



SOUTH WINNIPEG SENIORS RESOURCE COUNCIL

2021/22

Annual

General

Meeting

May 25, 2022

28th Annual General Meeting Agenda
Wednesday, May 25, 2022
1:00pm Via Zoom

- | | |
|---|------------------------------|
| 1. Welcome, Call to Order and Introductions | Chas Van Dyck |
| 2. Approval of Agenda | Chas Van Dyck |
| 3. Approval of Minutes – AGM May 12th, 2021 | Chas Van Dyck |
| 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. Volunteer Board 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 | Chas Van Dyck |
| 5. Motions | Debbie Wolfson |
| 5.1. Approval of new board member | |
| 5.2. Approval of 2022-23 Board of Directors | |
| Omolola Temitope Adeniyi | Sue Barnsley |
| Fred Chernoff | Geri Lowe |
| Taz Lakhani | Chas van Dyck |
| | Denise Bowker |
| | Roberta Malam |
| | Debbie Wolfson |
| Ex-Officio: | |
| Martin Landy | |
| 6. Adjournment of AGM | Chas Van Dyck |

South Winnipeg Seniors Resource Council
Minutes of the Board Meeting of AGM
May 12, 2021 1:30 pm
Zoom Conference

Present: Chas van Dyck (co-chair), Debbie Wolfson, (co-chair), Geri Lowe (treasurer), Roberta Malam (secretary), Gerri Thorsteinson, Lisa Sinnicks, Sue Barnsley, Denise Bowker, Fred Chernoff, Taz Lakhani, Martin Landy (resource coordinator).
Rod Hill – member of the Outreach Committee, Guest.

Regrets: none

Minutes: Roberta Malam

Chair: Debbie Wolfson

1. **Welcome:** Debbie is chairing the meeting. Rod Hill is a guest at the AGM. Rod sits on the Outreach Committee
2. **Approval of Agenda:**
Motion: to accept the agenda as presented.
Moved: Geri L. Seconded. Taz – carried.
3. **Approval of Minutes – AGM June 10th, 2020:**
Motion: to approve the minutes of the June 2020 AGM board meeting with one change: "Sus Barnsley" to "Sue Barnsley"
Moved: Geri L. Seconded. Lisa S. – Carried.
4. **Reports:**
 - 4.1 **Co-Chair Report: Debbie Wolfson/Chas van Dyck**
Please see attached report. Debbie thanked everyone. The reports will be posted on the website. Sue questioned about thanking the community that SWSRC serves under the Chair's report. All reports have been completed but when it is posted a note could be included. It was mentioned that in the Outreach report – the community is recognized.
 - 4.2 **Treasurer's Report: Gerri Lowe**
Please see attached report. Geri thanked Taz and Roberta for reviewing the financial statements. It has been a good year for grants for this year and next. It gives SWSRC the opportunity to develop new programs and enhances ones already in existence.
There are two financial statements – SWSRC and Delmar program.
Motion: to accept the reports as presented.
Moved. Denise. Seconded. Lisa. Carried.

With SWSRC having a surplus, it was questioned how this would affect what we receive from the WRHA.

Responses:

- The agreement expires in 2023 and at this point there are no changes.
- The money received from the WRHA is designated for wages and doesn't fully cover Martin's salary. Funds are needed to supplement salaries and to support other programs.
- It is important to have a strong strategic plan to support the community and for the Board to develop ideas and plans for the current grants and for the residual from the previous years. June is a good month to plan and to strategize how we want to move forward and finalize the budget.

4.3 Resource Co-ordinator's Report: Marin Landy

Please see attached report. Martin highlighted aspects of the reports. Overall and in spite of the challenges, it has been very productive year. The following change to the report were recommended. 6th paragraph 3rd line – should read “world” and not “word”.

4.4 Board Volunteer Development Committee: Denise Bowker

Please see attached report. Denise thanked everyone on the Board for their contribution and dedication to SWSRC. Geri L. thanked the committee for sending out gift cards to the Board Members. It was not so much the gift card but the personal note from Denise. Thought was given to each card and that goes a long way.

4.5 Board Governance Committee: Denise Bowker

Please see attached report. Denise highlighted the accomplishments of the committee. A lot of work has been done and she thanked everyone.

