



LETHBRIDGE  
*Senior Citizens*  
ORGANIZATION

# 2014 ANNUAL REPORT



Photograph by Dr. Van Christou



## **ANNUAL GENERAL MEETING**

**Tuesday, March 31, 2015**

**1:15 p.m.**

### **ANNUAL GENERAL MEETING AGENDA**

1. Welcome & Acknowledgements
  - a) O'Canada
  - b) One minutes of silence for those who have passed on.
  - c) Number of members present (50 members required for quorum)
2. Call to Order
3. Approval of AGM Agenda
4. AGM Minutes of March 25, 2014
5. 2015 Annual Reports
  - a) Auditor's Report
  - b) Executive Director's Report: Rob Miyashiro
6. Elections
7. Adjournment of Annual General Meeting



## ANNUAL GENERAL MEETING MINUTES

### TUESDAY, MARCH 28, 2014

- I. Welcome was made by Acting President, Stan Coxson. He acknowledged Jim Hahn and Randy Smith from Nord-Bridge Senior Centre.
  - a. "O Canada" was sung by the members, Rita Nielsen accompanied on piano.
  - b. Members remained standing for a moment of silence for those who have passed on.
  - c. It was announced that there was a quorum of 50 + members present.
2. Chairperson, Stan Coxson, called meeting to order at 1:25 PM in Gym 2 of LSCO.
3. Approval of the AGM Agenda  
Motion Colin Thomson moved; seconded by Wilma Mulder  
That the Agenda be approved as printed. Carried.
4. Approval of AGM Minutes of March 26, 2013  
Motion Ione Dergousoff moved; seconded by Eileen Sawatzky  
That the AGM Minutes of March 26, 2013 be approved as printed. Carried.
5. 2013 Annual Reports
  - a) Auditor's Report  
Darren Adamson from Young Parkyn McNab presented the Independent Auditor's Report.
    - i. The LSCO Financial Statements for the year ending December 31, 2013 was a full audit; completed using Canadian Standard Auditing Standards.
    - ii. Mr. Adamson said it was fairly presented and he did not find anything unacceptable
    - iii. Mr. Adamson pointed out the key items from the Financial Report.
    - iv. Mr. Adamson asked for any questions from the floor. None.
    - v. Mr. Coxson thanked him for presenting his report.Motion Wilma Mulder moved; seconded by Colin Thomson  
We accept the Lethbridge Senior Citizens Organization, Statement of Financial Position as at December 31, 2013 as presented and explained by Mr. Adamson of Young Parkyn McNab.  
Carried.
  - b) President's Report as printed Stan Coxson
    - i. Stan explained that due to family health problems the President, John Machielse asked Stan to be Acting President. Mr. Machielse remains on the Board as Past President. Change of positions was approved by Board.
  - c) Executive Director Rob Miyashiro as printed
    - i. Rob introduced the staff present.
    - ii. He was pleased that Meals on Wheels program will be using our kitchen.
    - iii. He was delighted having our new Bhutanese members.

d) Staff Reports as printed

6. Elections John Machielse Chairman of Nomination Committee

As posted there were two Board Member positions and the Secretary's position open for nominations. Unfortunately only 1 person applied to run.

Therefore there will be no need for a vote. Thank you Bill for running.

New Board Member Bill Hanson acclamation

Secretary vacant

Frank Toth asked why no elections from the floor. ByLaws and policies state, we have a Nomination Committee Process so that we know in advance who is running so we can prepared for a vote if necessary.

7. Chairperson Stan Coxson asked if any questions from the floor before we adjourn.

- i. Margaret Baker asked if the Executive Director is on full salary after he was elected to City Council.

Yes. Mr. Coxson explained that the Board was informed before Mr. Miyashiro publicly declared himself as a candidate. An evaluation guideline was agreed upon and when Mr. Miyashiro's contract came due the contract was renewed for 1 year.

- ii. Don Guick asked if Meals on Wheels was paying rent.

Not at this time. We see positive gain by providing the meals. This partnership will be evaluated as we go along.

- iii. Mary Wisnevski asked if it was true that the Bhutanese members paid only \$10.

Mr. Coxson, John Preston and Marlene Van Eden explained that LSCO has a program (Welcome Policy) available to anyone of low income to get assistance based on income.

- iv. Carol Sekiya Is it correct the staff haven't had any raises in 2 years?

