



SOUTH WINNIPEG SENIORS RESOURCE COUNCIL

2021 Annual General Meeting

May 12, 2021

27th Annual General Meeting Agenda
Wednesday, May 12, 2021
1:30pm Via Zoom

- | | |
|--|------------------------------|
| 1. Welcome, Call to Order and Introductions | Debbie Wolfson |
| 2. Approval of Agenda | Debbie Wolfson |
| 3. Approval of Minutes – AGM June 10th, 2020 | Debbie Wolfson |
| 4. Reports | |
| 4.1. Co-Chairs' | Debbie Wolfson/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/Debbie W. |
| 4.7. Congregate Meal Program Committee | Geri Lowe |
| 4.8. Human Resources Committee | Lisa Sinnicks |
| 5. Motions | Debbie Wolfson |
| 5.1. Approval of 2021-22 Board of Directors | |
| Sue Barnsley | Denise Bowker |
| Geri Lowe | Roberta Malam |
| Chas van Dyck | Debbie Wolfson |
| Ex-Officio: | |
| Martin Landy | |
| 6. Adjournment of AGM | Debbie Wolfson |

South Winnipeg Seniors Resource Council
Minutes of Board Meeting of AGM
June 10, 2020 1:30 pm
Zoom Conference

Present: Chas Van Dyck (co-chair), Gerri Thorsteinson, Denise Bowker, Martin Landy (resource coordinator), Roberta Malam (secretary), Geri Lowe (treasurer), Debbie Wolfson (co-chair), Syva-Lee Wildenmann (past co-chair), Lisa Sinnicks, Gerri Thorsteinson, Sus Barnsley, Fred Chernof, Sierra Stamper (summer student).

Guest: Kathy Henderson

Minutes: Roberta Malam

1. Welcome and Chairs Comments:

Chas welcomed everyone to the meeting. Chas mentioned that this AGM will not be forgotten – thanked everyone.

2. Approval of the Agenda:

Motion: the agenda for June 10 meeting be accepted as submitted; Moved: Gerri T. Seconded. Syva-Lee - Carried.

3. Approval of Minutes:

Motion: That the minutes of June 12, 2019 AGM board meeting be approved.
Moved: Geri L. Seconded: Denise. Carried.

4. Co Chair Report:

Please see attached. Chas thanked everyone - it was a difficult year but everyone worked hard to ensure that the program ran well.

5. Treasurer's Report:

Please see attached. Geri mentioned that 2019 – 2020 was a good year – Geri will send out new reports as the date was wrong on the ones distributed.

Motion: to approve the financial with adjustments as noted. Moved: Gerri T. Seconded. Lisa S. Carried.

6. Resource Coordinator's Report:

Please see attached.

Motion: To approve the reports as presented. Moved Geri L. Seconded. Lisa S. Carried.

7. Approval of Board of Directors:

Motion: to approve the slate of directors of the SWSRC Board of Directors as slated on the agenda. Moved: Denise. Seconded. Debbie W. Carried.

9. Motion: Denise moved to adjourn the meeting at 2:15 pm. **Seconded:** Gerri T. Carried.

Co-Chair Report

Our AGM last year was the first one we held virtually. Little did we expect that a year later, we would again be utilizing zoom to report on our accomplishments. We have become more familiar and more skilled. Even still, it has been a challenging year for all of us, and we are feeling grateful to our Board members, employees, committee members and volunteers for their continued dedication and hard work. South Winnipeg Seniors Resource Council should feel very proud of how we have successfully navigated a year of Covid-19 restrictions. Our committees have worked hard, starting last summer, to accomplish many of the tasks on our strategic plan. We have learned to temporarily set aside what we could not do, learned to be creative and to adapt to the "new norm" moving forward. There have been lessons learned, and gifts received throughout the process.

This has been our second year together as Co-Chairs, and it has been a pleasure to work together. It is always great to have someone to share ideas and responsibilities with, along with a supportive and knowledgeable executive. Thank you to Geri Lowe and Roberta Malam.

Our Outreach Committee, under the Co-chair leadership of Gerri Thorsteinson and Debbie Wolfson, and expertise of Martin Landy, worked throughout the fall and winter developing and offering zoom presentations to seniors in the community. Upgrades were made in technology with a new computer, icloud storage, and zoom accounts to facilitate these programs.

Another accomplishment this year was the Ipad program (Social Inclusion & Digital Literacy program) – an initiative to help seniors who are isolated access technology. Thanks to Martin for initiating and skillfully managing this program. Through Covid-19 we have learned how essential technology is.

The Governance Committee continued to work diligently, under the leadership of Denise Bowker, developing policies and procedures. A much-needed basis for a strong organization. Thank-you!

Human Resources, under the leadership of Lisa Sinnicks, developed an HR policy and Code of Conduct. Thank-you!

The Volunteer/Board development committee, under the leadership of Denise Bowker, saw their fast-track for volunteer recruitment in action, as well as showing recognition for the contributions of our volunteers this past year. Thank-you!

