

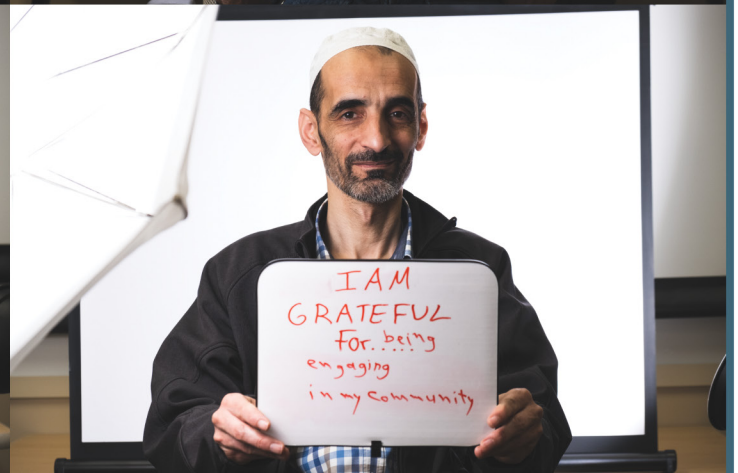
Calgary Seniors'

RESOURCE SOCIETY



GRATITUDE

2018 ANNUAL REPORT



Message from the President & Executive Director



What are you grateful for today?

Maybe that you have food to eat? Or a comfy bed to sleep in? People who love you? Your health? These are all common answers to this question – and things our senior clients depend on us to help them with. We help them get food to eat. We help them find safe, stable housing. We help them make rewarding social connections. We provide volunteer transportation to medical appointments. In return for our help, we receive their gratitude – and let me tell you, it's inspiring. So inspiring, that we want to share some of the things that we are grateful for.

First and foremost, we are grateful for our dedicated staff. They are the ones giving day in and day out. They truly care about the people we serve, and want to make life better for seniors. They are smart, funny, resourceful and kind. They are seemingly tireless. Our team at Calgary Seniors really is magical – each individual is strengthened and celebrated by the whole. It's an incredible thing to witness – and a privilege to be part of.

We are also grateful, of course, for our volunteers. They bring so much energy to our organization. They are so committed to making seniors' lives better – even adjusting their own family holidays. Like the staff, their compassion and generosity knows no end. They are our ambassadors, they are our hands and heart, they are our family. Our volunteers are making a huge difference one visit, one ride, one phone call at a time. Without them, we would not be able to serve so many who are in need.

Where we are today is also due in part to the leadership of our Board of Directors. Our Board has demonstrated courage, commitment and provided guidance through difficult economic times, and organizational change. Their contributions have been critical to our organization's continued success.

And our clients- who could forget them?! They are brave, strong, and wise. They teach us about humility. They teach us about survival. They teach us about the value of engagement and connection. They teach us about financial preparedness. They teach us about culture and society. They teach us about lifelong learning, passion, and dreams. They teach us patience, diversity, and respect.

Finally, we are grateful for the broader seniors serving sector, which has been looking to the future and meeting the needs of an aging population. We are proud to be part of the sector that is evolving to become more open and collaborative. We all share a collective compassion – and continue to cultivate that in the work we do in the community.

And speaking of community, it would be remiss to not mention **our immense gratitude for all the people and companies who respond to our calls for action, our pleas for dollars, and our requests to spread the word.** What we are doing together is truly amazing, and being a part of it is something so special and for that, we give our thanks.

Mark Kolesar, President

Lori Paine, Executive Director

Our Purpose



Calgary Seniors' Resource Society

is a dynamic organization, focused on maximizing positive impacts for our clients through innovative problem solving, creative thinking, responsive and adaptive programming, and perhaps most importantly, a culture of compassion, gratitude and courage.

Through the effective combination of professional social work services, volunteer delivered programming and community engagement, Calgary Seniors is setting itself apart. We aren't afraid to ask hard questions, and really listen to the answers. We don't shy away from risk – we embrace it (calculated risk that is) – which makes us bold and brave, and also able to accomplish great things.

We see seniors in all their multifaceted glory. We see the challenges of aging, including declining health and mobility. We see the strength of wisdom and experience. We see the need for ongoing human connection – to family, to friends, to neighbours, to community. What we provide aims to grow, to enhance, to build, to prevent, to bolster.

