

# 2022

## ANNUAL REPORT TO COMMUNITY



*Calgary Seniors'*  
RESOURCE SOCIETY

**CONNECT**

**DISCOVER**

**FLOURISH**

## TABLE OF CONTENTS

Message From the President .....	Page 3
Outreach .....	Page 4
SeniorConnect .....	Page 5
Seniors Social Supports (S3) .....	Page 6
KINDred Seniors .....	Page 7
One For the Ages Breakfast .....	Page 8
Financial Report .....	Page 9
Our Supporters .....	Page 10
Many Thanks! .....	Page 11

*I shared so much of what has happened in my life with my caseworker ... they were extremely reassuring that no matter what, they would be by my side and walk with me through whatever the next procedure was that we needed to undergo or take on. And they were just remarkable in that respect, and it just absolutely still floors me. To this day, they are one of a kind.*

- SeniorConnect Client


## MESSAGE FROM THE PRESIDENT

From the Ottawa truck convoy protests, gas and grocery inflation, war breaking out in the Ukraine, and the passing of Queen Elizabeth II, 2022 had more than its share of challenges. Like the rest of the world, Calgary Seniors also faced some adversity. Demand for programs and services remained extremely high, finding new staff and volunteers was more difficult than expected, and the complexity of client needs that emerged from the pandemic continued to grow.

In the face of these challenges however, the frontline staff continued to provide hope and deliver services for seniors with dedication and compassion regardless of the pressures. Our Outreach team supported more than 814 older adults with systems navigation, connection and referral. Our SeniorConnect team provided 185 emergency food hampers to seniors struggling with food insecurity. Our Seniors Social Supports team mobilized volunteers to complete 34,545 requests (such as rides to medical appointments and help with grocery shopping) from senior clients. Our KINDred Housing team supported 26 clients through our transitional housing with supports program.

That's thousands of older adults whose lives were positively impacted, and who received help and kindness in a year that was difficult worldwide. Without the incredible contributions of our staff and volunteers, 2022 would have been a lot darker. In the words of Martin Luther King Jr., "We must accept finite disappointment, but never lose infinite hope."

This is the spirit we carry forward into 2023: infinite hope – for a better future, a better world, and for the health and happiness of our senior clients. Inevitably, 2023 will also have its challenges, but we will confidently face and courageously overcome each and every one.



Miguel Kanafany, President

## OUTREACH

### Immediate Supports Worker, Outreach

In August 2022 Outreach hired a new Immediate Supports Worker to provide support with waitlist management, crisis diversion, and those seeking help on the telephone.

As a result of the added position, we experienced an increase of 34% contacts in the community. Our Immediate Supports Worker helped older adults access appropriate supports, and significantly reduced our waitlist and wait times by supporting with drop-ins and our Forms Clinics.

### Community Outreach

The Outreach Workers continued to engage and activate their local community. We spent a total of **188 hours in community** providing drop in help for members of the Greater Forest Lawn 55 + Centre, as well as **352 hours at the Genesis Centre** providing individual, first-language supports to the northeast Communities. First language support was provided predominantly in Urdu and Punjabi.

We were also able to assist over **130 unique clients** in community by diverting them from lengthy waitlists and providing support in a timely manner.

Outreach Workers attended 14 community events promoting our Outreach Team, SeniorConnect, Seniors Social Supports, and the Way In Network. Presentations were also provided to service providers to help build

referral and application skills, to better equip them in supporting more older adults in our communities.

### Trends and Case Management Support

In 2022 we found that the number one reason older adults were seeking Outreach support was to find housing. We helped them with completing applications and providing advocacy for housing. We also continued to assist with barriers and challenges regarding long waitlists, inadequate housing supports, and rising rental rates in the private housing market.

The next most frequent presenting issues were financial - including income, pensions, and financial sustainability.

### Aging In Community Supports

With the incredible success of the **In Home Support Pilot Project**, the Way In Network was able to secure funding to begin operating it as a permanent program. Rebranded as **Aging in Community Supports**, Outreach workers at Calgary Seniors **supported over 40 clients transitioning from hospital services back to independent living.**

Since it has transitioned to a permanent program, Calgary Seniors and the Way In Network have been actively engaged in Regional and Provincial Community of Practice Committees to highlight the important work of the **Aging In Community Supports** program to senior-serving agencies across Alberta.

In 2023, Outreach will continue the momentum of the program's success with a strong focus on educating the benefits of the program to the Mosaic Primary Care Network and other health providers in the NE. This will strengthen the program, increase referrals, increase community collaboration - and most importantly, it will continue to provide support for older adults to experience healthy aging in their community of choice.

