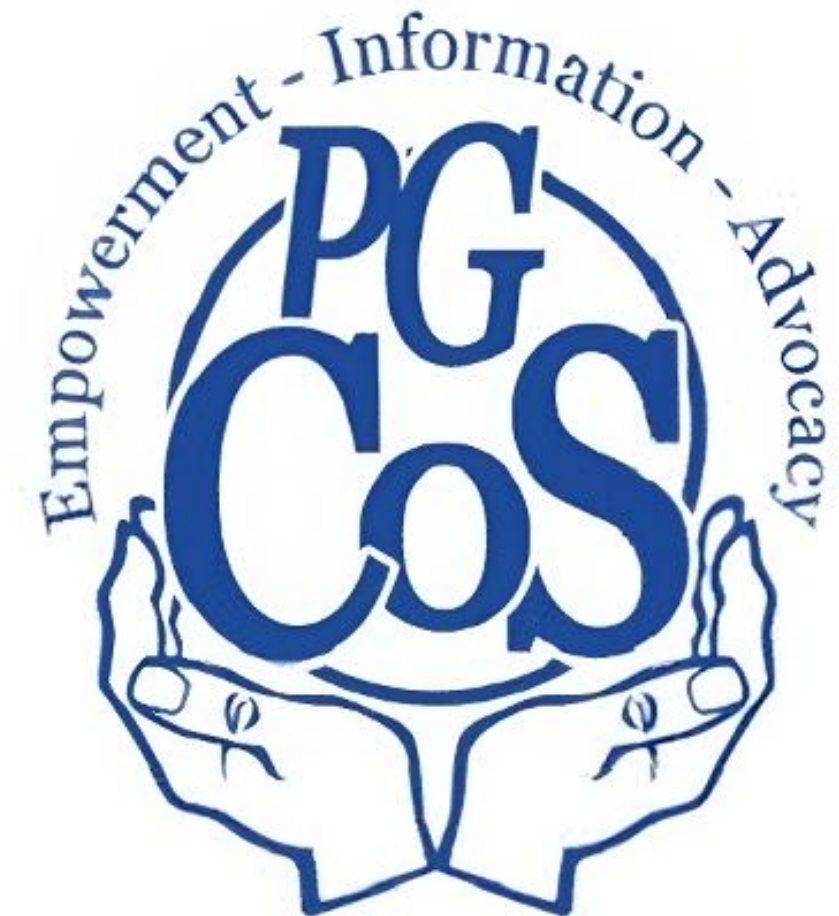


Annual Report 2024-25

Malhar R. Kendurkar

Executive Director

Prince George Council of Seniors





Mission

To inform, empower and advocate for seniors.

Vision

To help create a community where seniors are supported and empowered to live an informed, safe, healthy and connect life.

MESSAGE FROM Executive Director

It has been an exciting and impactful year at the Prince George Council of Seniors. Our team continues to grow, innovate, and respond to the evolving needs of seniors in our community with compassion and resilience.

One of our most significant achievements this year has been eliminating the waitlist for the Meals on Wheels program. This means every senior who needs meals delivered can now receive them without delay. With the addition of a third full-time housekeeper under the Better at Home program, we have been able to serve more clients and reduce the wait time for essential light housekeeping support.

We successfully launched two new programs: the Community Connector, which helps seniors access critical supports, and a Volunteer Coordination service to enhance recruitment, training, and retention of our valued volunteers. These services have already strengthened our impact and improved service delivery.

Throughout the year, we focused on strengthening collaborations with local and provincial partners. We supported seniors through benefit transitions, hosted a successful Super Clinic in collaboration with CRA and the Ministry of Social Development, and worked alongside UBC Okanagan on research related to seniors experiencing housing insecurity.



MESSAGE FROM Executive Director



This year, we also successfully opening of a Warming and Cooling Centre at the Senior Resource Centre—providing a safe and welcoming space for seniors during extreme weather. Another milestone was the delivery of 167 Christmas hampers, ensuring our most vulnerable seniors were cared for during the holiday season.

We celebrated the Seniors Day at the BCNE, with over 1,300 attendees, 45 booths, and an incredible sense of community. We also launched new initiatives Seniors Emergency Pilot Program (SEPP), in collaboration with PG Community Foundation, to offer low-barrier financial aid to local seniors facing urgent, unexpected expenses

These achievements would not have been possible without the dedication and wise guidance of our Board of Directors, whose support continues to be invaluable.

I also extend my heartfelt gratitude to our volunteers, whose generous contributions of time and energy are the backbone of our programs.

Finally, I thank all of our staff for their passion, professionalism, and commitment to making a positive difference in the lives of seniors every day.

With gratitude,
Malhar R. Kendurkar
Executive Director, Prince George Council of Seniors

PGCOS Programs, Services and Special Initiatives

Programs

Meals on Wheels: Provides nutritious meals delivered to seniors' homes to support independent living.

Better at Home: Offers non-medical services such as light housekeeping, grocery shopping, and friendly visits to help seniors remain in their homes.

Community Connector: Assists seniors with accessing health benefits, transportation, and community resources through a holistic approach.

Friends & Family Caregiver Support Program: Provides support, respite, and resources to unpaid caregivers, helping them manage stress and connect with others.

Seniors Housing Navigator: Helps seniors find and maintain stable housing by navigating options and connecting with community resources.

Friendly Phone Call Program: Offers weekly check-in calls to isolated seniors, providing companionship and a friendly voice.

Volunteer Program: Engages community members in various roles, including meal delivery, friendly visits, and event support, to assist seniors.



Services

Christmas Hampers: Delivers holiday hampers to seniors in need, ensuring they have festive meals and essentials.

Advance Planning Clinics: Provides guidance on legal and financial planning for end-of-life decisions.

Income Tax Clinic: Offers free assistance with tax preparation for eligible seniors.

Special Initiatives

Warming/Cooling Centre for Seniors: Provides a safe space for seniors during extreme weather conditions, offering respite from heat or cold.

Seniors Emergency Pilot Program (SEPP): Offers emergency financial support to seniors facing urgent, unexpected expenses.