We are an organization that makes change happen. We walk our talk. We take action where action is needed. We celebrate our victories, and learn from our mistakes. We strive to always do what is right. We make a difference - one senior at a time.

We are Calgary Seniors.



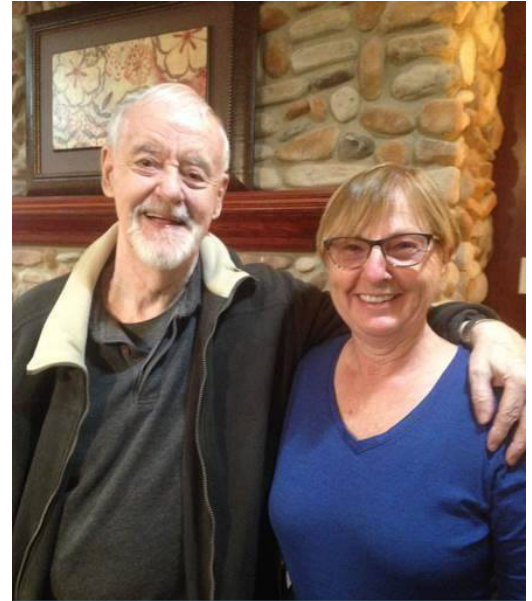
The Difference We Make

Friendly Visitor Experience

My name is Gail and I have been a volunteer with Calgary Seniors' Resource Society since 2004. I have completed Income Tax Returns for low income seniors, been a Friendly Visitor to two seniors and made presentations to seniors groups on Pensions and Benefits as well as Fraud Prevention.

I was introduced to Alex through Calgary Seniors in August 2005 and began visiting him weekly on Monday afternoons in September 2005. I was 53 years old and he was about to have his 65th birthday. We have been friends for 13 1/2 years.

Alex is a gentle, Scottish soul who is housebound due to a disability. We have had many good times during our visits. We watch videos, go shopping, scan vintage photos, order stamps for his vast stamp collection, go for coffee, go for lunch and have many laughs together. Through Alex I have learned a lot about Scotland and his childhood there.



Alex & Gail

A few years ago, I introduced Alex to my now 101 year old father. Alex bought a book written by my dad. Neither would accept the payment for the book as Alex said he wouldn't keep the money while waiting for the book and Dad said he wouldn't take the money until the book was delivered to Alex. Two stubborn Scotsmen. In the end I held the money until the book was delivered in Alex's hands.

Over the years, I have met several of Alex's friends and family since I have been visiting him. He makes friends easily and has friends wherever we go, be it coffee shops, stores or his neighbours. I have continued to visit him.

We have become very good friends through the Friendly Visitor program. I am grateful for the opportunity of meeting Alex and for what he has brought to my life. Thank you Calgary Seniors for making this happen.

~ Gail

In 2018...

** Over 1,250 Volunteers completed 12,103 visits, outings and calls.*

** From 2008 to 2018, our Escorted Transportation volunteers have completed 757,481.74 km, which is the equivalent distance to the moon and back!*

(Average distance to the moon from earth is 384,400km).

** Our Volunteers contributed the equivalent of 46 full-time employees.*

Agency Highlights

4th annual “One for the Ages”

On June 2, Calgary Seniors hosted our 4th annual “One for the Ages” fundraiser. The 2018 event was different from years past, featuring a concert at Studio Bell with award-winning singer and recording artist, Beverley Mahood, who was joined by Shannon Gaye and Kristian Alexandrov. The evening was hosted by Calgary’s beloved Dave Kelly and it was an exciting night that raised over \$20,000. Calgary Seniors is extremely grateful to Servus Credit Union who presented the event with their title sponsorship!

THIRD ACTION Film Fest

Calgary Seniors was proud to support the inaugural THIRD ACTION Film Fest June 8 – 10 at the Glenbow Museum. Exploring the many facets of aging, we sponsored the Ageing Series “Ageing & Sageing” and the Short Film Series “The Best Is Yet To Come” - a great windup to Seniors Week in Calgary.

Legacy Giving

Calgary Seniors partnered with CARP (Canadian Association of Retired Persons) to present two of our first ever Wills Workshops. These workshops covered all aspects of completing a Will and explored tax advantages of good estate planning by making a gift in your Will. The workshops were sold out and given rave reviews.