“  
**Thank you for all of your help, you truly are a blessing**  
- Outreach Client

## SENIORCONNECT

### SeniorConnect Evaluation

In 2022, with generous philanthropic support, we partnered with **the University of Calgary Brenda Stafford Centre on Aging** to conduct a robust and independent evaluation of our SeniorConnect program.

The goals are to assess the program's history and current relevance; assess the program's outcomes and the client needs met by the program; identify program strengths, limitations, and areas for growth; and understand how the program fits within our organization and the senior-serving sector in Calgary.

The evaluation will be used to guide the future development of the SeniorConnect program and internal projects for 2023.

### SeniorConnect Food Pantry

In 2022 we also secured funding to keep the **SeniorConnect pantry** stocked through the Second Harvest Grant. This allowed us to be able to provide emergency food hampers to bridge the gap for those experiencing food insecurity - including those with culturally and dietary appropriate food (halal meat, vegetarian, low sodium, diabetic, Ensure, etc.). In all, **185 emergency food hampers were provided.**

### Statistics / Trends

2022 saw us continuing to provide a same-day urgent response to at-risk older adults in the community.

### Total Clients: 678

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

### Top Five Reasons for Referrals:

- **Housing** (282 clients, 42%)
- **Economic Problems** (156 clients, 23%)
- **Physical Health Issues** (134 clients, 20%)
- **Food Security** (102 clients, 15%)
- **Elder Abuse** (91 clients, 13%)

## SUCCESS STORY

An 87-year-old client was referred to SeniorConnect by his part-time caregiver/housekeeper. We learned his pensions had been reduced over the last 8 months, and as a result, he could not afford his bills. His gas had been shut off for over 6 months. He also struggled in the home with taking his medications, falling, and using his phone as he could not see the buttons. He had stopped attending his important cancer and medical appointments as he could not afford transportation. We worked with him to expedite having his pension benefits returned, obtain funding to reconnect his gas and connect him with appropriate community resources. Our client also received a large display and large button landline phone - donated to the SeniorConnect program - allowing him to see and make calls. The case manager connected him with homecare services, Seniors Social Supports volunteer programs for caregiver respite and escorted transportation, community paramedics, and a Lifeline for long-term support.

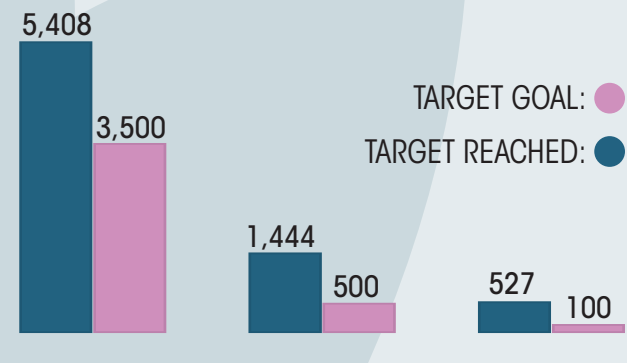
# SENIORS SOCIAL SUPPORTS

## 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.

We envision a city where people care about seniors and seniors feel valued by the community, where people say hello to their neighbours and check in on one another, where neighbours support seniors without being asked, and where seniors know they can go to their neighbours for help.



### The Transportation Collective



The Transportation Collective, launched by Calgary Seniors in 2021 through the Igniting Neighbours initiative, continues to engage its 23 member organizations across Alberta. The goals of the collective are a) to increase the efficacy and availability of volunteer driver programs for seniors in Alberta; and b) to activate more volunteer driver options for seniors, especially in rural communities, through initiatives, collaboration and leadership.

- 3,022 volunteers gave:
- 127,633 hours of service (That's 14.5 YEARS of service!) Or the equivalent of: \$3,822,608
- 34,545 requests were provided to 1,961 seniors
- 11,664 Friendly Check-Ins
- 6,583 Friendly Visits
- 5,043 Cheer Mail Requests
- 4,724 Shopping Companion Requests
- 4,462 Essential Transportation Rides
- 1,084 Pet Assist Requests
- 432 Caring Companion Requests
- 412 Practical Kindness Requests
- 121 Holiday Helper Requests

# SUCCESS STORY

Before Dianne joined the Shopping Companion program at Calgary Seniors in 2017, she found it very stressful to get her groceries as she had a visual impairment. She would try to get support from people in her life, like her neighbours, and they would help when they could, but it was never consistent. She was referred to the Shopping Companion program and was matched with a volunteer. Dianne immediately felt relief that she was getting the support she needed and was very grateful for her volunteer. When the COVID-19 pandemic began a couple of years later, her volunteer did not disappoint! She was very adaptable, empathetic, and got all her necessities.