The Congregate Meal Program, with Meal Coordinator Lisa Odwak, continued to prepare and deliver delicious meals to seniors at the meal program, along with the expertise of resource coordinator Martin and some dedicated volunteers. They met the challenges of meal delivery during Covid-19 head on, and came through with flying colours! Thank-you!

All of this would not have been possible without the support and skills of our Resource coordinator Martin Landy ... a year of many zoom meetings, co-ordinating presentations, sending out e-blasts, responding to community requests, master of grant applications, policy and procedure development, and a member of all of the committees. Thank-you!

We welcomed new board member, Taz Lakhani, who joins us with knowledge, expertise, and a willingness to participate enthusiastically. Your contributions are greatly appreciated.

We would like to acknowledge two long time board members that are leaving us. Gerri Thorsteinson has been on the board for 18 years. She served as Co-chair of the board for four years, and has been Chair and Co-chair of the Outreach committee. She has brought with her experience in communications and public relations, a master editor and “news junkie”. Gerri has graciously agreed to continue as a member of the Outreach committee. Lisa Sinnicks has been on the board for 12 years, and has served as Co-chair of the board for three years, as well as chairing the Human Resource committee. Lisa has always had much to contribute to all aspects of SWSRC with her knowledge and passion for the needs of older adults. Lisa plans to take a “sabbatical”, and we are hopeful to welcome her back in 2 years time. Our Board will miss these two members, but thank them for their many years of contributions, and wish them both well.

Respectfully Submitted,

Chas van Dyck, with Debbie Wolfson

Co-Chairs

Treasurer's Report

The finances have been reviewed by Board members, Roberta Malam and Taz Lakhani and a signed document is included with the reports verifying their review.

Summary:

Financially, the Council and the Delmar Meal Program had a good year and functioned within budget.

The Covid 19 Pandemic posed many operational challenges. But financially the Council and the Meal Program were able to benefit from the many grants that came available to address the operational challenges. These grants included:

Grant Name	Amount	Balance forward for 2021-22	Details
Canada Summer Jobs	\$3736.00	0.00	Summer student
United Way & HelpAge Canada	\$1960.00	0.00	Purchased disposable containers for Meal Program delivery during Covid lockdown.
New Horizons	\$4800.00	\$612.00	Expanded community outreach via Zoom, guest speakers, and improved technology. Balance will be used to further these initiatives in the coming fiscal year.
Social Inclusion Digital Learning grant (via Winnipeg Foundation)	\$11,538.00	\$7448.92	Offered technology for reaching isolated seniors through iPads. Phase 1 was successful with 12 participants and Phase 2 of this program is being implemented in upcoming fiscal year.
United Way Grant for equipment for Meal Program kitchen	10,000.00	00.00	Purchased commercial refrigerator and freezer for the Meal Program.
Govt of Manitoba bridge grants	\$15,000.00	\$14,664.00	Used funds in this year for operational purchases and the Board is developing plans for expanding additional outreach programs for 2021-22 as social isolation for seniors continues.

The Council is respectful of the grants that have been received and are strategically working to develop ongoing programs for 2021-2022, to effectively use the balance of the funds from the grants and from previous surpluses, to best reach its goals.

Respectfully submitted,

Geri Lowe
Treasurer

SOUTH WINNIPEG SENIORS RESOURCE COUNCIL INC.
INCOME STATEMENT - COUNCIL GENERAL FUND
FOR THE PERIOD APRIL 1, 2020 TO March 31, 2021

		<u>Actual</u>	<u>Budget</u>	<u>Actual</u>
		<u>2020-2021</u>	<u>2020-2021</u>	<u>2019-2020</u>
Income				
Winnipeg Regional Health Authority	\$	42,003	\$ 42,000	\$ 42,003
Donations	\$	350	\$ 350	\$ 596
Grants	\$	41,383		
iPad sales	\$	2,600		
		86,336	42,350	42,599
Expenses				
Wages and employee benefits / Studen	\$	44,033	\$ 44,600	\$ 43,521
Travel and Parking	\$	1,840	\$ 2,500	\$ 2,129
Equipment	\$	120	\$ 500	\$ 596
Internet & telephone	\$	1,032	\$ 1,060	\$ 1,004
Printing & Photocopying			\$ 200	\$ 618
Office Supplies, Postage	\$	543	\$ 350	\$ 324
AGM/Board Expenses	\$	96	\$ 700	\$ 1,140
Community Outreach/ Website	\$	370	\$ 2,150	\$ 231
Special Projects	\$	-	\$ -	\$ 5,809
Grant program expenses	\$	19,936	\$ -	
Professional fees/Legal/Misc	\$	442	\$ 690	\$ 522
	\$	68,412	\$ 52,750	\$ 55,896
Balance of Income/Expenses	\$	17,924	-\$ 10,400	-\$ 13,297
Surplus, beginning of year	\$	43,553	\$ 43,553	\$ 51,850
Transfer from Delmar Meal Program	\$	10,400	\$ 7,500	\$ 5,000
Surplus, end of year	\$	71,877	\$ 40,653	\$ 43,553

