



WEST VANCOUVER
**KEEPING
CONNECTED**

ANNUAL REPORT

2018

westvancouver

KEEPING CONNECTED 2018

Message from Outreach Committee

Once again it has been a privilege to be part of our Keeping Connected team in the past year. The programs that ran were very popular with almost all running at capacity. We offered programs on multiple topics with over 350 member visits per week. In 2018 we said goodbye our Program Coordinator, Joni Vajda who entered retirement, and we now welcome Helen Murphy as the new Coordinator. In addition to this Carly Graham is the Assistant Program Coordinator. We also have 25 part-time instructors and over 60 volunteers who give generously of their time.

As always, we work hard to make the Seniors' Activity Centre a warm and welcoming place where our members can come to have a positive and enriching experience. At Keeping Connected we continually strive to reach out to those among us who would benefit from face-to-face contact with our caring staff and other participants in our interesting and vital programs. Come and see what we have to offer—our smiling and capable staff and volunteers are waiting.



Roy Maguire, Chair



The Seniors' Outreach programming team continues to meet the increasing need for excellent recreation and social programs for seniors in our community. We strive to connect with those who are experiencing loss. Integral to the delivery of the Keeping Connected programs are the part-time staff leaders. We provide support, training and education for this dedicated and caring team, who strives to offer creative, engaging and meaningful programs.

Our Outreach office provides a nurturing atmosphere welcoming all of the Keeping Connected members and their families to our programs and service support. We assist families by minimizing the barriers to their loved ones participation in our programs.

In 2018 we delivered programs to over 500 members. It is wonderful to be part of this dynamic team as we move forward to 2019 with plans for additional programs to meet the growing needs of our community. We delivered Dementia Awareness training to over 425 District of West Vancouver employees as part of the Dementia-friendly North Shore Action Plan. This training empowered staff to recognize, include and respect people living with dementia in our community. Our programs create meaning and purpose in an inclusive environment each and every day for our members. We value each person's contribution to our programs. We create a sense of belonging and build wonderful friendships with all of our members.

Message from Seniors' Outreach Office



Helen Murphy, Program Coordinator

KEEPING CONNECTED 2018

Keeping Connected Programs

Keeping Connected offers a complement of programs to our seniors. Most programs are close to capacity, with over 500 weekly visits. We are able to support our seniors in many ways, breaking down the barriers to participation by offering home pick-ups and drop-offs and by providing reminder phone calls. We offer subsidies for residents who cannot afford program fees and provide support with one-on-one volunteers when needed. Staff will update family members on how engaged and happy their loved one is in our classes. Participants must be registered in advance for these programs.

CAREGIVER SUPPORT GROUP This support program is offered to spouses of program participants. The group can find support in a safe and caring environment, while their loved one takes part in the “Current Conversations” group. Caregiving is an isolating experience, and this group helps fill that gap.

CREATIVE EXPRESSIONS This weekly program offers a person-centred approach to show how creative activities and conversation can benefit seniors with, or at risk of dementia.

CURRENT CONVERSATIONS GROUPS We offer this program on Monday, Thursday mornings (men only), Thursday afternoons and Sunday afternoons. Each program has a specific focus designed to meet the needs of the participants. All classes include an exercise component, and discussion of current events.

DANCE FOR PARKINSON'S This program, developed by the Mark Morris Dance Group in New York, is for participants living with Parkinson's disease to explore music and movement in an enjoyable and creative environment.

EASY MOVES FOR EASY AGING This popular group meets weekly to have fun with new and old friends. They enjoy all types of games, functional mobility exercises, brain exercise and social time.

KEEPING CONNECTED BOOK CLUB Perfect for the avid reader who enjoys meeting to discuss a selected book. This program is supported by Maison Seniors Living—where the program is hosted, and by a Librarian at the Memorial Library.

KEEP ON MOVING This small group personal training class is offered twice a week. Members focus on maintaining and gaining strength, balance exercises and flexibility, making it possible for these participants to continue to live in their homes.

LADIES' SOCIAL CLUB Our ladies join together once a week on Wednesdays, to talk about the good news of the day. The primary focus of this group is to learn more about each other, and to develop new and strong friendships.

LUNCH & LEARN Members enjoy lunch together with friends then give their brain a workout with puzzles, trivia and brain gym exercises.

MEN'S CLUB This group meets weekly to enjoy lunch and a business meeting where participants discuss current events, share memories and make new friends.

MEN'S WALKING GROUP Our members enjoy a one-hour walk and talk with our trained staff and volunteers and return to the Centre for coffee and social time with the entire group.

