

ANNUAL REPORT

April 2021-March 2022



Prince George Council of Seniors

721 Victoria Street

Prince George, BC V2L 2K5

250-564-5888

www.pgcoss.ca

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PGCOS Board of Directors

January 2021-April 2022

President: Wendy Schmidt (until October 2021) Fred Archibald November 2021 to present

Vice-President: Fred Archibald (until October 2021) Virginia Parsons November 2021 to present

Secretary: Sharon Hollis (until October 2021) Lori Dennill November 2021 to present

Treasurer: Sharon Hollis (until October 2021) Don Chamberlain November 2021 to present

Directors: as of October 2021

Ethel Gowman

Barbara Gynn

Marie Hay

Cheryl Jacobus

Janet Marren

Terry Pipkey

“The Prince George Council of Seniors Would like to thank Seniors Services Society of BC and the SHINE project for its funding, and continued support. Without the funds provided the Seniors in our community would not have benefited. Sincerely Prince George Council of Seniors.”

SENIORS RESOURCE CENTRE

721 Victoria Street

Prince George, BC

250-564-5888

Business hours: 9:00 am to 3:00 pm Monday to Friday
(except statutory holidays)

SENIORS RESOURCE CENTRE STAFF

Executive Director:

Jan 2021 to Dec 2021 Lola Dawn Fennell

April 2022- Present Michelle McGregor

Meals On Wheels Coordinator:

Nicole Currie/Laurie Niedermayer

Housing and Community Navigator:

Jan 2021 to Feb 2022 Susan Taps

April 2022-Present

Better at Home Coordinator:

April 2022 – present Theresa (Terry) Runions

Golden Age Socials Coordinator:

Cheryl Jacobus

MEALS ON WHEELS PROGRAM



UPDATE

From January -December 2021 the Meals on Wheels program provided **11,690** meals to seniors in our community. **Due to lack of drivers, we have had to start a waitlist and we are currently service over one hundred clients.**

HISTORY

This program began in 2000 under contract with the Northern Interior Health Board. The first volunteer coordinator was Henk Bekkering.

GOAL

The goal of the program is to provide fresh nutritional and affordable noon meals to seniors and others who are experiencing difficulties preparing meals for themselves.

PARTICIPANTS

This program is open to anyone residing in the bowl area of Prince George who has difficulty preparing meals for themselves. Although we occasionally have younger clients, the vast majority are seniors and often seniors in failing health or awaiting placement in long term care.

Participants are effusive in their appreciation for their meals, the friendly volunteers, and the personal attention to their dietary needs and preferences.

HOW TO PARTICIPATE

Self referrals or referrals from family, friends or health care providers with the individual's consent are accepted. A written in-take form and signed service agreement plus non-refundable payment for 10 meals is required before commencement of service. In-home intakes and assessments are done so Program Coordinator can share information about other services and programs as well as determine volunteer safety.

FUNDING

Northern Health provides an annual grant. Clients currently pay \$8.50 per meal. Some donations are received for this program.

STAFFING

PGCOS has had a paid Meals on Wheels Coordinator since 2005. The current Coordinator works 7 hours per day, 5 days per week. Meals are prepared and packaged

by a contracted kitchen (currently PG & District Seniors Activity Centre). Home deliveries are all done by volunteers.

PROBLEMS

This program is highly volunteer dependent. Meals are delivered between 10:30 am and noon which makes it difficult for students and working people to volunteer. Service depends on coordinator and kitchen knowledge of clients as many fragile seniors have diverse dietary needs. Price increase from contract kitchen is inevitable. Late changes (after the 20th) from the kitchen for the following months menu is problematic. Extras such as complimentary meals or financial assistance for clients depends on donations.

HOPES & PLANS.

We also hope to be able to offer more volunteer recognition in future. We would like to produce greeting cards and budget for postage so that we can send cards and notes (get well, thinking of you, birthday, sympathy) to Meals on Wheels clients – little gestures like this mean so much to them.

FRIENDLY PHONE CALLS



HISTORY

This program was initiated in 2008 by volunteer Nellie Pike. In 2014, this program added the calls made by Community Policing.

GOAL

This goal of this program has been to provide weekly phone calls to lonely or isolated seniors in the Prince George area.

PARTICIPANTS

Any seniors (55+) within our local telephone area with access to phone can participate. Seniors really look forward to their weekly phone calls, and sometimes phone us to see if they are going to get a phone call that week.

