

Annual Report
2019



Calgary Seniors'
RESOURCE SOCIETY



Message from the President & Executive Director



Dwayne Johnson, the American-Canadian actor, producer, businessman, retired professional wrestler, and former football player once said **“Success isn’t always about greatness. It’s about consistency. Consistent hard work leads to success. Greatness will come.”**

The appropriateness of his nickname “The Rock” really resonates here. 2019 was a “rock” year for Calgary Seniors.

We were purposeful, steadfast AND consistent. We strengthened our foundations, which had grown tremendously over the previous couple of years. We were unwavering in our commitment to our senior clients.

Despite an economy that continued to falter, we remained driven to find creative and cost-effective solutions and to collaborate effectively in order to meet the needs of vulnerable seniors in our city. Like a rock, we stood strong and provided stability and support for the seniors that depend on our services.

2019 was a cornerstone year. A year that passed relatively quietly but was very active and productive serving an important purpose in Calgary Seniors’ long-term journey. It was a year that helped us prepare for the future, to reflect on and adapt our offerings, and to strengthen our connections and networks.

To our donors, our funders, our volunteers, our board and our staff - thank you for your investment in our agency, our work in the community and most importantly, the seniors we serve. You helped make it another solid and productive year – one of growth and consistency in purpose and service.

Years like 2019 are often underrated – but as Dwayne Johnson said in his quote – it’s the consistent hard work that is behind the overnight success.

Mark Kolesar, President

Lori Paine, Executive Director

Calgary Seniors provides a depth of support that creates meaningful and effective change in the overall well-being and quality of life of vulnerable seniors in our city.

Our Purpose



At Calgary Seniors, our purpose and our work are driven by our clients.

We see a world where our clients have purpose too. Where they have a community, friends, support systems when they need extra help, safe and affordable housing, food security, efficient transportation, and activities that give them joy and fulfillment.

Our clients face unique challenges because many have no friends or family for support, are often low income and face a myriad of other issues including language barriers, mobility problems, lack of transportation and mental health concerns.

As a prevention and solution focused organization that strategically looks for opportunities to reduce the occurrence of crisis and provide essential supports for seniors, Calgary Seniors uses a three-pronged approach:

1. programs & services for seniors free of charge;
2. public awareness & education; and
3. community mobilization & capacity building.



We are committed to services that are effective, reliable, consistent and professional, delivered with the care, respect, empathy and compassion that everyone deserves. We work to ensure seniors are valued by their communities, respected and cared for by those around them. We strive to help seniors achieve their best life possible while realizing and living their purpose as well.

“I cannot thank you and the volunteer enough for getting food to me for my little Maui, he was a few weeks without treats or his regular food and I was starting to get really concerned! I’ve been having to order food for the past few weeks through Sobey’s online delivery system and it’s been costing me more as I usually shop at Walmart and am a bargain shopper. As a result I’ve been eating peanut butter and bread mostly. I was saving up to buy food for Maui, and I went to order it off of Sobey’s website but they gave me a delivery date in nearly three weeks. I don’t know what I would have done without your help. And now I can get back to my normal diet too.” - Linda A., 69

*“I’m just reaching out because I am all alone and didn’t have anyone else to call, I need help.”
- Jeanette J., 78*

“I’m 98 you know, my body doesn’t take me very far anymore so I am used to staying home. My hearing is poor but I am lucky to still have my sight so I can still keep up my reading. If I didn’t have the volunteer drivers to help me get to my eye injections every few months, I doubt I would still have my sight, I don’t even like to think about what that would be like. Thank goodness you’re still able to get me there amongst everything that is going on. You are such wonderful people!” - Myrtle M., 98

The Difference We Make

Anne, 94 yrs old

Written by Emma Mattos

Anne has lived in Calgary most of her adult life.

She was a single mom and raised her daughter on her own. She's a business minded woman with a special gift for connecting with people, independent and self motivated. When you meet Anne, the first thing that strikes you is her warm smile followed by a firm handshake. Next come her two little dogs to investigate and sniff you out. After their investigation is complete, they share kisses and want to cuddle up to you. After talking to her for a while you'd quickly discover that her daughter recently passed away after a battle with cancer. When you live to be 94, she will tell you, you get used to saying goodbye to people you love. However, she says, nothing can prepare you for having to say goodbye to your child. She looks down at Sam, her late daughter's dog, a 5 year old terrier. Her main concern is that she won't be able to properly care for Sam as she can no longer go for walks, but couldn't bear to let him go to an unfamiliar home after he'd just lost his mom. Plus, he's a great comfort to Anne in her daughter's absence.



