

# 2023

ANNUAL REPORT TO COMMUNITY



Calgary Seniors'  
RESOURCE SOCIETY

CONNECT

DISCOVER

FLOURISH

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*I couldn't ask for anyone better. You should give him some kind of medal! Your volunteers are all very courteous, but there's no one like Bill. I have problems with my eyes so I can't see the prices, so I just buy the same things every time. Well yesterday I bought 5 new things! He was worth waiting for.*

- Shopping Companion Client

## MESSAGE FROM THE PRESIDENT

Reflecting on the journey of 2023 fills me with gratitude and positivity. It has been a year of significant change for Calgary Seniors, demonstrating our resilience and unwavering commitment to our mission of serving seniors in our community.

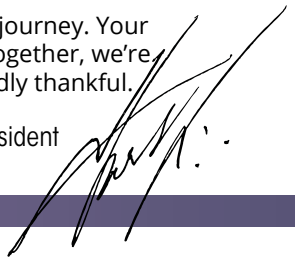
Among the notable milestones of 2023 was the reconfiguration of our leadership team. Embracing this opportunity for renewal, we welcomed fresh perspectives and voices, fostering a culture of inclusivity and forward-thinking. This transition has injected new energy into our organization, better positioning us to meet the evolving needs of our seniors.

Throughout the year, our focus has been on rebuilding the foundational aspects of our agency. From enhancing internal systems to nurturing vital community relationships, we've made substantial progress. Yet, it's important to acknowledge that much of this work remains ongoing and will continue into 2024. Our dedication to improvement and growth underscores our commitment to making a meaningful impact in the lives of seniors.

Looking ahead, I am filled with a sense of optimism about what we can achieve together. The groundwork laid in 2023 sets the stage for even greater success in the future. With your continued support, we'll continue to forge ahead, guided by our core values of action, connection, ingenuity, collaboration and kindness.

I extend my heartfelt gratitude to each member of our community who has supported us on this journey. Your unwavering belief in our mission fuels our determination and inspires us to reach new heights. Together, we're making a tangible and lasting difference in the lives of Calgary seniors, and for that, I am profoundly thankful.

Miguel Kanafany, President



## MESSAGE FROM THE Co-ED's

As we reflect on the past year, we are filled with satisfaction and gratitude. 2023 was a year of transformation, tenacity, and tremendous growth for Calgary Seniors' Resource Society.

With fresh perspectives and unwavering dedication, we, Joel Sinclair and Anastasia Stevens, assumed the roles of co-executive directors, charting a new course guided by our shared belief in collaboration, transparency, and kindness. We root ourselves in the power of strategic alignment and the importance of nurturing a culture where every team member feels valued, supported, and empowered to make meaningful contributions.

In the face of adversity, we embraced the opportunity to rebuild, refine, and reimagine our internal systems, organizational culture, and relationships with partners and stakeholders. It was a year of putting out fires, but also of igniting sparks of innovation and creativity. We are proud to say that despite the challenges, we remained steadfast in our commitment to serving seniors with compassion and excellence.

Joel, with his fresh eyes and innovative spirit, has brought invaluable insights and energy to our organization. Meanwhile, Anastasia's extensive experience and passion for volunteer-based programming have been instrumental in shaping our journey.

Looking ahead, we are excited to continue our mission as positive disruptors, embracing change, experimenting with new solutions, and pushing the boundaries of what's possible in the senior-serving sector. Together, with your unwavering support, we are confident that we can create a future where every senior in Calgary thrives.

Thank you for being part of this incredible journey with us.



Anastasia Stevens & Joel Sinclair,  
Co-Executive Directors

## SOCIAL WORK - SENIORCONNECT

The SeniorConnect program demonstrated commitment to serving older adults by providing comprehensive support to over 470 unique clients. Through intensive, urgent, short-term case management, we addressed immediate needs while also facilitating connections to long-term supports towards ensuring safety, security, stability, and independence for clients.

Despite facing constraints in funding, we continued to deliver vital assistance to those in need. We distributed **over 50 emergency food hampers** and fulfilled **80 requests for basic needs support**, including assistance with rent arrears, utility disconnections, food shortages, medication access, clothing, and more. These efforts underscore our dedication to addressing the diverse needs of older adults in our community, even in challenging circumstances.

