



SOUTH WINNIPEG SENIORS RESOURCE COUNCIL

2020

Annual

General

Meeting

June 10, 2020

26th Annual General Meeting Agenda
Wednesday, June 10, 2020
1:30pm Via Zoom

- | | | |
|--|---------------|--------------------|
| 1. Welcome, Call to Order and Introductions | | Chas Van Dyck |
| 2. Approval of Agenda | | Chas Van Dyck |
| 3. Approval of Minutes – AGM June 12th, 2019 | | Chas Van Dyck |
| 4. Reports | | |
| 4.1. Co-Chairs' | | Chas Van Dyck |
| 4.2. Treasurer's | | Geri Lowe |
| 4.3. Resource Coordinator's | | Martin Landy |
| 4.4. Board Volunteer Development Committee | | Denise Bowker |
| 4.5. Board Governance Committee | | Denise Bowker |
| 4.6. Community Outreach Committee | | Gerri Thorsteinson |
| 4.7. Congregate Meal Program Committee | | Geri Lowe |
| 4.8. Human Resources Committee | | Lisa Sinnicks |
| 5. Motions | | Chas Van Dyck |
| 5.1. Approval of Board of Directors | | |
| Sue Barnsley | Denise Bowker | Fred Chernoff |
| Geri Lowe | Roberta Malam | Lisa Sinnicks |
| Gerri Thorsteinson | Chas van Dyck | Debbie Wolfson |
| Ex-Officio: | | |
| Martin Landy | | |
| 6. Adjournment of AGM | | Chas Van Dyck |

South Winnipeg Seniors Resource Council
25th Annual General Meeting Minutes
Wednesday, June 12, 2019 11:00 am
Crescentwood Community Centre – 1170 Corydon Ave.

Present: Chas Van Dyck (co-chair), Syva-Lee Wildenmann (co-chair), Gerri Thorsteinson (past co-chair), Geri Lowe (treasurer), Lisa Sinnicks, Fred Chernof, Roberta Malam, Denise Bowker, Louise Jutras, Debbie Wolfson (secretary), Martin Landy (resource finder -ex-officio)

Guests: Chris Leskiw and Deb Dyck from Leskiw and Associates; Wab Kinew, MLA Fort Rouge, David Mintz (for Jon Gerrard, MLA River Heights); guests from the community.

Minutes: Debbie Wolfson

Presentation: Before the formal meeting began, Chas welcomed board members and guests. Introductions were made of board members. Chas commented that this Annual General Meeting marked 25 years of the organization. Today marked a bridge celebrating the past and what lies ahead for the Council. In the last year, the Council had important development in the area of governance. We are also excited about the community consultations – investigating what kind of information is needed and the best way to receive the information. SWSRC hired Leskiw and Associates to develop and present 5 community consultations, and to report their findings.

Chas asked board members to share some significant milestone events or thoughts for the future. Comments included: growth from part time to full time staff, growth of the meal program, change in technology, difficulty getting in touch with isolated seniors, having record number of guests at 2019 AGM, productive last few years-developing structure, terms of reference and committees to the board, success of housing event in 2014, development of website, several resource coordinators over the last years- every new person adding direction, board development- looking for volunteers, encourage everyone to pick up information pamphlets.

Community Consultation Report: Chris Leskiw gave a short presentation on the findings of the 5 community consultations held from April 2- April 15, 2019. He stated the need for people to get accurate information and how to access it in a timely fashion. Martin then let the attendees participate in a dotmocracy exercise, where they had the opportunity to let the board know their choices of priorities for the actions of the board. Topics included: 1) Choosing from basic ways to access information. 2) Choosing preferences for obtaining secondary forms. 3) advice to council on planning for the future.

There was a break for refreshments, including cutting of a cake to mark the occasion at 12:15. The formal AGM followed.

Annual General Meeting

1. **Welcome and Call to Order:** Co-chair Chas Van Dyck called the meeting to order at 12:45 pm.
2. **Approval of Agenda:**
Motion: That the agenda be approved as presented.
Moved: Debbie Wolfson **Seconded:** Gerri Thorsteinson **Carried**
3. **Approval of Minutes- AGM June 20, 2018**
Motion: That the minutes of June 20, 2018 be accepted as presented.
Moved: Geri Lowe **Seconded:** Lisa Sinnicks **Carried**
4. **Reports:** All written reports were included in the AGM package distributed at the meeting. Chas reported that not all reports would be read out loud. 4.1, 4.2, and 4.3 would be presented to board and attendees.
 - 4.1 **Co-chair's report:** presented by Chas van Dyck (with Syva-Lee Wildenmann).
 - 4.2 **Treasurer's report:** presented by Geri Lowe
Geri presented three separate reports- one for SWSRC general fund, one for the meal program, and one including both.
 - 4.3 **Resource Coordinator's report:** presented by Martin Landy

Motion: To accept reports 4.1, 4.2, and 4.3 as presented. **Moved:** Geri Lowe
Seconded: Lisa Sinnicks. **Carried.**

The following reports were included in the AGM package and not read aloud at the meeting:

- 4.4 **Board Development Committee:** submitted by Denise Bowker, Chair.
Committee members include: Geri Lowe, Syva-Lee Wildenmann, Gerri Thorsteinson, Martin Landy (ex-officio).
- 4.5 **Board Governance Committee:** submitted by Denise Bowker, chair. Committee members include: Geri Lowe, Chas van Dyck, Martin Landy (ex-officio).
- 4.6 **Community Outreach Committee:** submitted by Gerri Thorsteinson, chair.
Committee members included: Debbie Wolfson, Denise Bowker, Martin Landy (ex-officio). She also welcomed Louise Joutras and Fred Chernof to this year's committee.
- 4.7 **Congregate Meal Program Committee:** submitted by Geri Lowe, chair.
- 4.8 **Human Resources Committee:** submitted by Lisa Sinnicks, chair.

