



SENIORS STAYING CONNECTED

Mission Statement

To give older adults voice and provide access to information, activities and sustainable services in a culturally sensitive environment that enhances the quality of their lives, and to expand our reach through collaboration and partnerships with like-minded organizations.

Vision

A community where older adults are able to access appropriate resources and services when and where they are needed.

Our Goals

- ▶ To manage and maintain the existing facility for the 411 Seniors Centre Society.
- ▶ To deliver the highest quality programs and services that will be appropriate, relevant and of interest to its members and the broader seniors' community.
- ▶ To provide diverse and balanced information, education, recreation and leisure opportunities for seniors.
- ▶ To enhance and expand quality support to staff and volunteers to remain competent and engaged.
- ▶ To provide membership benefits that are relevant and attractive to people 55 years and older.
- ▶ To increase the number and diversity of members, volunteers and participants.
- ▶ To manage the financial affairs of the organization with a focus on sustainability.
- ▶ To review and comment on matters of policy and the relevance or availability of services relating to seniors.
- ▶ To engage and collaborate with key community partners.
- ▶ To provide for continuing Board and organizational development.
- ▶ To establish a new home for 411 seniors centre society that reflects the stated and evolving needs and interests of the members.



MESSAGE FROM PRESIDENT

I must start this report with a huge thank you to Sandra Gebhardt who retired from the Executive Director's position at the end of March. Sandra made an enormous contribution to the stabilization and growth of 411 after the difficult period related to selling the building on Dunsmuir Street. As a consequence, I must also welcome Leslie Remund to her role as our new Executive Director. And, while I'm on the topic of staff, I want to thank Lynda En who left last year and welcome Rebecca Parmiter, her replacement. Suzi, Janis and Monica have provided the continuity and stability that is so important when other changes are happening.

...I am grateful to the unlisted individuals and organizations that provide 411 with donations both big and small, donations in kind and other forms of support. We could not do it without you.

Our organization derives great benefit from the efforts and support of many more people: the entire membership, all the active volunteers and, in particular, the volunteers who serve on the Board and its Committees. The Board was particularly busy with the process of hiring a new Executive Director.

We were saddened when Renee Poley resigned to care for her mother and saddened again recently on the news of her mother's death. We were pleased to welcome Marion Pollack to serve for a short term up to this Annual Meeting. And, I must also thank Charan Gill for serving as a Director because he is stepping down to focus his energies on developing a new residence for seniors in the Fraser Region. Once again,

I remind you that you do not have to be a Board member to serve on a Committee, so if you want to know more please contact the Executive Director or me.

I also want to thank the organizations that provide important funding to 411. They are listed in the financial statements. Also, I am grateful to the unlisted individuals and organizations that provide 411 with donations both big and small, donations in kind, and other forms of support. We could not do it without you.

There is lots of work still to be done, especially in regards to creating a new, long-term home for 411.

The past year has been another one of growth – in members, in the number and variety of programs offered, and in the numbers of people using the Information and Referral Service and the Income Tax Clinic. The other area of growth is in our relationships with other seniors serving organizations around the Lower Mainland, particularly with the South Granville Seniors Centre and the West End Seniors Network. I expect we will see more joint programming, echoing the success of the All Candidates meeting prior to the Federal Election. 411 continues to be a member of the Council of Senior Citizens Organizations (COSCO) which is hosting a national conference in September.

Last, but certainly not least, I want to thank our loyal members, for your continuing support, interest and enthusiasm.

Respectfully submitted,



Stuart Alcock
President



MESSAGE FROM EXECUTIVE DIRECTOR

I am very excited to join the 411 Seniors Centre Society. I want to thank everyone for the warm welcome I received. I especially send a huge thanks to the outgoing Executive Director, Sandra Gebhardt, who spent an exhaustive amount of time preparing for my arrival and orientating me over a three week period. Her substantial contribution to the 411 Seniors Centre Society is inspirational and I clearly have big shoes to fill.

My first experiences with the 411 Seniors Centre Society date back to the early 1990's when I was a young outreach worker in Downtown Vancouver, providing support to people living in SRO hotels. I accompanied many folks, in those days, to the 411 Seniors Centre on Dunsmuir St.

