



WEST VANCOUVER
**SENIORS'
ACTIVITY
CENTRE**

ANNUAL REPORT
2023


west vancouver

MESSAGE FROM ADVISORY BOARD CHAIR JAIN VERNER

2023 will be a year to remember. The declaration by the World Health Organization ending the pandemic, brought many positives for the wonderful Seniors' Activity Centre (SAC).

Monthly New Member Coffee & Welcome Tours helped the SAC reach its pre-covid status of over 4,000 members. Programs have reached capacity, waitlists exist, and new programs have started.

Thursday Dinners resumed and the need for nutritious take-out food skyrocketed, once again providing healthy meals for seniors and contributing to their ability to age in place.

The North Shore Seniors' Health Expo was an overwhelming success. Vendors indicated that attendance was the best they had seen to-date.

The SAC Board partnered with the West Vancouver Foundation on two campaigns: *Planned Giving Legacies* and *Feed The Need*. \$109,418 was raised for Feed the Need, enabling the SAC to continue providing 100

people with three meals per week, at a total cost of \$2,400 per week.

SACS on 21st raised an astounding \$180,000 selling 17,998 of your donated items. Special thanks go to SACS on 21st volunteers for their continued service and commitment. Their hard work and the money raised by the shop allowed the SAC to purchase new Living Room and patio furniture, a sounds system for the Activity Room, and new kitchen equipment.

The Feasibility and Needs Assessment Study of the SAC will conclude in early 2024 with a presentation to Council. Many thanks to Melanie Hess for her research, hard work, and phenomenal leadership on this project.

Board members reviewed and revised the SAC Constitution and Bylaws related to board members, and committee responsibilities, in an effort to better serve our members.

Being the SAC Chair has been a privilege and honour. To the programmers, recreation facility clerks, kitchen and maintenance staff,



and volunteers—a huge thank-you for your continued support, patience, help, and for having seniors' best interests at heart.

To Davida Witala—the Supervisor and our Managers James Ray and Alison Gelz—your guidance and support has been tremendous. A special shout-out to Leanne Lebel, the creative mastermind behind all of the fantastic seasonal decorations. To Daniel and Pip, thanks for keeping me on the straight and narrow.

Lastly, a heartfelt thanks to Councillor Peter Lambur and my terrific SAC Board colleagues for their support. It has been my pleasure to know and work with you all.

Cheers,
Jain

SENIORS' ACTIVITY CENTRE ADVISORY BOARD



Fiorenza
Albert-Howard



Patricia
Blair



Neil
Carroll



June
Earle



Mahin
Farrokhzad



Barbara
Graham



Sheilah
Grant



Brian
Hann



Melanie
Hess



Sheila
Lamb



Dave
MacLachlan



Faye
McMyn



Lenore Rogers,
Vice Chair



Audrey
Sojony
(In Memory)



Jain Verner,
Chair



John Watson,
Past Chair

A YEAR IN REVIEW

TOP HIGHLIGHTS

The four pillars of the Seniors' Activity Centre—**Volunteers, Recreation, Socializing,** and **Community Service**—encompass the interests of the membership and the needs of the community. These pillars reflect the foundation of the Centre—its Mission and Vision Statements.



VOLUNTEERS

The Volunteers pillar highlights the importance of volunteers in both the operation of the programs and activities within the Centre, and in the provision of services to the community.

RECREATION

The Recreation pillar encompasses the areas of arts, crafts, exercise, games, sports, education, entertainment, excursions, and events.

SOCIALIZING

The Socializing pillar focuses on opportunities for seniors to mix with family, friends, and to forge new friendships at the Centre.

COMMUNITY SERVICE

The Community Service pillar centres on assisting and supporting seniors in the form of 'Keeping Connected' programs, support groups for those caring for a loved one, social outreach, and providing free food to seniors experiencing food insecurity. New programs and services are continuously explored and developed to meet community needs.