5. Motions

5.1 Approval of Board of Directors for 2019-2020 fiscal year as follows:

Denise Bowker	Fred Chernoff	Geri Lowe
Roberta Malam	Lisa Sinnicks	Gerri Thorsteinson
Chas Van Dyck	Syva-Lee Wildenmann	
Debbie Wolfson	Louise Jutras	
Ex-Officio: Martin Landy		

5.2 Motion: that the list of individuals listed be approved for Board of Directors for 2019-2020. **Moved:** Chas van Dyck **Seconded:** Denise Bowker **Carried.**

6. Adjournment: Motion: That the Annual General Meeting be adjourned at 1:10 pm. **Moved:** Louise Jutras **Seconded:** Gerri Thorsteinson **Carried**

Co-Chair Report

Once again, South Winnipeg Seniors Resource Council has had a challenging, busy, and rewarding year, and Debbie and I want to thank all our Board members, employees, volunteers and committee members for their hard work and untiring commitment.

It has been a difficult year for many of us, with a number of Board members and employees experiencing significant losses and health concerns. One of our Board member's Mom, who is a fiercely independent senior of almost 100 years, has had a few health scares, which has created considerable stress and anxiety for them, and by extension, all of us. As one board member observed, she seems to perfectly embody who it is our Board is meant to serve, and so when she suffers, we all suffer. And then, on top of all of this, COVID-19 descended upon us. You may wonder why we mention all of this, which could be seen as somewhat depressing. We feel it is important to firstly acknowledge these stressors and the effect they have on all of us individually and collectively, and even more importantly to reaffirm our Board as a caring, compassionate group of individuals who have each other's backs when it really matters. Debbie and I thank all of you for the comfort, care and empathy you have expressed for each other in times of need.

This has been our first year together as Co-Chairs, and it has been a pleasure to work together. We feel it has been a great collaboration and it's always so good to know there's someone who's got our back if our own schedule throws up a sudden conflict.

SWSRC has moved forward on a number of initiatives. Last year we reported that our community consultations had just been completed. From there, we went on to create a new Strategic Plan on October 2 and 4, 2019. Thanks to Connie Newman and Martin Landy for the great job they did of facilitating these sessions. The plan we came up with has given us a blueprint for what we need to do in the short term and longer term. One of the short term things is our need for policies and procedures to be written. We recognize that there will inevitably be some turnover of personnel on our Board, and with proper P&P, new members will be able to take on their roles more easily.

Another accomplishment this year has been the obtaining of liability insurance through HIROC. Previously we were always covered through a blanket policy with WRHA, but when they informed us that this coverage would no longer be available, we needed to proceed on our own. With the advice of Connie Newman, we followed up with HIROC, and in the process have also become members of MASC (Manitoba Association of Senior Centres).

Our Outreach Committee continues to do phenomenal work under the Co-chair leadership of Gerri Thorsteinson and Debbie Wolfson, and the expertise of Martin Landy. Our website is up and running with new information being added continually. You likely have seen Facebook posts being made as well, so our digital footprint is being amplified more all the time. We applied for, and received a New Horizons grant for \$4,800 which will be used for various outreach initiatives. Thank-you!

The Governance Committee, under the leadership of Chair Denise Bowker, continues to lead us through the sometimes muddy waters of P&P writing, and review of Terms of Reference for the various committees. These are essential elements for an efficient Board. Thank-you!

The new Volunteer/Board Development Committee under the leadership of Chair Denise Bowker, has been working diligently on developing procedures for the recruitment, development, and retention of board and non-board volunteers. Thank-you!

Top of mind for all of us is, no doubt, the ever-present reality of COVID-19. This has meant some creative thinking to carry out our activities. For starters, our Executive, Board, and Committee meetings have all been done via Zoom for the last while, and will continue that way until further notice. Thank goodness for technology! Our congregate meal program adapted their services by delivering all their meals to the participants' suites, instead of serving in a group setting. Lisa and Martin have done a phenomenal job of adapting to this new reality. Thank-you! We were lucky, as a Board, to have our February Board meeting at the Delmar Meal Program, and enjoy a delicious lunch with them. Little did we know that would be our last Board Meeting in person.

We would like to acknowledge Martin for his continued hard work and excellence in carrying out his regular duties, and then doing so much more in terms of the strategic planning process, the policies and procedures work, and especially more recently his ability to be creative in the face of COVID-19. Thank-you!

We would like to say a big thank-you to our new Board member, Sue Barnsley and volunteer committee members, Merle MacAuley, Rod Hill, and Glenn Merritt. Your contributions are greatly appreciated!