Rob answered correct. At present there is no extra monies for raises. The best we can do is a Christmas Bonus which was not in the budget but approved by the Board.

7. Motion Norene Irwin moved; seconded by John Baker

Meeting adjourn. Carried. (2:15 PM)

# LSCO BOARD OF DIRECTORS 2014 – 2015

## LSCO BOARD OF DIRECTORS & ELECTION POSITIONS

Acting President .....	Stan Coxson
President-Elect. ....	John Preston
Immediate Past President. ....	John Machielse
Acting Treasurer. ....	Wilma Mulder
Acting Secretary .....	Marnie Brown
Board Member .....	Nadia Campbell
Board Member .....	John Baker
Acting Board Member .....	Bob Maslen
Board Member .....	Colin Thompson
Board Member .....	Bill Hanson
Board Member .....	Wilma Mulder

## 2015 – 2016 BOARD POSITIONS

President-Elect. ....	Cliff (Charlie) Brown	
President .....	Vacant	
Past President .....	John Machielse	
Treasurer .....	Irwin Wyrstok	(Year 1/3)
Secretary .....	Marnie Brown	(Year 1/3)
Board Member .....	John Baker	(Year 3/3)
Board Member .....	Colin Thompson	(Year 3/3)
Board Member .....	Wilma Mulder	(Year 3/3)
Board Member .....	Bill Hanson	(Year 2/3)
Board Member .....	Vacant	(Election at AGM)
Board Member .....	Vacant	(Election at AGM)

- The Board will appoint persons to any vacant positions as acting positions for a one year term at the next Board meeting or when suitable candidates are recruited.

# EXECUTIVE DIRECTOR'S REPORT

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Welcome to the 39th Annual General Meeting of the Lethbridge Senior Citizens Organization. In 2014 we continued our progress as an organization, developing many new programs and services for our members and the community. We tried to live our vision statement - "An active, healthy community which is learning, growing and making a difference" – by providing a wide variety of programs, services, supports, classes and activities and by inviting the community to join us on our quest for positive, active aging in an age friendly environment.

Here are some LSCO highlights from 2014:

- I. We moved further along the path to become the human services hub for seniors in Southern Alberta:
  - a. In conjunction with Lethbridge Elder Abuse Response Network, LSCO continued to host the first ever Elder Abuse Coordinator and Elder Abuse case management service in Lethbridge. Jennifer Payne also continues to be the only Elder Abuse case manager south of Calgary. Jennifer has a full caseload and she has proven to be a valuable resource for seniors in Lethbridge and area. This program has a unique operational model as it is overseen by a Steering Committee composed of representatives from LSCO, Lethbridge Regional Police Service, City of Lethbridge and Alberta Health Services (Seniors Mental Health Outreach and Chinook Regional Hospital Social Work). The program is generously funded by Alberta Solicitor General, Victims of Crime fund on a three-year contract.
  - b. We renewed our community support service agreement with the Office of the Public Guardian, which allows LSCO to provide Guardianship application assistance, support for private guardians and those Represented Adults participating in the review of OPG guardianship. Sharon (and sometimes Marlene) have done exemplary work for this service. Sharon also runs our Adult Day Program, an activity-based program for persons with intellectual and physical disabilities. Congratulations to Sharon and ADP as we celebrated 30 years of service to our community.
  - c. LSCO Support Services provides a wide variety of services for seniors and their families (not just LSCO members) including: information access, assistance with the myriad of Government forms, discussing housing options, dealing with the death of a loved one, organizing information sessions and workshops, liaison with support groups that meet at LSCO and coordination of the lawn care and snow removal program for seniors in Lethbridge. Marlene also performs many other duties to benefit our members and the community. Marlene opened support files on 160+ people in the past year and received about 10 phone calls per day from people needing something from her. It would be great to have two or three more Marlene's in our world!
  - d. LSCO continued to be home to the Lethbridge Public Library Read On Program specifically for Bhutanese seniors. This program was developed in conjunction with Lethbridge Family Services – Immigrant Services and averages 50-60 people in attendance (it has already outgrown our meeting space). We also offer an extra English class for Bhutanese Seniors through funding from the Lifelong Learning Association, and in partnership with LFS-IS.