VOLUNTEER HIGHLIGHTS

497 Volunteers supported all Seniors' Activity Centre programs including Garden Side Café, front desk, east welcome desk, coffee bar, meal delivery, Snow Angels, SACS on 21st Gift Shop (which raised \$180,000 in 2023), flower arranging, and general programs.

Return of Thursday Dinners & The North Shore Seniors' Health Expo

Thanks to the generous contributions of SAC volunteers, Thursday Dinners returned to the Garden Side Café! The North Shore Seniors' Health Expo resumed with 60 volunteers supporting hundreds of visitors, who joined to learn about health and wellness. This fifth annual event featured exhibitors, speakers, and researchers focusing on the cognitive, physical, social, financial, and nutritional well-being of seniors.

The SAC marked another year of **volunteer appreciation events** including the Volunteer Appreciation Long Term Service Awards, a summer barbecue, and holiday treat pick-up. Volunteers with five to 35 years of service were recognized during the Long Term Volunteer Service Awards and acknowledged in the Volunteer Wall of Acclaim. During National Volunteer Week, volunteers were celebrated and offered a fitness class, a tea & tour at the Art Museum, a garden planting party, and a free movie as a thank-you for their time and contributions.



RECREATION HIGHLIGHTS

SACS on 21st Gift Shop had a record-breaking year generating over \$180,000 in sales, with all proceeds going towards fundraising for the SAC. A total of 17,998 items were sold. Over 60 volunteers support the operations of the gift shop year-round.

The **Frank Kurucz Rehabilitation Studio** offered over 43 classes per week and added three new programs including Parkinson's Movement Therapy, Functional Training, and Metabolic Health & Weight Loss. Two brand new recumbent bikes, a NuStep cross trainer, and a new wall fixture were installed.

Several SAC program rooms received a **lighting enhancement upgrade** with the installation of new state-of-the-art LED lighting. The Activity Room received a new **audio visual sounds system** complete with a hearing loop. The **SAC Kitchen** received two new ovens and an additional walk-in cooler to better support expanding kitchen operations. An enhanced **Scene Magazine** and a new customer service **SAC Call Centre** were implemented to better meet member needs.



SOCIALIZING HIGHLIGHTS

The **Garden Side Café** returned to dine-in lunch service seven days per week and Thursday Dinners resumed. Customers enjoyed 20,465 take-out meals, 25,672 soups, 13,000 sandwiches, 13,000 coffees, 15,283 hot lunches, 5,722 desserts, 4,210 salads, 1,500 quiches, 1,300 meat pies, and over 4,550 cinnamon buns!

The **Fireside Coffee Bar & Lounge** operated six days per week. Customers enjoyed 3,363 coffees, 4,431 lattes, 1,316 cappuccinos, 888 Americanos, 202 mochas, 138 espressos, and 144 teas.

In-person events returned to the Seniors' Activity Centre (SAC): The North Shore Seniors' Health Expo, BlueShore Financial seminars, two FIFA World Cup live viewing events, King Charles' Coronation, Summer Garage Sale, Christmas Craft Market, National Seniors' Day, and a billiards tournament.

New patio furniture and a permanent gazebo were added to the SAC patio, to provide additional leisure seating as well as new outdoor connection spaces for members to enjoy!



COMMUNITY SERVICE HIGHLIGHTS

The **2023 North Shore Seniors' Expo** was an extraordinary success with over 1,500 in attendance at both the educational sessions and the vendor expo. Many sessions were sold out with over 300 in attendance at the keynote session with Isobel Mackenzie. Just over 50 volunteers supported the event. A sincere thank-you to all community sponsors, donors, and partners who participated.

Feed the Need meal delivery volunteers dropped off 13,495 meals to vulnerable and at-risk seniors. Volunteers also delivered an additional 691 meal orders to local seniors living with mobility challenges and transportation limitations. The Feed the Need fundraising campaign raised \$109,418. London Drugs' Stocking Stuffers for Seniors supported over 120 Christmas gift care packages, and over 400 hot breakfast porridge meal kits were provided by the Mottershead Foundation.

