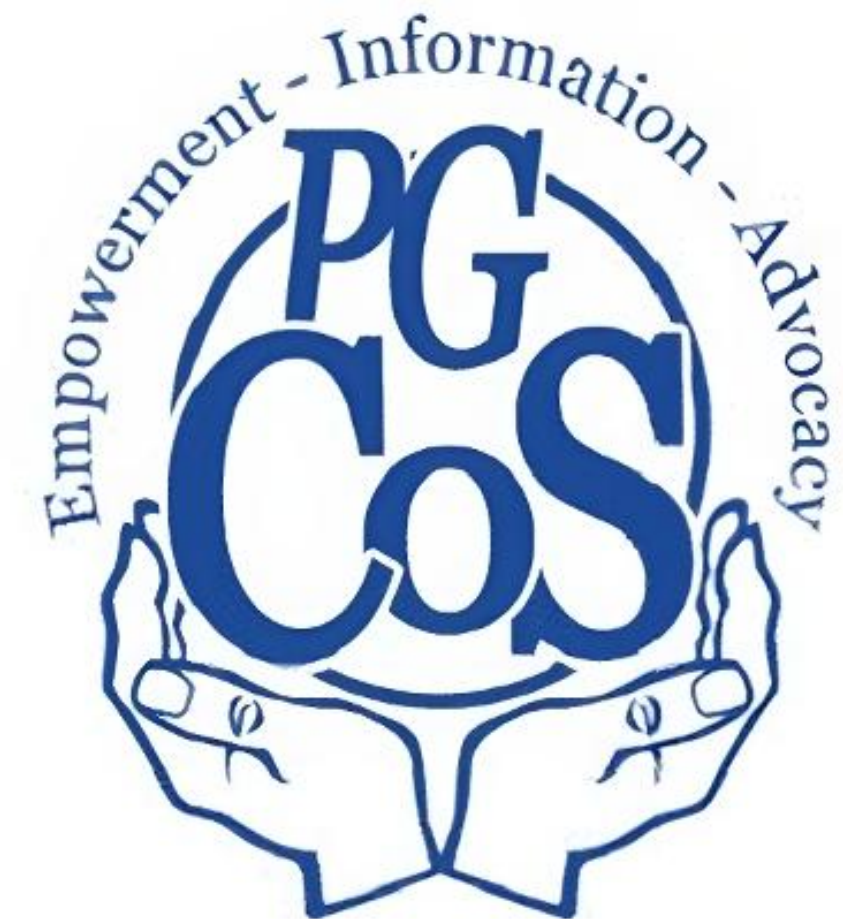


# Annual Report 2025-26

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 connected life.

# MESSAGE FROM Executive Director

As I reflect on the past year, I am filled with gratitude and pride for the remarkable work accomplished by the Prince George Council of Seniors. Despite ongoing challenges facing seniors in our community, our organization has continued to grow, adapt, and strengthen its commitment to supporting older adults throughout Prince George and surrounding areas.

Over the past year, we have witnessed increasing demand for our services as more seniors seek assistance with housing, income supports, transportation, food security, caregiving resources, accessing medical system and social connections. Rising living costs, limited affordable housing options, transportation barriers, and growing social isolation have continued to impact many seniors. These challenges have reinforced the importance of the work we do every day.

In response, the Prince George Council of Seniors has continued to expand and enhance our programs and services. Through the Senior Resource Centre, Better at Home, Meals on Wheels, Social Prescribing, Caregiver Support, Transportation Assistance, Housing Navigation, Dementia Support, and numerous community outreach initiatives, we have provided essential support to thousands of seniors and their families.

Our dedicated staff and volunteers have worked tirelessly to ensure seniors can access the resources they need to maintain their independence, dignity, and quality of life.



# MESSAGE FROM Executive Director

This year also brought significant successes. We secured several grants and funding opportunities that have allowed us to strengthen existing programs and develop new initiatives. These investments have helped us improve service delivery, expand community partnerships, and increase our capacity to meet the evolving needs of seniors. We are especially proud of the continued growth of our Meals on Wheels program, our better at home program, social prescribing and the increasing impact of our housing and advocacy work.