## EXECUTIVE DIRECTOR'S REPORT (CONTINUED)

- e. We are also very excited to be the new home for Lethbridge Meals on Wheels. The significant change LSCO has made to this service is that it is placed under Support Services instead of Food Services. Although we produce 60+ meals per day for this service, we view MoW as a means to access isolated seniors and to give them a point of entry for services and supports they may require. Kalila Sheldan-Pitt is our new Support Worker for MoW and has done a great job connecting with MoW clients.
  - f. Marlene continued to be active on the LEARN Steering Committee, Lethbridge Hoarding Task Force and National Day for the Disabled local committee.
2. Shawn Hamilton, Program Development Coordinator, continued to implement new and exciting programs/activities focused on fitness and wellbeing (such as Nia, more yoga, and tai chi classes). She also introduced beginner level classes in art, badminton and pickle ball. These types of activities have enabled the participation of more members. Many new members have joined LSCO because of the "modernization" of our programs and more people are participating in multiple programs. The trickledown effect is that these participants are becoming our new core volunteers.
  3. Teresa Ternes, who oversees Volunteer Services, had 249 volunteers who contributed almost 25,000 hours of time to LSCO! This is an increase of about 20 active volunteers and 3000 hours over 2013. Wow.
  4. Our Food Services department, led by Jennifer Harrison, saw a large increase in the number of catering events as well as a huge increase in off-site catering. Food services has adapted well to the increased workload created by the adding Meals on Wheels with much of the credit given to our chefs Farron Matthews and Jody Gordon as well as our fabulous kitchen volunteers.
  5. LSCO continued our marketing agreement with Philips Lifeline and our revenues from this venture have increased. We now receive over \$2000/year from Philips with huge growth potential.
  6. LSCO continued to be active with Lethbridge Seniors Community Forum (SCF), a sub-committee of the City of Lethbridge Community and Social Development Committee. This writer continued as Chair of SCF in September.
  7. This writer continued to be actively involved with the Alberta Association of Seniors Centres, sitting on the Executive of the Board of Directors. This group is dedicated to senior centres support, best practices sharing and development, information and resources sharing.
  8. LSCO re-affirmed its commitment to, and involvement with Team Lethbridge – a group of Community leaders representing 18 organizations. Team Lethbridge made its third biennial trip to Edmonton in October 2012 and met with the Premier, many Cabinet ministers, MLA's and top Bureaucrats. The purpose of the trip is to discuss ways in which Team Lethbridge members can work more constructively with decision makers in Edmonton. The next trip is planned for Fall 2015.



# Young Parkyn McNab LLP

CHARTERED ACCOUNTANTS

## INDEPENDENT AUDITOR'S REPORT

To: The Board of Directors of  
Lethbridge Senior Citizens Organization

We have audited the accompanying financial statements of Lethbridge Senior Citizens Organization, which comprise the statement of financial position as at December 31, 2014, and the statements of operations, changes in fund balances and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

### *Management's Responsibility for the Financial Statements*

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

### *Auditor's Responsibility*

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Organization's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Organization's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

### *Basis for Qualified Opinion*

In common with many charitable organizations, the Organization receives revenue from donations and fundraising, the completeness of which is not susceptible of satisfactory audit verification. We were therefore unable to obtain sufficient appropriate audit evidence regarding the completeness of these revenues. Consequently we were unable to determine whether any adjustments to donations and fundraising revenue were necessary.

### *Qualified Opinion*

In our opinion, except for the possible effect of adjustments, if any, which we might have determined to be necessary had we been able to satisfy ourselves concerning the completeness of the revenue referred to in the preceding paragraph, these financial statements present fairly, in all material respects, the financial position of the Organization as at December 31, 2014 and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.



Lethbridge, Alberta

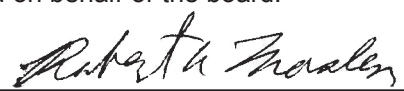
March 24, 2015

Chartered Accountants

**LETHBRIDGE SENIOR CITIZENS ORGANIZATION**  
**STATEMENT OF FINANCIAL POSITION**  
**As at December 31, 2014**

	2014	2013
<b>ASSETS</b>		
<b>Current</b>		
Cash (note 3)	\$ 601,688	\$ 298,673
Accounts receivable (note 4)	69,929	105,910
GST receivable	2,193	3,921
Inventory	12,766	13,764
Prepaid expenses	12,550	11,146
	699,126	433,414
<b>Capital assets (note 5)</b>	76,425	95,873
	\$ 775,551	\$ 529,287
<b>LIABILITIES AND FUND BALANCES</b>		
<b>Current</b>		
Accounts payable and accrued liabilities (note 6)	\$ 114,954	\$ 29,096
Unearned revenue (note 7)	73,038	89,465
	187,992	118,561
<b>Fund balances</b>		
Unrestricted fund	35,073	-
Internally restricted fund	424,778	290,851
Capital asset fund	76,425	95,873
Consolidated gaming fund	51,283	24,002
	587,559	410,726
	\$ 775,551	\$ 529,287