The SAC Shuttle Bus increased operations to five days per week, offering service to 3,500 riders. A revised schedule was created to enhance pick-up and drop-off locations throughout the Ambleside-Dundarave corridor, including multiple stops at the SAC, Park Royal, Dundarave, and Amica West Vancouver. A 10-visit bus pass was created for ridership convenience.



2023 HIGHLIGHTS

4,000
MEMBERS



70% RESIDENTS
30% NON-RESIDENTS

MONTHLY SCENE & SAC E-NEWS
UPDATES TO **4,700**
RECIPIENTS PER E-NEWS



8,000
PRINTED SCENE MAGAZINES

43
REHABILITATION
PROGRAMS
offered per week
with 91% enrollment



824
VOLUNTEERS
497 ACTIVE
36,640 HOURS

SHUTTLE BUS
OPERATING **5x** PER WEEK
3,500
RIDERS

NEW SAC CALL CENTRE
604-925-7280
182 
calls answered

FEED THE NEED 2023 FALL FUNDRAISING CAMPAIGN

RAISED

\$109,418

towards continuing the
meal delivery program to
vulnerable seniors



13,495
Feed the
Need meals
delivered

The Intergenerational Artisan Market

1,278
ITEMS SOLD
=
\$3,982
FOR FEED
THE NEED 



SACS ON 21ST
RAISED OVER

\$182,000

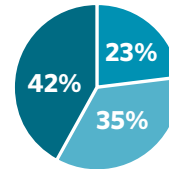
THE SENIORS' ACTIVITY CENTRE DONATED OVER

120 Christmas
Care Packages 
to Feed the Need recipients

REGISTRATION DAY



ONLINE
REGISTRATIONS



WALK IN
REGISTRATIONS

PHONE
REGISTRATIONS

WEST VANCOUVER SENIOR'S ACTIVITY CENTRE BEQUESTS AND GIFTS AND TRUST ACCOUNTS

ACCOUNTS	Opening Balance Jan 1, 2023	Revenue (excl. Interest)	Interest Earned*	Expenditures	Allocated Funds to Centre	Closing Balance Dec 31, 2023
Bequests and Gifts	\$422,203	\$35,500	\$22,586	-	\$34,496	\$445,793
Total for Bequests and Gifts	\$422,203	\$35,500	\$22,586	-	\$34,496	\$445,793
<i>Non-Club Trust Accounts:</i>						
Computer Replacement	\$11,074	-	\$494	-	\$3,931	\$7,637
Friends of the Centre	\$14,768	-	\$800	-	-	\$15,568
Fundraising	\$319,485	\$161,468	\$16,120	\$5,928	\$199,676	\$291,469
General	\$46,197	\$657	\$2,511	\$406	-	\$48,959
Subtotal	\$391,523	\$162,126	\$19,925	\$6,334	\$203,606	\$363,633
<i>Club Trust Accounts:</i>						
Computer Club	\$1,000	-	\$37	\$428	\$203	\$406
Green Thumb Club	\$4,435	-	\$217	-	\$850	\$3,802
Hiking Club	\$3,257	-	\$124	-	\$1,940	\$1,441
Heritage Choir	\$2,604	\$392	\$132	\$711	-	\$2,417
Photo Club	\$11,508	\$3,183	\$678	\$1,188	-	14,181
Quilting Club	\$17,724	\$1,626	\$991	\$143	\$374	\$19,822
Stained Glass Club	\$1,516	\$335	\$85	\$247	-	\$1,688
Wednesday Knitters Club	\$29,786	\$2,829	\$1,653	\$1,388	-	\$32,881
Woodworking Club	\$8,148	\$3,029	\$462	\$1,026	\$1,251	\$9,362
Subtotal	\$79,978	\$11,392	\$4,379	\$5,132	\$4,619	\$85,999
TOTAL FOR ALL TRUST ACCOUNTS	\$471,501	\$173,518	\$24,304	\$11,466	\$208,225	\$449,632
TOTAL FUNDS AVAILABLE						\$895,425

*Interest revenue is estimated based on the District's average rate as interest allocation was not available at the time of publication.