Chas Van Dyck, Co-Chairperson

Date

Debbie Wolfson, Co-Chairperson

Date

Geri Lowe, Treasurer

Date

SOUTH WINNIPEG SENIORS RESOURCE COUNCIL INC.
INCOME STATEMENT - DELMAR MEAL PROGRAM
FOR THE PERIOD APRIL 1, 2020 TO March 31, 2021

		<u>Actual</u>	<u>Budget</u>	<u>Actual</u>
		<u>2020-2021</u>	<u>2020-2021</u>	<u>2019-2020</u>
Income				
Winnipeg Regional Health Authority	\$	12,384	\$ 12,387	\$ 12,384
Meal Sales	\$	36,903	\$ 35,900	\$ 33,190
Grants for Supplies	\$	1,980	\$ -	
	\$	51,267	\$ 48,287	\$ 45,574
Expenses				
Food	\$	17,930	\$ 19,385	\$ 19,204
Supplies & Equipment	\$	2,570	\$ 350	\$ 333
Wages and employee benefits	\$	23,472	\$ 23,165	\$ 22,335
Volunteer Recognition/ Staff Development	\$	-	\$ 400	\$ 244
Professional, Legal, Bank Fees, Misc	\$	152	\$ 200	\$ 167
Misc	\$	248	\$ 300	
	\$	44,372	\$ 43,800	\$ 42,283
Balance of Income/Expenses	\$	6,896	\$ 4,487	\$ 3,291
Surplus, beginning of year	\$	5,559	\$ 5,559	\$ 7,268
Transfer to Council General Fund	-\$	10,400	\$ 7,500	-\$ 5,000
Surplus, end of year	\$	2,055	\$ 17,546	\$ 5,559

Chas Van Dyck, Co-Chairperson

Date

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, 2020 TO March 31, 2021

Income		<u>2020-2021</u>	<u>2019-2020</u>
Winnipeg Regional Health Authority	\$	54,387	\$ 54,387
Meal Sales	\$	36,903	\$ 33,190
Donations	\$	350	\$ 596
Grants	\$	43,363	
Ipad Sales	\$	2,600	
	\$	137,603	\$ 88,173
Expenses			
Wages and employee benefits	\$	67,505	\$ 65,856
Food	\$	17,930	\$ 19,205
Travel and Parking	\$	1,840	\$ 2,129
Equipment & supplies	\$	3,481	\$ 596
Internet and telephone	\$	1,032	\$ 1,004
Printing & Photocopying	\$	-	\$ 618
Office Supplies & Expenses			\$ 658
Volunteer Recognition	\$	-	\$ 244
Community Outreach	\$	370	\$ 232
Grant Projects or Special Projects	\$	19,936	\$ 5,809
AGM/Board Expenses	\$	96	\$ 1,140
Professional/Legal/Bank fees	\$	593	\$ 689
Misc./ Honorariums			
	\$	112,783	\$ 98,180
Balance of Income/Expenses	\$	24,820	-\$ 10,007
Surplus, beginning of year	\$	49,111	\$ 59,118
Surplus, end of year	\$	73,931	\$ 49,111

Chas Van Dyck, Co-Chairperson

Date

Debbie Wolfson, Co-Chairperson

Date

Geri Lowe, Treasurer

Date

**South Winnipeg Seniors Resource Council Inc. and
South Winnipeg Seniors Resource Council - Delmar
Financial Review for the Period of
April 1, 2020 to March 31, 2021**

Notice to Reader:

The Board of South Winnipeg Seniors Resource Council, Inc. carries out an internal review of its financial accounts and does not engage an outside reviewer. This decision was made based on the fact that the funder, the Winnipeg Regional Health Authority, does not require a professional review of the SWSRC accounts. Two board members, who do not have signing authority, conduct an annual financial review.

Statement from Reviewers:

We have reviewed the financial documents of South Winnipeg Seniors Resource Council Inc. and believe these statements be accurate, valid and following rules of good practice.

Roberta Malam
Signature

May 5. 2021
Date

ROBERTA MALAM
Print Name

~~Mamad~~ (TAR LAUHANSI)
Signature

May 8th 2021
Date

TAR LAUHANSI
Print Name

Resource Coordinator Report

As we reflect over the past year and the SWSRC, a certain word comes to mind. That word for me has been CHALLENGES! Both the Board and myself have been faced with challenges in every task we had due to COVID 19. But challenges are not a bad thing. They make us think, reflect, look at things with a difference lens, and make us be better at what we do!

The greatest challenge I faced was the loss of physical connection with our constituents! After spending several years building up our "Pop-Up Office" and attending community events and meeting with people, it all disappeared overnight (Friday March 13th 2020). Suddenly our connections to community seemed to dry up. All in-person activities came to a halt! We had to pivot and we had to do this quickly!

Our Congregate Meal Program changed over night from a "dine in" to a "take-out" model. The program staff had foresight and saw we needed to continue our service, and was able to continue to provide healthy affordable meals without missing a day. A huge Thank you to Lisa Odwak our Program Coordinator and Cook.