Approved on behalf of the board:

Director 

Director 

**LETHBRIDGE SENIOR CITIZENS ORGANIZATION**  
**STATEMENT OF OPERATIONS**  
For the year ended December 31, 2014

	Operating Fund	Consolidated Gaming Fund	Capital Fund	2014	2013
<b>Revenues</b>					
Food services (schedule 1)	\$ 379,016	\$ -	\$ -	\$ 379,016	\$ 306,939
Provincial and municipal grants	270,838	-	-	270,838	270,838
Special activities (schedule 2)	132,977	-	-	132,977	176,925
Programs	111,607	-	-	111,607	91,937
Meals on Wheels (schedule 3)	107,442	-	-	107,442	-
Grants - other	100,273	-	-	100,273	124,870
Memberships	75,575	-	-	75,575	71,947
Newspaper advertising	52,107	-	-	52,107	46,540
Rental of premises	43,155	-	-	43,155	33,507
Senior support	39,999	-	-	39,999	45,195
Donations	61,107	-	-	61,107	24,425
Fees for services	14,045	-	-	14,045	13,813
Interest	249	-	-	249	3,463
Bingo - external	-	154,606	-	154,606	154,357
Bingo - internal	-	3,027	-	3,027	3,927
Casino	-	33,206	-	33,206	-
	1,388,390	190,839	-	1,579,229	1,368,683
<b>Expenses</b>					
Wages and benefits	575,774	-	-	575,774	577,424
Food services (schedule 1)	373,618	-	-	373,618	302,500
Rent	-	161,661	-	161,661	156,825
Special activities (schedule 2)	95,482	-	-	95,482	123,080
Meals on Wheels (schedule 3)	55,351	-	-	55,351	-
Programs	54,183	-	-	54,183	36,709
Senior Support	44,613	-	-	44,613	50,314
Advertising	29,033	-	-	29,033	10,979
Newspaper	24,363	-	-	24,363	51,988
Travel and staff development	23,560	-	-	23,560	9,990
Repairs and maintenance	19,463	-	-	19,463	12,184
Office supplies	17,193	-	-	17,193	17,502
Professional fees	14,359	-	-	14,359	8,046
Insurance	11,479	-	-	11,479	10,889
Interest and bank charges	9,940	-	-	9,940	8,658
Telephone	6,017	-	-	6,017	7,562
Volunteer	4,255	-	-	4,255	2,381
Parking stalls	3,603	-	-	3,603	2,810
Supplies and equipment	2,380	-	-	2,380	2,822
Bad debts	-	-	-	-	456
Amortization	-	-	25,867	25,867	41,256
Bingo expenses	-	1,897	-	1,897	8,209
	1,364,666	163,558	25,867	1,554,091	1,442,584
<b>Excess (deficiency) of revenues over expenses from operations</b>	23,724	27,281	(25,867)	25,138	(73,901)
<b>Other income</b>					
Contributed Meals on Wheels assets (note 8)	151,695	-	-	151,695	-
<b>Excess (deficiency) of revenues over expenses</b>	\$ 175,419	\$ 27,281	\$ (25,867)	\$ 176,833	\$ (73,901)

**LETHBRIDGE SENIOR CITIZENS ORGANIZATION**  
**STATEMENT OF CHANGES IN FUND BALANCES**  
For the year ended December 31, 2014

	Unrestricted fund	Internally restricted fund	Capital asset fund	Consolidated gaming fund	Total 2014	Total 2013
<b>Balance, beginning of year</b>	\$ -	\$ 290,851	\$ 95,873	\$ 24,002	\$ 410,726	\$ 484,627
<b>Excess (deficiency) of revenues over expenses</b>	175,419	-	(25,867)	27,281	176,833	(73,901)
<b>Purchase of capital assets</b>	(6,419)	-	6,419	-	-	-
<b>Interfund transfer (note 9)</b>	(133,927)	133,927	-	-	-	-
<b>Balance, end of year</b>	\$ 35,073	\$ 424,778	\$ 76,425	\$ 51,283	\$ 587,559	\$ 410,726