Throughout my 20 years in community service I have held a number of positions, both in the delivery of programs and services and in leadership roles. Following years of outreach and working in emergency homeless shelters, I was the Executive Director of a membership

driven women's agency and most recently I was the Acting Executive Director of a housing and support agency in Vancouver that specialized in mental health. I bring experience in the areas of program design and delivery, fund development, construction management and organizational growth and development.

The Board and the New Facility Committee worked tirelessly to identify an appropriate location and partner.

My first weeks in March at the centre were during the income tax clinic. This provided me with the opportunity to see the busy and active centre and meet numerous volunteers and members. When speaking with staff about the last year and the successes, the

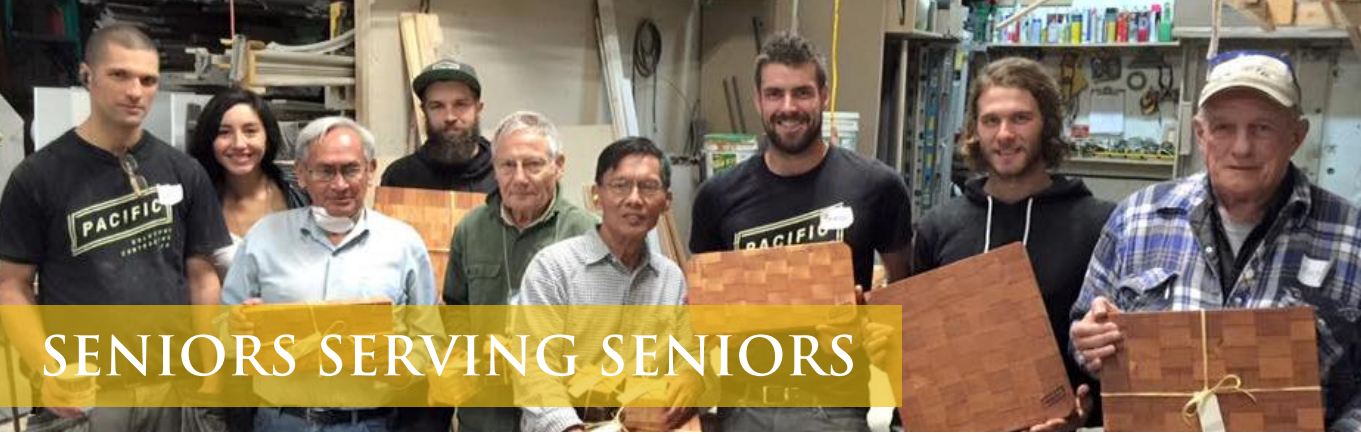
strengthening of community partnerships was seen as the major accomplishment. The UBC collaboration on the public piano project with MOSAIC, working with the Vancouver Pride Society and Qmmunity hosting a senior's event, partnering with the Vancouver Public Library on presentations to seniors and the relationship with the Vancouver School Board providing work placements for students are a few examples.

When speaking with staff about the last year and the successes, the strengthening of community partnerships was seen as the major accomplishment.

Again, I thank everyone for the reception I received and I look forward to forging many new relationships. The 411 Seniors Centre Society has clear strategic goals and, alongside the dedicated staff and committed Board of Directors, I am excited about the opportunity to achieve these goals.



Leslie Remund
Executive Director



SENIORS SERVING SENIORS

Program Committee Report

Our programs in the past year have been successful and well attended. We have continued traditional activities such as mah jong, yoga, Spanish, and computer training while we have developed new activities including a men’s group, art for healing, English conversation, chair yoga, and tech workshops. We also have events in arts and culture such as Ballet BC dress rehearsals and visits to the Vancouver Art Gallery and the Rennie Gallery.

Many workshops have been held with lunch served whenever possible. These workshops include: Elder Law, Finding your Passion, Co-Housing, Leaving a Legacy, Ageing in Place, Advance Care Planning, and Men’s Woodworking. One new project was a 411 Seniors/UBC/ Pacey’s Piano intergenerational project where our members had the opportunity to paint a piano with students and immigrant and refugee youth.

Surveys have been conducted and members are pleased with our programs and activities but your suggestions are always welcome. Our committee meets monthly and our program director provides a quarterly report of our activities and attendance. To make suggestions or to get more involved please our Program Coordinator, Rebecca Parmiter.