Finally, it is with some sadness, but with a whole lot of gratitude that we acknowledge Syva-Lee Wildenmann who has been on the Board for 15 years. For most of these years she served as the Treasurer and always made sure our finances were in good order. Most recently she took on the position of co-chair for one year. She also served on the Human Resources Committee and has always had much to contribute to all aspects of SWSRC, both in terms of the wealth of knowledge and personal wisdom she brought to the table. Syva-Lee, you will be deeply missed, but we know you're only a phone call away if there's ever anything we need to consult you on. We wish you the absolute best in wherever your path takes you, and are certain that whatever you take on next will be done with the utmost care and dedication. Thank-you!

Respectfully submitted

Chas van Dyck, Co-Chair with Debbie Wolfson

Treasurer's Report

Overall, the Council and the Delmar Meal Program had a good year and functioned within budget. The Council ended the year ahead of budget for the following reasons:

1. The Council fund benefitted from a transfer from the Congregate meal program of \$5000.00.
2. Except for Board and AGM costs we came in under budget on all other expenditures.
3. Nonetheless, we did have to use \$8297 from our reserves (had budgeted to use \$14,500), thus decreasing our surplus balance moving forward. These funds were used primarily for the Community Consultation (noted below).

The Delmar Congregate Meal Program ended the fiscal year with a positive income statement balance of \$3463.92. Within the year, a total of \$5000.00 was transferred to the Council for use to cover various administrative and salary costs. This transfer included surplus from the current and previous year.

New costs in 2019-2020:

1. Special Projects: The cost of a one-time Community Consultation was \$5809. Funds from reserves were allocated for this. No special projects have been budgeted for 2020-21. However, the Council has received a New Horizons Grant for 2020-2022 in the amount of \$4800 to support new community initiatives as follow up to this consultation.
2. Insurance: Since the inception of SWSRC the organization has been included in the insurance of the WRHA. The WRHA gave us notice that will no longer happen, and that the organization is obligated to obtain its own insurance, and also comply with the parameters of insurance set out by the WRHA. Our costs in this fiscal year were prorated for a total of \$382, which includes a membership with Manitoba Association of Seniors Centres in order to obtain the group rate with HIROC. (For 2021-22 we have budgeted \$450.00.)
3. Covid 19: In March 2020 we adjusted for the Covid 19 pandemic at our Meal Program, by delivering all meals to the resident's suites. While this was only one month within the current reporting fiscal year, we anticipate the cost of supplies for packaging and delivering the meals will significantly impact our costs heading into the coming fiscal year. No changes have been made or projected re: staffing levels during this time.

Final note regarding the accompanying Income Statements: The usual practice of SWSRC is that a committee of volunteers does a detailed review of all the finances and supporting documents of the Council and the Meal Program. However, due to the Covid 19 pandemic it was not possible to meet to complete this review.

The documents and resulting statements attached have been reviewed thoroughly by me only. If the Board decides to conduct a review at a later date, all documents will be made available.

Respectfully submitted, -Geri Lowe Treasurer

SOUTH WINNIPEG SENIORS RESOURCE COUNCIL INC.
INCOME STATEMENT - COUNCIL GENERAL FUND
FOR THE PERIOD APRIL 1, 2019 TO March 31, 2020

Income	<u>2020</u>	<u>2019</u>
Winnipeg Regional Health Authority	\$ 42,003	\$ 42,003
Donations	\$ 596	\$ 355
	42,599	42,358
Expenses		
Wages and employee benefits / Student Grants	\$ 43,521	\$ 42,923
Travel and Parking	\$ 2,129	\$ 2,549
Equipment	\$ 596	\$ -
Internet & telephone	\$ 1,004	\$ 1,031
Printing & Photocopying	\$ 618	\$ 675
Office Supplies, Postage	\$ 324	\$ 1,876
AGM/Board Expenses	\$ 1,140	\$ 697
Community Outreach	\$ 231	\$ 1,897
Special Projects	\$ 5,809	\$ -
Professional fees/Legal/Misc	\$ 522	\$ 273
	\$ 55,896	\$ 51,920
Balance of Income/Expenses	\ -\$ 13,297	-\$ 9,562
Surplus, beginning of year	\$ 51,850	\$ 51,412
Transfer from Delmar Meal Program	\$ 5,000	\$ 10,000
Surplus, end of year	\$ 43,553	\$ 51,850

SOUTH WINNIPEG SENIORS RESOURCE COUNCIL INC.
INCOME STATEMENT - DELMAR MEAL PROGRAM
FOR THE PERIOD APRIL 1, 2018 TO March 31, 2019

Income	<u>2020</u>	<u>2019</u>
Winnipeg Regional Health Authority	\$ 12,384	\$ 12,384
Meal Sales	\$ 33,190	\$ 37,523
	\$ 45,574	\$ 49,907
Expenses		
Food	\$ 19,051	\$ 20,668
Supplies & Equipment	\$ 333	\$ 320
Wages and employee benefits	\$ 22,335	\$ 21,632
Volunteer Recognition	\$ 244	\$ 240
Professional, Legal, Bank Fees, Misc	\$ 167	\$ 152
	\$ 42,130	\$ 43,012
Balance of Income/Expenses	\$ 3,444	\$ 6,895
Surplus, beginning of year	\$ 7,268	\$ 10,373
Transfer to Council General Fund	-\$ 5,000	-\$ 10,000
Surplus, end of year	\$ 5,712	\$ 7,268