Throughout the years, their connection has grown stronger. Dianne describes her volunteer as a kind person with a great sense of humour, reliable, and "who knows exactly what I need". She finds so much comfort in knowing that there is someone who enjoys shopping with her. Having her volunteer in her life has made her life less stressful.

Dianne is so grateful for Calgary Seniors and overall, she has had such a pleasant experience with the organization. She knows she can count on volunteers when she is needing help.

*“My volunteer knows exactly what I need!”*  
- Dianne, Shopping Companion Client

# KINDred SENIORS



The **KINDred Seniors Housing with Supports** program was designed by Calgary Seniors' Resource Society to meet the needs of older persons who are experiencing or at risk of experiencing homelessness.

**KINDred Seniors** supports older persons in accessing immediate temporary accommodation (diversion from shelter) using Transitional Units, and resolving barriers to permanent, sustainable and appropriate housing and community supports through permanent supportive housing units.

### KINDred Seniors Transitional Housing

**Supported 26 clients with transitional housing:** 8 found homes in KINDred permanent units; and 18 were housed in the community, with an average stay of 42 days.

### KINDred Seniors Permanent Housing

Welcomed **9 new residents** into the program in 2022, for a total of **21 Seniors being provided permanent housing with supports.**

## ONE FOR THE AGES BREAKFAST



Thursday, September 29, 2022 saw Calgary Seniors' Resource Society host its inaugural One for the Ages Breakfast at the Fairmont Palliser in Calgary, featuring keynote speaker Carl Honoré!

Along with Emcee Dave Kelly, we heard from Jim Gray, Community Volunteer and Philanthropist about the importance and role of older people in our city.

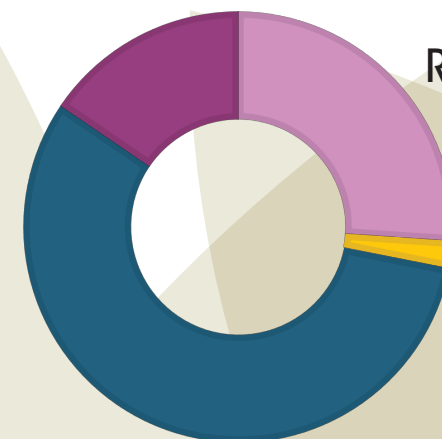
The event is a unique opportunity for Calgarians to support Calgary Seniors and our mission to provide personalized, client-centered supports, services, and connections that help older persons on their aging journey.

At this new signature fundraising event, we learned about the unique role Calgary Seniors plays in Calgary's senior-serving sector.



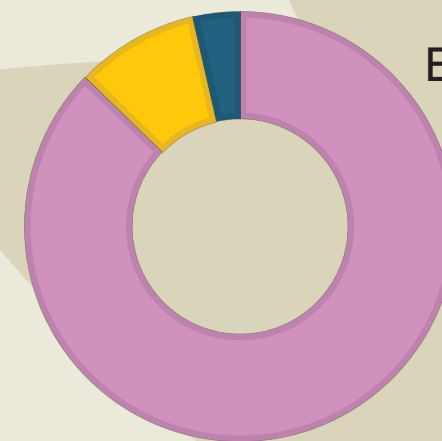
We also celebrated recent successes and the partnerships that make them possible, and we heard about how our agency values of ingenuity, leadership, action and connection anchor our programs and continue to guide our transformational work.

## FINANCIAL REPORT



REVENUES: \$3,687,245

FAMILY AND COMMUNITY SUPPORT SERVICES: \$961,117  
 ADDITIONAL GOVERNMENT FUNDING: \$74,251  
 DESIGNATED GRANTS: \$2,081,139  
 CORPORATE AND COMMUNITY DONATIONS: \$570,738



EXPENDITURES: \$3,962,526

CHARITABLE ACTIVITIES: \$3,455,944  
 ADMINISTRATION: \$366,909  
 FUNDRAISING: \$139,672

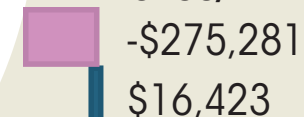
### TOTAL REVENUES



### TOTAL EXPENDITURES



### EXCESS/DEFICIT



● 2021 ● 2022

## 2022 BOARD OF DIRECTORS

Miguel Kanafany - PRESIDENT  
 Mark Kolesar - PAST PRESIDENT  
 Ann Lewis-Luppino - VICE-PRESIDENT  
 Mina Ianuzzi - TREASURER  
 Athenea O'Bryan - SECRETARY

Georgina Clark - DIRECTOR  
 Veronika Duska - DIRECTOR  
 Kurt Hanson - DIRECTOR  
 Ranjan Kumar - DIRECTOR  
 Lori Paine - EX OFFICIO

## OUR SUPPORTERS

We are incredibly grateful to all of those who made the commitment to support seniors in Calgary in 2022!