OUR TEAM



Malhar R. Kendurkar
Executive Director



Anjula Corbin
PGCOS Bookkeeper



Melanie Babbitt
Community Connector



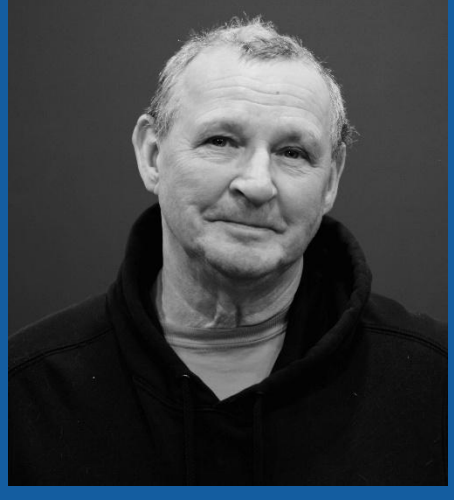
Andrew Agbenin
MOW Coordinator



Emily Ferguson
MOW Assistant



Mike Maund
MOW Chef



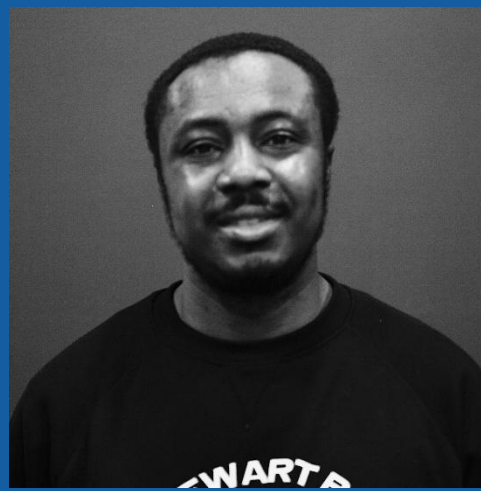
Larry Milley
MOW Sous-Chef



Lisa Traicoff
Volunteer Coordinator



Terry Runions
Better at Home (BAH)
Coordinator



Darlington Antwi
BAH Housekeeper



Leanne Blumers
BAH Housekeeper



Jenine Bortolon
Sr. Housing Navigator

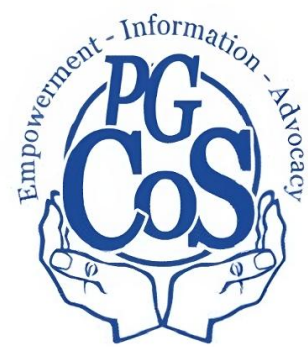


Pinaz Pinaz
Caregiver Support
Coordinator

Kristi Graham
BAH Housekeeper

Diana Espenhain
BAH Grocery Delivery

Meals on Wheels Overview

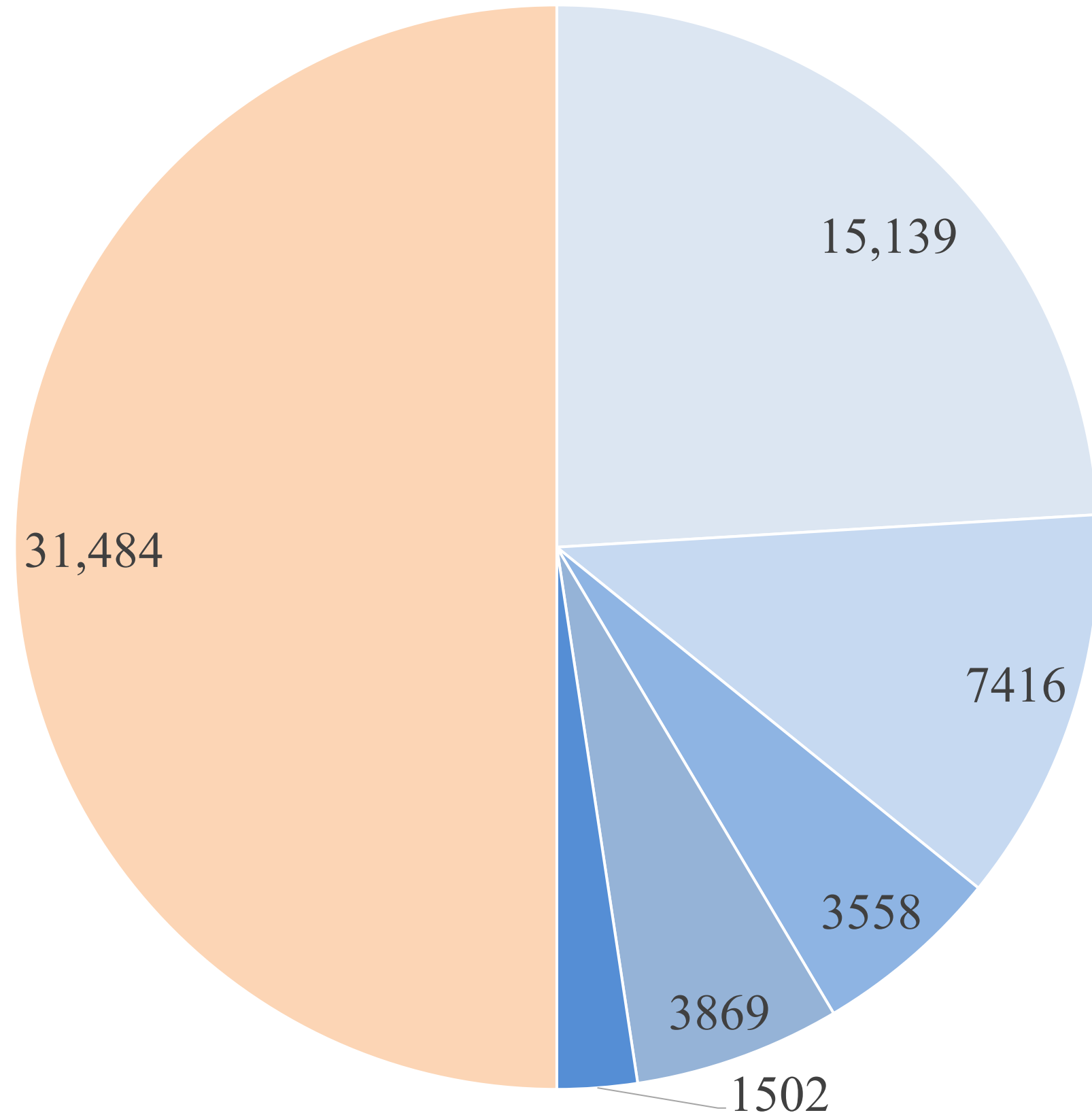
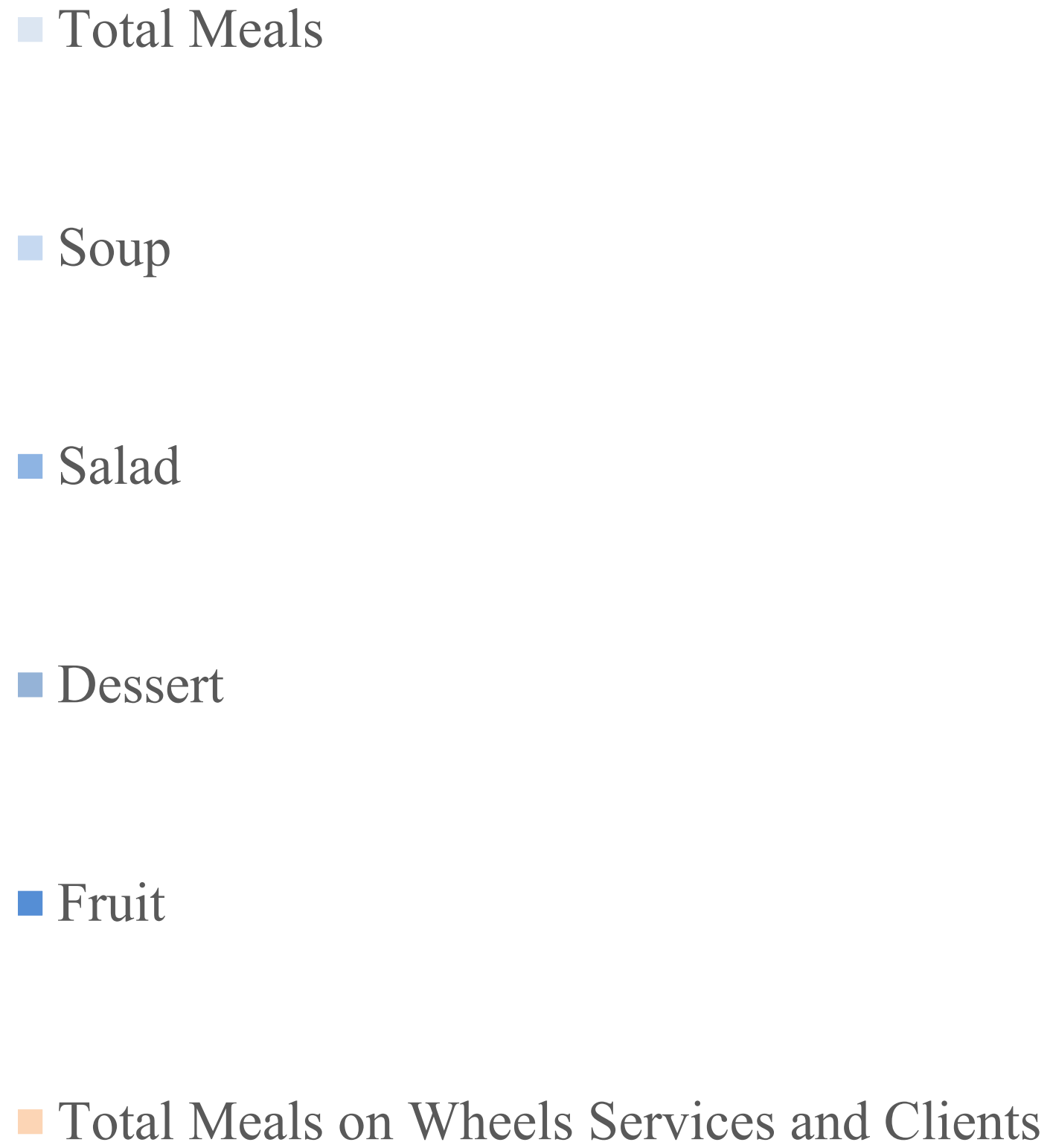