David Handelman, Program Committee Chairperson

2426
seniors attended
programs

660
seniors attended
events

2014-2015 Information and Referral (I&R) Report

The Information & Referral program at 411 Seniors Centre continues to be a popular and well used service. A team of trained and experienced volunteers provided service to over 1970 people in 2015-16. The top three reasons people needed assistance with was Income Benefits, Income Tax and Housing.

In 2015 a review of the I&R program identified the need for more structure (in order) to ensure clients receive assistance in an efficient and timely way. Historically the service was on a 'first-come/first served' basis and this was proving to be difficult to administer with the growing numbers (of people) needing assistance. In June the program initiated a blend of appointments and drop-in times in order to meet the needs of more people. This system seems to be working satisfactorily.

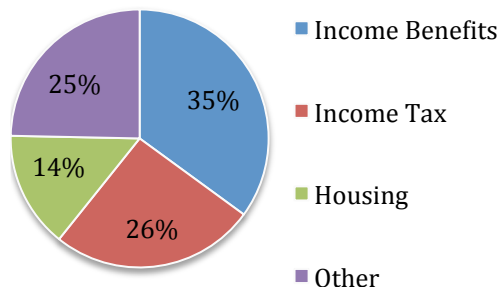
Information and Referral volunteers are committed to keeping up to date on the latest resources and referrals and 411 helps to facilitate this by arranging for guest speakers. In 2015 presentations included 'Peer Navigation' (a program for adult community residents who identify themselves as struggling with mental health issues & concerns or substance abuse); 'Issues & Challenges facing older LGBTQ adults in accessing the medical system; and 'Housing Outreach for Women in the DES'. Opportunities were taken by I&R volunteers to attend the Housing Counselor Training, NIDUS webinars, and to become a Commissioner of Oaths.

I&R Volunteers 2015-16

Vicky, Gary, Dave, Brian, Patsy, Mei-Sen, Naman, Beatrice, Arjun, Ada, HESSIE, Imelda, Elena, Chris, Lesley, Teresa

Suzi Kennedy, Manager of Operations

Top Issues





STRATEGIC PLANNING REPORT

In the past year we have produced a 5 year strategic plan. Within that plan, we have identified 6 areas for our work in the next 5 years, summarized as follows:

1. **Programs:** We have implemented new programs to address the changing needs of our members and expanded and provided different ways to celebrate cultural activities. We continue to offer the income tax clinic and have expanded to care homes. We have conducted a survey to collect information on our membership (e.g. income, location, marital status). We continue with Information and Referral services and training for our centre and have provided training to another Neighbourhood House.
2. **Membership:** We have a paid membership of 313 and a lapsed group of 193. We are looking at ways of providing better membership services. We have conducted a member survey. We feel that 411 needs to raise its profile and are thinking about setting up a communications committee that will connect with newspapers, radio etc.
3. **Human Resources:** We have held monthly new volunteer orientation meetings and have had one volunteer training session. We have maintained a diverse number of volunteers by working with local community organizations (e.g. Eton College, Langara) and have had a successful internship program. We maintain the same number of volunteers (approximately 100). We have a data base of our current volunteers and will work to build a comprehensive list of skills and activities. We continue to seek new board members, by nominating, screening and recommending those whose skills will need. We

have provided orientations to new board members. We engaged in an extensive search for a new Executive Director and are pleased to have Leslie Remund fill that post. We try to keep our information and skills updated and have attended conferences and workshops to that end. This past year we have concentrated on Housing.

4. **Financial:** Our financial situation is of concern especially with the decrease of available funds for agencies like ours. We keep current on the money we have for general operations and work diligently to keep the value of the money set aside for our new building. We plan to set up a Fund Development Committee, which, we hope, will aid us in finding different sources of funding.
5. **Collaboration:** This is our outreach committee that looks to work with others in the sector. We have met regularly with West End Seniors Network (WESN) and South Granville to discuss common issues and areas where we might work together to increase our impact on the seniors sector and where we might do joint projects. This effort is moving along well.

We have sent letters to government on the need to eliminate MSP charges for seniors and on the need for the federal government to create a Ministry of Seniors' Affairs.

We are a member of COSCO (Council of Senior Citizens Organization of BC) and attend their monthly meetings and participate in their campaigns. Three of our Board members sit on the Council of Advisors to the Seniors Advocate.