No matter what form your support takes - from the One for the Ages Breakfast, annual and monthly donations, to investments in projects such as applied research - every donor helps us get closer to a world that empowers older people to live safe, healthy lives in communities that support them. Over the past year, Calgary Seniors has been the grateful beneficiary of donors like you, who have a sincere desire to make Calgary a better place for all who live here.

*The greatness of a community is most accurately measured by the compassionate actions of its members ...*

- Coretta Scott King

### WE RECOGNIZE THOSE WHO DONATED OVER \$1000 IN 2022

ATB Financial  
ATCO EPIC  
Bantrel  
Bears paw Christian School  
Beverly Getzlaf  
Blueleaf Canada  
Brad & Laurel Farrow  
Calgary Homeless Foundation  
Calgary Italian Open Society  
Calgary Properties Lions Club  
Carl Rideout  
Charitable Foundation of the Family  
Colin Grant  
Conam Charitable Foundation  
Co-op Community Foundation  
Dale Bradley  
Daniel & Frances McDonald  
David and Diane Foundation  
Don Fisher  
Doug Stevens  
Edith Cavell #25 Order of The Eastern Star  
Ember Resources Inc.  
Emma Patel  
e-Rx Pharmacy and Cafe  
Estate of Christina Lam  
Four Feet Companion Foundation

Georgina Sawyer Memorial Foundation  
Glenn Hamilton  
Graydon & Dorothy Morrison Flow Through Fund at Calgary Foundation  
HelpAge Canada  
Homes By Us Ltd.  
Jacqueline Wilderman  
James K. Gray  
James Kerr Estate Fund at Calgary Foundation  
Jeffrey Taylor  
Jenny Belzberg  
Jim Stinson  
Joseph Alanko  
Joseph and Diane Horler  
Kelly Weger  
Kingston Midstream  
Kinsmen Club of Calgary  
Lemieux Family Charitable Fund at Philantra Foundation  
Linda Haymour  
Litco Law  
Lori Egger and Steve Laut  
Mawer Investment Management Ltd.  
McCarthy Tetrault Foundation  
Monique Beaumont

## MANY THANKS!!

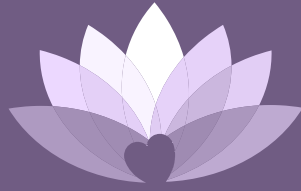
Mountain View Academy Society  
Neil and Melinda Henry  
Norrep Foundation  
Paddy-Luke Fraternal Society  
Parachutes for Pets  
Patricia Robertson  
Patrick E. Fuller Foundation  
Petro-Canada CareMakers Foundation  
Ponte Family Fund at Calgary Foundation  
Prairie Crocus Foundation  
Qualico Communities  
Rev. Bruce Sheasby  
Rickbeil Family Fund at Calgary Foundation  
Roberts & Company Professional Accountants LLP  
Roman Catholic Bishop of the Diocese of Calgary  
Rotary Club of Calgary Millenium  
Roy and Dianne Ponte  
RTOERO District 49 - The Prairies  
Sam Ousher Switzer Charitable Foundation  
Scott Springfield Mfg. Inc.

Second Harvest Canada  
Sharon West  
Sherry and Harvey Doerr Family Fund (Alberta) at Calgary Foundation  
The J.C. Anderson Family Foundation  
The Poyen GIVMOR Fund  
The Shawana Foundation  
Tim & Susan Hearn  
Torys LLP  
Utility Network & Partners Inc.  
Viewpoint Foundation  
Wark Family Fund at Calgary Foundation  
William S. Herron Family Charitable Foundation

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!

### THANK YOU TO OUR MAJOR FUNDERS AND SPONSORS:





# Calgary Seniors'

RESOURCE SOCIETY

3639 - 26th Street N.E.  
Calgary, Alberta T1Y 5E1  
Phone: 403.266.6200  
Fax: 403.269.5183  
[www.calgaryseniors.org](http://www.calgaryseniors.org)

f [www.facebook.com/CalgarySeniors](http://www.facebook.com/CalgarySeniors)

t [www.twitter.com/Calgary\\_Seniors](http://www.twitter.com/Calgary_Seniors)

@ [www.instagram.com/calgary\\_seniors](http://www.instagram.com/calgary_seniors)