Another major challenge was the SWSRC's focus. We had just spent the previous year working on our Strategic Plan and Vision for the next 5 years. Suddenly our plans were on hold as we had to rethink and adjust to deal with the new realities. Fortunately, we were able to continue working on our internal goals and I thank everyone for continuing to ensure the SWSRC works to be an organization that has "best practices" in mind in our daily operations.

The Outreach Committee had to rethink its engagement plans and developed a Zoom program which allowed us to reconnect and add new older adults to the SWSRC family. Please see the Outreach Committee report for more details.

We faced the challenge to communicate with our constituents and leaned heavily on our on-line communications. Our E-blasts were relied upon to provide constant updates in an ever-changing world. These E-blasts were resent and shared with older adults throughout the city as the information was universal. We were able to provide updated COVID information, on-line links and support. Our on-line circulation grew by over 125%. We also embraced old technology, the telephone, to connect with shut-ins and give people a voice to speak with and provided daily and weekly check-ins.

We had great successes due to this challenge, as access to emergency funding became available. This funding allowed us to support the increased costs of our meal program, improve and expand our kitchen facilities, connect via zoom programming, connect isolated seniors and provide new technology and support our isolated seniors.

The Social Inclusion, Digital Literacy (SIDL) program allowed us to provide iPads to isolated seniors. With our partnership with Connected Canadians who provided online training and mentorship through the lockdown. The SIDL provided isolated seniors a much needed connection to the internet and their loved ones over the COVID winter. This 6 month program was such a success that all the iPads were purchased by the participants and provided us with funds to continue with Phase 2 of the program in 2021-22.

Our greatest success over the past year has been our Volunteers! Without them nothing would have been completed. These volunteers donated over 1,750 hrs of their time over the past most unusual year. Thank you everyone for your continued support.

Though now we start looking forward and face a challenging time ahead, I know the organization will continue to evolve. This past year has created a firm foundation for the SWSRC to grow and meet and exceed the needs of community. I look forward to the future and the opportunities and successes we can create together. We are change makers in the lives of older adults in Winnipeg.

Submitted by

Martin Landy

Seniors Resource Coordinator

SWSRC Volunteer/Board Development Committee Report

Accomplishments

This past year we have collaborated with the Human Resources Committee to incorporate Employees and Volunteers under the umbrella of the Human Resources Policy and the Code of Conduct Policy. These policies along with the Volunteer Management Policy have been developed and were submitted (March 2021) for Board approval. They acknowledge the vital role volunteers play in achieving SWSRCs purpose and mission.

Value of Volunteering

According to the 2018 **The Value of Volunteering** report by **Volunteer Canada** and **The Conference Board of Canada** there are three models for calculating the Economic Value of Volunteering:

- 1) **Wage Replacement**: multiplying the number of volunteer hours by an hourly wage (using industry pay rate scales);
- 2) **Market Value** for the service provided (a tutoring session, a meal delivered, a strategic planning session facilitated); and
- 3) **Return on Investment** estimates the savings to society for the support that is no longer required as a result of the volunteer's intervention/service.

https://charityvillage.com/wp-content/uploads/2019/12/Value_Volunteering_Slides.pdf

SWSRC has a small and mighty volunteer core of 13 Board and Committee volunteers, who have contributed OVER 1700 hours of work this year. Converting their professional leadership experience to hours worked based on the above report (2018 industry standards) we estimate the dollar value of their contributions (1700 hr x \$35.50/hr) to conservatively be \$60,350.

In addition, their unpaid contributions also add to the community economic activity through the value of services provided. Many volunteers also report they receive personal benefits.

As a small nonprofit we want to acknowledge the dedication, work and support that many of our Board Members have contributed over the years and also to recognize the newer Members who are actively engaged. We also know that the length of time some of our members have been on the Board is a bit unusual and extremely valuable.

The Profiles of our Board of Directors illustrate their wide range of experience and expertise. Some of our Directors have been on the Board and its committees for consecutive years, while others have taken sabbaticals and returned. These Board Volunteers have assumed their fiduciary duties and had opportunities to utilize and expand their skills by taking on many roles, such as secretary, treasurer, chair, co-chair, presenter, facilitator, event planner, administrator, bookkeeper, project manager, researcher, and even becoming zoomers. Whew!

Volunteer Recognition

A Little History . . .

Our longest serving Board Volunteer **Geri Lowe** has been involved with SWSRC for over 30 years. Her initial involvement began with early discussions about setting up the council. She subsequently accepted a nomination to the board. In the past she has taken some sabbatical time. She continues on the Executive Committee as Treasurer among her many SWSRC roles. Thank you Geri for your leadership and commitment!

Gerri Thorsteinson has also been a longstanding Board Volunteer of 18 years, and has taken on many roles and responsibilities over the years. At the end of this fiscal year, Gerri is choosing to step off the Board and focus her time and energy on the work of our Community Outreach Committee. Thank you Gerri for your continuing support of SWSRC!

Lisa Sinnicks has been a Board Volunteer for 12 years. At the end of March she has decided to take a sabbatical for a couple of years while she focuses her energies on her expanding business – The Seniors Moving Company. Lisa most recently Chaired the Human Resources Committee. Wishing you much business success Lisa!

