

CHAIR'S REPORT

For the board and staff it was a very busy year. I would like to label it our *year of transition*. The transitions occurred in staff, our directors, programs and our website. They represent changes that we can all embrace and support.

Our strategic objectives for the organization during the year were:

1) The 'Return to Health Program' has gone through some modifications, as negotiated with Island Health and has transitioned from a partnership between Island Health and SSS to a service contract basis where we have responsibility for full operations of the program rather than providing only training of RTH volunteers. We look forward to the successful continuation for this program which has been in operation since 2002. With the retirement of the Island Health Nurse Coordinator Marian Templeton and SSS volunteer Education Coordinator, Bonnie Davoren we have agreed with Island Health to manage contract service providers RTH Community Services Coordinator, Yvonne Archer, and the RTH Education Coordinator, Donna Ross. I welcome them to our organization and wish them well in their new endeavours.

I would also like to thank our RTH Future Planning committee members Mary Ellen Muenier and Bonnie Davoren. They volunteered many hours meeting with our Executive Director Jane Sheaff to ensure a smooth transition of the program.

2) Myra Johnson chairs the directory committee to produce the 2017/18 version of the SSS directory and assures me that they are well on their way to getting the new version to the printer in August for distribution this coming fall.

3) We hired a contractor, Jon Valade of Ideazone, for development of our new website. We also have a technical volunteer, Samantha Bratty, who produces statistical reporting of activity for the site.

4) Board and Succession Planning - three of our ten board members will retire at the time of our Annual Meeting. They are Marie Patterson, Mary Ellen Muenier and Bonnie Davoren. I would like to acknowledge those dedicated individuals and thank them for their service. We are currently interviewing new board candidates to start in September and we will also be looking for a new board chair as I will be retiring in two years.

5) A review of SSS Constitution and Bylaws required by the New Societies Act will be ongoing in 2016/17 and implemented by the board with recommendations from Arthur Joyce and volunteer Janet McLean.

As a note to our financial statement seen later in this report. You may be concerned to see the financial statements showing that we are overspent, but please do not be alarmed. The directory publication is produced every 2 years and balances out the budget over a two year term.

Respectfully submitted,

Paul Wickens-Jobling, Chair of the Board

EXECUTIVE DIRECTOR'S REPORT

Established in 1981 Seniors Serving Seniors has retained a culture of caring in their programs for seniors for over 35 years. It's time for reflection on the contribution of many individuals who have joined their energies and far-sighted efforts together to create and maintain a service by seniors, for seniors in the Capital Region. Appreciation goes to those who came before us and the many who still contribute.

The first program established was the Senior Link Information and Referral Telephone line in response to the need of a one-stop shop and information hub for seniors services. Senior Link responds to calls from Monday to Thursday and in 2016 we still hear how important the information hub is for seniors. Our Telephone Line and our 55-page Seniors' Services Directory identify SSS as the "go to" organization in meeting the information needs of seniors on southern Vancouver Island. Special thanks go to volunteers Myra Johnson and Jan Klassen for their long standing and valued contribution to SSS Information Services.

Volunteering is key to SSS programs that provide support to *seniors who are in transition*. During 2015/2016 the volunteer contributions to Senior Peer Counseling and Return to Health programs are due special recognition.

Firstly, Senior Peer Counselors celebrate 30 years of service this year. With the steady recruitment of 10 to 12 volunteers each year, over 300 counsellors have been trained in the special art of active listening and skills to offer emotional support and empathy to seniors facing challenges. The program is totally volunteer driven and we are very fortunate and grateful for the

generous contributions of SPC Coordinator Lois Dutton, SPC Trainer Mary Dolan and the front line counsellors who carry out the work as described later in this report by Lois.

Secondly, a special Honourary Lifetime Membership for outstanding service to the advancement of the objectives of Seniors Serving Seniors was presented to volunteer Bonnie Davoren. This special recognition award has been given to only 12 people in the past 35 years. Bonnie has been a volunteer with SSS for 14 years and plays a significant role in the Return to Health program as the Coordinator for the training and support of volunteers. Bonnie will be retiring in June. Over the years Bonnie has also contributed to SSS as a member of the Board, the Directory Committee and much more.