4.6 Community Outreach; Gerri Thorsteinson/Debbie Wolfson

Please see attached report. Gerri thanked the committee and especially Debbie for stepping in when she did. Last paragraph in the report – correct “Macaulay” to “MacAulay”

4.7 Congregate Meal Program: Geri Lowe

Please see attached report. Geri mentioned that she left out who was on the committee – Chas, Martin and Lisa Odwak. The committee worked on a policy and procedure manual. Although some final review is needed, it is near completion.

4.8 Human Resources: Lisa Sinnicks

Please see attached report. Although Syva-Lee left, Chas and Lisa were very grateful when Geri L. came on board. She was very instrumental in completing all the work that was done.

Motion: to approve the following reports as presented.

- Co-Chair's report
- Resource Coordinator's report
- Board Volunteer Development Committee report
- Board of Governance Committee report
- Congregate Meal Program Committee report
- Human Resources Committee report

Moved. Lisa S. Seconded. Gerri T. Carried.

5. Approval of 2021-22 Board of Directors:

Sue Barnsley, Denise Bowker, Fred Chernoff, Geri Lowe, Roberta Malam, Taz Lakhani, Chas van Dyck, Debbie Wolfson
Gerri Thorsteinson and Lisa Sinnicks have resigned from the Board.

Motion: to approve slate of Directors of the SWSRC Board of Directors 2021 – 2022 as presented.

Moved. Denise. Seconded. Roberta – Carried.

Lisa Sinnicks thanked everyone and mentioned that she enjoyed being part of the board. She is looking at leaving as a sabbatical and hopes to come back after a couple of years.

The Board has purchased gifts of thanks for Gerri and Lisa, which Chas will deliver to them personally. The Board applauded the work that these 2 board members have completed throughout their long tenures.

6. Adjournment of AGM:

Motion: to adjourn the AGM of the SWSRC at 2:15 pm.

Moved: Roberta. Seconded. Gerri T. Carried

Co-Chairs' Report

This has continued to be a challenging time for South Winnipeg Seniors Resource Council, and Debbie and I want to thank all of our Board members for the exemplary way in which they rose to the task at hand. Also, we would like to thank all of our volunteers (those contributing so much on our committees as well as those who keep our congregate meal program running efficiently). Finally, a big thank-you to our Resource Coordinator, Martin Landy, who has shown great adaptability in meeting the new challenges that Covid-19 has brought. Your commitment and hard work are truly appreciated.

We were very excited to welcome a new Board member, Lola Adeniyi. Her financial expertise will be greatly appreciated.

We have made great progress in getting our Policies and Procedures in place, and everyone now has their new binder (with some sections still to be inserted). Many people worked hard on this and in particular we want to recognize the efforts of Denise (Governance Committee Chair) for cracking the whip in a most diplomatic way, to keep us trying to meet deadlines. And Martin has worked hard to keep us on track by making sure that the format was consistent from one document to the next, as well as compiling all the documents into the binders for distribution.

Our Outreach Committee was very busy and through the efforts of Debbie and Gerri (co-chairs of the committee) as well as Martin, set up a great series of ZOOM sessions on a variety of topics which were very well received by the community we serve. One of the benefits of having had the COVID pandemic to deal with, is that our technical skills have grown exponentially and we will be able to continue to offer online content into the future, even in the post-pandemic period.

The Congregate Meal Program has continued to show great resilience in its ability to adapt to the pandemic, having a prolonged period of meals on a "delivery only" basis. We're very happy that now they are back to in-person meals. Martin was able to obtain some substantial grants for additional kitchen supplies as well as food, while Lisa showed great flexibility in pivoting to the delivery model.

Debbie and I have continued to find that the co-chair arrangement works well for us. When work, travel, or other commitments come up, the other one has always been available to step in.

We look forward to the Strategic Planning days coming up in June, as we set the course for the coming years.

We wish you a great summer of relaxation and regeneration so we can come back with renewed energy in September.