HOW TO PARTICIPATE

Self referrals or referrals from family, friends or health care providers with the individual's consent are accepted.

FUNDING

None.

STAFFING

No designated coordinator. Volunteer callers.

PROBLEMS

No designated coordinator has contributed to lack of communications and training for the volunteers. It has also been challenging to collect data on this program.

PLANS & HOPES

We are in the process of amalgamating Friendly Phone Calls with the One Ring A Ding service that was started as a response to COVID isolation. This new entity will be called the PGCOS Social Line. This amalgamation will facilitate a dedicated coordinator who can recruit, screen, train and maintain regular communications with more volunteers. This will allow us the capacity to respond to senior's loneliness and isolation beyond the COVID pandemic.

One Ring A Ding / Seniors Social Line Program

HISTORY

This program was implemented as a response to the sudden onset of the COVID pandemic.

PROJECT GOALS

This program was originally intended to be short term to check up by telephone on known clients facing sudden isolation. The One Ring A Ding program provides seniors in Prince George an opportunity to socialize, as well as gain information on a variety of available social and government programs in a safe manner during the pandemic.

PARTICIPANTS

Initially recipients of phone calls were Meals on Wheels and Christmas Hamper clients, or other individuals known to the Resource Centre. As the pandemic continued, concerned families and friends and seniors themselves requested inclusion in this program.

Topics of discussion with clients reported by staff included: Weather, Family, COVID, Medical issues, Loss and Grief, Access to services, Access to Food, Access to medical devices, Access to medications, Lack of one-on-one access to a doctor, Cancelled surgeries, Transportation, Fear of the Bus, Social Isolation, Fear of the public.

HOW TO PARTICIPATE

We included any senior who requested this service as the pandemic continued. This program continued passed its intended short term run as the phone calls were, in many cases the only interaction some clients were experiencing outside of their interactions with doctors and other health care workers

FUNDING

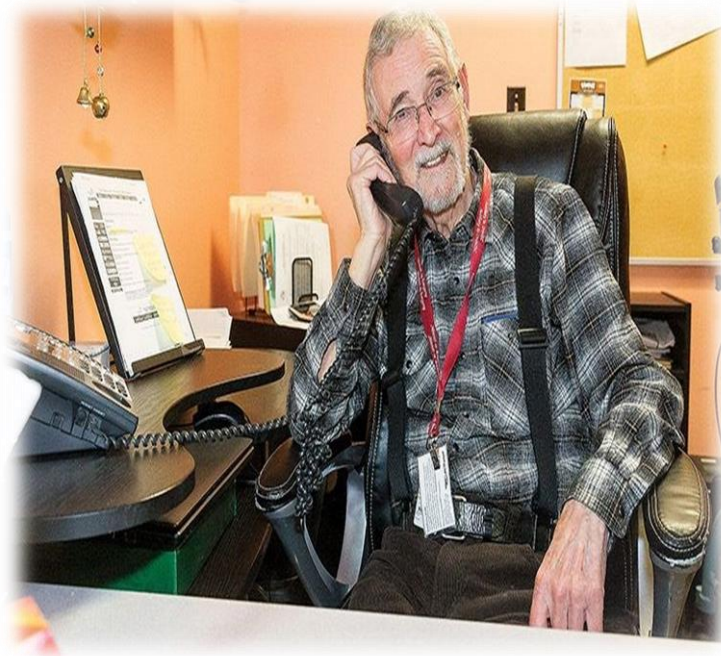
Funding was allocated from the RPP (Raising the Profile Project). A \$3,000 grant was received in April 2021 from the PG Community Foundation.

STAFFING

From the beginning of this program until July 2021, phone calls were placed by staff or volunteers. An average of 77 seniors were called weekly. 36 seniors were called twice weekly. 2 seniors received monthly calls. There was a total of 7,673 calls placed.

PROBLEMS

Many seniors were experiencing social isolation for the first time in their lives as senior activity centers closed, senior social functions were canceled and the seniors themselves became more fearful of going out as our numbers of COVID infections continued to rise province wide. Anxiety is still prevalent even though many seniors have been vaccinated. Continuation of this program in its initial form would be funding dependent. It might be possible to combine this service our *Friendly Phone Calls* Program so that phone calls could be made by volunteers. However, an overall coordinator would be advisable.