Provides nutritious meals delivered to seniors' homes to support independent living.

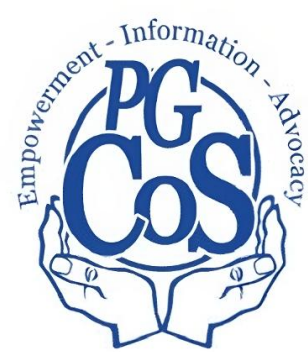
PGCOS Program	Services Provided	Individual Participants
Total Meals	15,139	154
Soup	7416	0
Salad	3558	0
Dessert	3869	0
Fruit	1502	0
<u>Total Meals on Wheels Services and Clients</u>	<u>31,484</u>	<u>154</u>

Meals on Wheels Overview

Meals on Wheels Services



Better at Home Overview



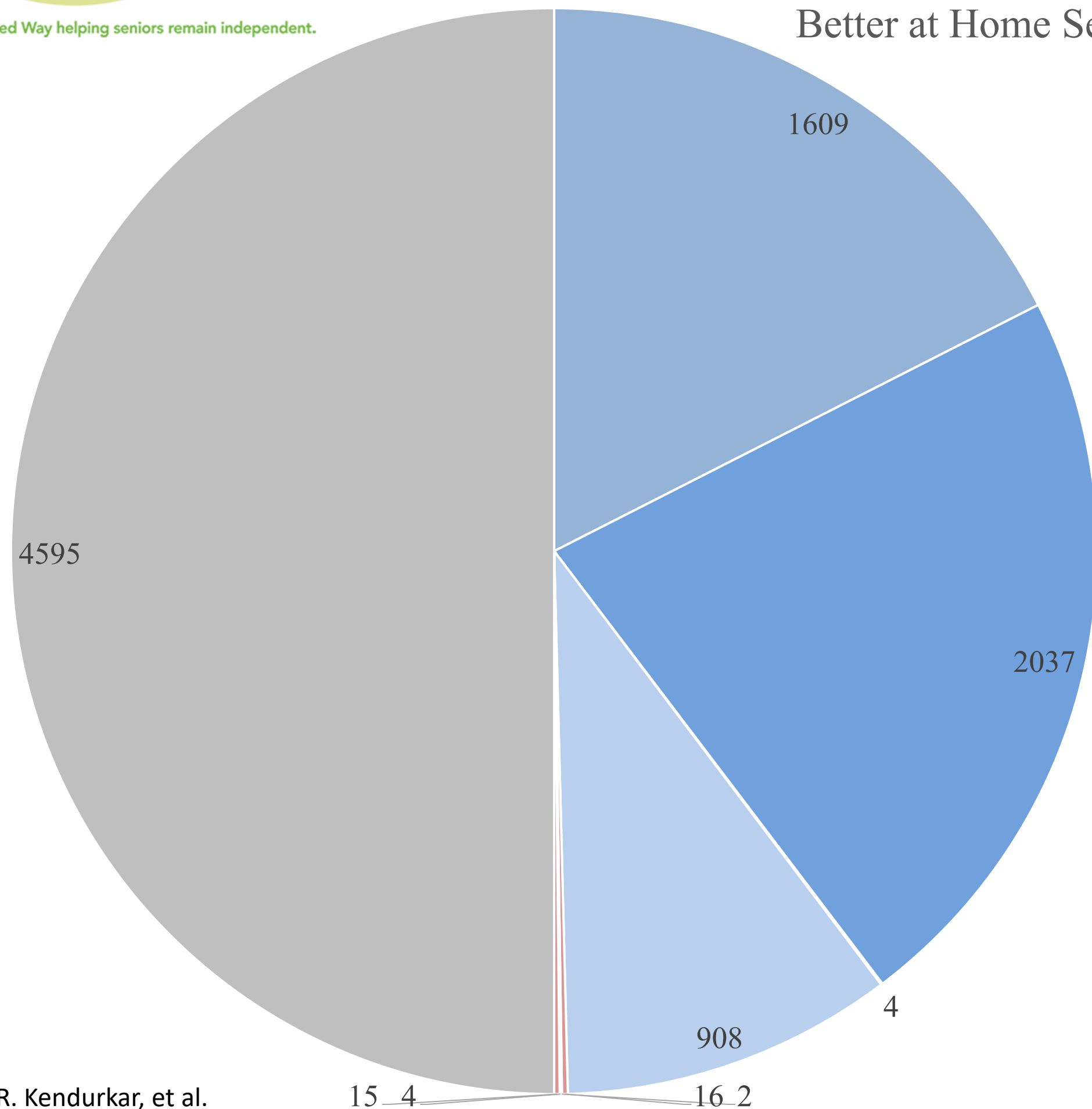
Offers non-medical services such as light housekeeping, grocery shopping, and friendly visits to help seniors remain in their homes.