MUSIC IN THE LIVING ROOM Between 35-50 seniors with their loved ones enjoy the weekly "old-time sing-along" and social that is offered to our members and to the residents of Hollyburn House Revera at the Hollyburn House Residence. The program leader, musician, Silk Purse Singers and support volunteers facilitate this warm and friendly program for our community of seniors with a varied range of loss and capacity. Seniors enjoy the gift of music and friendship.

STAND TALL This specialized exercise class is offered twice per week. It is designed for the aging body to help restore muscle balance, and spinal alignment, allowing participants to straighten up and stand tall again.

STEPPING OUT BUS TRIPS Every couple of weeks our members enjoy a bus outing either to 'Out to Lunch', 'Out to Shop' or 'Out for Adventure'. Participants travel to new places with friends without worrying about parking or traffic.

STROLLERS MALL WALKING PROGRAM Participants are matched with a volunteer companion and each week they come together at Park Royal Mall to walk, talk and shop. The partners then join the larger group for refreshments at the food court.

KEEPING CONNECTED 2018

Testimonials



I joined the West Vancouver Seniors' Centre approximately three years ago. With the assistance of the front office staff I joined three Keeping Connected programs. There is a great deal of camaraderie in the programs and I have made many friends. The instructors have a great deal of empathy and everyone is included. The courses are well planned and include both mental and sometimes light physical exercises. I look forward to the days spent at the centre, I am retired and have no real hobbies so the programs keep me busy and keep my mind active. I would highly recommend the Keeping Connected programs.

Jonathon Berg, participant

Being a very outgoing and active person, the Keeping Connected programs have become a life saver for someone like my dad who later, lost his ability to be fully independent. It has given him a sense of belonging and the programs keep his mind and body active, which is so important as you age. The programs have also given my mom the opportunity to participate and stay active; as well as, meet others experiencing similar situations. As a daughter, there is a great sense of relief knowing that your parent looks forward to going out and socializing, rather than sitting at home all day idle. This of course, is greatly due to the fact that the staff and coordinators are warm, inviting, and accepting of all regardless of ability!

Jaishrey Kartha, daughter of participants



Keeping Connected provides a unique service that offers support to those requiring additional help as they age. My elderly parents are regular participants in the programs which keeps them both socially and physically active. The programs are very supportive of people struggling with cognitive issues providing them with a very safe social environment within a dementia-friendly community. The staff and volunteers are compassionate and understanding and should be celebrated for their warmth and the friendship they encourage.

Susan Clayton, daughter of participant

West Vancouver Secondary School generously donated **\$2,000** as part of their Legacy Fund to the **Keeping Connected** program.

The **Seniors' Activity Centre Shuttle Bus** provided rides to **8,062** riders in 2018.

There were **16,111** **Keeping Connected** participations in 2018.

Thank-you to all of the members who have contributed to the **Building Connections Campaign** each year!
Your support makes a difference!

Over 425 municipal staff have been trained in **Dementia Awareness**.

Seniors' Outreach received **\$83,531** in **grants and donations**.

KEEPING CONNECTED 2018

PROGRAM VISITS PER MONTH

Better Balance <i>annually full/waitlist</i>	3,704
Stepping out <i>annually full</i>	99
Men's Club—Mon & Tue <i>annually Tue is full</i>	1,130
Strollers Mall Walking Program <i>annually</i>	339
Ladies' Social Club <i>annually</i>	639
Lunch and Learn <i>annually</i>	347
Men's Walking Group <i>annually</i>	258
Minds in Motion <i>annually</i>	408
Current Conversations Group	
Mon <i>annually</i>	633
Thu (a.m.) <i>annually</i>	816
Thu (p.m.) <i>annually</i>	1,052
Sun <i>annually</i>	538
Music in the Living Room <i>annually</i>	1,010

Caregiver Support Program <i>annually</i>	141
Creative Expressions <i>fall, winter, spring term full</i>	343
Dance for Parkinson's <i>annually</i>	666
Keep on Moving—Tue & Thu <i>annually full</i>	1,803
Stand Tall <i>fall, winter, spring term full/waitlist</i>	834
Easy Moves for Easy Aging <i>annually full</i>	834
Book Club	60

TOTAL PROGRAM PARTICIPATION VISITS 2018 **15,654**



KEEPING CONNECTED SPECIAL EVENTS VISITS PER YEAR

Special Services Tea	74 guests
Strollers and Lunch & Learn Summer Parties	25 guests
Ladies Summer Tea	20 guests
Keeping Connected Rotary Christmas Luncheon	74 guests
Westerleigh Holiday Luncheon	78 guests
Work life Balance Workshop	14 guests
Musical Monday	99 guests
West Vancouver Then & Now	48 guests
Nature in Vancouver	25 guests