Chas Van Dyck, Co-Chairperson
Debbie Wolfson, Co-Chairperson

Date

Geri Lowe, Treasurer

Date

SOUTH WINNIPEG SENIORS RESOURCE COUNCIL INC.
INCOME STATEMENT - COUNCIL & MEAL PROGRAM COMBINED
FOR THE PERIOD APRIL 1, 2018 TO March 31, 2019

Income	<u>2020</u>	<u>2019</u>
Winnipeg Regional Health Authority	\$ 54,387	\$ 54,387
Meal Sales	\$ 33,190	\$ 37,523
Donations	\$ 596	\$ 355
	88,173	92,265
Expenses		
Wages and employee benefits	\$ 65,856	\$ 64,555
Food	\$ 19,051	\$ 20,668
Travel and Parking	\$ 2,129	\$ 2,549
Equipment	\$ 596	\$ -
Internet and telephone	\$ 1,004	\$ 1,031
Printing & Photocopying	\$ 618	\$ 675
Supplies & Office Expenses	\$ 658	\$ 2,196
Volunteer Recognition	\$ 244	\$ 240
Community Outreach	\$ 232	\$ 1,897
Special Projects	\$ 5,809	\$ -
AGM/Board Expenses	\$ 1,140	\$ 697
Professional/Legal/Bank fees	\$ 689	\$ 425
	98,026	94,932
Balance of Income/Expenses	-\$ 9,852.80	(2,667)
Surplus, beginning of year	\$ 59,118.00	61,785
Surplus, end of year	\$ 49,265	\$ 59,118

Chas Van Dyck, Co-Chairperson
Debbie Wolfson, Co-Chairperson

Date

Geri Lowe, Treasurer

Date

Resource Coordinator Report

The word of the past year for me has been ENGAGEMENT. Both the Board and myself have taken the last 12 months to connect, listen and reflect. With the Community Consultation process we found out what the community thought was important for them to live a happy, full and healthy life. We heard about the concerns and challenges older adults face and how can the SWSRC assist those in need.

The board then took this information and reflected on our mission and mandate and developed a 2 prong strategic plan (internal - polices and external - outreach). This has provided a focus and a 3 year plan for the SWSRC to move forward and stay relevant in the lives of our seniors

The SWSRC reflected on the information gathered during the consultations and then developed a program to meet some of the specific needs such as peer to peer education, and successfully applied to New Horizons for funding to present this new platform in the coming year

Our E-blast information newsletter, has developed into a respected community resource and is seen by seniors across the city. We are connecting with more seniors in a wider area. During the Pandemic, it was a valuable tool to disseminate a lot of useful and important information into the community.

We have connected with and challenged a group called "Winnipeg Business serving Seniors" to becoming involved in the community by working with them to engage and assist as a community asset and not a business lead generator. I thank the group for all the information and assistance they have given to the SWSRC and community at large over the past year.

Connection with our constituents is still our main connector, through the various community expos, (ReFit, A & O and others) as well through our on going pop-ups offices. We have increased our connectivity with seniors, one on one and through social media. Over 5,000 of our information rack cards have been distributed throughout the community via our 75 partners offices and agencies, thank you so much for your help.

A major highlight in my year was chairing the Manitoba Association of Seniors Support Coordinators (ASSC) conference held in September with over 100 Resource coordinators, meal coordinators and tenant resource coordinators from across the province. Our theme this year was Aging Well in the 21st century and was widely received as an educational success. I want to thank my team; Patti, Monica, Connie and Serena for making this event a reality!

Though we now are facing a challenging time ahead, I know the organization is strong and will continue to evolve and meet the needs of the community. I look forward to the future, opportunities, and successes we can create together. We are a change maker in the lives of seniors in Winnipeg.

Submitted by

Martin Landy Seniors Resource Coordinator

SWSRC Volunteer/Board Development Committee Report

The **Volunteer/Board Development Committee**, formerly called the **Board Development Committee** is less than a year in the making and has already changed its name to reflect our expanding recruitment strategies. We seek volunteers with leadership experience and specific expertise for our working committees, as well as micro-volunteers for specific tasks and projects.

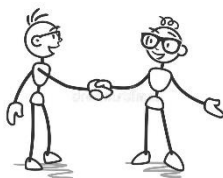
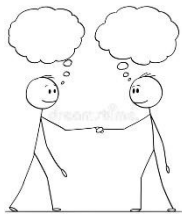
Our newly developed **Terms of Reference (May 1, 2019)** guided our committee work. It provides a structured framework that clearly outlines our role, operational parameters, responsibilities, and review provisions. As an evolving document, we acknowledged additions and revisions would occur throughout this first year of implementation.

We also introduced a new **Volunteer Application recruitment package** that includes a one-page summary of SWSRC, expanded application form and a Confidentiality Agreement for signature. It was available and promoted at our well attended June 2019 AGM, where we subsequently received volunteer applications for committee and board positions.