### Community Education - 402

In the past year, the **SeniorConnect** program delivered formal presentations to **over 400 community members and professionals**. These presentations focus on raising awareness about identifying older adults at risk and facilitating timely support for them. By educating participants on the program's objectives and methods, we create a community-wide understanding of the importance of supporting and connecting older adults with essential services when needed most.

### Total Clients: 473

- **157** with intensive, urgent, short-term case management support.
- **316** with resource navigation and connection to appropriate long-term supports to ensure safety, security, stability, and independence.

### Top Reasons for Referrals:

- **Housing** (208 clients, 44%)
- **Financial** (100 clients, 21%)
- **Basic Needs** (79 clients, 17%)
- **Elder Abuse** (60 clients, 13%)

## SOCIAL WORK - OUTREACH

In the past year, our dedicated Outreach workers have made significant strides in serving our community's older adults. With a commitment to personalized care, they provided case management support and resource navigation to over 800 clients. This assistance was delivered through a variety of channels, including in-person home visits, Forms Clinics, and telephone support for resource navigation.

### Seniors Connecting Seniors - 444

Throughout the year, **12 conversation cafés were held**, each led by a Senior Connector volunteer, providing education, entertainment, and opportunities for older adults to connect within their ethnic communities. These cafés featured presentations on topics chosen by the attendees, delivered in their native languages by professionals (doctors, mental health practitioners, dieticians, social workers, lawyers, etc.). Some topics covered included mental health, healthy diet, immigrant support, elder abuse, and health aging. Entertainment activities were tailored to each group's preferences with the goal of social inclusion and creating meaningful community connections. Additionally, a wrap-up event brought together **over 250 older adults from diverse ethnic backgrounds** for cultural performances and food, fostering a sense of community and celebration of their unique cultures.

### Total Clients: 826

- **116** with long-term, holistic social work support.
- **647** with information and resource navigation.
- **36** through the AICS program, transitioning from hospital back to community

### Top Reasons for Referrals:

- **Financial** (406 clients, 49%)
- **Physical Health** (305 clients, 37%)
- **Housing** (202 clients, 24%)
- **Mental Health & Isolation** (120 clients, 15%)

## SUCCESS STORY

**SeniorConnect** stepped in when a family doctor reached out about a client in dire straits – trapped in a rented room, facing financial abuse, and unable to get groceries or meds. They'd entrusted their bank card to a roommate who gambled away their funds without permission. Feeling desperate for escape, they hoped for help in applying to a seniors' lodge with extra care.

With urgency, a **SeniorConnect** Response Worker sprang into action, gathering crucial documents for the lodge application. They even teamed up with a tax volunteer to secure the client's Notice of Assessment. They pushed hard, collaborating with the family doctor for a functional assessment and advocating fiercely for a quick move to the lodge.

Recognizing the client's need for mobility, the Response Worker worked with the doctor to get them a wheelchair through the Red Cross Equipment Loan program – a must-have for lodge life. Post-move, they didn't stop; they made sure the client got referrals to Homecare, Access Calgary, and Fair Entry, ensuring they had all the support they needed.

The client couldn't thank **SeniorConnect** enough. They feared for their life in that abusive rental, but thanks to them, they now had safe housing for their needs and a renewed sense of hope.

## SOCIAL WORK - LOOKING FORWARD

In 2023, we embarked on **two significant projects uniting the Outreach and SeniorConnect departments**, aimed at enhancing our service delivery and operational efficiency.

The first project focused on the **research and discovery phase of new case management software**. Through a rigorous selection process, we identified software (CaseWorthy) that promises improved client tracking, facilitates holistic case management across departments, and enhances our ability to report on client outcomes. This technological upgrade is anticipated to streamline our internal processes but also **enable us to better demonstrate the impact of our work** within the social work department and the broader agency.

The second project, **Social Work Foundations**, laid the groundwork for a comprehensive framework focused on revising foundational policies and procedures within our department. **Grounded in best practices** and **aligned with regulatory standards** set by bodies such as the Alberta College of Social Workers, these policies ensure a consistent practice framework for all social workers. This standardization is anticipated to result in **improved quality of service delivery**, fostering greater consistency and efficacy in our efforts to support our clients and community.