Respectfully Submitted,

Chas van Dyck, with Debbie Wolfson
Co-Chairs

Treasurer's Report

Financial Review:

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

Council Finances:

Once again, we benefitted from grants, as follows:

- New Horizons: \$20, 145.00 for equipment for the Delmar Congregate Meal Program kitchen
- Winnipeg Foundation: \$800.00 for website improvements
- Province of Manitoba: \$5000.00 COVID-19 bridge financing

Changes in expenses:

- Internet costs increased as the previous discounts with Shaw ended.
- Cell phone costs increased as the Council purchased a cell phone for the Resource Coordinator (with grant money) and had to obtain a service plan instead of paying a fee to the Resource Coordinator for use of his personal phone. This was a decision made in order to better improve recording and streaming of events.
- Outreach and special projects together came under budget due to ongoing reduced opportunities due to COVID-19; and there was not a requirement to utilize the grant funds within the year, as had been budgeted. This has put us into a favourable position with a surplus of \$78,019 moving forward.

Delmar Congregate Meal Finances:

See the Congregate Meal Committee report for details.

The balance at year end was \$526.00 better than budget.

- Revenue was \$3760.00 less than budgeted due to changes in meal program attendance
- Expenses were held within \$4285.00 less than budgeted – with lower meal attendance food costs, supplies costs and volunteer and misc. costs all came in less than budget.

A final grant of \$8000.00 received from Second Harvest at year end allows us to start the new fiscal year at the meal program with this as a balance which will give us a good foundation for a number of years ahead.

Respectfully submitted,

Geri Lowe
Treasurer

**South Winnipeg Seniors Resource Council Inc. and
South Winnipeg Seniors Resource Council - Delmar
Financial Review for the Period of
April 1, 2021 to March 31, 2022**


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.

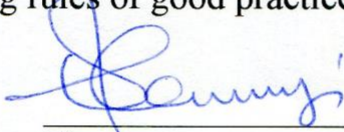
Statement from Reviewers:

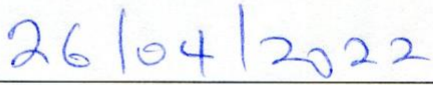
We have reviewed the financial documents of South Winnipeg Seniors Resource Council Inc. and the Delmar Meal Program and believe these statements be accurate, valid and following rules of good practice.


Signature


Date

ROBERTA MALAM
Print Name

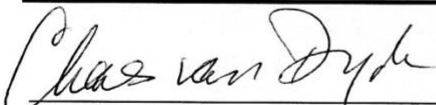

Signature

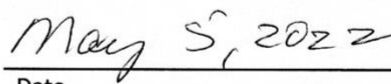

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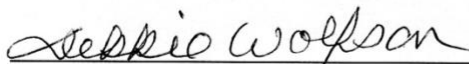
OmOlola Adeniyi
Print Name

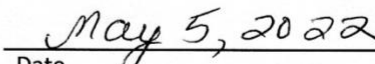
SOUTH WINNIPEG SENIORS RESOURCE COUNCIL INC.
INCOME STATEMENT - COUNCIL GENERAL FUND
FOR THE PERIOD APRIL 1, 2021 TO March 31, 2022

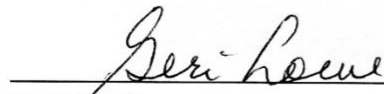
	<u>Actual</u> <u>2021-2022</u>	<u>Budget</u> <u>2021-2022</u>	<u>Actual</u> <u>2020-2021</u>
Income			
Winnipeg Regional Health Authority	\$ 42,003	\$ 42,000	\$ 42,003
Donations	\$ 435	\$ 350	\$ 350
Grants	\$ 25,945	\$ 25,945	\$ 41,383
iPad sales	\$ 900	\$ 400	\$ 2,600
	69,283	68,695	86,336
Expenses			
Wages and employee benefits / Student Grant	\$ 45,880	\$ 45,100	\$ 44,033
Travel and Parking	\$ 1,600	\$ 2,500	\$ 1,840
Equipment	\$ -	\$ 200	\$ 120
Internet & telephone	\$ 1,902	\$ 1,560	\$ 1,032
Printing & Photocopying	\$ 298	\$ 200	
Office Supplies, Postage	\$ 1,073	\$ 350	\$ 543
AGM/Board Expenses	\$ 62	\$ 300	\$ 97
Volunteer Recognition	\$ 308	\$ 400	
Community Outreach/ Website	\$ 3,402	\$ 9,200	\$ 370
Special Projects / Grants	\$ 13,444	\$ 25,945	\$ 19,936
Professional fees/Legal/Misc	\$ 709	\$ 690	\$ 442
	\$ 68,678	\$ 86,445	\$ 68,413
Balance of Income/Expenses	\$ 605	-\$ 17,750	\$ 17,923
Surplus, beginning of year	\$ 71,876	\$ 71,876	\$ 43,553
Transfer from Delmar Meal Program	\$ 5,538	\$ 3,500	\$ 10,400
Surplus, end of year	\$ 78,019	\$ 57,626	\$ 71,876