PGCOS Program	Services Provided	Individual Participants
Housekeeping	1609	127
Online Grocery Ordering and Delivery	2037	86
Assisted Grocery Shopping	4	1
Friendly Visit	908	254
Minor Home Repair	16	6
Transportation (nonmedical)	2	2
Light Yard Work	4	1
Other Services (Help with decluttering, laundry and errands)	15	5
<u>Total Better at Home Services and Clients</u>	<u>4595</u>	<u>482</u>



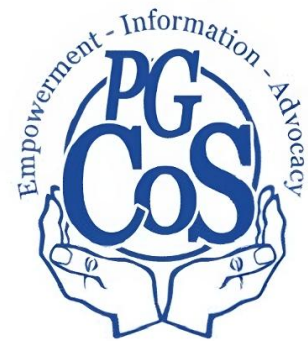
Better at Home Overview

Better at Home Services Provided



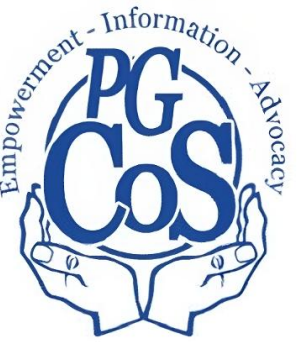
- Housekeeping
- Online Grocery Ordering and Delivery
- Assisted Grocery Shopping
- Friendly Visit
- Minor Home Repair
- Transportation (nonmedical)
- Light Yard Work
- Other Services (Help with decluttering, laundry and errands)
- Total Better at Home Services and Clients

Community Connector Overview

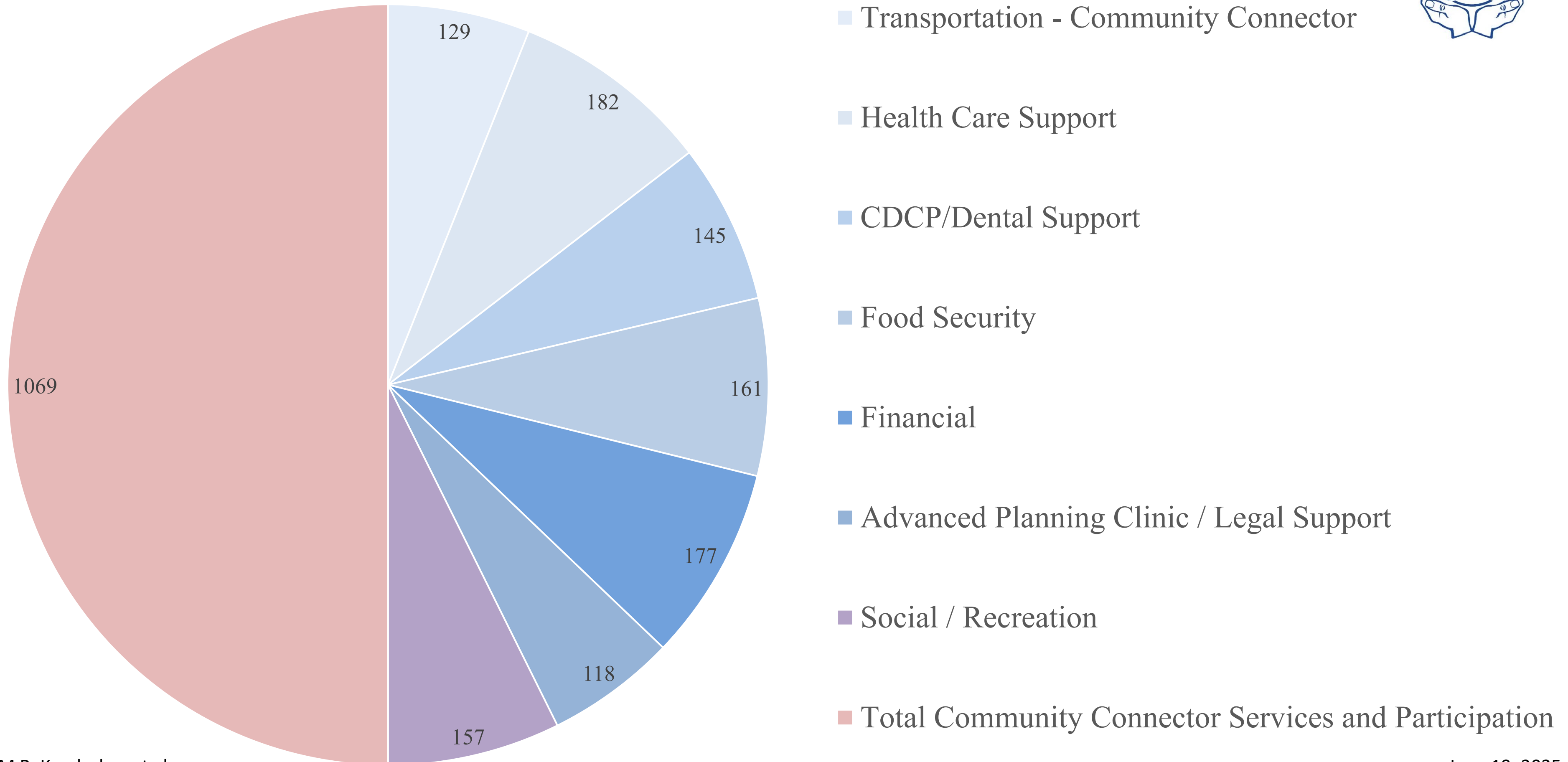


Assists seniors with accessing health benefits, transportation, and community resources through a holistic approach.