Anne struggles with her mobility. She can get around her home okay but she no longer feels comfortable taking her dogs for longer walks or driving her car. Her eyesight has deteriorated, and she knows her reflexes aren't what they used to be. She has a car in the back that she loves but she has given up driving of her own volition as she says she would never be able to forgive herself if she caused an accident and hurt someone else. To get to the doctor, she'd have to make it on foot. It's an uphill journey from her place, and it takes her about an hour to make it there, even though it's only 8 blocks away. She'd take the bus but the stop is far from her house and the times aren't frequent so she figures it would be at least the same time anyways. She also feels uncomfortable on the bus as she moves slower and has fallen in the past.

The original inquiry for her came in for the Pet Assist Program to find a volunteer to help her walk her two dogs. She had heard about the Pet Assist program through a community newsletter and she knew her dogs were missing the longer walks she's no longer able to provide. However, after we went through registration with her it became clear that she could use additional supports. We signed her up for the Escorted Transportation Program and Shopping Companion Program to help her get to her medical appointments and get groceries when needed. She said she's always been so independent and could always rely on her daughter. "I never thought I would be in this position", she told me through teary eyes. She continues to say how warmed her heart is to hear that these programs exist and that volunteers help seniors with these basic but essential services. She now receives help with dog walking every day and regularly has volunteers take her to medical appointments. She also knows she can reach out anytime she needs help with groceries or a ride to the bank. Anne credits the support she receives through the programs at Calgary Seniors for allowing her to stay in her home and keep her furry companions.

Agency Highlights

Celebrating Growth and Development

The work we do in our city and communities would not be possible without our donors, supporters, volunteers and team of dedicated employees who direct and make things happen. It was a busy year with enhanced support and engagement across the board including additions to staff and volunteers along with increased numbers of donors, donations, collaborations, community events and celebrations.

Seniors Connecting Seniors Event February 4: Marlborough Community Association in NE Calgary

Hosted by Calgary Seniors with emcee Rishi Nagar, RedFM's News Director, over 250 ethno-cultural seniors braved the cold for a seniors tradeshow. With a warm lunch and entertainment, they listened to guest speakers, met with local businesses, government departments and other service providers and collected vital information on seniors services and supports.

One for the Ages Gala June 6: The Ranchmen's Club

The annual fundraiser was another sell out featuring Darrell Janz as emcee, a fabulous dinner at the Ranchmen's Club with live music by Alberta's renowned jazz trumpeter and 2017 Top 7 Over 70 Winner Al Muirhead and his ensemble. A special thank you to Shannon Froberg, whose personal story touched the hearts of everyone.

Igniting Neighbours for Kind Communities: Summer 2019

Calgary Seniors was thrilled to be chosen for a major impact project with the Pan-Canadian New Horizons for Seniors Program. As the backbone organization in Calgary, we look forward to engaging and collaborating with a variety of agencies and groups to support and increase social inclusion of seniors in our city and communities.

Minister's Advisory Committee for Seniors: Fall 2019

We were pleased to be invited to join Seniors & Housing Minister Josephine Pon, Deputy Minister Susan Taylor, Assistant Deputy Minister Evan Romano and the Minister's Administrative team as well as other leaders across the province to provide input and insight in supporting the increasing aging population in our province and influence policy development and decision making moving forward.

Top 7 Over 70 Gala October 17: The Hyatt Regency

Once again we were proud to be a partner in the second Top 7 Over 70 Gala in October. Founded by oilman and philanthropist Jim Gray and friends in 2017, over 800 guests joined emcee Dave Kelly to recognize 7 outstanding individuals who started a new business venture or personal journey after the age of 70. Winners included Jacqueline Cameron, Dr. John Lacey, Sylvia Rempel, Bob Brawn, Ken Stephenson, Dr. Eldon Smith and the late Gus Yaki.

Calgary Herald Christmas Fund: Christmas 2019

We were extremely grateful to be one of six recipients of the annual 2019 Calgary Herald Christmas Fund. Community awareness and over \$65,000 was raised to support our Outreach Team who provide needed support including mental health and safety from abuse to seniors and their families in the NE and SE quadrants of the city. A special thank you to Calgary Herald employees and the caring citizens of Calgary.