None of these accomplishments would have been possible without the dedication of our volunteers, staff, Board of Directors, community partners, funders, and supporters. Their commitment, compassion, and belief in our mission continue to make a meaningful difference in the lives of seniors throughout our community.

As we look ahead, we remain focused on building a stronger, more age-friendly community where every senior/elder feels valued, supported, and connected. While challenges remain, we are confident that through collaboration, innovation, and advocacy, we can continue to improve the lives of seniors and address the growing needs of our aging population. On behalf of the Prince George Council of Seniors, I would like to thank everyone who has supported our organization over the past year.

Together, we are making a lasting difference in the lives of seniors and helping create a community where older adults can thrive.

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

June 18, 2026



# 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.

**Navigation and Peer Support:** Supports older adults in navigating housing applications, accessing benefits and essential services, and connecting with community resources to promote safe, stable, and independent living.

**Compassionate Dementia Support (CDIC):** This program fosters understanding, support, and inclusion for individuals living with dementia, helping them and their caregivers stay connected, engaged, and valued in the community.



## *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.

**Golden Age Socials (GAS):** Opportunity for older adults to come out and enjoy live entertainment and refreshments by various host group at Civic Centre.



# OUR TEAM



Malhar R. Kendurkar  
Executive Director

Anjula Corbin  
PGCOS Bookkeeper

Melanie Babbitt  
Community Connector

Andrew Agbenin  
MOW Coordinator

Bee Roberts  
MOW Assistant

Mike Maund  
MOW Chef

Zach Kelly  
MOW Sous-Chef



Candice Drouin  
Volunteer Coordinator

Terry Runions  
Better at Home (BAH)  
Coordinator

Sarah Haeussler  
BAH Housekeeper

Leanne Blumers  
BAH Housekeeper

Jenine Bortolon  
Sr. Housing Navigator

Pinaz Pinaz  
Caregiver Support  
Coordinator

Gagandeep Kaur  
Dementia Support  
Coordinator



Kristi Graham  
BAH Housekeeper

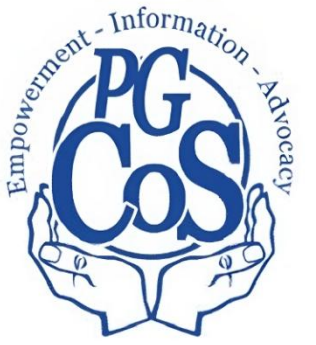


Diana Espenhain  
BAH Grocery Delivery



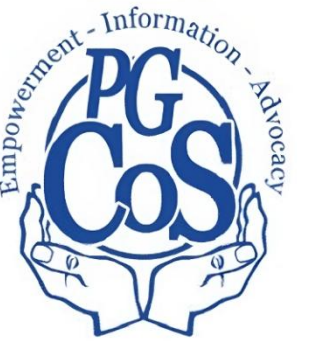
Shaela Badiola  
Navigation and Peer Support

# Meals on Wheels Overview



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

PGCOS Program	Services Provided	Individual Participants
Total Meals	18,651	220
Soup	8,927	0
Salad	3,894	0
Dessert	4,533	0
Fruit	2,065	0
<u>Total Services for 2025-26</u>	<u>38,070</u>	<u>220</u>