Welcoming . . .

We are happy to share that **Taz Lakhani** joined the Board last August and has already become a valued contributor to the Board, the Community Outreach Committee and zoom events. Welcome aboard Taz!

Connecting . . .

This year we asked all of our Board Members a few questions, and here are some responses.

Why did you join the SWSRC Board?

- to learn more about services available for older adults –for myself, friends and family.
- to share my knowledge, experience and love for working with seniors.
- to focus on senior's needs and problems.

What keeps you here?

- I continue to learn, and love the camaraderie of working with the other board members and volunteers.
- enjoy the folks on the board, the supportive environment, and the enthusiasm they bring to the work even with tedious policy development. It's nice to pick up the phone and call people.
- I stay because I feel I can make a contribution and appreciate the value of the work that the Council can do.
- keeping in touch with what is happening in the broader seniors community.
- now retired, I can apply some of the resources to myself and those close to me.
- as a retiree I do find the Board work provides me with the intellectual challenges that I miss from working - and helps to keep my brain active.

- I can offer my experience as a corporate "Training and Development Administrator" of 17 years for 1200 employees.
- volunteering my communications skills and experience to raise awareness about issues of concern to older women and men.

What's important to you about SWSRC?

- offer a view of a senior over 93 years of age, and still interested in senior matters.
- advocate for seniors....connects to where I want to be as a senior
- SWSRC is contributing to the seniors in this community with information, connecting, and support.
- I benefit by being part of this organization, helping others.

What were the 'highlights' for you over the past year?

- interesting to morph over the time of covid, our work, presentations & mode of how we work with the public has been interesting and exciting. Innovative, creative and gather round to operate differently and work out logistics, subject matter, etc.
- the Outreach Committee pivoted to zoom meetings on topics of interest to older adults; committee members shared their ideas and contacts to put together a stimulating variety of topics that received positive feedback from participants.
- covid brought many challenges and I am excited that we have been able to continue to provide programs to the community.
- I think as a board and the committees, we have adapted well and even surpassed our previous reach to seniors through the Zoom education session and through the ipad program.
- as treasurer, managing the many grants that we have been able to access has added a layer of accountability to the treasurer's and Boards responsibilities.
- we have been able to adapt and reach out using technology. Our meal program shifted to serving seniors in their homes, when they could no longer come together for meals.
- I really like how we are doing more programming and getting out into the community in new ways with Martin's active outreach networking and the zoom presentations and workshops.
- the Governance documents that have been developed in order to create more committee autonomy over the past four years has improved our effectiveness.

What excites you about the future for SWSRC?

- Everything! Once things start opening up we can do more connecting in the community as well as online presentations.
- What we've done this past year given Covid has been remarkable – policy and procedures development shows we're committed to doing foundational work and speaks well for the future.
- The Community Outreach Committee and Martin, our Resource Coordinator have found new ways to engage our constituents with a variety of zoom presentations and initiating the iPad program for isolated seniors, both of which will be expanded going forward.
- Innovation and creativity going forward. The board morphing into more of a governance structure and attracting a larger volunteer base.

- I am hopeful that with what we learned in delivering programming in the past year that we can hopefully proceed into the future with even more expanded outreach and programming to our community. With the backup of the grants that we have, we should be able to support enhanced programming.
- I can't wait to see people in person again – without a mask! New ideas, new projects, new connections!

Thank you to the Volunteer/Board Development Committee members – Debbie Wolfson, Gerri Thorsteinson, and Martin Landy for continuing to be inviting, supportive, talented contributors to the Board and Committees that you are on. And to the Human Resource Committee members – Lisa Sinnicks, Chas van Dyck and Geri Lowe for your work and our policy and procedure collaborations this past year.

Respectfully submitted;

Denise Bowker

Chair, Board/Volunteer Development Committee

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; and for ongoing development of the governance knowledge of Board members.

The thrust of this past year was to initiate, support and guide the development and establishment of policies and procedures to fulfill the SWSRC mandate and manage its operations. As our collective work progressed, we eventually decided on four main parent policy categories, under which related policies and procedures would flow.

1. **Governance Structure:** Bylaws, Terms of Reference, and Governance Framework Policy.
2. **Risk Management:** Finance, Congregate Meal Program, Fundraising, Insurance/Liability, and Contracts.
3. **Human Resources:** Human Resource Policy, Code of Conduct, Employees, and Volunteers.
4. **Community Outreach:** Communications, Education, and Programs.

We introduced templates to simplify and standardize the policy formats, some procedures and Approval and Review charts. We determined the Policy Approval Process would be in three stages: 1) Committee approval (responsible for developing the policy), then 2) Governance Committee approval, and then 3) Board approval. Assigned committee(s) or individuals are responsible for their policy development, approval and review, as well as the development of operational procedures that flow from each policy. The Governance Committee will monitor the development and review progress of all Policies and Procedures.

As of our March 31st year end, two policies had been approved by the Board and four policies were being submitted for Board approval in April and May. We are making great progress!