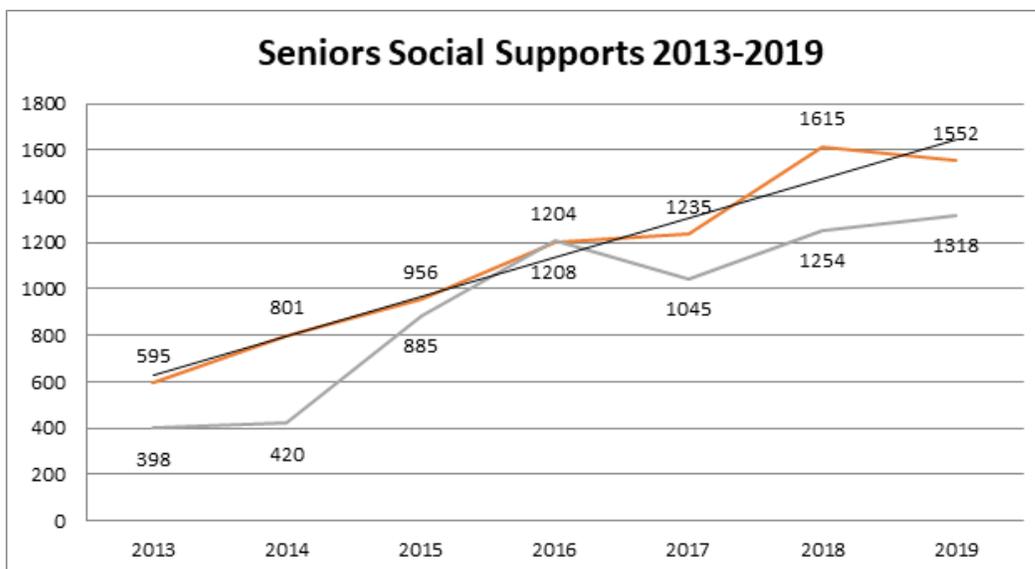
Adopt a Grandparent: Christmas 2019

A big thanks to all who help make our annual Adopt a Grandparent campaign such a success year after year especially our long-time donors: Carbon Graphics Group, Corex Resources, Hammerhead Resources Inc., Inter Pipeline Ltd., Pembina Pipeline Corporation, Qualico Developments, Roberts & Company Professional Accountants LLP and Torys LLP. Your generous support ensures our volunteer programs operate year-round.

Seniors Social Supports

2019 was a year of consistent progress at a steady pace. The Volunteer Services department underwent a name change in order to better reflect the breadth and depth of work we do. Our new name – Seniors Social Supports – captures not only the work we do recruiting, screening, training, supporting and retaining volunteers, but also reflects the tremendous impact we make in the lives of our senior clients. Renaming our department Seniors Social Supports really demonstrates that we put our seniors first, and that all the things we (and the volunteers) do are focused on keeping them living well in their own homes and communities as long as possible.

— Number of clients — Number of volunteers
 — Trend Line (showing a path of growth expected to continue into 2020 and beyond)



In 2019, 1318 volunteers provided 93,705 volunteer hours through Calgary Seniors’ Seniors Social Supports department. If these volunteers were paid a wage of \$25 per hour, the value of their contribution would be \$2,342,625 (or the equivalent of 46 full time employees!)

A snapshot:

- 111,420 kms driven to and from 1857 medical appointments
- 4872 shopping trips
- 212 one-time assistance requests
- 1044 completed Pet Assist requests
- 21 volunteer training sessions in 2019

Our practical and innovative programs:

- Escorted Transportation
- Caring Companion
- Friendly Visiting
- Phone Friends
- Pet Assist
- Practical Kindness
- Shopping Companion

Seniors Social Supports

Another exciting change and addition in 2019 was the beginning of Igniting Neighbours for Kind Communities - a collective impact project funded by the New Horizons for Seniors Program Pan-Canadian stream through the Government of Canada. The purpose of the project is to increase the social inclusion of seniors in our city through the activation of informal volunteer supports. Igniting Neighbours kicked off in September 2019 at an inspirational session at the appropriate cSPACE King Edward – a playground for creativity, community and collaboration – hosted by Calgary Seniors.

This was followed by several weeks of the Igniting Neighbours project focusing on engaging and inspiring potential collaborating partners in the process of developing creative, innovative, mutually reinforcing projects that share the common goal and agenda of “increasing social inclusion and quality of life for seniors in Calgary”.