Major Gifts

Calgary Seniors has made significant progress this last year in securing major gifts. We were very grateful in receiving three new major gifts totalling \$80,000. We deeply appreciate the wonderful generosity of Susan Anderson and Sandra Anderson through their contributions from the JC Anderson Fund at the Calgary Foundation and JC Anderson Family Foundation.

Building Civil Society

As a follow up to being the founding partner for the highly successful Top 7 Over 70 in 2017, Calgary Seniors last year was successful in raising funds to design and deliver eight workshops on Engaging Seniors in Civil Society beginning in 2019. The purpose of the workshops is to engage hundreds of seniors with time, talent and resources to become involved in the non-profit sector. The initial response has been overwhelmingly positive.

Adopt a Grandparent

Held every year throughout the Holiday season, Adopt a Grandparent is one of the biggest fundraisers for Calgary Seniors. This campaign not only raises much needed dollars to run our volunteer programs, it is also a time of year when we collect gift cards, which we use in urgent situations when there are no other options for our seniors. In 2018 we collected over \$6,000 in gift cards - up 285% from 2017!

We couldn't run Adopt a Grandparent without the generous support of companies like: Alberta Central Credit Union employees, Alberta Health Services, Bonavista Energy Corp., Calgary Motorcycle Club, Carbon Copy Digital, Corex Resources, Dorward & Company LLP, GDI Integrated Facility Services, Hammerhead Resources, Inter Pipeline Ltd., International Petroleum Corp., McCrum's Office Furniture, Pembina Pipeline Corporation, PEO Canada, Qualico Developments West Ltd., Roberts & Company Professional Accountants LLP, Spartan Controls Ltd., Torys LLP, Vermilion Energy Inc., Westech Building Products ULC.

Volunteer Services

Purpose
Passion
People

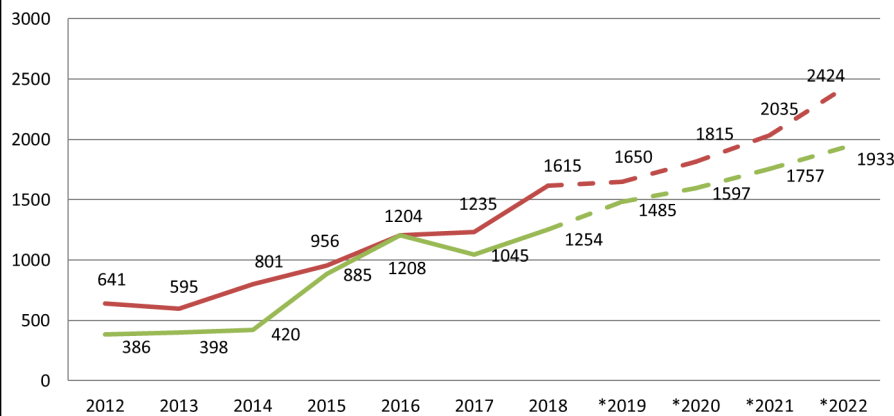
Let's talk for a minute about what it means to be a Calgary Seniors' volunteer...

Volunteers give more than their time – they give their hearts. They are often there for our senior clients when no one else can be, providing practical, social and emotional support to hundreds of vulnerable seniors all over Calgary. They advocate for their seniors. They offer a helping hand and a listening ear. They treat them with respect, and are rewarded in return with our seniors' trust and gratitude. Volunteers aren't just people who "work for free." They are ambassadors, friends, connectors, even a life line. Volunteerism is a lived belief that our responsibility as individuals is to help those around us who need it. Not because we get financial compensation, but because it makes life better – both for those we help, and for those who do the helping.