In 2021 Through the following programs there where 537 clients who received calls and 7653 calls made.

- **Friendly Phone Calls**
- **One Ring a Ding**
- **Community Connector**
- **Social line**

Community Connector/ Navigator Pilot Project



UPDATE

from January to December 2021 the Community navigator assisted in **1330** different issues that affect the seniors of Prince George.

HISTORY

PGCOS has long been aware of the need to provide assistance to seniors and their caregivers in navigating services and local resources instead of merely providing contact information. Funding opportunities allowed us to pilot this project for 4 months in 2021. And to continue onwards in 2022

PROJECT GOALS

The goal of this pilot project was to offer a service where seniors or their caregivers could meet one-on-one with a community navigator. The navigator would work with the seniors to develop a plan of action that addressed the seniors identified unique needs and would give information on any relevant services that were discussed. The senior and the navigator worked together to connect with the different agencies, services and supports identified and requested access to.

PARTICIPANTS

Anyone who is 55+ can access these services.

HOW TO PARTICIPATE

Clients contacted the Resource Centre in person or by telephone. Often the need for the navigator was identified by the front desk volunteer.

The community navigator spoke confidentially and non-judgmentally with clients and provided information on a variety of Government, Health and community services that could possibly address their needs. The navigator provided support to understand how the service or funding operated and why the service might benefit the senior. The navigator then either provided a referral or, at the senior's request, contacted the agency on their behalf.

The navigator also provided assistance in filling out forms and applications.

FUNDING

Grant funds provided for this pilot.

STAFFING

One individual with a Social Work degree was initially hired for 12 weeks. His hours were 10 am to 2 pm three days per week.

PROBLEMS

Dedicated office space was an ongoing problem. The navigator frequently ended up meeting clients in the kitchen to ensure confidentiality.

Specific one-time funding allowed for this pilot project. Further funding to continue beyond the pilot stage was applied for but not received.

PLANS & HOPES

The need for this service remains very clear, but funding has not allowed hiring for this position.

A small grant from the PG Community Foundation and Seniors Services Society has allowed us to combine this position with our current housing information coordinator position. The combined position is called the PGCOS Seniors Housing and Community Navigator.

New funding must be attained to continue addressing this need beyond March 2022.

HOUSING INFORMATION PROGRAM



UPDATE

There are plans in the works of combining with the housing and information program with the Community Connector or navigator position (*Potential name: "Housing and Community Navigator"*). Further funding or sponsorship will have to be found

HISTORY

This program began as part of the Community Collaboration Project (RPP) in 2019.

PROJECT GOAL

The goal is to provide one-on-one personalized assistance to seniors looking for housing options or applying for housing subsidies.

PARTICIPANTS

Participation is open to any senior along with their family members or caregivers.

HOW TO PARTICIPATE

Most participants are walk-in clients who are not sure where to turn or what the processes are. The Senior Resource Centre's *Lou Veeken room* is designated as office space for this program, and clients are able to discuss their questions and concerns and receive assistance placing relevant phone calls in confidentiality with the coordinator.

FUNDING

Initial funding for this program came from the Community Collaboration Project (RPP) grant. There was enough funding carried forward to run this program again a second and third year.

STAFFING

One coordinator was hired for this program. Her contract was for 18 hours per week, or 9 am to 3 pm Monday to Wednesday.

PROBLEMS

There is a lot of specific local knowledge pertaining to available housing and assistance options to be gathered and maintained. Clients regularly disclosed issues beyond housing concerns such as COVID relief funding, housekeeping and personal care services, grocery shopping and emergency food supplies, pensions, transportation, income taxes, moving and storage. The coordinator regularly found clients had more complex needs than merely housing.

PLANS & HOPES

To be able to continue offering this program and expand on its services.

INFORMATION & RESOURCES



HISTORY

A drop-in place where seniors can access information has been the backbone of PGCOS from its beginnings in 1990 when PGCOS occupied a single basement room in the PG & District Seniors Activity Centre (Brunswick & 3rd). In 2002, PGCOS moved to the Compu-time Building (where Immigrant & Multicultural Services is today) on 3rd Avenue. In 2005, PGCOS moved to 1055 – 5th Avenue (under the City Parkade). In 2013, PGCOS moved to its present location. At that time, the name over the door was changed to Seniors Resource Centre to better let the community know what we do.