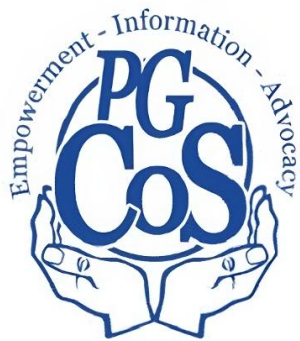
PGCOS Program	Services Provided	Individual Participants
Transportation - Community Connector	129	85
Health Care Support	182	150
CDCP/Dental Support	145	142
Food Security	161	158
Financial	177	170
Advanced Planning Clinic / Legal Support	118	118
Social / Recreation	157	157
<u>Total Community Connector Services and Participation</u>	<u>1069</u>	<u>980</u>



Community Connector Overview



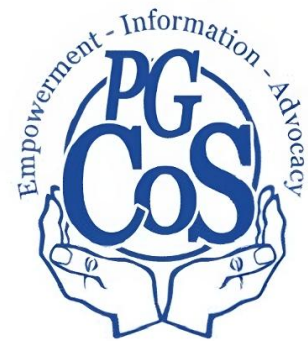
Friends and Family Caregiver Support Program Overview



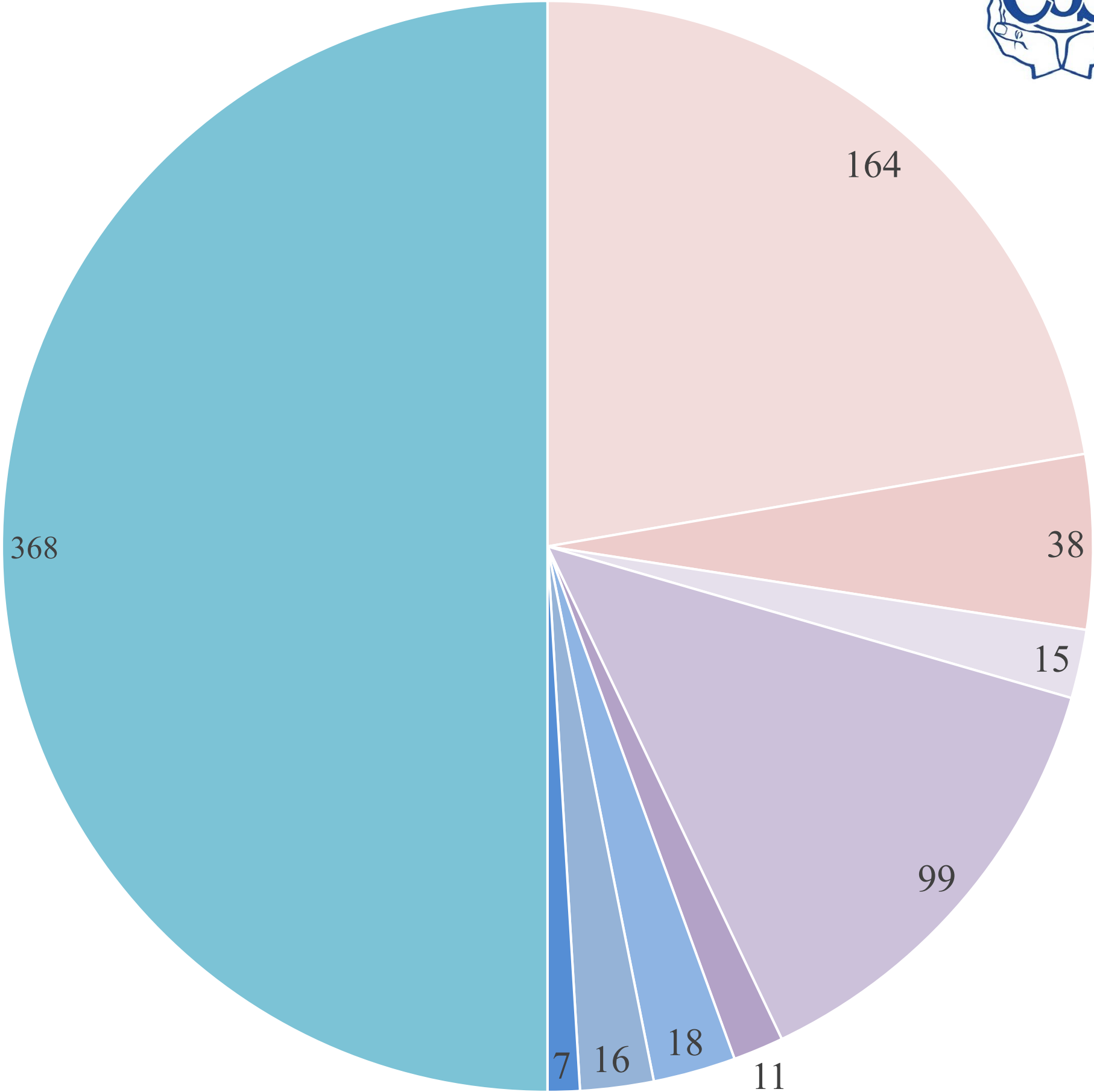
Provides support, respite, and resources to unpaid caregivers, helping them manage stress and connect with others.

PGCOS Program	Services Provided	Individual Participants
Caregiver one on one support	164	29
Information Referral for Caregivers	38	21
Caregiver Navigation	15	18
Respite/friendly visits	99	29
Circle of Support	11	10
Support group/Coffee and Talk	18	18
Special Events	16	10
Educational Workshops	7	11
<u>Total Caregiver Support Services and Clients</u>	<u>368</u>	<u>146</u>

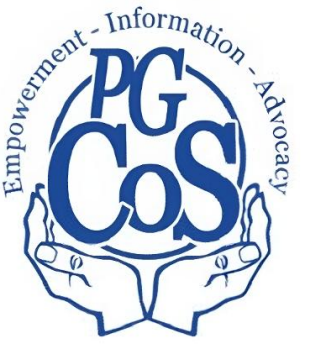
Friends and Family Caregiver Support Program Overview



- Caregiver one on one support
- Information Referral for Caregivers
- Caregiver Navigation
- Respite/friendly visits
- Circle of Support
- Support group/Coffee and Talk
- Special Events
- Educational Workshops
- Total Caregiver Support Services and Clients



Seniors Housing Navigator and Friendly Phone Calls (Social Line)