Volunteer Services Trending Data 2012-*2022

*Projection

— Clients — Volunteers



Calgary Seniors, Seniors Social Support

Core Programs:

- Friendly Visiting
- Escorted Transportation
- Telephone Reassurance
- Shopping Companion

Supplemental Programs:

- Pet Assist
- Caring Companion
- Quick Mobilize Volunteers
- Take Care, Be Aware

"Adoline has some amazing stories. Her memories give us a wonderful insight into a different time and help us understand and appreciate her. She is a remarkable woman – selfless and kind. It is hard to imagine the difference you make in a person's life, but you will be surprised by how much more you get back – and we count Adoline as one of our blessings!" ~ Ashley & Arlene, Friendly Visiting Volunteers

"I have enjoyed the wisdom of his years & outlook on life... Lawrence is a wonderful man & we've shared many laughs, a few tears & some interesting conversation (oh how the times have changed!)" ~ Gillian, Friendly Visiting Volunteer

"I certainly look forward to my time and visits with her each week. Volunteering with Betty has given me a new perspective on growing older. I'm inspired by her independent spirit and zest for life. It's truly remarkable to hear all her life experiences and see how it's shaped her into the woman she is today." ~ Elizabeth, Friendly Visiting Volunteer

Volunteer Services



*Recipient of the 2018
Minister's Seniors
Service Award*

Congratulations to our longest volunteer driver, Jim Swift

Recipient of the 2018 Minister's Seniors Service Award in the individual category

Jim has been a Calgary Seniors volunteer for over 28 years! His contribution and commitment is an inspiration; there isn't a single member of our Calgary Seniors team that hasn't known Jim's name over the last 3 decades. Jim, now in his 80's himself, has 6 regular clients that he volunteers with. He continues to go above and beyond, keeping track of their appointments and relaying that information back to us. He is a special person, with a kind and generous heart. Jim's impact as a volunteer is enormous and will be remembered within our agency for years to come.

In 2018 we saw a 30% increase in clients served compared to 2017. In 2018, over 1,250 volunteers provided nearly 90,000, hours of service to over 1,600 clients. If these volunteers were paid a wage of \$24 per hour, the cost of their contribution would be over \$2.1 million.

Let's Look at the Numbers...

New Clients Registered	396
New Volunteers	332
Inquiries 2018	1,504
Referrals 2018	795
Volunteer Inquiries	1,245
Volunteer Interviews	461
Program Positions Filled	393
Volunteer Training Sessions	26
Volunteer Training Attendance	379

The volunteer programs offered at no cost to low-income and isolated seniors through Calgary Seniors would not be possible without the unwavering support of community. We are deeply grateful to the corporations, foundations, community groups, service clubs and individuals who make these services possible!

Quick Mobilize Volunteers (QMV) is our newest program and is generously supported by the Kinsmen Club of Calgary, ATB Financial and the Arthur J E Child Foundation.

Pet Assist is another example of an innovative program supported through donors like PetSmart Charities of Canada, Pembina Pipeline, Nickle Family Foundation, Hunter Family Foundation, Field Law Community Fund, Harry & Martha Cohen Foundation, Georgia Sawyer Memorial Foundation, Foundation for Seniors' Care – "Hearts of Excellence" and the Gordon and Patricia Gray Animal Welfare Foundation. Last year Pet Assist grew to include our new pet food bank and volunteer pet visits.

Finally, it is groups like the Norrep Foundation, Kinsmen Club of Stampede City, William S. Herron Foundation, Roman Catholic Bishop of the Diocese and the J.C. Anderson Family Foundation who provided general funding that supported ALL of our volunteer programs.

SeniorConnect

Education
Mobilization
Response

Highlights:

Referrals for urgent professional response increased by 74%

20 - 25% of SeniorConnect calls came after hours

3,361 individuals received SeniorConnect education

More post-secondary students get online

2018 was a busy year for the SeniorConnect Response Team. The team answered over 500 calls for assistance. Being a same day response service, this was a huge achievement! Thank you so much team for all your hard work. But the team doesn't work in isolation. That's why we are extremely grateful to all those who brought forward situations of concern in the lives of older adults so that we can work as one in times of need.



Community involvement is key to finding and helping those most vulnerable

Education is the Key! Two new modules were developed and implemented early in the year – Elder Abuse, and Diversity. The Diversity training module covers topics such as Disability, LGBTQ2, Immigration, and Ethno-Cultural Communities. These newer modules attract youth and young adult learners to the program from various post-secondary establishments.

Education assists in early prevention

“I’m glad that someone came out to me because I didn’t know that my situation could be helped. I was beginning to feel really bad too”. After receiving a referral from someone in the community who had concerns for Ted, he was linked to SeniorConnect. “There were many pressing concerns, such as home infestation, health challenges and food insecurity” – Social Worker. “Everything is different now – I don’t have to worry about if I have enough money for food or my house falling down around me” – Ted.