Potential collaborating partners worked together to identify various creative strategies for mobilizing informal neighbour volunteers (igniting neighbours) to act as natural supports (kind communities). This was tackled by designing and leading potential collaborators through a process we developed and call “Collective Innovation.” In our backbone role, we supported, taught, guided, and hopefully inspired our partners to develop the most strongly aligned, mutually reinforcing, and impactful projects possible. We look forward to the implementation of the collaborator projects along with inspiring and igniting other smaller grassroots initiatives in the months and years ahead.



*Creative Brainstorming Session on October 3, 2019.
As you can see, we were very prolific!*



*Project Development Session on
October 17, 2019.*

Igniting Neighbours for Kind Communities is a four-year project.

SeniorConnect

2019 continued much like 2018 – it was busy! Take a look at our snapshot of stats for the year below.



Snapshot:

- 578 crisis calls for help
- 40% of crisis calls are from those aged 55-65
- Almost 50% of all calls come after hours and on weekends
- Over 2000 individuals accessed SeniorConnect education and online training modules

A bigger crisis looms when we look deeper into why SeniorConnect is receiving high numbers of requests to assist seniors at-risk; this is largely due to the lack of affordable and accessible housing available to low-income, vulnerable seniors.

Some may consider that becoming homeless only applies to the younger population, however, a lot of older adults are insecurely housed and end up homeless. One may also assume that older adults can go to a shelter if they find themselves homeless - not necessarily true. An older adult may be turned away from a homeless shelter if the shelter believes there is a medical condition that they cannot provide for. As you can imagine, many older adults have ongoing medical conditions and the number of requests for help due to homelessness equaled 50% of all requests received in 2019. This is a tragedy and it is getting bigger.

Community involvement is key to finding and helping those most vulnerable.

“I carried on thinking there was no help for someone like me. At my age, I’m supposed to be settled, self-sufficient and without any problems...it wasn’t until my wife died that everything went downhill. I suppose everyone needs help at some point and I’m happy that someone from SeniorConnect came out to me because I really don’t know how long I could have gone on living that way.”

- Barry, SeniorConnect Client

In addition to increased calls for service response, we held discussions with other agencies and areas in Alberta on the benefits of the SeniorConnect program model (education-mobilization-response). These conversations brought about a number of enquiries and paved the way to a successful partnership between Stony Plain FCSS and Spruce Grove FCSS (who form part of the Greater Edmonton Metropolitan Region) and Calgary Seniors. Stony Plain and Spruce Grove dedicated much time and resources into adjusting and implementing the existing Calgary SeniorConnect online education for use in the Tri-Municipal Region. Much learning occurred over the year with the main work of editing, adjusting, and implementing the new online content during the latter half of 2019. We are excited to share SeniorConnect with other jurisdictions across the province in the years to come.

SeniorConnect and early intervention: reduces crisis and prevents health and social decline

Outreach

2019 presented some challenges for the Outreach Team. Clients are coming to us with more complex issues every year. Many are struggling financially, while also dealing with unsafe or unaffordable housing, physical and mental health challenges, transportation issues, and increasing loneliness and social isolation. On average, clients requested help in two or three of these categories. In addition to more complexity and more time required to assist clients, wait times were a challenge at the beginning of the year. As our capacity increased over the months and clients were stabilized, we were able to reduce the wait times to between 1 and 4 weeks, taking into consideration priority cases and needs.

The Outreach department's goal is to ensure no senior falls through the cracks. In 2019 we continued to provide monthly Forms Clinics and increased our drop-in office hours at the Genesis Centre and the Greater Forest Lawn 55+ Society. These outreach locations help us reach seniors in the communities that are easily accessible for them and often more appropriate and more efficient - providing services in the right place at the right time - resulting in the team's ability to commit more time to clients who need in-home and more complex support. In addition, we expanded our use of technology by utilizing mobile computers and printers at home visits and during off site drop-in hours. This allows our workers to accomplish more tasks within the tight timeframe of a home visit and led to quicker access to services and government supports for our clients.

Supporting Ethno-Cultural Seniors in our Community

2018 saw the creation of the "Seniors Connecting Seniors from ethno-cultural communities" program. With funding from New Horizons for Seniors (Government of Canada), seniors from all, and particularly more culturally diverse communities, received easy access to our outreach workers through trained and knowledgeable senior community leaders, ensuring access to housing, financial benefits, and mental and physical health supports. 2019 was a year of growth with the hugely successful Seniors Connecting Seniors event in early February kicking off a busy 12 months of Senior Connectors delivering presentations and distributing brochures in 12 different languages to ethno-cultural communities and groups across the NE and SE quadrants of the city. We made services accessible and understandable in their language.