Approved December 10, 2020: Congregate Meal Program Policy

Approved February 10, 2020: Human Resources Policy

I would like to thank the committee members – Chas van Dyck, Geri Lowe, Sue Barnsley, and Martin Landy for their dedicated work this year, as well as everyone in their respective committee roles who have been working diligently to develop our policies and procedures.

Respectfully submitted,

Denise Bowker

Chair, Governance Committee

Community Outreach Committee Report:

The committee pivoted in a new direction to reach out to community members and beyond as the Covid-19 pandemic continued. The outreach committee met 12 times via zoom from July to April during the past year. Many thanks go to new board/committee member Taz Lakhani, a welcome addition who presented sessions on Preparing and Coping for a Covid Winter. The continuing efforts of Roberta Malam, Sue Barnsley, Merle MacAulay, Rod Hill, Martin Landy (ex-officio), Fred Chernoff and Glenn Merritt (ad hoc) are much appreciated.

During the past year, pandemic restrictions meant that participation in pop-ups, information displays, community events, etc. had to be put on the back burner. Our plans to set up a series of interactive information sessions in the community with a grant from the New Horizons for Seniors Program were initially postponed, and then reworked into something we could do – reach out with zoom presentations on topics of interest to older adults in the community.

We learned and adapted as we went along. From November, 2020 - May, 2021, a total of 14 topics (2 sessions per topic) were presented. Topics ranged from how to zoom, understanding vaccines and decluttering and downsizing your home to backyard birding and container gardening. Sessions were both presentation and discussion style. Participants registered in advance and feedback evaluations were sent out after. Sessions were well received, with an average of 30 participants per topic.

Committee members suggested topics, arranged speakers and helped moderate the sessions. Martin coordinated all the registrations, hosting and evaluations. True teamwork! Thank you to all.

Enrolment in the zoom sessions also led to an increase of 75% to SWSRC's e-blast newsletter circulation which promoted our zoom sessions and provided other information relevant to older adults.

Looking ahead: It is yet to be determined when we can be out in the community in person, and even when we are permitted to, there may be reluctance to gather with/by community members. After discussion, we may look at continuing zoom presentations in the fall, and investigate developing capabilities to continue with the use of technology for those that are unable to participate in person.

Through the Social Inclusion & Digital Literacy program (SIDL), Martin was able to reach out to seniors in the community to teach new skills and keep them better connected to outside resources, as well as providing activities to help with social isolation. With funding from the federal government, 12 iPads were distributed and onsite and virtual training was provided through a partnership with Connected Canadians.

Communication Policy sub-committee, chaired by Merle Macaulay, met 11 times (August-April) to prepare a communications policy for SWSRC which provides guidelines for our organization's internal and external communications. A draft policy was reviewed by outreach committee members to be presented to the governance committee and the board for approval. Thanks go to Merle, Sue Barnsley, Gerri Thorsteinson and Debbie Wolfson for their diligence and commitment and to Denise Bowker for her assistance. The next task is preparation of a Communications Procedures Handbook for External Community Communications.

Respectfully submitted by

Gerri Thorsteinson and Debbie Wolfson

Community Outreach co-chairs

Congregate Meal Program Committee Report

Report of the Congregate Meal Program Committee – April 1, 2020- March 31, 2021

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 under usual circumstances 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 21 hours per week.

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.

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

Covid 19 Pandemic

With the Covid 19 pandemic continuing throughout the past meal service continued uninterrupted except that all meals were delivered to the residents in their apartments and we were not able to offer meals to seniors in the surrounding community.

Service was completed while being fully compliant with all Manitoba Health protocols both in the kitchen during preparation and clean-up and during the delivery process. Initially the Resource Coordinator completed the deliveries as the resident volunteers were uncomfortable with doing this. As time moved on some volunteers did participate with the delivery.

The costs of the take-out containers added a significant cost to the program and we were fortunate to receive 2 grants for a total of \$1980.00 to help to cover these costs. By year end the costs of delivery containers was \$2550 and we had to unfortunately add 50 cents per delivery to the charge to the residents.

Meal Statistics

In this fiscal year, 5062 meals were served. This was a decrease of 5.0% over the previous year.

The charges for the meals at this program were increased on April 1, 2020 from \$6.50 per meal to \$7.00 as there had not been an increase for many years.

Costs and Revenue

Food Cost: \$17,930. (\$3.60 per meal) – Although the total expenditure for food decreased by 5% over the previous year due to lower number of meals served, the per meal cost remained the same. In spite of food purchase price increases during the pandemic, some of this increase was offset with donations of food from Second Harvest – Canada's food recovery program developed during the pandemic.

Revenue: The total revenue from food was \$36,992 (\$ 6.35 per meal).

The net revenue of \$19,062 is allocated to supplementing the wages of the Meal Coordinator, and Resource Coordinator and hiring a dishwasher, as the WRHA funding for these positions is not adequate to provide a competitive wage.

Events

Unfortunately, we suffered a break-in to the program on Aug 23, 2020. As a result of the break-in the damage to the fridge and freezer were significant. Both appliances were old and not worth repairing. We applied for a grant to replace them and were fortunate to receive a grant of \$10,000.00 to purchase quality commercial replacements.