TRAINING

Dementia-friendly workshops (4 total)	50 participants
North Shore Seniors' Health Expo	1,000 guests

TOTAL PARTICIPATIONS AT EVENTS 1,507

TOTAL PARTICIPATIONS/ VISITS IN 2018 **17,161**

OPERATING REVENUE

Keeping Connected Donations & Grants

Vancouver Coastal Health	\$9,000
Kiwanis Club of West Vancouver	\$4,000
West Vancouver Secondary Grad Class	\$2,000
Dien East Bequest	\$25,152
Building Connections Fund	\$13,825
Shuttle Bus Rider Donations	\$11,054
Revera Retirement Living	\$3,500
Private Donations	\$15,000
TOTAL	\$83,531

PROGRAM FEES

Keeping Connected	\$38,853
TOTAL SENIORS' OUTREACH REVENUE	\$122,384

EXPENSES

Wages

Keeping Connected Programs	\$90,061
Shuttle Bus	\$51,758
TOTAL	\$141,819

Materials

Keeping Connected Programs	\$19,410
Shuttle Bus Vehicle Cost	\$9,623
TOTAL	\$29,033

TOTAL SENIORS' OUTREACH EXPENSES \$170,852

KEEPING CONNECTED 2018

Community Partners

ALZHEIMER SOCIETY OF B.C.

The Society provides support and referrals for individuals in our Keeping Connected programs who are struggling with cognitive impairment. The outreach department offers a partnership program with the Society called Minds in Motion. Our Caregiver Support program receives support from the Alzheimer Society of B.C. in the form of materials and educational support. This past year we worked collaboratively to implement the Dementia-friendly North Shore Action Plan.

AMICA

Keeping Connected staff have enjoyed getting better acquainted with Amica staff. Amica was the presenting sponsor of the 2018 North Shore Seniors' Health Expo and proud supporter of the Seniors' Shuttle Bus. Their support makes a significant difference in our community.

DAVIES PHARMACY

Davies Pharmacy comes to the Centre to provide Walker Workshops for our older seniors who use mobility aids such as walkers, wheelchairs and scooters. Paul will tune up and repair equipment and support our seniors with any of their other medical equipment needs.

HOLLYBURN HOUSE REVERA

The Keeping Connected program partners with Hollyburn House to provide the successful Music in the Living Room program. Hollyburn House provides the space, the refreshments and pays the musicians for the sing-a-long program.

LANGARA MASSAGE PROGRAM INTEGRATED ENERGY HEALING

The Seniors' Activity Centre has developed a relationship with the Massage Therapy Program at Langara College. Students provide massages for seniors at a reduced rate. This has become a successful fundraiser for the Keeping Connected Program.

MAISON SENIOR LIVING

Keeping Connected staff have enjoyed a new relationship with our new neighbours at Maison Senior Living. We host our monthly book club in the library and in the two weeks when the Seniors' Activity Centre was closed, Maison was thrilled to host our Men's Club meetings and the Caregiver Support Group meeting.

ROTARY CLUB/SUNRISE

The Rotary Club/Sunrise and the Keeping Connected programs put on a wonderful Christmas luncheon for the older seniors in our community. Over 100 guests enjoyed a delicious lunch with entertainment and poinsettias to take home. The Rotarians also created table tops to put on our existing rectangular tables.

SENIORS' ACTIVITY CENTRE PARTNERS

Thank you to the following groups from our community for their kind support of the Keeping Connected programs:

Fit Fellas, Wed. Knitters, Fri. Quilting Bee, The Photography Club and SACS on 21st Gift Shop

SILVER HARBOUR SENIORS ACTIVITY CENTRE

Our Centre works closely with the administration of the Silver Harbour Seniors Centre. This past year the two centres worked together on a North Shore initiative to create a tri municipal Dementia-friendly North Shore Action Plan.

SPECIAL SERVICES SOCIETY

The Society provides friendly phone calls, medical rides and supports Keeping Connected volunteers and participants. Each spring the Society hosts a beautiful tea for all of the Keeping Connected members.

THE SOCIETY FOR THE ARTS IN DEMENTIA CARE

Dr. Dalia Gottlieb-Tanaka, chair of the Society for the Arts in Dementia Care was instrumental in the training and the development of the new Creative Expressions program offered at the Seniors' Activity Centre. This program offers a person-centred approach to working with

older adults experiencing cognitive losses, or at risk of a diagnosis of dementia.