6. **New Facility:** We continue to meet with the Vancouver Affordable Housing Agency of the City of Vancouver over the proposed project to use City land to build our new Centre and have seniors housing on top of it. This has been a slower process than we had hoped.

Linda Forsythe, Strategic Planning Committee Chairperson



THANK YOU FROM 411

Cheers to our Volunteers!

This year has been a great year for 411 Seniors Centre. We were lucky to have the opportunity to closely work with more than a hundred skilled and amazing volunteers.

Rose Ji	Patsy Craig	Eric S Szeto	Naman Siddique	Yan (Mandy) Wang
Cindy Ho	David Yorke	Charan Gill	Behzad Soltani	Carol Irene Weis
Ada Wong	Andrew Song	Van Ngoc Chi	Linda Forsythe	Edward Pedersen
David Wu	Dorothy Foo	Amal Marrache	Marion Pollack	Susan Ogul-Purpas
Angus Dan	Gwen Willox	Rosita Taruc	Marianne Maier	Emily Monro-Russel
Lynda En	Maggie Mak	Rosita Tedlie	Marianne Maier	Cathy (Qi Zhi) Wang
Chang Liu	Linda Quilty	Virginia Shum	Nelia Asutilla	Viktoriya Issinbekova
Eugene Ye	Brenda Mills	Renee LeNobel	Xin (Sara) Chen	Jihyun (Stephanie) Choi
Vasuhi S.	Adam Songer	Allan Khatani	Richard DeRusha	Rafaella Tavares de Melo
Vicky Lau	Marcia Smith	Elena Edwards	Brian Mccaughey	Carolynn Eberle
Elsie Dean	Mei Sen Wei	Jennifer Reid	Devinder Sekhon	Elizabeth Porteous
Flor Motta	Jose Brutas	Charlene Chen	Behzad Soltani	Mohinder Grewal
Simran Virk	Sharon Esson	Dorothy Miller	Jessica Dasilma	
Sarmad Amir	Harjit Johal	Colleen Miller	Christine Hennequin De Mahe	

Community Partners

- ▶ Nidus
- ▶ UBC Arts Internship
- ▶ The Foot Connection
- ▶ Pacific Design Lab
- ▶ Cloudinary Society
- ▶ Langara College
- ▶ Service Canada
- ▶ Kingsgate Mall
- ▶ Long & McQuade
- ▶ Men's Sheds
- ▶ Eton College
- ▶ United Way
- ▶ HUM Canada
- ▶ Ballet BC
- ▶ Qmunity
- ▶ Vancity
- ▶ Mosaic
- ▶ Haro Part Centre Society
- ▶ Council of Seniors Citizen's Organization of BC
- ▶ BC Association of Community Response Networks
- ▶ Vancouver Coastal Health
- ▶ Progressive Intercultural Community Services
- ▶ Canada Revenue Agency
- ▶ Vancouver Seniors Service Providers Network
- ▶ UBC Centre for Community Engaged Learning
- ▶ Vancouver Pride Society
- ▶ Mount Pleasant Neighbourhood House
- ▶ Immigrant Services Society of BC
- ▶ Vancouver Public Library
- ▶ South Granville Seniors Centre
- ▶ Vancouver Community Network
- ▶ Continental Seniors entre
- ▶ Vancouver School Board
- ▶ Disability Alliance of BC
- ▶ West End Seniors Net work

Donors and Support

Thank you to the many members who donated during our Direct Mail Campaign and the members and clients who have made anonymous donations while visiting the Centre.

- ▶ Dahl & Connors Law Firm
- ▶ Eton College
- ▶ Safeway
- ▶ Vancity Community Business
- ▶ Vancity Investment Management
- ▶ AMICA Helping Hands
- ▶ Telus Ambassadors
- ▶ 369 Terminal Holdings
- ▶ Linda Quilty
- ▶ Vicky Lau
- ▶ Amal Marrache
- ▶ Elizabeth Porteous
- ▶ RBC Community Volunteer Participants
- ▶ Enroot
- ▶ To Dine For
- ▶ Java Express
- ▶ Provincial Employees Community Services Fund
- ▶ Naturally Urban Pet Food Delivery
- ▶ Peace and Love International
- ▶ NAFAM Charity
- ▶ Canadian Tire
- ▶ Eric Szeto
- ▶ First Nations Health Authority
- ▶ Nurse on the Go