Our Return to Health Future Planning Committee has been active in reviewing the needs of the RTH program due to the retirement of Bonnie and Island Health Nurse Coordinator Marian Templeton. At Island Health's request SSS took on administrative oversight of the program. This includes the hiring of 2 new positions which marks a significant change for SSS in 35 years going from 1 staff to a 3 staff complement. The changeover took place in the latter part of this fiscal year when funding was received from United Way and Island Health. Program funding from these sources carry forward to next fiscal year.

I have worked more closely with the Board during this busier than normal year of transition. I truly appreciate their guidance and support.

Respectfully submitted,

Jane Sheaff, SSS Executive Director

TREASURER'S REPORT

The Financial Statements for the year ending April 30, 2016 were prepared by Joyce and Dilba, Chartered Accountants. There are no anticipated changes to the signing authority and no changes to the financial institution. We are most grateful for the financial support of our individual donors and the agencies listed below.

Respectfully submitted,

Art Joyce, Treasurer

2015/2016 FUNDERS

BC Gaming Commission
Programs and Operations

Investor's Group Financial Services
Programs and Operations

Island Health
Return to Health Program

St. Michael's and All Angels
RTH Client Emergency Fund

Sobey's Smile Card Program
Website Development



United Way
Return to Health Program

The following agencies provide space and refreshments for our meetings:

- **Amica at Somerset House**
- **Glad Tidings Church Victoria**
- **Kensington at Revera**
- **Sunrise Senior Living**
- **Yakimovich Wellness Centre**

SENIORS' SERVICES DIRECTORY

Updating and editing the next edition of the directory is well under way. The committee met 3 times beginning in October 2015. We have been fortunate this year with some new volunteers from the community who brought fresh ideas and information to our Committee meetings. We are grateful to: Gwen Gaddes and Dawn Soubiran from Island Health; Kathy Ajas from Revera Living; Lori McLeod from Eldercare Foundation; and Bonnie Davoren, Myra Johnson, Jan Klassen and Jane Sheaff from Seniors Serving Seniors.

At our final meeting in April 2016 we considered new entries to be included, as well as which current listings should be removed. A new (blue) colour was chosen for the cover.

Our current advertisers were quick to reorder their spaces and the \$10,000 grant commitment from Eldercare Foundation will be received in June 2016 going a long way to sustaining future issues.

For some time the Directory has been available on the website but this does not seem to have affected requests for the paper copy. We continue to receive requests from various agencies for more copies to distribute and that number is growing every year.

25,000 copies of the 2017/2018 edition should be available in early September. As usual, we expect that TELUS Volunteers will help with distribution

Respectfully submitted,

Myra Johnson, Chair

SENIOR PEER COUNSELLING

This has been a relatively stable year for Seniors Peer Counselling with 24 requests from clients, 6 new counsellors added to our roster and sadly, the resignation of 2 counsellors due to health issues or time pressures. We currently have 20 counsellors technically available although generally several are away at any given time due to holidays, family circumstances or illnesses. Fortunately, the requests from clients have been spread quite equally throughout the year and most of the time we've had just enough counsellors to meet the demand.

From September to December 2015, Mary Dolan conducted her usual comprehensive and challenging training course, beginning with 12 applicants. Of the 11 who completed the course, 7 have remained as counsellors for which we are grateful. Among them are 3 male counsellors which is always welcome.

We are also grateful to The Kensington for providing us with an attractive and comfortable room (and goodies) both for the training course and for our monthly Group Meetings. We normally have between 8 and 10 attendees at the latter. These meetings are valuable for building camaraderie among the counsellors as well as support and feedback. At Christmas, the Four Mile restaurant delighted us with an exceptionally tasty turkey dinner in a private and beautifully decorated room for 22 counsellors and some Board Members.

Approximately 60% of our clients have been referred by doctors, social workers, outreach workers, Island Health, Seniors' Directory and family members or friends, while the remainder have learned of our services from our advertisements on TV and

the newspaper articles done by Black Press. I was interviewed on several occasions by the Victoria News and Saanich News and those articles were picked up and re-written for the Oak Bay News and Peninsula News. There have also been articles and pictures of the graduates in the Seniors' Section of the Times-Colonist.

I close with my most grateful thanks and admiration for all those counsellors who donate so much time, energy and skill to our clients.

And finally, my gratitude is also extended to Mary Dolan for her always sensitive and wise advice, to Jane Sheaff for her willingness, efficiency and unfailing cheerfulness and to all the Board members without whom we couldn't exist.