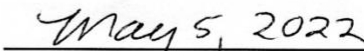

Chas Van Dyck, Co-Chairperson


Date


Debbie Wolfson, Co-Chairperson

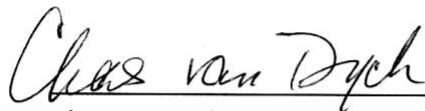

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Geri Lowe, Treasurer

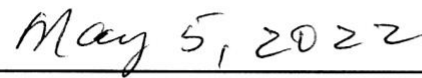

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SOUTH WINNIPEG SENIORS RESOURCE COUNCIL INC.
INCOME STATEMENT - DELMAR MEAL PROGRAM
FOR THE PERIOD APRIL 1, 2021 TO March 31, 2022

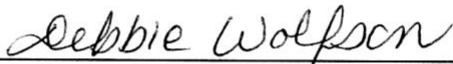
	<u>Actual</u> <u>2021-2022</u>	<u>Budget</u> <u>2021-2022</u>	<u>Actual</u> <u>2020-2021</u>
Income			
Winnipeg Regional Health Authority	\$ 12,384	\$ 12,387	\$ 12,384
Meal Sales	\$ 34,494	\$ 38,250	\$ 36,903
Grants for Supplies	\$ -	\$ -	\$ 1,980
	\$ 46,878	\$ 50,637	\$ 51,267
Expenses			
Food	\$ 18,257	\$ 20,548	\$ 17,930
Supplies & Equipment	\$ 1,672	\$ 2,700	\$ 2,570
Wages and employee benefits	\$ 23,145	\$ 23,682	\$ 23,472
Volunteer Recognition/ Staff Development	\$ 140	\$ 300	\$ -
Professional, Legal, Bank Fees, Misc	\$ 166	\$ 200	\$ 152
Misc	\$ 15	\$ 250	\$ 248
	\$ 43,395	\$ 47,680	\$ 44,372
Balance of Income/Expenses	\$ 3,483	\$ 2,957	\$ 6,896
Surplus, beginning of year	\$ 2,055	\$ 2,055	\$ 5,559
Transfer to Council General Fund	-\$ 5,538	-\$ 3,500	-\$ 10,400
Surplus, end of year	\$ 0	\$ 1,512	\$ 2,055



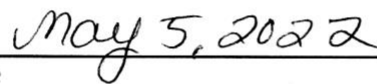
Chas Van Dyck, Co-Chairperson



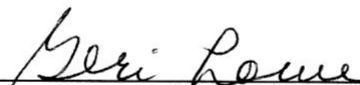
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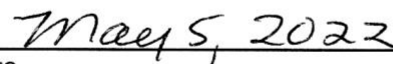
Debbie Wolfson, Co-Chairperson



Date



Geri Lowe, Treasurer




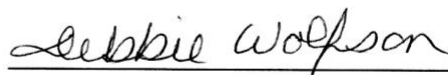
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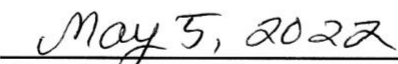
SOUTH WINNIPEG SENIORS RESOURCE COUNCIL INC.
INCOME STATEMENT - COUNCIL & MEAL PROGRAM COMBINED
FOR THE PERIOD APRIL 1, 2021 TO March 31, 2022