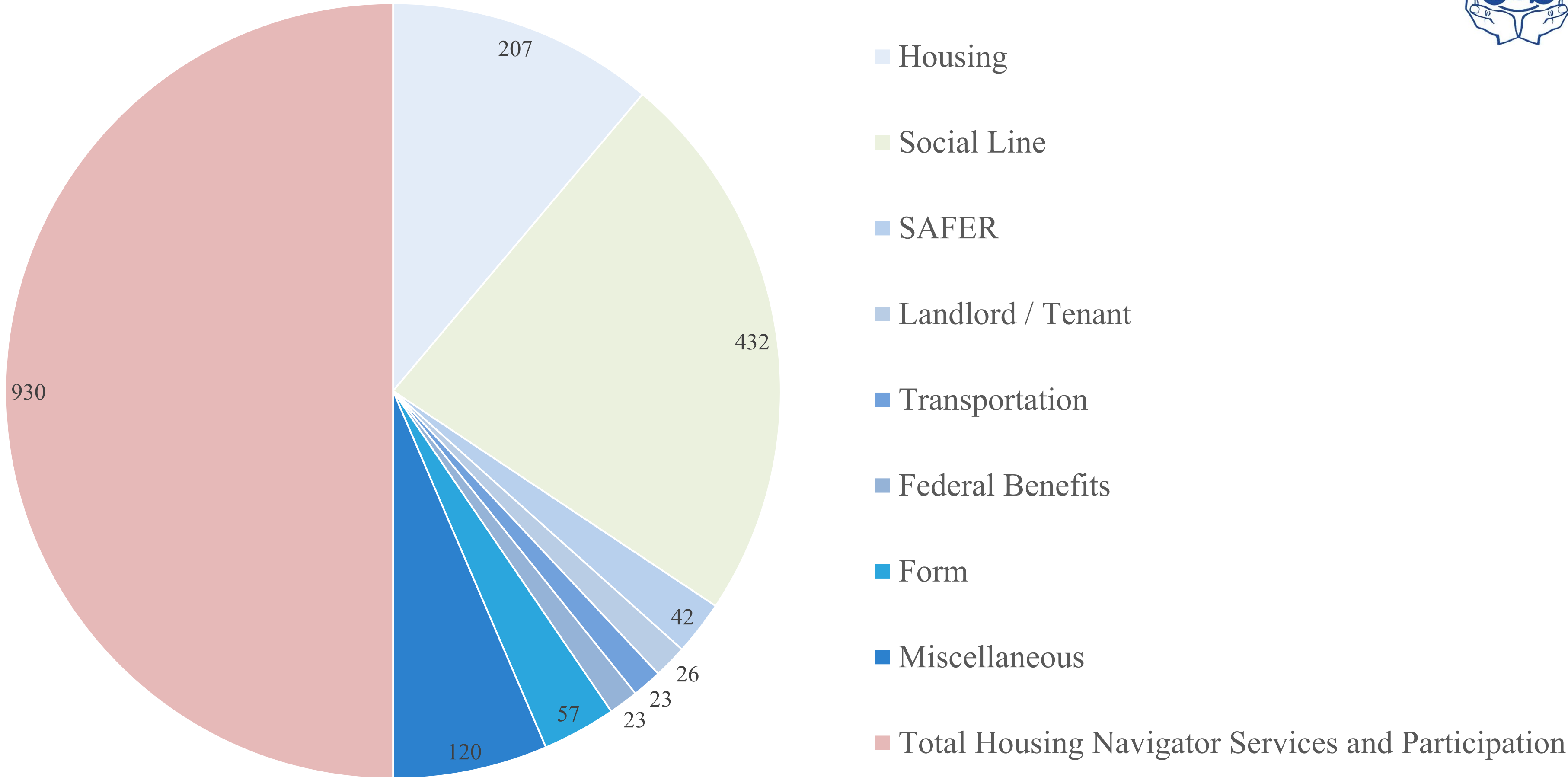
Sr. Housing helps seniors find and maintain stable housing by navigating options and connecting with community resources.

Social Line offers weekly check-in calls to isolated seniors, providing companionship and a friendly voice.

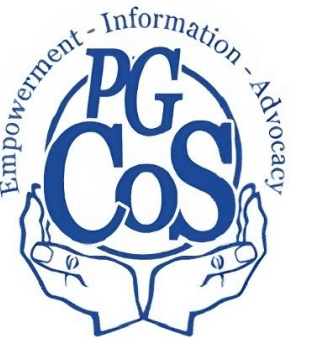
PGCOS Program	Services Provided	Individual Participants
Housing	207	168
Social Line	432	420
SAFER	42	40
Landlord / Tenant	26	18
Transportation	23	15
Federal Benefits	23	21
Form	57	57
Miscellaneous	120	106
<u>Total Housing Navigator Services and Participation</u>	<u>930</u>	<u>845</u>



Seniors Housing Navigator and Friendly Phone Calls (Social Line)



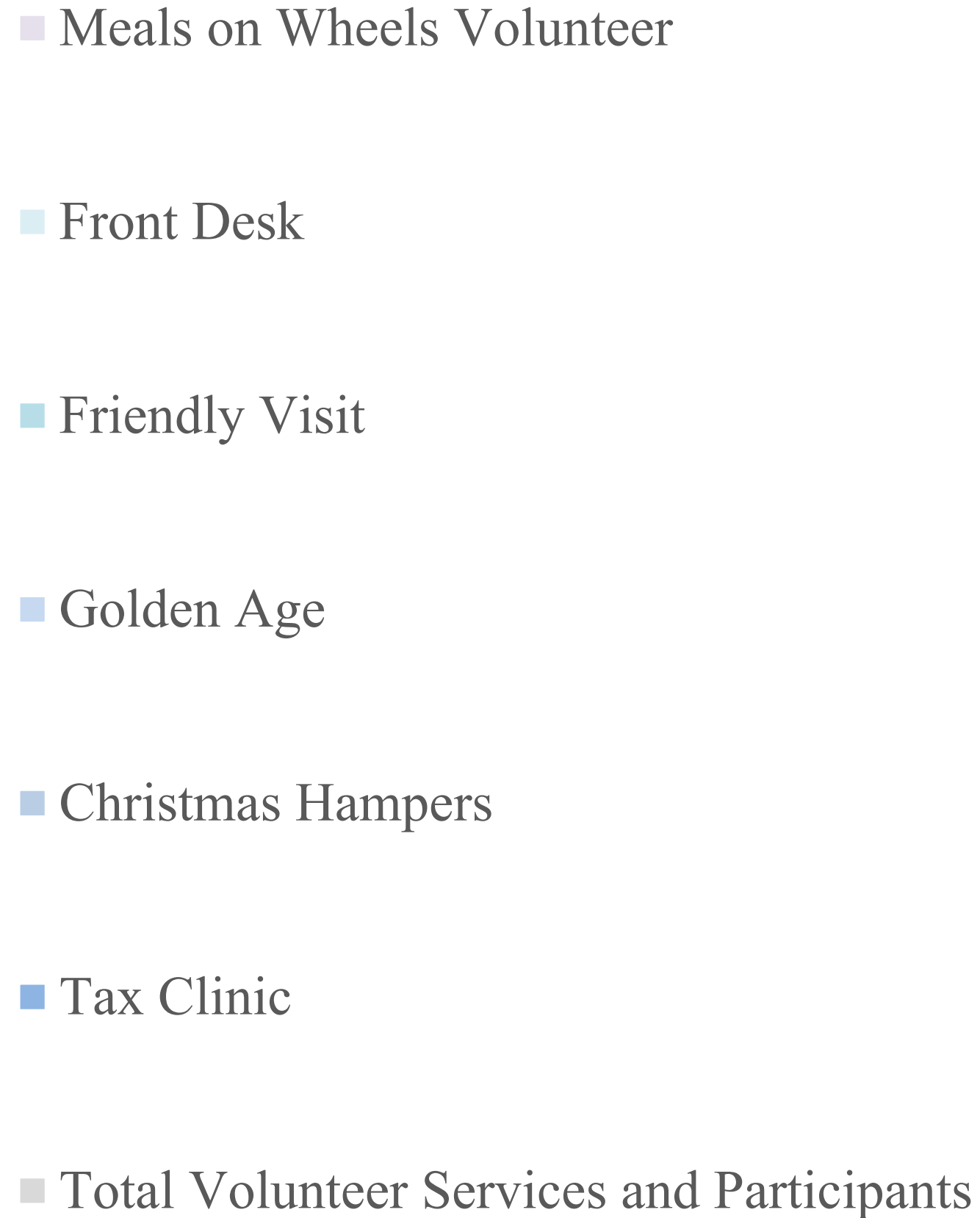
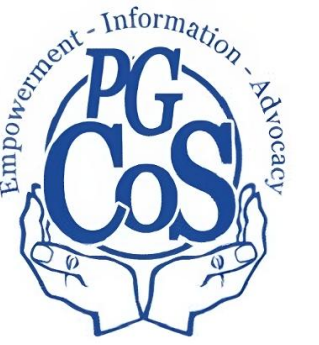
Volunteer Coordination