# Meals on Wheels Overview

PGCOS Meals on Wheels Services 2025-26

■ Total Meals 2025-26

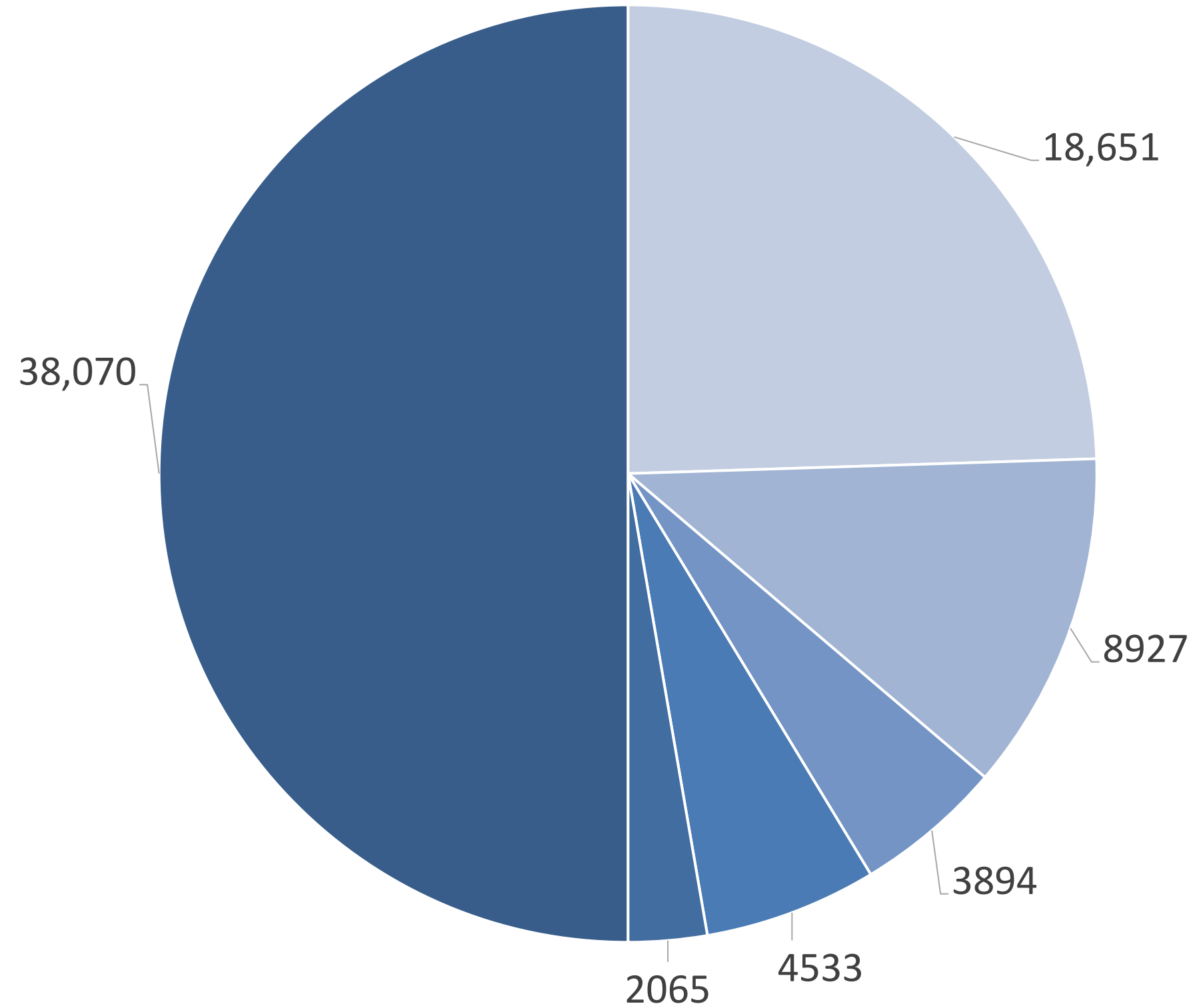
■ Soup

■ Salad

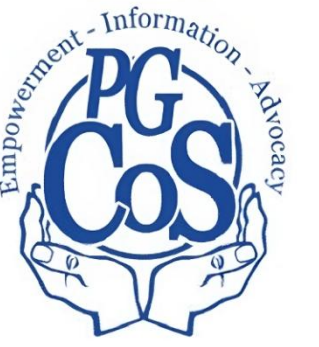
■ Dessert

■ Fruit

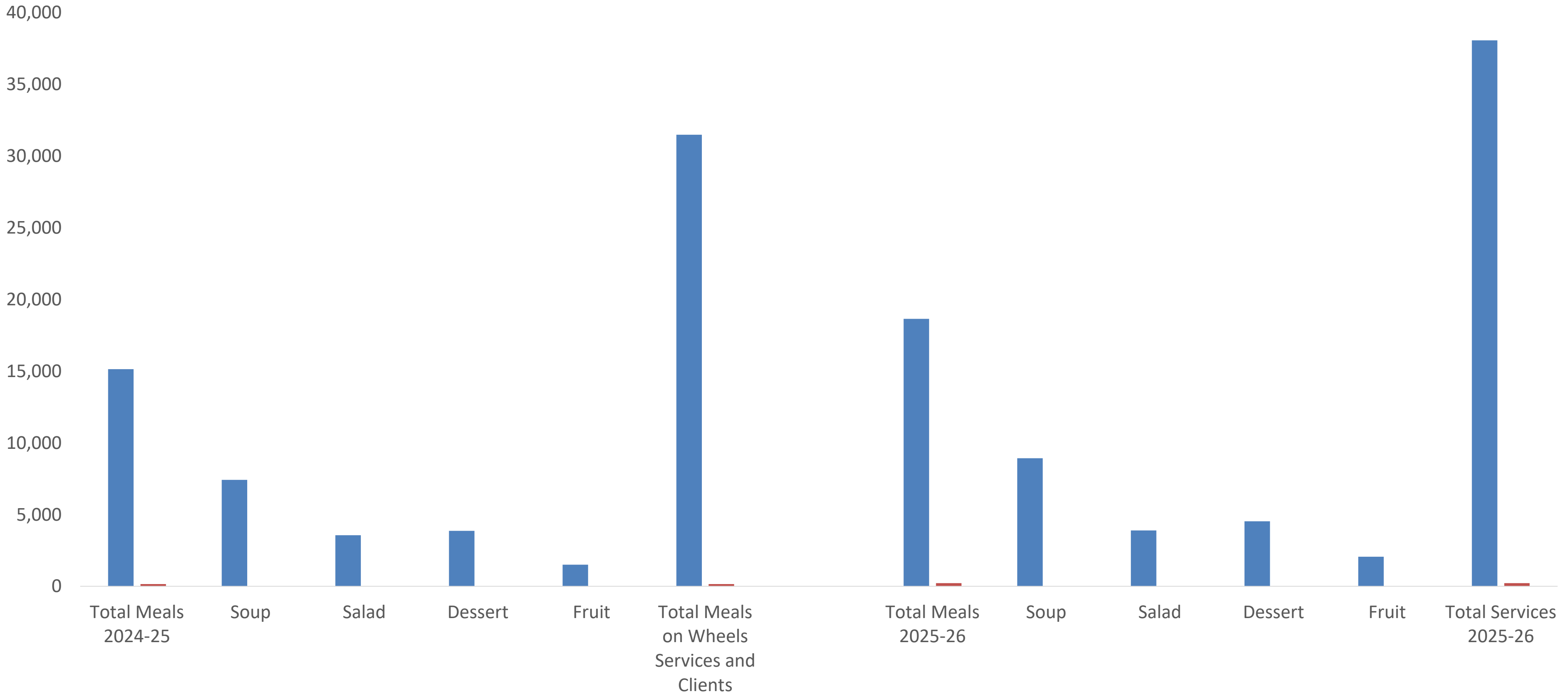
■ Total Services 2025-26



# Meals on Wheels Overview



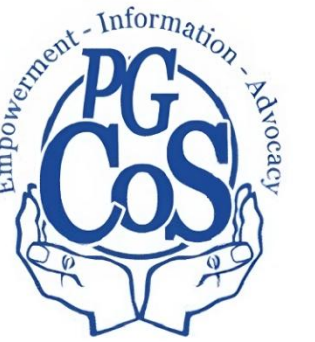
Meals on Wheels Program Comparison: 2024–2025 and 2025–2026





United Way helping seniors remain independent.

# Better at Home Overview



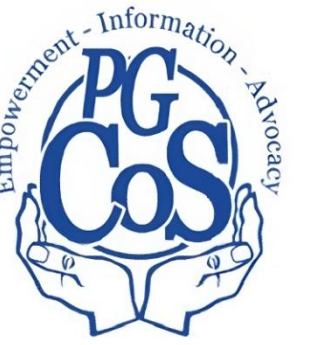
Offers non-medical services such as light housekeeping, grocery shopping, and friendly visits to help seniors remain in their homes.