Over the past few years, we have received a number of enquiries about the SeniorConnect program model. With its ability to reach some of our most vulnerable seniors – those who go unnoticed, those who are not identified through mainstream referral channels, and those who are usually living with many risk factors, SeniorConnect began the formation of new partnerships that set the scene for the expansion of the program into other areas in and around Alberta.

Early intervention reduces crisis & prevents further health and social decline

Outreach

2018 was another busy year for the Outreach Team. We continue to look at the way we provide services to ensure that we can meet the increasing demand for an aging and diverse population.

Not surprisingly, the primary issues that the Outreach Team addressed were around financial difficulties (managing expenses, buying prescriptions, rental arrears, managing debt), mobility and transportation challenges, elder abuse, and housing instability. Clients are coming to us with more complex issues every year. Many are struggling financially, while also dealing with unsafe or unaffordable housing, physical, mental health and transportation issues, and increasing loneliness and social isolation.

Seniors with limited needs or one-time requests (like pension applications) can get support in a variety of ways, but those struggling with multiple issues have more difficulty accessing services and are more likely to suffer from a lack of comprehensive supports. Our Outreach Department's goal is to meet these seniors who have fallen through the cracks in the various systems and arrange for wrap-around services. We continue to provide monthly Forms Clinics on the second Tuesday of every month and office hours at the Genesis Centre and Greater Forest Lawn 55+ Society to help seniors closer to their homes. As the population of seniors continues to grow and needs become more complex, our team has had to help more seniors, with more complex needs, than ever before. This trend is expected to increase in 2019 and beyond.

**Calgary Seniors Outreach
Team is a proud partner of The
Way-In Network and
403-SENIORS.**

Working Together

Calgary Seniors continues to explore more collaborations and partnerships with other service providers in our city. Through these partnerships, our team, together with SeniorConnect, can better meet the needs of seniors from various ethno-cultural communities.

2018 saw the creation of the Seniors Connecting Seniors program after funding ended for the ElderBrokers Program in 2017. With funding from New Horizons for Seniors, seniors from all communities can continue to get easier access to our outreach workers through trained and knowledgeable senior community leaders. Many of these leaders are former Elder Brokers. Our team of Senior Connectors more than doubled in 2018!

Stats!

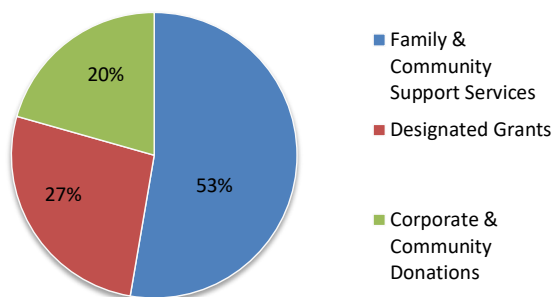
Our team received 226 new requests for help in 2018 and continued working with over 75 long-term clients. We also had hundreds of phone calls, walk-ins, emails, presentations, and other requests for assistance and support. Most clients came to us asking for help with 5 or more concerns!

With Gratitude and Thanks!

It is with funding through Family & Community Support Services (FCSS) and individual donors that our Outreach and SeniorConnect programs can support some of the most vulnerable seniors across the city. We are grateful to the other teams, agencies, Senior Connectors, and people who, by working together and collaborating on service delivery, make a difference in senior's lives everyday!