Looking forward

The Council is pleased that it has been able to secure an additional New Horizons grant in the amount of \$20,000.00 for the upcoming fiscal year, and will allocate these funds to a more complete kitchen renovation. Respectfully Submitted,

Geri Lowe,

Committee Chair

Human Resources Committee Report

This year was a productive and busy time for our small HR committee. One of our inaugural committee members had completed her time with the SWSRC recently, leaving us a committee of 2. Geri Lowe graciously offered to join our group and, along with Chas Van Dyck, has been instrumental in our accomplishments this year.

September 2020 – began review of the Human Resources Manual and, with the guidance of the Governance committee, outlined other necessary documents to be developed.

October and November 2020 – Resource Coordinator's Performance Evaluation was successfully completed, and annual remuneration was approved. It was decided that the committee would work on creating a new template for these evaluations, both for the committee and employee to use. It was also decided that other committees and board members could be more involved in these evaluations, as input from everyone the RC works with is important to capture for feedback, improvement and to create a more holistic evaluation of performance.

December 2020 – Continued work on creating and developing new HR documents. Discussion on creating Policy and Procedure documents began.

February 2021 - It was brought to the attention of the committee that our Meal Coordinator at Delmar had not had a wage increase or Performance Evaluation since October of 2019. The committee met to discuss the matter, made the motion to the board regarding retroactive compensation and the annual increase moving forward. The motion was passed by the Board of Directors. It was decided that the Resource Coordinator + 1 member of the HR committee would be responsible for the annual evaluation and in this specific case, that will take place in August or early September 2021. There will also be a template created and/or developed for the Performance Evaluation for the Meal Coordinator's position, specific to the duties of the job, in order to capture accurate and meaningful feedback.

The Human Resources Policy was presented and approved at this month's Board meeting.

April 2021 – The committee finalized the following documents and submitted them to the Governance committee for review.

- Human Resources Code of Conduct Policy
- Code of Conduct Handbook
- Investigation Report Procedure
- Investigation Report Questions
- Incident Report Procedure
- Recruitment and Management Manual
- Employee Manual (minor updates since February 2021)

At the April Board meeting, a motion to approve the Human Resources Code of Conduct Policy was reviewed, minor amendments made and then passed by the Board unanimously.

All other documents were adopted.

It has been a monumental year for the SWSRC Board and for this committee. All of the wisdom and experience gained since the inception of the committee culminated into a well thought out, organized and strategic path for our Human Resources needs.

I have enjoyed working on this committee and with the many wonderful people who make up our Board of Directors and committee members at large. After many years I have made the difficult decision to step away from the duties of both the HR committee and the Board of Directors to focus on family and business. It is my intent to re-join the Board, should there be a spot for me in the coming years and if my input would continue to be an asset to the South Winnipeg Seniors Resource Council. It is with great thanks to members of the HR committee past and present for being such a great team to work with.

Respectfully submitted,

Lisa Sinnicks

Chair, Human Resources Committee

2020-2021 SWSRC Board Members

Profiles

Sue Barnsley (1.5 years)

Retired

Former Employment:

- Executive Director – Manitoba Women's Advisory Council (11 yrs)
- Senior Program Specialist, Family Conciliation Services –Child & Family Services (10 yrs)
- Policy Analyst – Mental Health and Addictions (1 yr)
- Friendly Visiting Coordinator, Age and Opportunity (1 yr)

Volunteer Work/Past: Board Director, Creative Retirement (7 yrs); Vice Chair, MB Liquor Licensing Board; Political board and campaign involvement, Heart and Stroke Foundation; Sponsored representative for United Way Campaign; Staff Rep - Age and Opportunity Board.

Sue wants to continue advocating / working for the betterment of her community, especially in the field of aging, wellness and quality of life. 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).

Denise Bowker (3 years)

Integrative Energy Healing Practitioner, Coach, Workshop Facilitator (20+ yrs)

Former Employment:

- Owner / Manager – Lockehaven Waterfront Bed & Breakfast (7 yrs)
- Executive Director – Canadian Mental Health Association, N & W Vancouver (10 yrs)
- General Manager / Co-Owner – Kittson Investments Ltd / Singletons Hair Care (6 yrs)
- Mental Health Program Coord, Group Facilitator, Counselor–CMHA/WOTCH (7 yrs)

Volunteer Work/Past: Energy Healing Practitioner – Health Sciences Centre, Relaxation Room (2 yrs); Numerous Boards/ Committees – B.C. Mental Health, Community Services (10 yrs).

As a 65+ senior, Denise joined SWSRC, to learn about seniors' services, engage with community members, and offer consumer-driven grassroots experience. She is committed to creating healthy, empowering environments that support and facilitate the wellbeing, and optimal potential of individuals and groups – thus building personal and community capacity.