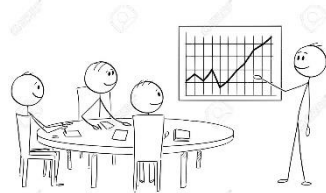
Over the Summer, we developed and implemented a Volunteer Screening and vetting process to quickly onboard new volunteers, which aligns with volunteer best practices of **Imagine Canada Standards Program**, and **Volunteer Canada**.

Volunteer Onboarding

is the "effective education and engagement process"
with continual, reinforced learning
to get volunteers up-to-speed quickly, so they can immediately contribute.
It emphasizes the important role all Board and Committee members have
in developing and retaining volunteers.



..... meet & greet.....screening complete.....orientation begins.....warm welcome.....buddy support

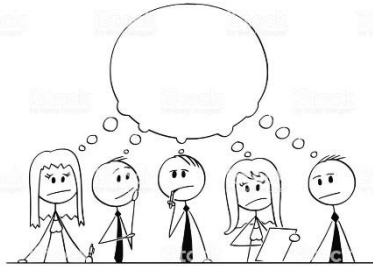


.....ready to contribute.....cultivate the mission/work the plan.....relationship building & social gatherings

SWSRC Volunteer/Board Development Committee

In September, we were happy to approve and welcome three new volunteers with a wealth of business, nonprofit and government experience to boost our working committees. One of them also became a new board member.

Along with Board members, some committee volunteers also participated in our two-day October Strategic Planning Sessions and contributed to the development of our three-year action plan Jan 1, 2020 – Dec 31, 2022.



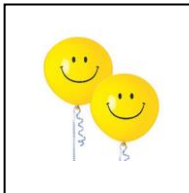
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This Strategic Plan 2020-2022 resulted in three priorities for our working committee:

- 1) Build and strengthen our volunteer base,
- 2) Recruit and retain volunteers to meet our leadership succession goals, and
- 3) Provide orientation, ongoing training related to governance and operational best practices

In January 2020, we introduced ongoing 'Board member education' within the monthly Board Meeting Agenda.

Education topics delivered in the first three months were:



January: **Imagine Canada Standards Program** presentation by Martin Landy
February: **Congregate Meal Program** visit and direct participant exchange organized by Martin Landy
March: **Volunteer Onboarding** presentation, handout and group exercise by Denise Bowker

Moving forward, we are still recruiting and look forward to sharing expanding perspectives.

Respectfully submitted,

Denise Bowker
Chair, Board/Volunteer Development Committee

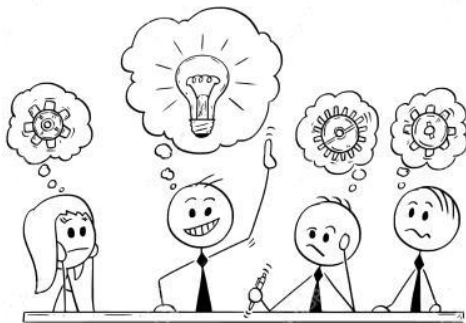
Board Governance Committee Report

The purpose of the Governance Committee is to ensure that the Board fulfills its legal, ethical, and functional responsibilities through adequate governance policy development, and the evaluation of board performance.

This committee has been very active since its inaugural meeting 16 months ago and has accomplished a slew of work. I would like to acknowledge the committee volunteers - Geri Lowe, Chas Van Dyck, Martin Landy for their commitment and dedication to moving forward with this governance work, which included completion of the SWSRC By-Laws and all Committee Terms of Reference as of May 1, 2019. It was understood, the TOR for all committees would be revised over the year as their guidelines were implemented.

Also, thanks go to all the board and committee volunteers for the significant amount of time and energy that has been required to create, review, revise, and approve these living documents.

In SWSRCs 3 Year Strategic Plan (January 1, 2020 to December 31, 2022) our key committee priority is to focus on the development of all Policies and Procedures required for SWSRC, in alignment with the best practice guidelines of **Imagine Canada Standards Program** and our **Governance Committee Terms of Reference** responsibilities.



The policies we identified as priority were: Confidentiality, Fundraising, Communications, Risk Management-Congregate Meal Program, and Human Resource Management (including Volunteers).

The assigned committees are pursuing this work with timelines stretching into 2021.

In January 2020, we welcomed new committee volunteers Merle MacAuley and Board Member Sue Barnsley, who both actively participated in our October Strategic Planning sessions, and joined the Governance Committee.

It's another busy year ahead for everyone as we continue to develop Policy and Procedural frameworks to ensure clear reference guidelines and instructional procedures for SWSRC now and in the future.

Respectfully submitted,

Denise Bowker
Chair, Governance Committee

Community Outreach Committee Report:

This was another busy and productive year for the Community Outreach Committee which met six times since the last Annual Meeting.

Highlights:

The Outreach Committee welcomed new members Sue Barnsley, Rod Hill and Merle MacAulay. They joined other committee and board members who participated in two SWSRC's strategic planning sessions on October 2 and October 4 at the Rady Centre. In following meetings, the goals and objectives for outreach into the community were discussed extensively and prioritized with time lines for the next three years.