## SENIORS SOCIAL SUPPORTS

# Seniors SOCIAL SUPPORTS



**Igniting Neighbours for Kind Communities** is a Collective Impact Initiative striving to reach and connect isolated seniors by inspiring kindness and increasing neighbour engagement right where people live.



The **Kind Neighbour campaign** was launched in August, and engaged **471 individuals and organizations** through the province. The goal of the campaign is to engage with volunteers on an informal and casual basis, and foster a community of giving and support for the seniors of Calgary and Alberta.

### The Transportation Collective



The **Transportation Collective** continued to engage with and foster connections with its **25 members**, hosting 4 meetings throughout the year. The goal of the collective is to increase the efficacy and availability of volunteer driver programs for seniors in Alberta. To activate more volunteer driver options for seniors, especially in rural communities, through initiatives, collaboration and leadership.

## SUCCESS STORY

You are never alone. In early 2021, Connie had no way of getting her groceries. Her family members all live out of town, and she was isolated with no one to turn to. Connie cannot drive, and she has COPD, making walking long distances difficult. After she called Calgary Seniors, we were able to pair her with the shopping volunteer she is matched with today, a wonderful lady named Brenda. For a while, Connie enjoyed much-needed transportation with Brenda as well as help gathering the groceries in the store. However, nowadays Connie prefers to pass a list along to Brenda so that Brenda can shop on her behalf, then drop off the groceries for her. Their setup has adapted to Connie's needs as they have evolved. Brenda drops off groceries every Saturday, and then goes inside for a visit. This provides Connie the groceries that she needs weekly, plus regular companionship that combats the isolation she would be experiencing without Brenda. There's nothing like a dependable smiling face who is there to uplift you! Through the years and the changes life brings, Brenda and Connie have been able to adapt to what life throws and develop a meaningful relationship. Comforted by support from Calgary Seniors', Connie is a cheerful and warmhearted lady who won't hesitate to articulate her gratitude for the organization: "Calgary Seniors' is just wonderful and what you do is amazing. You should be very proud of the work you're doing for people like me! I couldn't be happier." Finding crucial help when you're alone can be tricky, so we are thankful we have been able to bridge the gap for Connie.

*“Calgary Seniors is just wonderful and what you do is amazing!”*  
- Connie, Social Connections Client

## KINDred SENIORS

Despite the strategic decision to transfer the KINDred Seniors Housing program to another provider in community, our commitment to supporting its residents remained steadfast as we navigated the transition of the program to CUPS Calgary.

Effective April 1, 2024, CUPS will be housing and supporting clients previously served by our KINDred Seniors Housing Program.

Concurrently, Calgary Seniors will continue to provide essential support to many of the clients through existing S3 programs, ensuring they receive comprehensive and tailored assistance from both agencies. Throughout this transition, we have continued to offer social programming and case management support to ensure continuity of care for all affected residents.



### KINDred Seniors Transitional Housing

January-March: **5 residents** were diverted from shelter and housed in the community.

### KINDred Seniors Permanent Housing

Sustained **13 residents** with 6 transitioning out of the program to more appropriate housing to meet their evolving needs.

2,347 volunteers gave:  
136,461 hours of service  
(That's 15.2 YEARS of service!)  
Or the equivalent of:  
\$4,300,000  
29,849 requests were provided  
to 1,529 seniors

7,612 Friendly Check-Ins	6,276 Friendly Visits	2,600 Cheer Mail Requests
4,176 Shopping Companion Requests	3,388 Essential Transportation Rides	1,158 Pet Assist Requests
440 Caregiver Kindness Requests	445 Practical Kindness Requests	147 Holiday Helper Requests

# ONE FOR THE AGES BREAKFAST

On September 22nd, 2023, Calgary Seniors' Resource Society once again hosted a memorable One for the Ages breakfast event at the elegant Palliser Hotel, with Dave Kelly as our lively emcee.