GOAL

The goal provision of storefront and telephone information and referrals to seniors, their families and their caregivers.

PARTICIPATION

Available to everyone of any age. Membership in PGCOS is not a requirement.

HOW TO PARTICIPATE

The Seniors Resource Centre is open weekday business hours (normally 9 am to 3 pm). Phones are answered during business hours.

FUNDING

We apply annually for a BC Gaming Grant and receive funding from Northern Health. We also receive an annual donation from the City of Prince George through a City of PG Service Agreement.

STAFFING

The Executive Director manages the Seniors Resource Centre. Volunteers cover the front desk and answer phones during business hours.

PROBLEMS

The BC Gaming Grant is more and more difficult to attain each year. It is challenging to keep community resource information updated. More training needs to be provided for volunteers.

PLANS & HOPES

We hope to re-expand our business hours post-COVID. We would like to recruit more volunteers and to offer them more training.

WINTER TRANSPORTATION PROGRAM



HISTORY

This program was piloted as part of the Community Collaboration Project (RPP) in 2020. It continued during the 2019-20 and 2020-21 winters.

GOAL

The goal of the program was to address the needs of moderately frail seniors at risk of falling when walking on snow and ice to access transportation services, and to supply door-to-door transportation at an affordable rate for seniors not eligible for HandyDART.

PARTICIPANTS

Program participants who self-identified as having fallen in the past year had to attend the Seniors Resource Centre to complete an intake. Eligibility was as follows:

- Age 65+
- Did not currently own an insured vehicle
- Permanent address within the city bowl
- NOT eligible for HandyDART services
- Capable of walking with the use of a cane or walker – not in a wheelchair or requiring assistance to enter and exit buildings
- Self-identified as having fallen within the last 12 months AND as having difficulty accessing safely their regular bus stop, or utilizing their regular mode of transportation during winter months due to ice and snow on sidewalks

As this was fun as a pilot program, participant numbers were limited. More seniors were waitlisted to participate both winters. Every participant indicated interest in being contacted again if this program is being offered again.

Participants were provided with packages of 8 taxi vouchers worth \$6.00 each per month of the program which they could use (one per trip only) toward taxi transportation. Participants were responsible for any fare greater than \$6.00.

Participants used their taxi vouchers for shopping for food and pharmaceuticals (47%), medical and hospital appointments (20%), physical and social activities (25%), accessing government services (3.5%) and accessing community services (2.5%).

FUNDING

Original funding to pilot this program came from the Community Collaboration Project (RPP) grant. It was piloted the second winter with leftover RPP funds in order to gain further knowledge on the extent such a program assisted seniors in accessing needed services.

The second pilot of this program had 12 participants who used 202 taxi vouchers for a total cost of \$1,212.00

STAFFING

One volunteer was recruited to oversee this program.

PROBLEMS

The limited number of participants during the two pilot projects do not give a reliable picture of actual need. However, none of the participants fell while out in the community during the program. Voucher use depended on weather so is not completely predictable.

HOPES & PLANS

The outcome of two pilots shows that this program is viable. It is suggested that PGCOS seek funding to expand the availability of this program again. (The number of participants would be dependent on the amount of funding received or allocated.)

One volunteer or staff member would be necessary to liaise with the taxi company, take care of clients needs, and track data.

BLUE BOTTLE PROGRAM



UPDATE

In 2021 **115** bottles were given out.

HISTORY

The idea for this program was brought to PGCOS by volunteer Jim Boer in 2015. It was modelled on an existing program in Salmon Arm, BC.

GOAL

The goal of the program is to provide individuals with the means of recording important personal health information and keeping that information handy for emergency personnel to access quickly and easily.

PARTICIPANTS

Free kits are available to any senior (55+) as well as younger individuals with serious health concerns.

HOW TO PARTICIPATE

Free kits are available at the Seniors Resource Centre as well as three local pharmacies. Kits have been available for distribution at our Seniors Fair and other public events. Both seniors and emergency personnel have commented on the helpfulness of having this Blue Bottle information available.

FUNDING

More funding needed

STAFFING

Volunteers assemble the kits and distribute them at public events.

PROBLEMS

The fund is currently *in the red* and we lost both private donors in 2020. The cost of supplies (magnets, adhesive labels, clear bags, printing) has increased dramatically since 2015.

HOPES & PLANS.