Several on-going activities continued:

- SWSRC's rack cards were distributed throughout our catchment area via the 75 rack card containers distributed last summer by the Canada Summer Jobs student. Committee members helped in monitoring the cards' availability at various locations including churches, the River Heights library and doctors' offices.
- A mock-up of a SWSRC poster to be posted on bulletin boards in places of worship and other locations in the community was drafted. A list of locations for distribution to community faith groups has also been drawn up, along with a covering letter.
- Notices about SWSRC's services/information resources appear bi-weekly in the Winnipeg Free Press Growing Older column on Fridays.
- Pop-up SWSRC information displays were held in library branches, shopping malls and other locations.
- Public service announcements about SWSRC with the theme: CONNECT & THRIVE were prepared to be aired on CJNU.
- Monthly E-mail blasts highlighting upcoming events were circulated to over 2000 people and the website is monitored and updated on an on-going basis.
- SWSRC has been approved for \$4,800 from the federal New Horizons for Seniors Program (NHSP) to set up a series of interactive information sessions on topics/areas of interest determined through last year's community consultations on the concerns of older adults in SWSRC's catchment area. A list of potential topics has been circulated to committee and board members so that speakers/contacts/resources can be added.

- In mid-March, the COVID-19 pandemic brought activities to a halt and committee members personally experienced the isolation that some older adults live in on an on-going basis. When activities resume, the impact of the pandemic, coping strategies and preparation will definitely be a session topic for discussion.

- Thank you to all the Outreach Committee members for their energy and enthusiasm: Martin Landy (ex-officio), Roberta Malam, Sue Barnsley, Merle MacAulay and Rod Hill, as well as Fred Chernof and Glenn Merritt (ad-hoc).

Submitted by:

Gerri Thorsteinson and Debbie Wolfson

Community Outreach co-chairs

Congregate Meal Program Committee Report

The Committee provides oversight and support to the Delmar Meal Program.

Program service area & mandate

This program serves the 2 adjacent apartment blocks: Delta Manor and Adamar Manor, and attracts some seniors from the surrounding community. This program serves lunches 3 days week – Monday, Wednesday and Friday.

Staffing

Lisa Odwak has been the Meal Coordinator of this successful program since 2013. She works 91 hours per month or 7 hours per day, 3 days a week. Her hourly wage in 2019-2020 was: \$16.50.

The program also employs a part-time dishwasher to support the volunteers in this task, which most volunteers find physically difficult. This position is for 4.5 hours per week at a wage of \$12.00 per hour in 2019-2020.

Martin Landy, Resource Coordinator of SWSRC, oversees the financial and operational management of the program.

Meal Statistics

In this fiscal year, 5289 meals were served. This was a decrease of 11.0% over the previous year, but is on average with prior years. This decrease is an average of one day of cancelled meals per month, due to illness, religious holidays, and vacation. The charges for the meals at this program were held at the same rate, but an increase has been announced for April 1, 2020. Dining service will increase from \$6.50 to \$7.00 per meal and delivery will increase from \$7.00 to \$7.50.

Costs and Revenue

Food Cost: \$19,050 (\$3.60 per meal) – this is an increase of 3.7% per meal over previous year. The increase in rate will adjust for the increases in cost over the past 2 years.

Revenue: The total revenue from food was \$33,210.00 (\$ 6.28 per meal).

The net revenue of \$14,160 is allocated to supplementing the wages of the Meal Coordinator, Dishwasher, and Resource Coordinator as the funding for these positions is not adequate to provide a competitive wage.

Covid 19

With Covid 19 in our nation and community beginning in March, the decision was made to suspend service of meals in the dining area, and to deliver all meals to the resident apartments to limit contact and interaction, and be compliant with Manitoba regulations and physical distancing.

Lisa, the Meal Coordinator, is the only person in the kitchen during prep. Then Martin arrives to deliver the meals, to the seniors' side of the residence. One designated volunteer delivers to the other building. The Dishwasher then arrives to clean the kitchen.

In all these steps, appropriate precautions are being taken to prevent any potential spread.

Note that with this delivery program we did not implement the increased delivery fee, but are providing these meals at the rate of \$7.00 per meal.

Future Goals

1. The primary goal for this program is to sustain its current success.
2. Policies and procedures are being written to ensure that all processes are compliant with provincial health standards, and to standardize detailed operating procedures for future staff and board knowledge and training. The timeline for completion of this project is December 2020.

Congratulations and thank you to the Meal Coordinator for continuing to run a successful and valued program. Good meals, a varied menu, an enjoyable atmosphere, and skilled purchasing, all lead to its success.

Respectfully Submitted,

Geri Lowe, Committee Chair

Committee Members: Chas van Dyck, Martin Landy

Human Resources Committee Report

The Board of Directors of the SWSRC, in the fall of 2019, embarked on a Strategic Planning process and ultimately outlined priorities for the Council, both internally and externally. Included in the external priorities, was Human Resource Development, to be developed over a 3 year timeframe. It was also determined that a review of the policies and procedures of the HR committee was necessary to both update for relevance and to determine any overlap with Governance. How these policies fit in with the overall Strategic Plan is also to be determined.

The Resource Coordinator created and submitted updates for the policies and procedures for the Council to be reviewed. The Terms of Reference for the HR committee were also updated in March of 2020.