Our attendees were greeted warmly by our Board President, Miguel Kanafany, who set the tone for the day with his gracious welcome. Additionally, the gathering was blessed with the presence of Elder Casey Eagle Speaker, who shared profound wisdom from the Blackfoot tradition. Among his insights, Casey shared a powerful message: in Blackfoot culture, there is no word for 'busy.' Instead, they emphasize being active – engaged with family, community, and purpose. This resonated deeply with the audience, reaffirming their shared commitment to living vibrant lives as they age.

A standout moment of the morning was the heartening Calgary Seniors video, which beautifully captured the deep bond between volunteer Marilyn and senior Emily, participants in our Shopping Companion program. Marilyn and Emily's friendship demonstrates how important companionship can be for seniors.

The room was buzzing with anticipation as everyone gathered to hear from our keynote speaker, Darrel Janz, a beloved media personality and former CFCN television anchor. With his trademark humor and warmth, Darrel captivated the crowd, his deeply resonant voice



drawing us in from the moment he took the stage. It was truly inspiring to witness someone continuing to pursue their passions and blaze new trails, even in their 80s. Darrel's words served as a powerful reminder that age is no barrier to chasing dreams and leaving a lasting impact on the world.

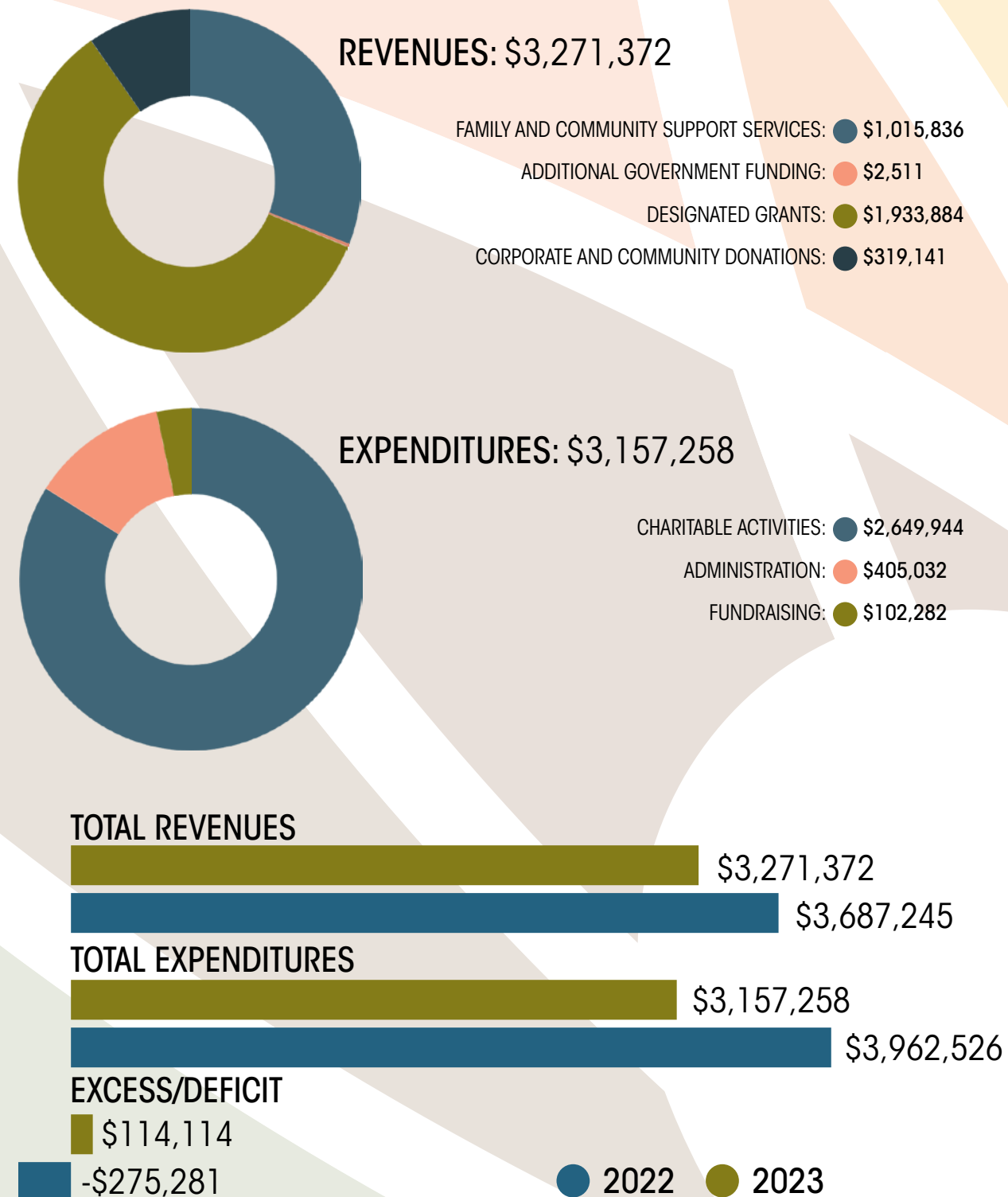
As we reflect on this delightful morning, we're filled with gratitude for everyone who joined us and contributed to its success. Together, we celebrated the invaluable contributions of seniors in our community and renewed our commitment to supporting and empowering them in the years to come.