We would like to find an annual sponsor or donor to cover the ongoing cost of supplies, and to resume public promotion and distribution post-COVID. We would also like to promote and distribute new information sheets to seniors who already have the kits as medications and information may have changed over the years.

DENTURE PROGROAM



UPDATE

In 2021 there were **55** applicants, and 6 applicants were able to get new Dentures through this program.

HISTORY

This program was established in 2005.

PROGRAM GOAL

To provide financial assistance to seniors without the means to meet the cost of new dentures or the repair or realignment of existing dentures.

PARTICIPANTS

Assistance available to seniors (55+) residing in Prince George or the Regional District of Fraser Fort George.

Recipients of this assistance are very appreciative and very emotional in expressing their thanks.

HOW TO PARTICIPATE

Written application with documented proof of residency and income along with a written quote from their denturist. If approved, payment is issued directly to the denturist.

FUNDING

Initial funding was a \$2,400 donation from the Prince George Construction Association from funds raised at their annual Christmas event. Support ranged from \$4,000 to \$11,000 annually. This funding ceased in 2016 when PG Construction Association decided to allocate their efforts in a different direction. We received funding from three companies related to the forest industry -- Sinclair Group, Lakeland Mills and DWB Consulting – a couple of years in a row, but the downturn in the forest industry brought that to an end. A number of private individual donors as well as members of the PG Retired Teachers Association have remained small contributors.

STAFFING

Oversight of this program as been part of PGCOS staff duties with assistance from volunteer Directors.

PROBLEMS

This program is entirely dependent on donations. When this program began, a set of new dentures cost around \$500 but that cost is now \$5,000+. Where a \$2,400 donation

used to help a half dozen applicants, today it does not cover the cost of a single set of dentures. Denturists no longer repair old dentures. Seniors often need expensive extractions, treatment for abscesses or other dental work before receiving dentures.

PLANS & HOPES

We have drafted a protest letter for potential applicants to provide their need and signature and we will forward it to the Minister of Health, MLAs, etc. Unfortunately, most seniors so far have turned down signing this letter saying nothing is going to change anyhow. We would like to see the governments cover dental and denture needs as basic health coverage.

CHRISTMAS HAMPERS PROJECT (Yearly)



UPDATE

In 2021 PGCOS delivered **255** hampers to the Prince George Community.

PROJECT GOAL

To provide the makings of a festive meal PLUS at least a week's worth of non-perishable groceries to help tide seniors over the extra week between December and January benefit cheques.

PARTICIPANTS

Hamper recipients are identified as seniors (65+) who are low-income (in receipt of the federal Guaranteed Income Supplement (GIS)).

HOW TO PARTICIPATE

Written application forms are accepted during November and the first week of December. Documented proof of income and residence must be supplied. Applications are cross-checked with other local hamper-granting agencies. Hampers are put together and delivered during the week before Christmas by volunteers.

FUNDING

This project is 100% dependent on community donations.

STAFFING

A part-time seasonal Coordinator is hired.

PROBLEMS

Donation amounts unknown each year, warehouse space availability for storage of non-perishable food donations and hamper assembly, lack of refrigeration for perishable food donations, aging staff and volunteers for lifting and stairs, qualified coordinator willing to work seasonal part-time with minimal hours, unpredictability of food donations (quality, type, sizes)

PLANS & HOPES

Sufficient community support, to find suitable ground level warehouse space, to find a suitable coordinator (hopefully a coordinator that would stay more than one year), to work with gift cards & cash donations and bulk buy hamper contents again for hamper uniformity

GOLDEN AGE SOCIALS



UPDATE

No events were scheduled in 2021 due to Covid-19 we are hopeful that we will be able to host these socials in 2022.

HISTORY

PGCOS was approached in 2008 to take over the coordination of this social event. It had been organized by one individual for at least 30 years, but that individual had passed away and left no written records or instructions.

GOAL

This events purpose is to provide a free monthly social event to community seniors during the long winter months.

PARTICIPANTS

This free event is open to any community member. Reservations are not required. Participants look forward to these events as often they do not get out much during the winter months. This is especially true of long-term care residents. Event dates are posted widely and there is a standing open invitation to participate.

FUNDING

The venue – Civic Centre – is provided by the City of PG and the Civic Centre. The City of PG provides a small grant to PGCOS for overall coordination. Monthly volunteer host groups are drawn from local churches and community organizations.