WEST VANCOUVER SENIORS' ACTIVITY CENTRE OPERATING STATEMENT

	2023	2022	2021*
OPERATING REVENUE			
Memberships, Rentals & Advertising	\$240,918	\$133,719	\$205,649
Programs	\$634,830	\$363,616	\$201,461
Cafeteria	\$886,676	\$661,106	\$581,624
TOTAL REVENUE	\$1,762,424	\$1,158,441	\$988,734
OPERATING COSTS			
Administration & Service Delivery	\$1,023,432	\$935,441	\$1,016,754
Programs	\$450,806	\$234,054	\$145,299
Cafeteria	\$957,314	\$712,472	\$631,854
TOTAL COSTS	\$2,431,552	\$1,881,967	\$1,793,907

*Budget impacted by COVID-19

2023 BOARD & COMMITTEES

SAC ADVISORY BOARD

Fiorenza Albert-Howard
Patricia Blair
Neil Carroll
June Earle
Mahin Farrokhzad
Alison Gelz, *Staff*
Daniel Godfrey, *Staff*
Barb Graham
Sheilah Grant
Brian Hann
Melanie Hess
Sheila Lamb
Councillor Lambur
Dave McLachlan
Faye McMyn
James Ray, *Staff*
Lenore Rogers, Vice-chair
Audrey Sojonyk (In Memory)
Jain Verner, Chair
John Watson, Past chair
Davida Witala, *Staff*

BUILDING COMMITTEE

Fiorenza Albert-Howard
Jack Clerkson
Basil Davis
Brian Hann, Chair
Faye McMyn
Jan Timmer
Bill Troy
John Walker

COMMUNICATIONS COMMITTEE

Jim Adams
Neil Carroll, Chair
Nigel Clark
Valerie Coles
June Earle
Mahin Farrokhzad
Chris Inouye
Sheila Lamb, Chair
Dave Patrick
Kathie Taylor

COMMUNITY OUTREACH COMMITTEE

Fiorenza Albert-Howard
Jeremy Calder,
West Van Fire
Barbara Gillingham
Susan Gooding, VCH
Sheilah Grant
Brian Hann
Councillor Peter Lambur
Viki Lee, WVML
Syd Lewis,
Community Member
Cindy Macleod, West
Vancouver United Church
Mark McLean, WVPD
Beth Probert
Lenore Rogers
Audrey Sojonyk
Jain Verner
John Watson, Chair
Asae Yoshida, Family Physician
Elham Zaminpaima, West
Vancouver Memorial Library

FINANCE COMMITTEE

Fiorenza Albert-Howard
Patricia Blair
Sheilah Grant, Chair
Karen Hardie
Sheila Lamb
Dave McLachlan
Faye McMyn
Audrey Sojonyk
John Watson

FUNDRAISING COMMITTEE

Valerie Coles
Sheilah Grant
Brian Hann
Melanie Hess
Wendy Janz
Sheila Lamb
Faye McMyn, Chair
Jain Verner
John Watson

VOLUNTEER ADVISORY COMMITTEE

Barb Graham, Chair
Elizabeth Hsu
Helena Jiang
Kathy McKenzie
Parin Valji

VISIONING COMMITTEE

Fiorenza Albert-Howard
Alison Gelz, *staff*
Sheilah Grant
Melanie Hess, Chair
Faye McMyn
James Ray, *staff*
Lenore Rogers
Audrey Sojonyk
Jain Verner
John Walker
Davida Witala, *staff*

The printing of this report was made possible by the generous support of the Seniors' Activity Centre Advisory Board from the Fundraising Account.