2019 Outreach by the Numbers:

- 317 new clients in addition to the over 100 continuing clients from previous years
- Caseloads averaged 40 – 50 per worker not including one-off supports
- More than 200 clients expressed significant financial concerns
- 80 clients received assistance with affordable, safe housing

Most common issues facing seniors in 2019 related to:

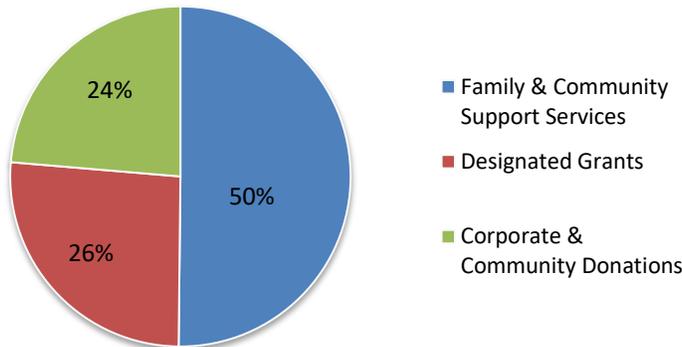
Financial difficulties
Housing
Health and Home Supports
Mobility and transportation challenges
Social Isolation
Mental Health
Food Insecurity

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

With Gratitude and Thanks to Family & Community Support Services (FCSS) for ensuring core funding for our Outreach and SeniorConnect programs so we can support some of the most vulnerable seniors in our city.

Revenue & Expenses

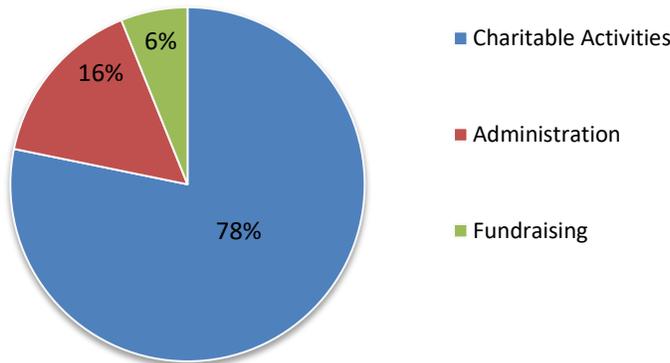
Revenues



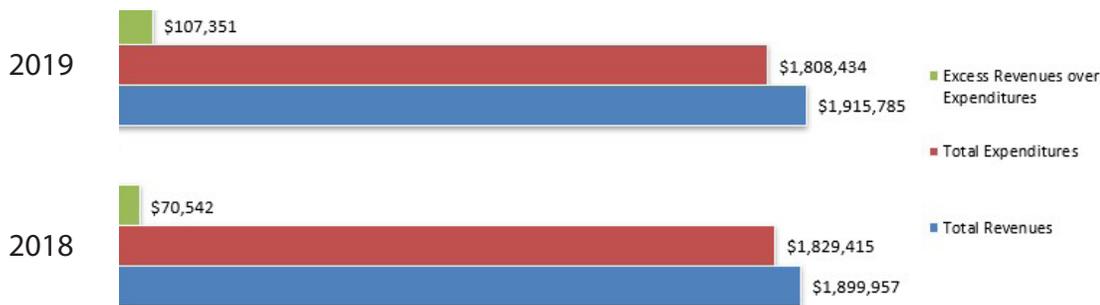
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- Ann Lewis-Luppino**, Vice President
- Brenda Mawhinney**, Treasurer
- Athenea O’Bryan**, Secretary
- Joel Christie**, Director
- Dr. Ranjan Kumar**, Director
- John William Wade**, Director
- Miguel Kanafany**, Director
- Robin Carson**, Director
- Veronika Duska**, Director
- Lori Paine**, Executive Director & 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!

Calgary Seniors owes our success in 2019 in part to all of the amazing donors who are dedicated to our communities seniors and have invested in our work. We could not do it without generous donors like the following:

We recognize those who donated over \$1,000 in 2019

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A special thank you to: The Arnie J. Charbonneau Foundation for their generous gift and of course 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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