STAFFING

PGCOS has had a part-time coordinator. Host groups are responsible for providing their own volunteers.

PROBLEMS

Host groups, particularly from traditional churches, are aging out and finding it harder to find volunteers. Host groups are also struggling with the expense of providing refreshments. The event happens in the afternoon, so working volunteers and students cannot participate.

PLANS & HOPES

We hope this event resumes post-COVID. More host groups or sponsors must be found. Historically, business or corporate hosts have been turned down, but it may be necessary to look at business or corporate sponsorship or volunteers.

GRANDMOTHERS GATHERING



HISTORY

This event was started in March of 2021.

GOAL

The goal of this event is to provide a virtual gathering for isolated grandmothers during COVID isolation where they can share stories and experiences.

PARTICIPANTS

This event is open to any senior woman (55+) who can access ZOOM.

HOW TO PARTICIPATE

Participation has been by invitation from either PGCOS or the PG Native Friendship Centre.

FUNDING

PGCOS receives no dedicated funding for this event. However, the PG Native Friendship Centre has included provision and distribution of lunch for the participants under their *Active Aging* program.

STAFFING

There is no coordinator. We only need to provide the ZOOM link.

PROBLEMS

Seniors who could benefit from this event do not have access or ability to ZOOM.

HOPES & PLANS.

It is hoped that we can continue these monthly meetings, expand the number of participants, and arrange face-to-face gatherings post-COVID.

INCOME TAX CLINICS (Yearly)



UPDATE

in 2021 There were **235** income tax performed.

HISTORY

PGCOS began offering this service in 2002 with the establishment of Community Volunteer Income Tax Preparers (CVITP) by Canada Revenue.

GOAL

The goal of these clinics is to provide free preparation of simple basic income tax returns for low-income seniors.

PARTICIPANTS

CVITP sets out its own guidelines for participation based on income. We limit participation to seniors (55+).

Seniors begin calling to find out if and when we are offering Income Tax Clinics the first week of January each year.

HOW TO PARTICIPATE

Drop-in clinics are scheduled for two half-days per week during March and April. No appointments are required.

FUNDING

None. We receive minimal donations from clients.

STAFFING

Volunteer Lois Nelson has coordinated this service since 2002. She is assisted each year by two to four volunteers.

PROBLEMS

The amount of space required is problematic.

PLANS & HOPES

We hope to continue offering this crucial free service to low-income seniors. We believe it is necessary as many seniors either cannot access computers or cannot understand the return, and so many benefits are determined by the timely filing of their income tax returns.

NEWSLETTER (Monthly)

HISTORY

Our newsletter was started in 2008 as a printed one-page quarterly update on PGCOS services and events. It has since grown to a 15-20 page monthly issue. It was given the name *The Senior Times* in 2014 by volunteer editors Bob and Lorraine D'Auray.

GOAL

The goal is to promote PGCOS programs and events as well as community services and events of particular interest to seniors, their families and caregivers.

PARTICIPANTS

It is distributed free by email to 1,000+ subscribers and about a dozen print issues (cost 25 cents) are available for pick-up at the Seniors Resource Centre each month.

HOW TO PARTICIPATE

Anyone interested in subscribing can contact the Seniors Resource Centre with their email address.

Subscribers often email messages of interest and appreciation after receiving their newsletter each month – many to say they tried the recipe. Although advertisers are infrequent, they are always appreciative of the coverage.

FUNDING

Funding for our newsletter is included in our BC Gaming Grant under the *Seniors Information Program*. Some minimal income is generated by paid advertisements and hard-copy sales.

STAFFING

Production of *The Senior Times* is the duty of the Executive Director.

PROBLEMS

Subscribers frequently change email addresses and do not report changes. Small organizations and businesses expect us to promote their events and activities for free and frequently do not turn in copy in time.

HOPES & PLANS.

We hope to upgrade our website and include our newsletter – as well as an archive of past editions – there.

SENIORS FAIR (Yearly)

UPDATE

This event was not held in 2021. We hope to be able to host this event again in 2022.

HISTORY

In 2007 the Prince George Exhibition approached PGCOS to *do something for seniors* in an empty Kin arena during the annual exhibition. That year we organized a two-day event with exhibits and activities. We quickly decided two days – plus open until 9 pm one evening – was beyond our capacity. Since then, we have hosted an annual one-day event.