## 2023 BOARD OF DIRECTORS

Miguel Kanafany - PRESIDENT  
 Mark Kolesar - PAST PRESIDENT  
 Mina Ianuzzi - TREASURER  
 Athenea O'Bryan - SECRETARY  
 Veronika Duska - DIRECTOR

Kurt Hanson - DIRECTOR  
 Ann Lewis-Luppino - DIRECTOR  
 Anastasia Stevens - EX OFFICIO  
 Joel Sinclair - EX OFFICIO

## FINANCIAL REPORT



## FUTURE FORWARD

Looking ahead to 2024 and beyond, we are brimming with excitement as we set our sights on the future of Calgary Seniors' Resource Society. With our current strategic plan winding down, we see this as a pivotal moment to steer our organization toward new horizons.

We're hard at work crafting a fresh four-year strategy that will not only guide our journey but also infuse our organization with renewed purpose and energy. It's about more than just setting goals; it's about fostering innovation, collaboration, and a deep commitment to serving seniors with excellence.

And speaking of fresh starts, get ready for a makeover! We're planning to refresh our brand with a new logo and imagery that reflect our shared vision for the future. It's a visual representation of our dedication to progress and innovation.

Behind the scenes, we're rolling out some exciting changes to our internal systems. The introduction of new client management software will streamline our processes and ensure a seamless experience for everyone involved. It's a game-changer that will allow us to work smarter and more efficiently.

But our journey doesn't stop there. We're also reconnecting with our community partners, fostering a spirit of cooperation and mutual support. Together, we believe we can achieve far more than we ever could alone. It's about building bridges and working together for the greater good.

And of course, we're committed to measuring our impact every step of the way. By enhancing our measurement frameworks, we'll be better equipped to demonstrate the difference we're making in the lives of seniors and our community as a whole.

As we look forward to the road ahead, we're filled with optimism and determination. With your continued support and the strength of our shared vision, we're confident that we can create a future where every senior thrives.

“

*What you have done is so very appreciated and so very kind! If everybody in the world was as kind as you guys, it would be a beautiful world to live in! My cat is like my child. I care for him very much!*

- Pet Assist Client

## MANY THANKS!!

To our cherished donors, dedicated volunteers, generous funders, steadfast supporters, committed board members, and hardworking staff:

We are filled with profound gratitude for the unwavering support and tireless dedication shown by each and every one of you in 2023. Your collective contributions—whether through financial donations, volunteer hours, championing efforts, or invaluable expertise—have been instrumental in furthering our mission and making a tangible difference in the lives of seniors in our community.

Your kindness, compassion, and unwavering commitment inspire us each and every day. It is through the combined efforts of our entire community of supporters that we are able to provide vital services, programs, and resources to those in need.

From the bottom of our hearts, we extend our sincerest thanks for your ongoing support and partnership. Together, as a united community, we are building a brighter future for seniors, filled with dignity, compassion, and opportunities for meaningful connection and support.

You have our heartfelt appreciation!

## THANK YOU TO OUR MAJOR FUNDERS AND SPONSORS:



**We extend our immense gratitude and appreciation to The Anonymous Family Legacy Fund through The Calgary Foundation for their annual gift in perpetuity. This investment in our work continues to be instrumental in our success!**



# Calgary Seniors'

RESOURCE SOCIETY

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