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**LETHBRIDGE SENIOR CITIZENS ORGANIZATION****STATEMENT OF CASH FLOWS****For the year ended December 31, 2014**

	2014	2013
<b>Cash flows from operating activities</b>		
Excess (deficiency) of revenues over expenses	\$ 176,833	\$ (73,901)
Adjustment for item which does not affect cash		
Amortization	25,867	41,256
	202,700	(32,645)
Change in non-cash working capital items		
Accounts receivable	35,981	(58,252)
GST	1,728	(12,216)
Inventory	998	1,472
Prepaid expenses	(1,404)	(365)
Accounts payable and accrued liabilities	85,858	455
Unearned revenue	(16,427)	25,406
	309,434	(76,145)
<b>Cash flows from investing activity</b>		
Purchase of capital assets	(6,419)	(18,152)
<b>Net increase (decrease) in cash</b>	303,015	(94,297)
<b>Cash, beginning of year</b>	298,673	392,970
<b>Cash, end of year</b>	\$ 601,688	\$ 298,673

Complete sets of the financial report are available at the administration desk.



# SUPPORT SERVICES REPORT

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The Support Service Department is still seeing a substantial increase in individuals and their families needing support with forms/ information due to changes to how services are delivered in the government agencies.

On a daily basis support services department continues to help seniors in a variety of areas. Seniors and their families continue to access information and support that might be available to them whether it is one on one support, filling out of forms, housing options, dealing with the death of a spouse or family member.

Seniors Mental Health Rehab Program; Henry Li and Andrea Eng, mental health therapists from the Rehab program facilitated a self help groups through the year. The start up of Difficulties in Life... Coffee & Conversation, a drop in group for those individuals wanting to talk about issues in their lives they are having difficulties with. Other groups were Stress Management and Anxiety.

Krushel Farrington, Dr. Bolokoski, Hearing Screenings, Massage Therapy, Reflexology and Grateful Feet Nursing foot care take place. Grateful Feet over the last year due to demand has had to add a monthly morning clinic.

The information sessions for this year were done by Alzheimer's Society, Heart & Stroke Foundation, Service Canada, Lethbridge Regional Police Services Economic Crimes Unit, U of L Neuroscience Department, Alberta Health Services,



Two successful workshops were held. In partnership with the Building Healthy Lifestyles, the Better Choices, Better Health ran for 6 weeks. The workshop is designed to help individuals deal with Chronic Conditions. Alberta Motor Association partnered with us to offer the 55 Plus Driving Workshop.

Currently we have the following support groups meeting here on a regular basis. Celiac, Lethbridge Stroke Recovery Association, Parkinson's Alberta, Alzheimer's Caregivers, On Our Own, Trigeminal Neuralgia, and two AA groups.

LSCO still continues for support individuals who want to stay in their homes longer with our Lawn and Snow Program. Individuals who are low income can apply for subsidy.

A Housing & Travel Fair was held in the Dining Room with representatives from various housing options available in Lethbridge and surrounding area as well as a variety of Travel agencies. Individuals/ members had an opportunity to come and ask question of the agencies in attendance.

## SUPPORT SERVICES REPORT (CONTINUED)

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Once again LSCO benefitted from the musical talent of some of the local schools. The Jazz Studies students at Chinook High School under the direction of David Mikuliak are performing, the revue

“Memory Lane – Jazz standards from the 30’s and 40’s”. The LCI Jazz band under the direction of Ken Rogers entertained at LSCO a couple times through the year.

The Bhutanese Senior Project continues to grow. Besides the ongoing partnerships with the Lethbridge Public Library – Read On program and Lethbridge Family Services – Immigrant Services. The Bhutanese Seniors come every Friday to learn English (Read On). On average 50 – 60 seniors attend on a regular basis. Through funding from Life Long Learning another project was started. The Bhutanese Seniors are having extra English classes here every week as well as having Learning Café’s once a month.

The Learning Café’s allow them to interact with other seniors from our centre as they share life experiences.