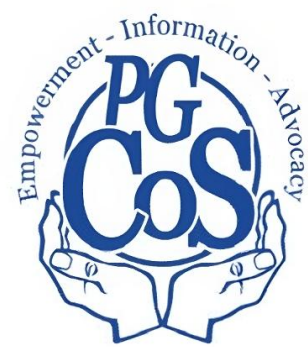
Engages community members in various roles, including meal delivery, friendly visits, and event support, to assist seniors.

PGCOS Program	Services Provided	Individual Participants
Meals on Wheels Volunteer	154	76
Front Desk	12560	18
Friendly Visit	908	15
Golden Age	1158	14
Christmas Hampers	195	80
Tax Clinic	429	13
<u>Total Volunteer Services and Participants</u>	<u>15404</u>	<u>216</u>

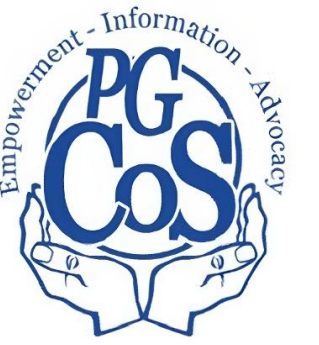
Volunteer Coordination



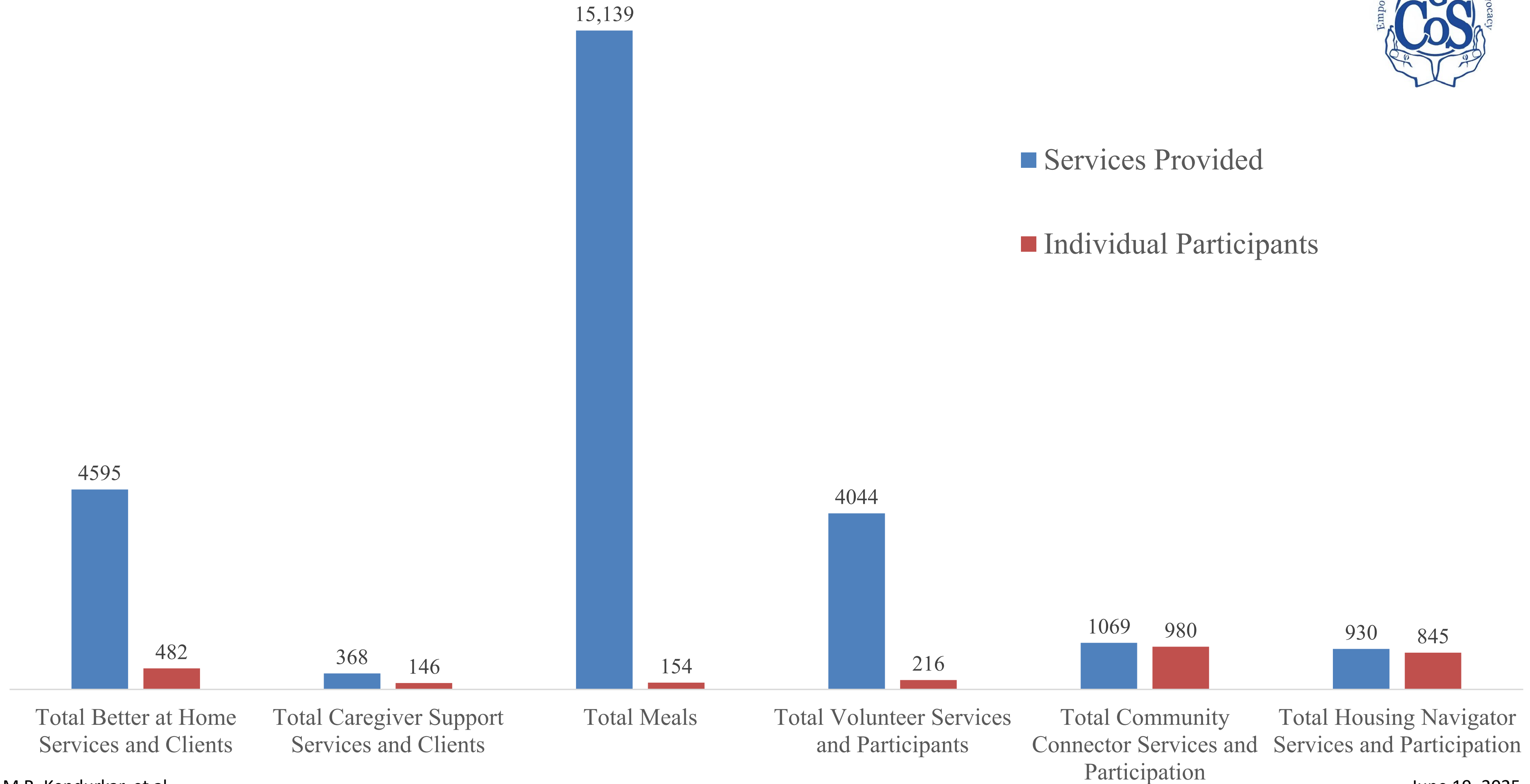
PGCOS Services and Individual Participants