This year also saw another very successful Performance Evaluation for our Resource Coordinator. A recommendation was made to the Board for an increase in remuneration, which was unanimously approved.

Respectfully Submitted,

Lisa Sinnicks
Chair, Human Resources Committee

SWSRC Board Member Slate 2020-2021

<p>Sue Barnsley</p>	<p>Recently retired. Former:</p> <ul style="list-style-type: none"> Executive Director – Manitoba Women's Advisory Council (1995/2006) Senior Program Specialist, Family Conciliation Services – Child & Family Services (2009/19) Policy Analyst – Mental Health and Addictions (2007/08) Friendly Visiting Coordinator, Age and Opportunity (1993/94) <p>Volunteer Work:</p> <ul style="list-style-type: none"> ➤ Past Board Director, Creative Retirement (7 years) ➤ Vice Chair, MB Liquor Licensing Board ➤ Political board and campaign involvement, Heart and Stroke Foundation ➤ Sponsored representative for United Way Campaign ➤ Staff Representative on Age and Opportunity Board <p>Sue wants to continue advocating / working for the betterment of her community, especially in field of aging, wellness and quality of life. She is interested in using her skill set to best fit for volunteering. Sue is looking to experience a sense of belonging, accomplishment, knowing you've made a difference, and to find a home for her passions (women's equality and healthy aging).</p> <p>*Years involved with SWSRC: 8 months</p>
<p>Denise Bowker</p>	<p>Integrative Energy Healing Practitioner, Coach, Workshop Facilitator (19+ years)</p> <p>Former:</p> <ul style="list-style-type: none"> ➤ Owner / Manager – Lockehaven Waterfront Bed & Breakfast (7+ years) ➤ Executive Director – Canadian Mental Health Association, N & W Vancouver (10 years) ➤ General Manager / Co-Owner – Kittson Investments Ltd / Singletons Hair Care (6 years) ➤ Mental Health Program Coordinator, Group Facilitator, Counselor– CMHA/WOTCH (7 years) <p>Volunteer Work:</p> <ul style="list-style-type: none"> ➤ Energy Healing Practitioner – Health Sciences Centre, Relaxation Room (2 years) ➤ Numerous Boards and Committees – B.C. Mental Health Services / Community Services (10 years) <p>As a 65+ senior, Denise joined SWSRC, wanting to learn about seniors' services, engage creatively with community members, and offer her consumer-driven grassroots experience. She is committed to creating healthy, empowering</p>

	<p>environments that support and facilitate the wellbeing, and optimal potential of individuals and groups – thereby building personal and community capacity.</p> <p>*Years involved with SWSRC: 2.5</p>
<p>Fred Chernoff</p>	<p>Retired (30 years)</p> <p>Former:</p> <ul style="list-style-type: none"> ➤ Grain Elevator Mgr, Dist. Mgr-SK, Staff Training Officer-Wpg Head Office-Federal Grain Ltd (20 years) ➤ Administrator-Human Resources Administrator: Safety and Health, Industrial Relations, Training & Development – Manitoba Pool Elevators (17 yrs) <p>Volunteer Work:</p> <ul style="list-style-type: none"> ➤ Member – Creative Retirement Manitoba (24 years) ➤ Facilitator, initiated Senior's Financial Management ShareClub-Creative Retirement MB (20 yrs) ➤ Goldwing Ambassador (assisting passengers) – Winnipeg Airport Authority (20 years) ➤ Canadian Volunteer Advisor – CESO (Canadian Executive Service Organization), making trips to Ukraine and Russia during USSR Perestroika Period in 1990s (5 trips, 170 days) <p>Member – ALCOA during 1990s</p> <p>President – Winnipeg Society of American Magicians (1991)</p> <p>Member – Citizens For Crime Awareness (10 years – 1990s)</p> <p>As a 90+ senior, Fred enjoys representing a seniors' perspective and contributing to the lives of senior citizens in meeting their aging challenges. He also likes applying his business management skills as necessary.</p> <p>He often asks, "What are we doing around here, how do we make necessary changes and put wheels on them, and keep them moving?"</p> <p>*Years involved with SWSRC: 15+</p>
<p>Geri Lowe</p>	<p>Retired</p> <p>Former:</p> <ul style="list-style-type: none"> ➤ Executive Director – The Wellington Retirement Residence (30 years) ➤ Retired Nurse (6 years) ➤ Owner / Operator – Caliper Lake Lodge (11 years) <p>Volunteer Work:</p> <ul style="list-style-type: none"> ➤ Volunteers with Grands 'n' More Winnipeg: Working for the grandmothers and AIDS orphans of Africa. <p>Geri's involvement with SWSRC began more than 25 years ago when the Council was first being developed. First through working with seniors and now as a retiree,</p>