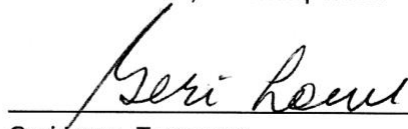
Income		<u>2021-2022</u>		<u>2020-2021</u>
Winnipeg Regional Health Authority	\$	54,387	\$	54,387
Meal Sales	\$	34,494	\$	36,903
Donations	\$	435	\$	350
Grants	\$	25,945	\$	43,363
Ipad Sales	\$	900	\$	2,600
	\$	116,161	\$	137,603
Expenses				
Wages and employee benefits	\$	69,025	\$	67,505
Food	\$	18,257	\$	17,930
Travel and Parking	\$	1,600	\$	1,840
Equipment & supplies	\$	1,672	\$	3,481
Internet and telephone	\$	1,902	\$	1,032
Printing & Photocopying	\$	298	\$	-
Office Supplies & Expenses	\$	1,073		
Volunteer Recognition	\$	448	\$	-
Community Outreach	\$	3,402	\$	370
Grant Projects or Special Projects	\$	13,444	\$	19,936
AGM/Board Expenses	\$	62	\$	96
Professional/Legal/Bank fees	\$	890	\$	593
Misc./ Honorariums				
	\$	112,073	\$	112,783
Balance of Income/Expenses	\$	4,088	\$	24,820
Surplus, beginning of year	\$	73,931	\$	49,111
Surplus, end of year	\$	78,019	\$	73,931

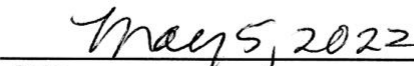

 Chas Van Dyck, Co-Chairperson


 Date


 Debbie Wolfson, Co-Chairperson


 Date


 Geri Lowe, Treasurer


 Date

Resource Coordinator Report

If I thought 2020-21 was a year of challenge, then 2021-22 was then a year of adaptability! The SWSRC was able to navigate the pandemic waves of the past two years and develop and implement engagement opportunities for its constituents. We have been able to be a direct source of information, education and social engagement to older adults when so many had to endure social isolation for so long.

The SWSRC E-Blast was a well-received source of information through the pandemic. We went from Community events to Public Health Updates. From in person gatherings to Zoom opportunities, and from outdoor activities to Virtual tours.

Our Zoom sessions continued to expand our reach and bring people together on a regular basis. Over 500 older adults participated in 20 topics and found opportunities to socialize and engage with new people. We were able to take these sessions and develop a YouTube channel and make these fun and educational presentations available to all. All of this content continues to be available on our Website, thus expanding our community access now, and in the future.

We had to adapt when opportunities arose to gather in public. While respecting all public health orders we were able to engage older adults across the city while we represented Senior Resource Finders at four "Pro's Know's Expos". We were able to do some presentations to select vaccinated people. It was challenging but we were able to make the most of it when available.

We collaborated with many partners to enhance programing and support our operations. We partnered with the Transportation Options of Seniors and distributed over \$500 in taxi coupons to enable older adults to get rides to Vaccine clinics. Second Harvest was a huge partner helping divert food waste from the landfills and into our meal program kitchen. SWSRC and Healthy Aging Resource Team (HART) partnered to bring 40 wellness kits to isolated seniors in Charleswood. Collaboration was vital in working with Age Friendly Riverview in helping them understand the needs of community and how to make their community more inviting to older adults.

The SWSRC has been able to adapt to this new funding climate and over the past two years has received \$72,243 over 8 different funding streams. These funds were used to;

- Increase our capacity to connect to our community,
- To purchase new Stoves. Fridges and Freezer for our meal program,
- In improve our technical capabilities to engage shut ins and those who have barriers to access,
- Improve our aging office systems,
- Implement our Social isolation Digital Literacy program,

Through this funding and our ability to offset some of our administration cost we were able to improve our bottom line and provide some needed cushion in our operations finances. This will allow us time to develop new corporate relationships that will help ensure the SWSRC's future in this community.

I was able to participate in local, provincial and national committees working to help seniors adapt to their changing worlds around them. From Age Friendly review sessions to Chair of E.R.I.K. committee to national Healthy Aging Collective Focus Group Sessions, I was able to share the SWSRC's passion for being a changemaker in the lives of older adults.

Through the past year we have been helping more out-of-town family members ensure that their parents receive the best information on what services were available to support them aging in place and living productive lives. We helped a family in Vancouver ensure that their father was able to get a Geriatric assessment that led to him getting home care and an improved quality of life. We have helped a Syrian Canadian return to Winnipeg and provide her with a computer for 6 months to help her gather her documents, resettle and connect. We assisted an elder gentleman getting reconnected into the community, by linking him to others in his community.

We have adapted our work to meet the needs of our older adults and it is in the little details that we truly see what impact we have in their lives. This is the proof we are doing good work in the community! This is the way of the SWSRC!