VANCOUVER COASTAL HEALTH | GERIATRIC OUTREACH TEAM (GOT)

The GOT supports the Keeping Connected with one-on-one problem solving related to our at-risk seniors at the Seniors' Activity Centre. The GOT is very supportive of our programs and their case workers refer patients to our programs on a regular basis.

VANCOUVER COASTAL HEALTH | OLDER ADULT MENTAL HEALTH TEAM

These practitioners refer patients to our programs while remaining in contact with participants, to ensure that they are enjoying the programs. We often discuss challenges and solutions for our isolated and withdrawn seniors in the community.

WEST VANCOUVER SECONDARY

The grad class raises funds for its Legacy Gift upon graduation. The Keeping Connected program has once again been the recipient of their community gift of \$2000.

WEST VANCOUVER SCHOOLS

We have enjoyed another active year with our friends in the West Vancouver School District. Children have come to tell jokes, sing at events, write, listen and tell stories, and enjoy time visiting with our seniors.

WESTERLEIGH PARC RETIREMENT LIVING

The staff at the Westerleigh hosted our annual Holiday Luncheon for seniors during Christmas with over 80 members in attendance.

**KEEPING CONNECTED
ADVISORY COMMITTEE**

Roy Maguire, *Chair*
Varick Ernst
Sheilah Grant
Linda Vance

KEEPING CONNECTED STAFF TEAM

Jill Lawlor, *Seniors' Services & Community Wellness
Manager*

Davida Witala, *Seniors' Activity Centre Recreation
Supervisor*

Helen Murphy, *Program Coordinator,
Seniors Outreach*

Carly Graham, *Assistant Program Coordinator,
Seniors' Outreach*

Barb Alizadeh, *Creative Expressions, Current
Conversations*

Elizabeth Shewchuk, *Creative Expressions*

Julie Dorsemaine, *Current Conversations (weekend)*

Kerri Sutherland, *Current Conversations*

Barb Reid, *Strollers Mall Walking, Lunch and Learn*

Annie Hill, *Current Conversations (Thu),
Stand Tall, Keep on Moving*

Sandi Spear, *Current Conversations (Thu)*

Rhys Howard, *Keep on Moving*

Megan Walker, *Straight, Dance for Parkinson's*

Lynne Kellerman, *Dance for Parkinson's*

Jen Charles, *Dance for Parkinson's,
Music in the Living Room*

Renee Beauchamp, *Men's Club (Mon & Thu),
Current Conversations Club (Men)*

Lynn Fearne, *Men's Club (Mon & Thu),
Current Conversations Club (Men)*

Debbie Foster, *Easy Moves for Easy Aging,
Men's Club, Ladies Social Club*

Jen Fitzgerald, *Easy Moves for Easy Aging*

Christina Martynko, *Easy Moves for Easy Aging*

Dave Dauphineau, *Driver*

Hey Jung Oh, *Musician*

Cate Innish, *Musician*

Joan and Mel Shaw, *Musician*

Judith Harrington, *Ladies Social Club, Book Club,
Music in the Living Room*

KEEPING CONNECTED VOLUNTEER TEAM

Frank Kurucz, *Men's Walking Group,
Program Leader*

Jim May, *Men's Walking Group, Program Leader*

Terry Koke, *Men's Walking Group, Program Leader*

Allana, *Men's Walking Group, Program Leader, Driver*

Chi, *Men's Walking Group, Program Leader*

Peter Yellow, *Men's Club*

Carrie vanderLinden, *Stepping Out, Program Leader,
Coming Full Circle Lecturer*

Jean Forsythe, *Current Conversations (Thu)*

Gisela Schindele, *Ladies Social Club*

Carol Wheately, *Music in the Living Room*

Lorraine Craik, *Music in the Living Room*

Dorell Carlson, *Music in the Living Room*

Roberta Aylsworth, *Strollers Mall Walking*

Jo Larson, *Strollers Mall Walking*

Joanne Gagan, *Strollers Mall Walking*

Alicia Ingram, *Strollers Mall Walking*

Lydia Maynard, *Strollers Mall Walking*

Marlise Wienzierl, *Strollers Mall Walking*

Ariel Gordie, *Dance for Parkinson's*

Amber Allen, *Dance for Parkinson's*

Shannon Cuykndall, *Dance for Parkinson's*

Matt Witt, *Driver*

Roy Brand, *Driver*

Grant Dunn, *Driver*

Peter Paget, *Driver*

*The printing of this report was made possible by the generous support of the Seniors' Activity Centre Advisory Board from the Fundraising Account.
Cover photo credit: Sarah Moldenhauer.*