (2)
Bingo Garden Party
Trivia in the Park (2)
Meet the Volunteer Zoom
Meeting (Spanish Program)

Fundraisers (1)

Christmas Auction

Health and Wellness (3)

Physio 2U Workshop (2)
Flu Shot Clinic

Planning Meetings (1)

Annual General Meeting



APPENDIX C: LIST OF PARTNERS & FUNDERS

Program and Project Partner

Age Knowable
 Brightside Community Homes
 CARP
 Chalmers Lodge
 Connected Canadians
 Developmental Disabilities Association
 Dunbar Residents Society
 Farmers Market Nutritional Coupon Program
 Greater Vancouver Food Bank
 Happipad
 HelpAge Canada
 Jewish Family Services
 Jewish Seniors Alliance
 Langara College
 Latincover
 Love Caravan
 Marpole Oakridge Family Place
 Metro Vancouver Cross Cultural Seniors Network
 Nidus
 Quest Food Exchange
 Second Mile Society
 Seniors Advocate
 Seniors Can Connect
 SFU Gerontology Dept STAR Institute
 South Van Seniors Network
 SUCCESS
 University of British Columbia

Partners in Enabling Connections

American Society on Aging
 BC Technology for Learning Society
 Best Buy Digital Health
 Brock House Society
 Burnaby COVID19 Seniors at Home Working Group
 Dunbar Community Centre Society
 FamliNet
 Gluu Technology Society
 Kitsilano Neighbourhood House
 Mnt.. Pleasant Neighbourhood House
 OATS Older Adults Technology Services
 Samsung
 Senior Centre Without Walls
 Stayhome Living
 Toronto Public Library
 Vancouver Public Library
 West End Seniors Network
 YWCA TechLink

Networks

BC Health Coalition
 COSCO
 Untied Way - CORE
 Westside Food Collaborative
 Westside Seniors Hub
 Canada Cares
 MetroVancouver Seniors Collective
 AGEWELL
 BC Health Coalition

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 Government of Canada - COVID19 Emergency Programs (CEWS, CERS, CEBA)
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