GOAL

The goal has always been to provide area seniors who might not come into the Seniors Resource Centre with a one-stop information fair about services, products, and activities, to encourage small and non-profit organizations to showcase themselves at minimal cost, and to provide a social setting for seniors to visit and renew friendships.

PARTICIPANTS

Participation for exhibitors was originally by invitation – we had 17 exhibitors the first year, and more recently over 60.

The event is open to anyone who pays to enter the exhibition grounds. As our event is held on Seniors Day, entrance fee for seniors is traditionally half-price.

Senior fairgoers always enjoy visiting and finding new events and businesses. Exhibitors appreciate our Passport which gets fairgoers to stop at their tables.

HOW TO PARTICIPATE

Any fairgoer can participate by attending the exhibition. Traditionally we see between 1,000 and 1,200 seniors.

Exhibitors can register for a fee (\$65 non-profit, \$250 commercial or corporate with an early-bird discount) during the month of June. This price includes one 10-foot x 2-foot space with fabric draping behind, one rectangular table and two folding chairs, and inclusion in our Passport. Staff or volunteers of exhibitors are provided with a wristband for fairground entrance for one day.

FUNDING

There is no dedicated funding or sponsorship for this event. The BCNE provides the venue. Exhibitors' registration fees cover the rental of tables and chairs. Our *Old Boot Café* has netted between \$400 and \$1,000 for the day in the past.

STAFFING

There is no dedicated Coordinator. Volunteers organize and staff the *Old Boot Café*.

PROBLEMS

This event has grown considerably since early days and is a very big event to organize without a dedicated coordinator. This event occurs on the third Thursday in August – a time of year when many potential volunteers are away on vacation. It is also a weekday and challenging for small organizations and businesses to remain open and also staff a table at our exhibition. It is difficult to get small organizations and businesses to register ahead of time which in turn makes it difficult for us to organize.

PLANS & HOPES

We hope to access sponsorship or funding to hire a summer student to coordinate post-COVID. Since we have access to an entire Kin arena there is potential to increase the number of exhibitors. It would be nice to access sponsorship or funding in order to advertise more.

WORLD ELDER ABUSE AWARENESS DAY (Yearly)



UPDATE

For 2021 the plans were limited to a Drive by Parade.

HISTORY

Elder abuse has always been an important issue for PGCOS. When PGCOS became a host agency for the Community Response Network (CRN) in 2001 it became more possible to bring this issue to attention. In 2006, the United Nations officially proclaimed June 15 as World Elder Abuse Awareness Day.

GOAL

The goal of this day is to bring world-wide awareness to one of the most underreported crimes in Canada – elder abuse.

PARTICIPANTS

Anyone.

HOW TO PARTICIPATE

The community can participate in a variety of activities and events organized for the week surrounding June 15.

FUNDING

PGCOS receives no specific funding for this day. However, as CRN host organization, we hold their local funds in a designated account and can access provided to them by the provincial CRN.

STAFFING

No dedicated staff or coordinator.

PROBLEMS

Elder abuse is an uncomfortable and hidden issue and difficult to bring to the attention of the public. Activities and events are limited by lack of funding and volunteers. It is our belief that once a year is NOT sufficient to address this issue.

HOPES & PLANS.

We hope to resume public events such as presentations and workshops post-COVID. We would like to hold events and activities throughout the year rather than just once in the month of June.

RADIO PROGRAM "Senior Moments"

Senior Moments" continues to be a well-received weekly radio program on CFIS-FM 93.1 with cohosts Sharon Hurd and Bob D'Auray. Topics covered range from seniors' nutrition to community activities.

Tune in Tuesdays between 1 and 2 pm. Archived episodes are available at www.senior-moments.ca . We guarantee you'll enjoy it!