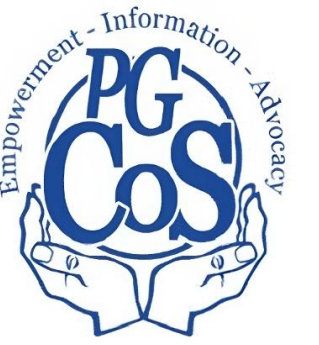


PGCOS Program	Services Provided	Individual Participants
<u>Total Meals on Wheels Services and Participation</u>	<u>31,484</u>	<u>154</u>
<u>Total Better at Home Services and Participation</u>	<u>4595</u>	<u>482</u>
<u>Total Community Connector Services and Participation</u>	<u>1069</u>	<u>980</u>
<u>Total Caregiver Support Services and Participation</u>	<u>368</u>	<u>146</u>
<u>Total Housing Navigator Services and Participation</u>	<u>930</u>	<u>845</u>
<u>Total Volunteer Services and Participants</u>	<u>4044</u>	<u>216</u>



PGCOS Services and Individual Participants

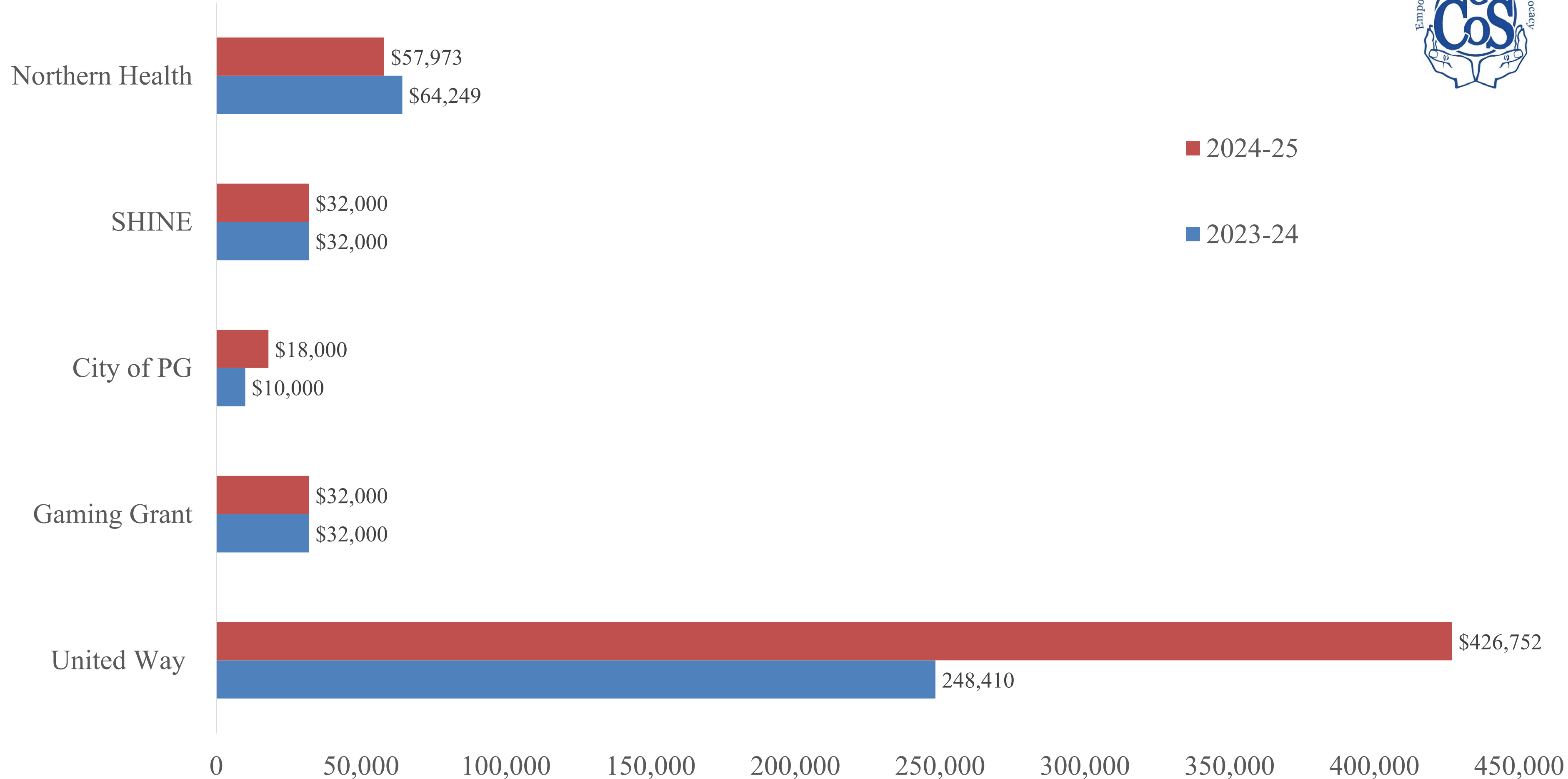
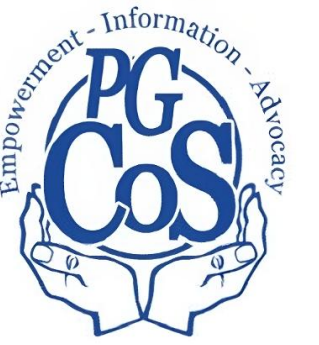




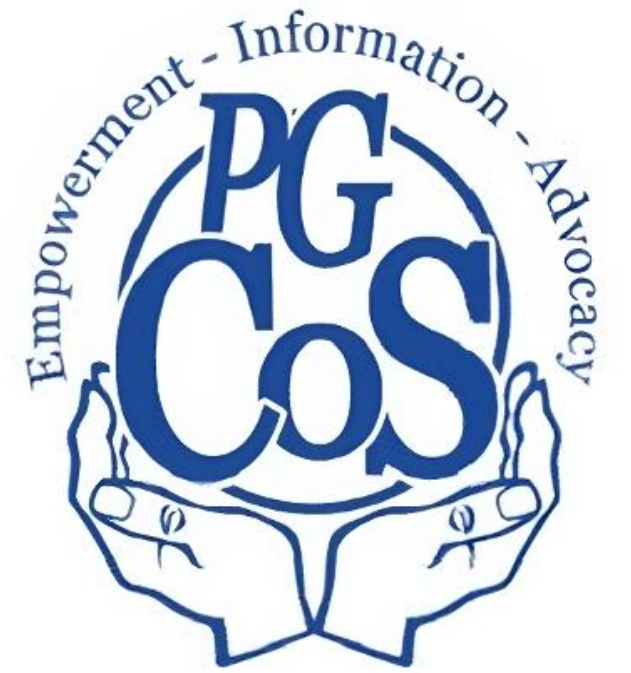
Revenue Comparison



Expense Comparison



THANK YOU



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The impact of the Prince George Council of Seniors is made possible through the generous support of our public and private funders. We are proud to recognize the individuals, organizations, foundations, and partners whose contributions have helped us continue this vital work in our community.