Fred Chernoff (16+ years)

Retired (30+ years)

Former Employment:

- Grain Elevator Mgr, Dist. Mgr-SK, Staff Training Officer-Winnipeg Head Office-Federal Grain Ltd (20 years)
- Administrator-Human Resources Administrator: Safety and Health, Industrial Relations, Training & Development – Manitoba Pool Elevators (17 yrs)

Volunteer Work/Past: 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); Member – ALCOA during 1990s; President – Winnipeg Society of American Magicians (1991); Member – Citizens For Crime Awareness (10 years – 1990s)

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. He often asks, "What are we doing around here, how do we make necessary changes and put wheels on them, and keep them moving?"

Taz Lakhani (8 months)

Director of Care & Care Office Owner, Right At Home – Greater Winnipeg Area (3 years), Director Operations, Anago Cleaning Systems (5 years)

Former Employment:

- Clinical Nurse Instructor, Aga Khan University Hospital, Pakistan (2+years)
- Critical Care Registered Nurse, Aga Khan University Hospital (10 mo)
- Registered Nurse, Aga Khan University Hospital (1 yr, 2 mo)

Volunteer Work/Current: Board Member Women's Enterprise Centre of Manitoba (2 years); Ambassador, Winnipeg Chamber of Commerce (3 years); Education Co-Ordinator, Business Networking International (3 years); Patient and Family Advisory Council for Concordia Hospital (14 mo);

Past: Team Lead, Early Childhood Development, Community Library (2.5 yrs); City Convenor, Regional Women Activity Committee/Saudi Arabia (17 mo).

Taz works with seniors and witnesses the impact that Resource Councils and Coordinators have on their lives. By being part of SWSRC, it is an opportunity to bridge between community and council and contribute towards something of value.

Geri Lowe (27 years)

Retired

Former Employment:

- Executive Director – The Wellington Retirement Residence (30 years)
- Retired Nurse (6 years)
- Owner / Operator – Caliper Lake Lodge (11 years)

Volunteer Work/Current: Kidney Foundation, Grands 'n' More Winnipeg

Past: WRHA Community Advisory Committee

Geri's involvement with SWSRC began more than 30 years ago when the Council was first being developed. First through working with seniors and now as a retiree, 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.

Roberta Malam (10 years)

Former Employment:

- Assistant Program Director/Volunteer Program Mgr – Rady Jewish Community Centre (20+ yrs)
- Youth Director - Canadian Zionist Federation (4 years)
- Program Director – Travel Israel - Jewish Federation of Winnipeg (8 years)

Volunteer Work/Past: Coast to Coast Director - March of the Living (15+ years); Member, Coordinator - Folklorama – Israel Pavillion (12 years); Member - Holocaust Education Committee (15 years)

Roberta enjoys spending time with her family and reading.

Gerri Thorsteinson (18 years)

Retired (13 years)

Former Employment:

- 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

Volunteer Work/Past: Working In Support of Equality (WISE) – Manitoba, communications (13 years); WPL Central Library Advisory Committee member (6 years); UNPAC (United Nations Platform for Action Committee) member ; Wise Women committee member (10 years); Herizons magazine, founding member

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 swim, and travel off the beaten path. She is involved with SWSRC Communications and Public Relations

Lisa Sinnicks (12 years)

Owner/Operator, The Seniors Moving Company (12+ years)

Former Employment:

- General Manager – Riverview Community Center (2+ years)
- Tenant Services – Manitoba Housing Authority (8 years)

Volunteer Work/Past: Artist Transportation Coordinator – Winnipeg Folk Festival (21 years);

Riverview Community Center Board of Directors (6 years); Transportation Coordinator – Grey Cup Festival, NHL Classic Tournament

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.

Chas van Dyck (15 years)

Realtor, Royal LePage Prime Real Estate (16 years)

Former Employment:

- Music Therapist at Deer Lodge Centre (21 years)

Volunteer Work/Current: Organist and Choir Director - St. Ignatius Church (45 years); Present Chair - Winnipeg South Federal Liberal Association (5 years); Hospice and Palliative Care Association of Manitoba (many years); Facilitator - Heartsong Retreat (15 years); Organist – Chapel Services at Victoria General Hospital (16 years)

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.

Debbie Wolfson (8 years)

Retired (6 years)

Former Employment:

- Seniors Resource Coordinator, River East Council for Seniors (14 years)
- Registered Nurse – Health Science Centre (15+ years)

Volunteer Work/Current: Present Chair – Community Health and Wellbeing Program, River Heights (20+ years)

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. Debbie loves reading, spending time with her family and grandchildren, and cottage life at Winnipeg Beach.

Martin Landy (3.5 years)

Ex-Officio Board Member - Seniors Resource Coordinator

SWSRC Seniors Resource Coordinator (3.5 years)

Former Employment:

- Project Coordinator, North End Community Development Corporation (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 Calgary (1998 – 2009)

Volunteer Work/Past: Member – WRHA Local Health Involvement Group (9th year); Board Member – Active Aging in Manitoba (AAIM) (1st year), Board Member Norwood Flat Residents Association (1st year), 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, my dog and the Lake!"

The SWSRC wishes to thank Gerri Thorsteinson and Lisa Sinnicks for their many years of service.