Submitted by

Martin Landy -Seniors Resource Coordinator

SWSRC Volunteer/Board Development Committee Report

On April 14, 2021, the Board approved Policy 3.2: Volunteer Management, which falls under the parent policy 3.0 Human Resources. This human resource umbrella incorporates employees and volunteers as vital contributors to the successful operations of SWSRC.

Volunteer Contribution and Recognition

Volunteer hours have been estimated to carry a dollar value of \$28.00 by Volunteer Canada!

In the 2021 fiscal year, Board and Committee Volunteers contributed a total of 1,533 hours (x \$28) at an estimated value of \$42,924; and during this same period the Congregate Meal Program Volunteers contributed 872 hours (x \$28) at an estimated value of \$24,416. Our volunteer hours for 2021-2022 total 2,405, at an estimated dollar contribution of \$67,340. We appreciate our volunteers' continued commitment to the successful operation of SWSRC and its community outreach programs.

During Volunteer Week April 2021 we acknowledged our volunteers with a small token of our appreciation by providing a \$10 Tim Hortons Gift Certificate with a personal note of thanks.

New Volunteers

This year we were happy to welcome and approve a new volunteer, Omolola Adeniyi to our Board of Directors. Lola has an extensive accounting background, and we thank Geri Lowe, our Treasurer for joining our interview committee and assuming the 'buddy mentor' role with Lola.

We continue to seek additional volunteers, especially with marketing and communication skills to assist us in the further development of our website, social media presence and methods of reaching more of the 55+ seniors in our catchment area.

Thank you to the Volunteer / Board Development Committee members – Debbie Wolfson, Roberta Malam, and Martin Landy.

Respectfully submitted,

Denise Bowker

Chair, Volunteer/Board Development Committee

Governance Committee Report

This year our Governance Committee Annual Report serves as a checklist reminder of how far we have come over the past four years; acknowledging the tremendous amount of time and work we have contributed, and what's left to do. We have reviewed, revised, created, approved (by-laws, terms of reference, templates, policies, procedures, handbooks, and manuals). Whew!

SWSRC By-Laws – approved May 1, 2019

Terms of Reference for all Committees: revised from Jan 2019 to Sept 2021

Templates: Terms of Reference, Policy, Approval/Review, CMP Volunteers, Incident Report

Policies with Board Approval Dates as of March 31, 2022

Policy	1.0: Governance Framework Policy – approved Apr 14, 2021
	1.2: Communication – approved Apr 14, 2021
Policy	2.2: Financial Management – approved Mar 9, 2022
	2.3: Congregate Meal Program – approved Dec 10, 2020
Policy	3.0: Human Resources – approved Apr 14, 2021
	3.1: Code of Conduct – approved Apr 14, 2021
	3.2: Volunteer Management – approved Apr 14, 2021

Handbooks and Manuals completed from 2020 to March 31, 2022:

Handbooks: topically organized information; **Manuals:** step-by-step procedural instructions.

- ✓ Governance Framework Policy & Procedure Development Manual
- ✓ Congregate Meal Program Operations and Procedures Manual
- ✓ Code of Conduct Handbook
- ✓ Employee Manual
- ✓ Employee Recruitment & Management Manual
- ✓ Volunteer Recruitment & Management Policy and Procedure Manual
- ✓ Board Member Handbook

In November 2021 the eight section **SWSRC Board Members Handbook** red binder was published, compiled, and distributed to the Board members by our Resource Coordinator, Martin Landy. Excellent work Martin!

Section 1) Introduction to the SWSRC – Board responsibilities, structure, overview

Section 2) SWSRC Council Overview – Contacts, meeting dates, history, Strategic Plan

Section 3) Governing documents – Bylaws, Articles of Incorporation, WRHA Agreement

Section 4) Committees of the Board – member listing, Terms of Reference

Section 5) Policy & Procedures – Governance

Section 6) Policy & Procedures – Risk Management

Section 7) Policy & Procedures – Human Resources

Section 8) Policy & Procedures – Community Outreach

Given this Handbook is extensive, in January 2022 we introduced a two-page document called **"How to Use the SWSRC Board Members Handbook"**, which simplifies how to quickly locate what you need within the 8 Sections of the Handbook as follows:

1. Where to find what - review the Table of Contents for Sections 1 to 8 in the binder
2. Handbook vs Manual – what's the difference?
3. How to Know who's responsible for what
4. How to Respond to an issue
5. How to Recruit employees and volunteers – the process and procedures
6. How to Approve, Review, Record and Submit documents
7. How to know when the Review Date is
8. How to Determine if a Policy is needed
9. How to know what's missing or "in development"

Over this coming year we anticipate many of the outstanding documents that are presently "in development" will be completed and approved.