	<p>she sees the great need for information and support. Her commitment to the Board continues in order to enhance the lives of seniors in our community.</p> <p>*Years involved with SWSRC: 20 (1994-2006; 2012 – present)</p>
<p>Roberta Malam</p>	<p>Assistant Program Director/Volunteer Program Manager – Rady Jewish Community Centre (20+ years)</p> <p>Former:</p> <ul style="list-style-type: none"> ➤ Youth Director - Canadian Zionist Federation (4 years) ➤ Program Director – Travel Israel - Jewish Federation of Winnipeg (8 years) <p>Volunteer Work:</p> <ul style="list-style-type: none"> ➤ Coast to Coast Director - March of the Living (15+ years) ➤ Member, Coordinator - Folklorama – Israel Pavillion (12 years) ➤ Member - Holocaust Education Committee (15 years) <p>Roberta enjoys spending time with her family and reading.</p> <p>*Years involved with SWSRC: 9</p>
<p>Gerri Thorsteinson</p>	<p>Retired (13 years)</p> <p>Former:</p> <ul style="list-style-type: none"> ➤ Information Officer - Children's Hospital Research Foundation (14 years) ➤ Policy Analyst – Manitoba Women's Advisory Council (6 years) ➤ Editor for an Art Therapist PhD candidate <p>Volunteer Work:</p> <ul style="list-style-type: none"> ➤ Working In Support of Equality (WISE) – Manitoba, communications (12 years) ➤ WPL Central Library Advisory Committee member (5 years) ➤ UNPAC (United Nations Platform for Action Committee) member ➤ Wise Women committee member (10 years) ➤ Herizons magazine, founding member <p>Gerri has a background in communications and recreation, including program director at the Tache Day Centre for Seniors. She is a "news junkie", is passionate about equality for all women, writes letters to politicians/the editor of the Winnipeg Free Press, loves to swimming, and travelling off the beaten path.</p> <p>Communications and Public Relations with SWSRC</p> <p>*Years involved with SWSRC: 17</p>

<p>Lisa Sinnicks</p>	<p>Owner – The Seniors Moving Company (12+ years)</p> <p>Former:</p> <ul style="list-style-type: none"> ➤ General Manager – Riverview Community Center (2+ years) ➤ Tenant Services – Manitoba Housing Authority (8 years) <p>Volunteer Work:</p> <ul style="list-style-type: none"> ➤ Artist Transportation Coordinator – Winnipeg Folk Festival (21 years) ➤ Riverview Community Center Board of Directors (6 years) <p>Lisa has a 20 year professional background in seniors housing, education and experience in the areas of seniors' physical and emotional health, loneliness and isolation in the community, the process of change and the effects of grief and loss.</p> <p>*Years involved with SWSRC: 11</p>
<p>Chas van Dyck</p>	<p>Realtor, Royal LePage Prime Real Estate (14+ years)</p> <p>Former: Music Therapist at Deer Lodge Centre (21 years)</p> <p>Volunteer Work:</p> <ul style="list-style-type: none"> ➤ Organist and Choir Director - St. Ignatius Church (43 years) ➤ Present Chair - Winnipeg South Federal Liberal Association (4 years) ➤ Hospice and Palliative Care Association of Manitoba (many years) ➤ Facilitator - Heartsong Retreat (15 years) ➤ Volunteer chapel organist at Victoria General Hospital - 15 years. <p>Chas derives great satisfaction in working with and serving vulnerable people who need help, reducing the stress of buying and selling houses, supporting patients undergoing health care treatment and rehabilitation, and facilitating spiritual retreats for people living with HIV/AIDS.</p> <p>*Years involved with SWSRC: 14</p>
<p>Debbie Wolfson</p>	<p>Retired (6 years)</p> <p>Former:</p> <ul style="list-style-type: none"> ➤ Seniors Resource Coordinator, River East Council for Seniors (14 years) ➤ Registered Nurse – Health Science Centre (15+ years) <p>Volunteer Work:</p> <ul style="list-style-type: none"> ➤ Present Chair – Community Health and Wellbeing Program, River Heights (20+ years) <p>Debbie enjoys working with and serving older adults. It is of special interest to her to learn about the resources and services available for older adults in the south west community area, and to assist individuals to access this information to improve their quality of life.</p> <p>*Years involved with SWSRC: 7</p>

Ex-Officio Board Member - Seniors Resource Coordinator

**Martin
Landy**

SWSRC Seniors Resource Coordinator (1.5+ years)

Former:

- Project Coordinator, Community Development (5+ years)
- Executive Director – Elmwood Community Resource Centre (5+ years)
- Manitoba Recreational Trails Association (5+ years)
- General Manager, Owner – B.D.M. Productions (special events) (20+ years)
- Career Highlights:
- Production Manager – Royal Visits to Manitoba (1984, 2002)
- Stage Manager – Winter Olympics Calgary – Opening/Closing Ceremonies (1998)
- Pyrotechnic Production – Winter Olympics Vancouver (2010)
- Founder /Technical Director–GlobalFest International Fireworks competition (7 years)

Volunteer Work:

- Member – WRHA Local Health Involvement Group (9 years)
- Vice-Chair – North Point Douglas Residents Association (7 years)
- Vice-Chair and Pyrotechnics Production – North End Community Helpers Network (5 years)
- Stage Manager – Summer Winds Music Festival (2 years)
- Stage Manager - Winnipeg Folk Festival (8 years)
- Stage Manager – Calgary Folk Festival (20 years)

Martin's passions are "My wife, 'The Lake' and my dog!"

*Years involved with SWSRC: 3