Revenue & Expenses

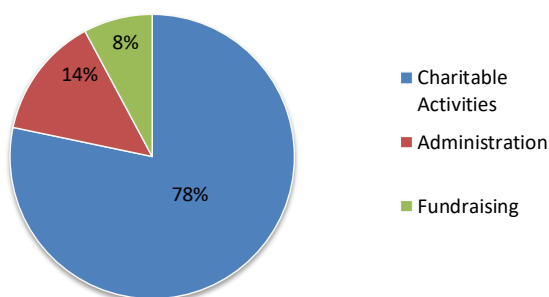
Revenues



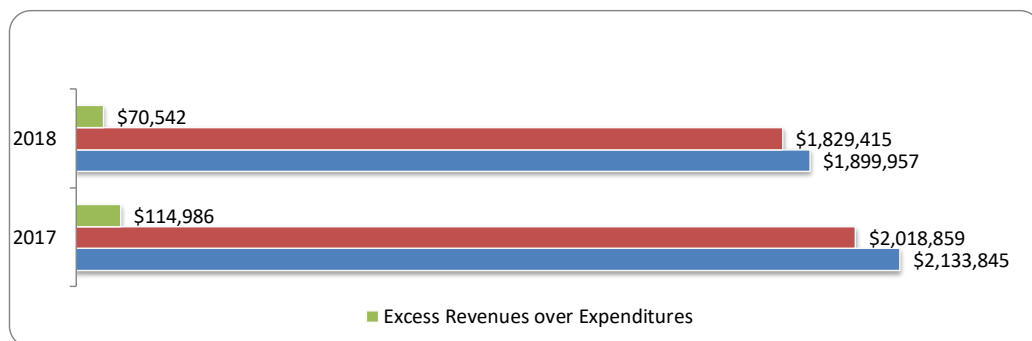
2018 Board Members:

Mark Kolesar, Board President
Ann Lewis-Luppino, Vice President
Athenea O'Bryan, Secretary
Brenda Mawhinney, Treasurer
Joel Christie, Director
Veronika Duska, Director
Miguel Kanafany, Director
Dr. Ranjan Kumar, Director
John William Wade, Director
Lori Paine, ED & Ex Officio

Expenditures



Statement of Operations



Calgary Seniors Audited Financial Statements are available by request.
 To obtain a copy, please call (403) 266-6200

Donor Thank You!

We are so grateful to those who have continued to support us over the year; those who make a commitment every month in our monthly giving; those who provide gifts-in-kind; and our Facebook followers who respond to our urgent requests for clients. Thank you from the bottom of our hearts.

We recognize those who donated over \$1,000 in 2018

Alberta Central Credit Unions
ATB Financial
Bay River College (formerly Evergreen College)
Bonavista Energy Corp.
Burnet, Duckworth & Palmer LLP
Calgary City Cabs Cooperative
Calgary Mountainview Lions Club
Calgary Properties Lions Club
Co-op Community Foundation
Corex Resources
Dorward & Company LLP
Edith Cavell #25 Order of The Eastern Star
Field Management Services
Fischer, David
Fry, Pamela
Gordon and Patricia Gray Animal Welfare Foundation
Graydon & Dorothy Morrison Flow Through Fund at The Calgary Foundation
Hammerhead Resources Inc.
Harry & Martha Cohen Foundation
Highland Moving & Storage Ltd.
Hunter Family Foundation
Inter Pipeline Ltd.
J.E. Hodgson Family Fund at The Calgary Foundation
J.N. Fyvie Family Fund at The Calgary Foundation
Kinsmen Club of Calgary
Kinsmen Club of the Stampede City
Kolesar, Mark
Mahoney, Walter
Marilyn & Mark Brown Family Fund at The Calgary Foundation

Mary Child Legacy Fund at The Calgary Foundation
Mayfield Renovations Ltd.
McDonald, Daniel & Frances
Nickle Family Foundation
Norrep Foundation
NYOB Inc.
Paddy-Luke Fraternal Society
Paine, Lori
Pembina Pipeline Corporation
PetSmart Charities of Canada Inc.
Ponte Roy/Dianne/Family Fund at The Calgary Foundation
Qualico Developments West Ltd.
Rideout Investment Corporation
Roman Catholic Bishop of the Diocese of Calgary
Servus Credit Union Ltd.
The Alberta Knights of Columbus
The Arthur J E Child Foundation
The Foundation for Seniors' Care - "Hearts of Excellence"
The J.C. Anderson Family Foundation
The J.C. Anderson Legacy Fund at The Calgary Foundation
The Jeffrey & Marilyn McCaig Family Foundation
The Maja Foundation at The Calgary Foundation
Torys LLP
United Way of Calgary, Donor Choice Program
United Way of Calgary, Major Donors
Viewpoint Foundation
Wark Family Fund at The Calgary Foundation
Wihak, Michael
William S. Herron Family Charitable Foundation

A special thank you to: The Anonymous Family Legacy Fund through The Calgary Foundation for their annual gift in perpetuity which continues to help us build for the future.

Thank you to our major donors and partners:





Calgary Seniors'

RESOURCE SOCIETY

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