Policy and Procedures "in development" and (Committee responsible):

Policy 1.2: Communication Procedures Handbook (Governance Committee)

- 1) Glossary
- 2) Internal Operations Communication Procedures
- 3) External Community Communications Procedures

Policy 2.0: Risk Management Policy (Executive Committee)

Policy 2.1: Executive Committee Policy (Executive Committee)

Policy 2.2: Financial Procedures Manual (Executive Committee/Treasurer)

Policy 2.4: Fundraising Policy + Procedures (Executive Committee)

Policy 3.0: Volunteer Handbook (Volunteer/Board Development Committee)

Policy 4.0 Community Outreach Policy (Outreach Committee)

Policy 4.1: External Communications (Outreach Committee)

I would like to thank the committee members – Chas van Dyck, Sue Barnsley, and Martin Landy, as well as all the other Board and Committee volunteers who individually and collectively worked to draft, revise and complete the policies and procedures we have to date.

Special note to the Human Resource Committees and Congregate Meal Program Committee members who were dedicated to the 'details' and created the Handbooks and Manuals.

Respectfully submitted,

Denise Bowker

Chair, Governance Committee

Community Outreach Committee Report:

The Community Outreach Committee continued to organize zoom sessions during the pandemic starting with a presentation on September 28th on Preparing Your Garden for Winter – and Spring, and concluding with a virtual tour of Oak Hammock Marsh on May 5th. A total of 29 sessions on 20 different topics were held and drew over 500 registrations. Committee members took part in 8 meetings in which zoom topics were determined, as well as numerous communications obtaining and confirming presenters. Thanks go to: Sue Barnsley, Taz Lakhani, Merle MacAuley, Roberta Malam, Rod Hill and Martin Landy (ex-officio) for their enthusiastic efforts which contributed to the success of this program. Response from zoom participants was positive and, through feedback forms, they expressed interest in the series continuing.

Thanks to the work of our Resource Coordinator, Martin Landy, recordings of the presentations are being made available on a YouTube channel for SWSRC.

SWSRC e-blasts kept recipients informed about provincial government health mandates, as well as news about community events and other current matters of importance.

The second round of the I-pad program ended after extensive efforts to involve isolated participants who could benefit from it.

Looking back at SWSRC's 2020 three-year strategic plan, several of the external goals have not been achieved. The pandemic put community activities involving personal contact on hold; however, the pivot to zoom sessions may broaden attendance at any future events, in light of weather, transportation, isolation and other issues affecting older adults. Future activities will depend on the safety measures of facilities and their impact on older adults, especially the vulnerable.

Committee members are encouraged to participate in SWSRC's future planning sessions on June 7th and June 8th.

Thanks again to committee members for their enthusiasm and cooperative efforts.

Respectfully submitted by
Gerri Thorsteinson and Debbie Wolfson
Community Outreach co-chairs

Congregate Meal Program Committee Report

Throughout this past year the program continued serving 3 lunches per week, on Mondays, Wednesdays, and Fridays. This was the second year of COVID-19 and, with required lock downs, we were unable to have dine in service until August of 2021. COVID-19 continued to impact the program in terms of usage and cost. Unfortunately, we lost some regular patrons to poor health or death but also gained some new ones that joined the program. The statistics below summarize the changes in the usage of the program over the past 4 years.

Summary of meals served:

2018-19	5952
2019-2020	5289
2020-2021	5062 – (lockdown- delivery only)
2021-2022	4805 – (lockdown – delivery only from April '21-August '21)

Our sales the past year were \$34,451.50.

- \$28,224.30 were in pre-sales (tickets)
- \$6,200 in walk up/cash sales.
- We averaged \$7.17 revenue per meal in sales.
- Our food costs were \$3.80 per meal.
- Our total revenue (include WRHA funds) per meal was \$9.76 and our average cost per meal including food, labour and supplies was \$9.03.
- This left us with a \$0.725 per meal surplus or a final fiscal surplus of \$3,482.34.