*Respectfully Submitted by*  
Marlene Van Eden  
Support Services Coordinator



### Better Choices Better Health

Better Choices, Better Health is a free 6-week course that offers support to people who have ongoing chronic health conditions, or are at risk of developing a condition like:

- high blood pressure • asthma • heart disease
- arthritis • obesity • chronic pain • diabetes
- cancer • stroke • COPD and others

Adult family members and caregivers are also welcome.

The course covers how to deal with depression and difficult emotions, how to think positively, improving your communication skills, eating healthier, working on weight issues, controlling pain and fatigue, being active, preventing falls, breathing easier, using distraction, making action plans, solving problems, brainstorming ideas, ways to improve sleep, and how to work better with your Health Care Provider.



LETHBRIDGE  
Senior Citizens  
Organization



Alberta Health  
Services

## L.E.A.R.N. REPORT

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The best word to describe the past year for LEARN is busy! Very, very busy! In addition to providing support to older adults in the City and County of Lethbridge, LEARN has been at work in the community spreading awareness and providing education about Elder Abuse.

As in past years, LEARN has continued with the public awareness activities of World Elder Abuse Awareness Day (WEAAD) and our Seniors Safety Calendar. This year for WEADD, LEARN members took part in the Father's Day luncheon and pie auction at NordBridge Seniors Centre; others offered a hot dog BBQ at LSCO with proceeds put toward the Seniors Safety Calendar. Our calendar has proven to be very popular with thousands of copies making their way into the homes of seniors throughout Lethbridge and area. We have streamlined production, utilizing the fantastic skills of LSCO staff member, Lisette Cook, for in-house graphic design. The calendar is truly an example of community collaboration and support! Our education team of LSCO's Marlene Van Eden and Cst. Les Vonkeman, continue to provide education presentations throughout the city.

LEARN case management services have provided support and advocacy to over a hundred clients as well as partnering with several community agencies to co-manage client files. It is complex and challenging work, yet our successes show how important our services are. In addition, LEARN is part of the Alberta Elder Abuse Awareness Network, collaborating with other networks in the Province to plan the upcoming conference entitled Fact It: Elder Abuse Happens. The conference takes place in Calgary this May.



From an organizational standpoint, LEARN continues to grow and develop. Membership has grown to include 33 local agencies with the goal to have representation from all senior serving sectors within the service area. The network has undergone three strategic planning sessions to help form and focus the future of LEARN.

Perhaps the most exciting development of the year was the approval of three year funding (starting April 1, 2015) via the Alberta Solicitor General Victims of Crime Fund. This was the first time LEARN was eligible for a three year term, and a multi-year grant speaks to the value and necessity of work we are proud to do!

*Respectfully submitted by*  
Jennifer Payne  
LEARN Coordinator

# PROGRAM DEVELOPMENT COORDINATOR REPORT

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Thank you to everyone who participated in the programs and clubs offered at LSCO in 2014. The majority of them would not operate without your support, the support of talented volunteers and I am very grateful. We were also very fortunate to contract qualified individuals to instruct a variety of classes giving both members and non-members wonderful new learning experiences.

The Fitness Centre was very popular in 2014 and continues to be. Classes and Personal Training sessions were, and still are available for those interested.

A number of programs are offered year round to LSCO members with some taking a break over the spring and summer. The statistics below indicate the number of members that were registered in each of these programs, but are not an accurate representation of actual participants. Please note that approximately 75 additional classes were offered throughout the year to members and the community at large.

I would like to thank the members for taking the time to attend the monthly Program Committee Meetings. These meetings are a time to share information and learn more about what is happening at LSCO. If you would like to take part in the Program Committee Meetings please let us know.

Thanks again to everyone for the continued support.

*Respectively submitted by*  
Shawn Hamilton  
Program Coordinator

## 2014 MEMBER YEAR ROUND PROGRAM STATISTICS

Advanced Photography	10
Amateur Radio	17
Badminton	34
Billiards	17
Carpet Bowling	12
Ceramics & China Painting	14
Common Ground	22
Computers	150
Crafting	6
Crib	10
Duplicate Bridge	1
Floor Curling	7
Genealogy	8
Golden Mile Singers	30
Jam Session (community)	60 – 70
Karaoke	19
Keep Fit	62
Knitting, Needlework	12
Lapidary	12
Paper Tole	14
Quilting	6
Scottish Country Dance	12
Scrabble	6
Table Tennis	10
Tai Chi	13
Woodcarving	12
Woodworking	20

# VOLUNTEER COORDINATOR REPORT

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I am pleased and proud to provide you with 2014 stats in regards to our dedicated volunteers; sharing their talent, giving of their time, all for the greater good of everyone who passes through these doors.