Statistics

Housing and Community Navigator	
Applications	
BC Housing Application	120
Aboriginal Housing Application	12
Letter to Landlord	6
SAFER Application	73
Northern Health Application	16
BC Recovery Benefit	2
CPP	27
GIS	23
OAS	2
WCB	2
Homeowners grant	2
Relocation Plan	30
Evictions	27
Total	342

Information and Referral	
Housing Guide	180
Aboriginal Housing	25
Phoned Apartments	50
ASAP	100
BC Housing	110
Property Management	76
Independent Living	62
SAFER	156
Residential & Tenancy Branch	21
Ketso Yoh	17
Ministry of Social Development & Poverty Reduction	53
Northern Health	78
BC Rebate Program	12
Shaw Hook-Up	11
Telus Hook-Up	6
Kijiji Real Estate Adds	6
Follow-Ups	5
Lawyers List	20
Total	988

Calls in and Walk-ins		
	Calls in	Walk-ins
Advocacy	7	2
Referrals	51	3
Abuse	4	2
Administration	87	12
BCNE	0	0
Board / committees	23	23
Food & Xmas hampers	42	13
Community Services / BAH	51	10
Dental / Dentures	35	23
Filling out forms	5	18
Financial / Legal	58	38
Handyman	29	1
Hearing aids/ glasses	8	5
Housing / moving	102	114
Income tax	172	50
Medical / blue bottle	25	4
Meals on Wheels	417	69
Northern Health	19	3
Outreach	20	5
Social activities / GAS	6	3
Volunteer	31	21
Other	156	66
Total	1348	485

Call outs to clients	
Community Connector	84
Friendly Phones	84
Social Line	94
One Ring a Dingy	275
Total	537

Meals on Wheels	
Active Clients	969
New clients	85
Discontinued service	66
Meals	11690
Extra Soup	339
Extra Salads	472
Extra Dessert	691
Extra bread	201

Other Programs	
Denture Program	55
Christmas Hamper	255
Blue Bottle	115
Income Tax Clinic	235

**Prince George Council of Seniors
Income Statement 2021-04-01 to 2022-03-31**

REVENUE

Revenue		
NHA Seniors Info Line		20,052.03
Senior Info Line		100.00
NHA MOW	33,067.00	
MOW Clients	101,249.65	
MOW Donations	32,224.10	
Total MOW Revenue		166,540.75
SHINE Community		9,900.00
City of Prince George Revenue		10,000.00
Rent Revenue		2,600.00
Program Management fees		487.52
Membership Revenue		581.80
News Letter Revenue		15.50
Income Tax		280.00
Donation		102,554.49
Misc Revenue		1,358.25
Net Revenue		314,470.34

TOTAL REVENUE 314,470.34

EXPENSE

Project Expenses		
Seniors Info Expense		2,200.45
MOW Payroll Expense	38,781.14	
MOW Courier & Postage	90.40	
MOW Bank Charges	116.50	
MOW Meals Expenses	98,599.25	
MOW Mileage Expense	834.12	
MOW Office Supplies Expense	1,836.73	
MOW Cell Phone Expense	641.50	
Total MOW Expense		140,899.64
Healthwell Payroll Expense		10,995.90
Gaming Expense		38,424.44
SHINE Expense		1,227.38
Denture Office Supplies Expense	5,572.00	
Total Denture Expense		5,572.00
Elder Abuse Expense		14.73
Hamper Office Supplies Expense	22,815.28	
Total Hampers Expense		22,815.28
Total Project Expenses		222,149.82

Payroll Expenses		
Wages & Salaries		10,932.60
EI Expense		1,215.29
CPP Expense		2,458.26
WCB Expense		1,440.08
Total Payroll Expense		16,046.23

General & Administrative Expe...		
Accounting & Legal		4,639.50
Advertising & Promotions		4,769.74
Business Fees & Licenses		25.00
Courier & Postage		178.60
Directors Liability Insurance	650.00	
Office Insurance	2,324.00	
Glass Insurance	160.00	
Insurance		3,134.00
Interest & Bank Charges		15.04
Office Supplies		1,871.25
Office Computer Systems Expense		5,844.61
Office Furniture & Extras Expense		494.37
Miscellaneous		1,917.62
Rent		31,897.50

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Prince George Council of Seniors
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Repair & Maintenance	1,034.98
Telephone	1,955.53
Internet	527.58
Security Expense	28.02
Staff Training Expense	207.90
Staff Recognition	107.30
Volunteer Appreciation Expense	150.00
Memberships Paid Expense	315.00
Coffee & Water Expense	33.99
Janitorial	619.13
Janitorial Supplies Expense	262.55
Travel & Mileage Expense	22.89
Meeting Expense	2,045.36
Total General & Admin. Expen...	<u>62,097.46</u>
TOTAL EXPENSE	<u>300,293.51</u>
NET INCOME	<u><u>14,176.83</u></u>

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