Unfortunately, with rising food costs over the past year, it became evident by fall of 2021 that our total costs were surpassing our revenues, and as a result we had no choice but to increase the price of the meals served by \$1.00, from \$7.00 to \$8.00, and increase the costs of delivery from \$0.50 to \$0.75 to cover the costs of the take-out containers. We had been fortunate in 2020-2021 to receive grants to cover the costs of these containers. However, in 2021-2022 these grants were no longer available and the costs had to be transferred to the residents. Although these were only the second increases in almost 5 years, these were difficult decisions to make as our goal is to keep the prices as low and affordable as possible for the residents. However, the stability of the program necessitated these increases.

The CMP benefitted greatly with our partnership with Second Harvest, a national non-profit working toward zero food waste. We received 3 major donations from them over the year.

- a six-month supply of French Fries (over 150lbs),
- 60 dozen eggs and
- over 125kgs of proteins (chicken & beans) and ice cream.

We would not have been able to accept these donations had we not been able to make some incredible purchases and improvements to the kitchen, thanks to grants we applied for and received from New Horizons. In the past two years we have purchased a double door reach in Fridge and a matching Freezer. This allowed us to receive the donations

from Second Harvest and also purchase and store our food in bulk and thus save on ever rising grocery costs. This year we were able to replace our old stoves with modern electric air fryers and larger cooktops. We also replaced aging pots and pans and added a new mixer, food processor, and other various kitchen items to increase capacity and allow a great range in foods served, and comply with health standards.

The meal program could not operate without the volunteers of the Delmar Resident's Association. This tight group of core volunteers provides the person power to get the room ready, sell tickets, serve coffee, lunch, dessert and clean up after every meal. We average 5 volunteer shifts per meal and 3 meals per week. Each shift is approximately 90 mins. In a typical week we would have 22.5 volunteer hours per week. We provide 50 weeks of service, and so we receive 1,125 hours of donated time each year. According to Volunteer Canada, each hour has a value of \$28.00. Therefore, their total value of donated time is \$31,500 per year.

Thank you to the volunteers, Lisa Odwak, Meal Coordinator, Jim Damsma, Dishwasher and Martin Landy, Resource Coordinator, who together deliver this valuable program.

CMP Committee:

Geri Lowe, Chair,

Chas van Dyck,

Martin Landy.

Human Resources Committee Report

The Human Resources committee has not had as many duties as in some years, since our employee situation is stable. However, we have a few items of significance to report. First, we are very grateful that Taz has joined us on the committee. Her current experience in the private sector has proven to be a great asset to this committee as we developed a revised performance review format for the Resource Coordinator, and discussed employee compensation for the Resource Coordinator and the Meal Coordinator.

We conducted Martin's annual performance review in November (which went very well), using the revised performance review format. It proved to be a useful and workable tool and we will continue to use it in the future.

We made a motion to the Board to use a bonus structure of compensation for the Resource Coordinator and the Meal Coordinator as a better option than a salary increase, to balance our desire to compensate for a job well done with a fiscally responsible path forward for SWSRC. Travel allowances were reviewed to ensure they remain adequate in the current economic environment.

Our committee has functioned without a chairperson this year, and although we worked around that relatively easily, we are looking forward to being somewhat more structured in that regard in the coming year.

Respectfully submitted by Chas van Dyck (with Geri Lowe and Taz Lakhani)

2022-2023 SWSRC Board Members Profiles

Lola (Omolola) Adeniyi (Dec 2021)

Senior Accountant /Project Finance Manager, working remotely as Regional Controller for Baker Hughes Company in Nigeria.

Lola and her family recently immigrated from Nigeria and arrived in Winnipeg in November 2021. She quickly applied to volunteer with us and stated that 'giving back to community' is important to her. She will be a great asset to our financial team and is interested in working with seniors and children.

Sue Barnsley (2.5 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 (4 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 (17+ 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 (1.5 years)

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 (28 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 (11 years)

Former Employment:

- Assistant Program Director/Volunteer Program Manager – 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 Pavilion (12 years); Member - Holocaust Education Committee (15 years)

Roberta enjoys spending time with her family and reading.

Chas van Dyck (16 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 (9 years)

Retired (8years)

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 (4.5 years)

Ex-Officio Board Member - Seniors Resource Coordinator

SWSRC Seniors Resource Coordinator (4.5 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!"