In 2014 we had 20 more active volunteers than the previous year and the total number of volunteer hours logged increased by 3,000 hours. So, along with yearly stats for a few of our services, I would like to tell you how that translates in relation to the number of people positively affected by a single volunteer action.

- 947 hours were logged by volunteers with the Adult Day Program providing a safe & welcoming place for music, crafts and socialization for 60 individuals each week.
- 1,280 hours were logged by volunteer greeters at the Reception Desk who assist over 200 members & guests each & every day.
- 4,243 hours were logged by volunteers who raised \$152,000 working Bingo.
- 7,800 were logged by volunteers chopping vegetables, making sandwiches, preparing the daily specials & washing dishes. 6,553 of those hours were spent in the kitchen Monday to Friday, 1,247 hours were spent catering to 78 functions in-house or off grounds.
- 2,406 hours were logged by volunteers who sold \$10,000 worth of handcrafted items from 40 members who are consignees in the Clever Crafter's Boutique.

- 80 hours were logged by volunteers with the Care Car program. 31 members, who no longer drive, were taken to Doctor's, Optometrists, Denturists & therapy appointments.
- 818 hours were logged by 20 members of the Golden Mile Singers who performed 41 concerts throughout the city.
- 1,946 hours were logged by volunteer drivers & food couriers with the Meals on Wheels program. 26 volunteers delivered an average of 259 meals each week. That is over 13,000 meals last year.

Like a pebble thrown into a pond, every individual's volunteer effort reaches far & wide, touching the lives of so many in our community.

In 2014, 249 volunteers dedicated almost 25,000 hours of their time to the well being of everyone who takes pleasure in the many services & programs here at LSCO. All LSCO volunteers should be extraordinarily proud of your accomplishments.

*Respectfully submitted by*  
Teresa Ternes  
Volunteer Coordinator



# GUARDIANSHIP SUPPORT SERVICES COMMUNITY INVOLVEMENT PROGRAM REPORT

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LSCO received a contract from the Office of the Public Guardian and Trustee in June of 2010 to help individuals with completing the forms for Guardianship/Trusteeship, Personal Directives and other Personal Supported Decision-Making Options. The Guardianship Support Services Community Involvement Program offers services to individuals with these forms on Tuesday, Wednesday and Thursday mornings from 8:30 a.m. – 11:30 a.m.

The Adult Guardianship and Trusteeship Act (AGTA) was created to provide decision-making options for people who need assistance in making decisions or who cannot make their own decisions in their best interest. The AGTA replaced the 30 year old Dependent Adults Act. This legislation provides more decision-making options to Albertans.

Decision-making options for individuals who need assistance range from Supported Decision-making authorizations to full Guardianship.

As part of the Alberta government's move to design a more streamlined supports system that will integrate service delivery to serve Albertans, and to achieve the outcomes identified in the Social Policy Framework, the Office of the Public Guardian and the Office of the Public Trustee have joined together to form one branch, the Office of the Public Guardian and Trustee.

Bringing these two branches together will increase the collaboration that already exists between the offices and allow this newly created branch to further the ministry's citizen-centered service delivery approach, focus on meeting the needs of Albertans and ultimately achieving better outcomes for the clients served by both offices.

LSCO continues to provide support to individuals by assisting them with the forms required for Court documents. In 2014 approximately 340 hours were spent in helping individuals with Court documents, an increase of 140 hours from 2012.

The Guardianship Support Services Community Involvement Program at LSCO serves the community to those in need of assistance with these forms, assuring that individuals are supported in their decision making options.

*Respectfully submitted by*

Sharon Appelt

Guardianship Support Services Community  
Involvement Program

# ADULT DAY PROGRAM REPORT

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The Adult Day Program continues to offer a successful program to our seniors in the community. Last September marked the 30th anniversary of the program. The Adult Day Program offers a wide range of activities from pet therapy, musical entertainment, 5 pin bowling, travel presentations and day trips during the warmer months.

The program is held Tuesday, Wednesday and Thursday afternoons from 1:00 – 4:00 p.m. Individuals from the community and various agencies access the program and enjoy an afternoon of socializing and entertainment. There is a small fee for members to help cover the costs of this program.