Respectfully submitted,

Lois Dutton, SPC Volunteer Coordinator

Seniors Serving Seniors
75 volunteers from 5 programs
contribute over 5,500 hours to
the community each year.

RETURN TO HEALTH

"Too often we under estimate the power of a touch, smile, a kind word, a listening ear, an honest compliment or the smallest act of caring, all which have the potential to turn a life around"

by Leo Buscaglia.

This past year we had 38 active 14 inactive and 6 affiliated church and organization volunteers who recorded 3,946 hours as they responded to the needs of 248 clients who were referred to our program.

Prior to visiting clients our volunteers take a comprehensive 21 hour training program which is held 3 hours a week for 7 weeks. RTH training is taught by experts in the community who work with seniors. We value these individuals and agencies which provide generous support for RTH. Training is offered to church members and other volunteer agencies assisting seniors.

To support our volunteers there is a 3 hour monthly meeting held during September to May to share information and problem solve. On average 20-25 volunteers attend each month. Various age-related topics are selected by our volunteers and speakers are brought in to increase our knowledge base. The highlight this year was two videos "The Comfort of Joy" and "Alive Inside". Both created a great deal of discussion.

There are many organizations who we would like to thank: St. Michael All Angels Women's Guild for a \$500 donation for our emergency fund for clients in crisis; Yakimovich Wellness Center and Liz McCarter for our training session venue; the Eldercare Foundation and Lori McLeod for coffee and tea for training sessions; Brian Rowe and senior residents of Amica Mature Lifestyles residences for donating lovely gift

baskets; Peggy Hancyk and Home Instead Senior Care for 6 gifts and gift certificates for personal care and food; to our Volunteers who provided 30 plates of homemade cookies that were distributed with these gifts for clients; Janine Hunka from Phillips Lifeline for providing lunch for our Appreciation Day; and the Glad Tidings Church and staff for providing a venue for our monthly meetings, Christmas celebration and April's recognition event.

Special thanks go to Wendy Richardson, Mary Grant, Cherith Cayford, Elta Brown, Carollyne Brown and Peggy Holmquist who volunteer to assist with the many administrative duties. We are fortunate to have the ongoing encouragement and support of our Board of Directors, Board Chair – Paul Wickens-Jobling, and SSS Executive Director - Jane Sheaff.

In April we had a retirement Party for Island Health Nurse Coordinator Marian Templeton who worked with us for years. We will miss her. Under SSS's new agreement with Island Health and the United Way we are very fortunate to have hired two new staff members. Yvonne Archer to the position of the RTH Community Services Coordinator and Donna Ross to manage RTH education. A warm welcome to both ladies.

Last but not least thank you to our faithful volunteers who make the program world class. Many thanks also to Marian Templeton for her dedicated hard work and passion for the RTH Program.

Respectfully submitted,

Bonnie Davoren, SSS Coordinator for RTH

SENIORS IN STITCHES

In the past year knitting membership has varied in numbers from month to month. We were still able to deliver 56 toque and mitt sets and 6 sweaters to Cridge Center for Families. We knitted and delivered several rolls of bandages to Central Baptist Church to be sent to Africa for the leper community. We no longer knit baby toques as the newborn nursery is over supplied.

Our sincere thanks to Sunrise Senior Living Residence on Humboldt Street for providing monthly meeting space from January to June and September to November.

Thanks to new knitters, we expect to continue with our usual number of donations. Please note that donations of light colored yarn would be useful. Thank you very much!

Respectfully submitted,

Barbara Stoeckel
Seniors in Stitches Representative

*Thank You to All Individual
Donors and Volunteers who make
Our Programs Possible!*

2016/2017

Seniors Serving Seniors Board Member Roster

RETIRING BOARD MEMBERS

Bonnie Davoren
Mary Ellen Meunier
Marie Paterson

BOARD MEMBERS STANDING FOR RE-ELECTION 2016/2017

Jane Dewing
Art Joyce
Myra Johnson
Christopher Shepherd
Barbara Stoeckel
Paul Wickens-Jobling
Debbie Yorke

Seniors Serving Seniors
Suite 109 - 1022 Pandora Avenue
Phone: 250-382-4331 Fax: 250-361-9361
E-mail: info@seniorsservingseniors.bc.ca
Website: www.seniorsservingseniors.bc.ca