The program has a number of dedicated volunteers that offer their time and support to making sure that the program runs smoothly. Without the support of the many volunteers that donate their time, the Adult Day Program would not be as successful as it is. This program has and will always be a very important part of Lethbridge Senior Citizens Organization.

*Respectfully submitted by*  
Sharon Appelt  
Adult Day Program Supervisor



## REPORT FROM THE KITCHEN

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The kitchen went through some growing pains last year with an increase in the number of catered functions and the adjustments of the Meals on Wheels program. The volunteers and staff have done a wonderful job of performing their new duties, especially those who have been here for many years and were used to their regular routine.

Changes are being made this year in the catering department. Groups that were once 40-45 have now dwindled down to 20 or less. So as not to just say "sorry we cannot cater for you anymore", particularly at Christmas time, perhaps these groups can have their functions in the afternoons while LSCO is already open, saving on additional labour costs. I will certainly be trying to work out a solution that works best for everyone.

We did receive some extra business from doing more off-site catering, but not enough to make it worthwhile to our bottom line. The trend for the 'do it yourself' or potluck is becoming popular again. A few short years ago, when our economy took a hit, the catering and restaurant industry felt it. I see the same thing happening again very shortly. The first indicator for us is the increase in dish rentals, which is already starting to happen. We acquired, as a donation, several dozen used catering dishes that are in very good condition and are very similar to the ones that we already have. We are now able to rent to groups of up to 550, or to multiple groups at the same time.

There is an immediate need for volunteers to take on the roll of working the sandwich, salad and lunch serving line. Since our apprentice finished last November, it seems to be a challenge most days to find people who are willing to do this. The kitchen staff is already busy performing the tasks that they need to be doing in order to

get the Meals on Wheels dinners ready, breakfast and lunch served, catering prep and serving done, and clean up at the end of the day. There is little room to drop what we are doing and serve the line for 2 hours every day. It is not a difficult task, but it does take time that we can not spare. If you are able to help out in this area, or know of someone that would be willing, please come and see me!

Unfortunately, the time has come for us to raise our prices in the dining room again. This will be in effect as of April 1, 2015. There are three main factors that have caused the jump in prices from our suppliers. They are higher operating costs on the suppliers' end, short supply of beef and quality produce, and the Canadian exchange rate. I endeavour to try and find the best possible price for our supplies without compromising quality, and still seeing that the special dietary requirements of our customers are being met. But the bottom line is that food costs have increased anywhere from 2%-27%, with the higher increases being meat, produce and pasta.

Hopefully our increase is small enough so as not to negatively impact our regular customers too much, yet high enough that we will not have to see another increase for some time.

*Respectfully submitted by*  
Jennifer Scott-Harrison  
Food Services Coordinator

## MEALS ON WHEELS REPORT

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My name is Kalila Sheldan-Pitt and I have been the Meals on Wheels Client and Volunteer Support worker since the end of August of 2014.

Meals on Wheels has between 60-80 clients at any time; and we have about 50 regular volunteers.

On average about 259 meals are delivered each week. That is over 1,000 meals every month, about 12,500 meals a year.

The 23 days of Christmas, spearheaded by Teamworks Training/Select Recruiting, was very successful. Although we have not received confirmation on how much money was raised, the campaign got businesses involved in the program, as some businesses did deliveries on a route for the day they sponsored.

The Quilters Association of Lethbridge donated over 20 handmade quilts that were distributed to some clients for Christmas.

At the beginning of the New Year, LSCO Meals on Wheels was able to reduce the cost of the meals for our clients and we moved from a 5 tier pricing system to a 3 tier pricing system.

St Francis Junior High School made Valentine's Day cards for our clients and Evangelical Free Church Sunday School made some very nice birthday cards for Meals on Wheels clients as well.



Coffee Talk News has also partnered with meals on Wheels, so clients will receive a copy of Coffee Talk News every Friday with their meals.

Meals on Wheels has developed an "Adopt-A-Route" program to promote businesses getting involved in Meals-On-Wheels. As a result, West Side Servus Credit Union will be starting to volunteer in April on a regular, ongoing basis.

I have been out on personal visits to over 30 clients, to find out how meals are going and if the client needs other services. I will continue to visit MOW clients to provide support services and referral as needed.

*Respectfully submitted by*

Kalila Sheldan-Pitt

Meals on Wheels Client and Volunteer Support Worker





*An active, healthy community which is learning,  
growing and making a difference.*



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