PGCOS Program	Services Provided	Individual Participants
Housekeeping	1937	141
Online Grocery Ordering	1431	69
Grocery Delivery	592	64
Friendly Visit	1198	365
Minor Home Repair	10	5
Transportation (medical)	10	2
Light Yard Work	0	0
Assisted Grocery Shopping	3	1
Other (packing and unpacking)	4	1
<b>Total services for 2025-26</b>	<b>5185</b>	<b>648</b>



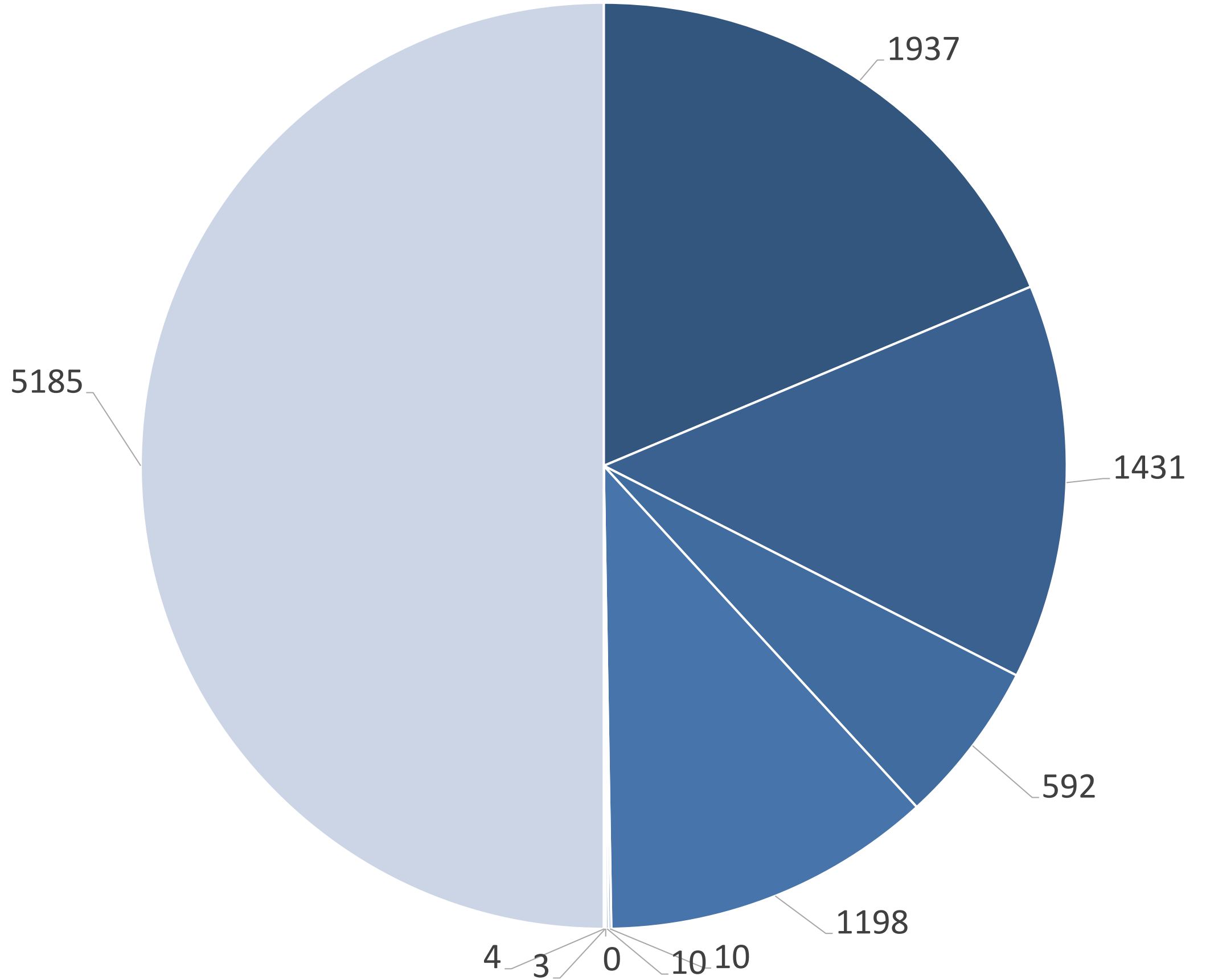
United Way helping seniors remain independent.

# Better at Home Overview



Better at Home Services 2025-26

- Housekeeping
- Online Grocery Ordering
- Grocery Delivery
- Friendly Visit/Calls
- Minor Home Repair
- Transportation (medical)
- Light Yard Work
- Assisted Grocery Shopping
- Other (Packing and unpacking)
- Total Services for 2025-26



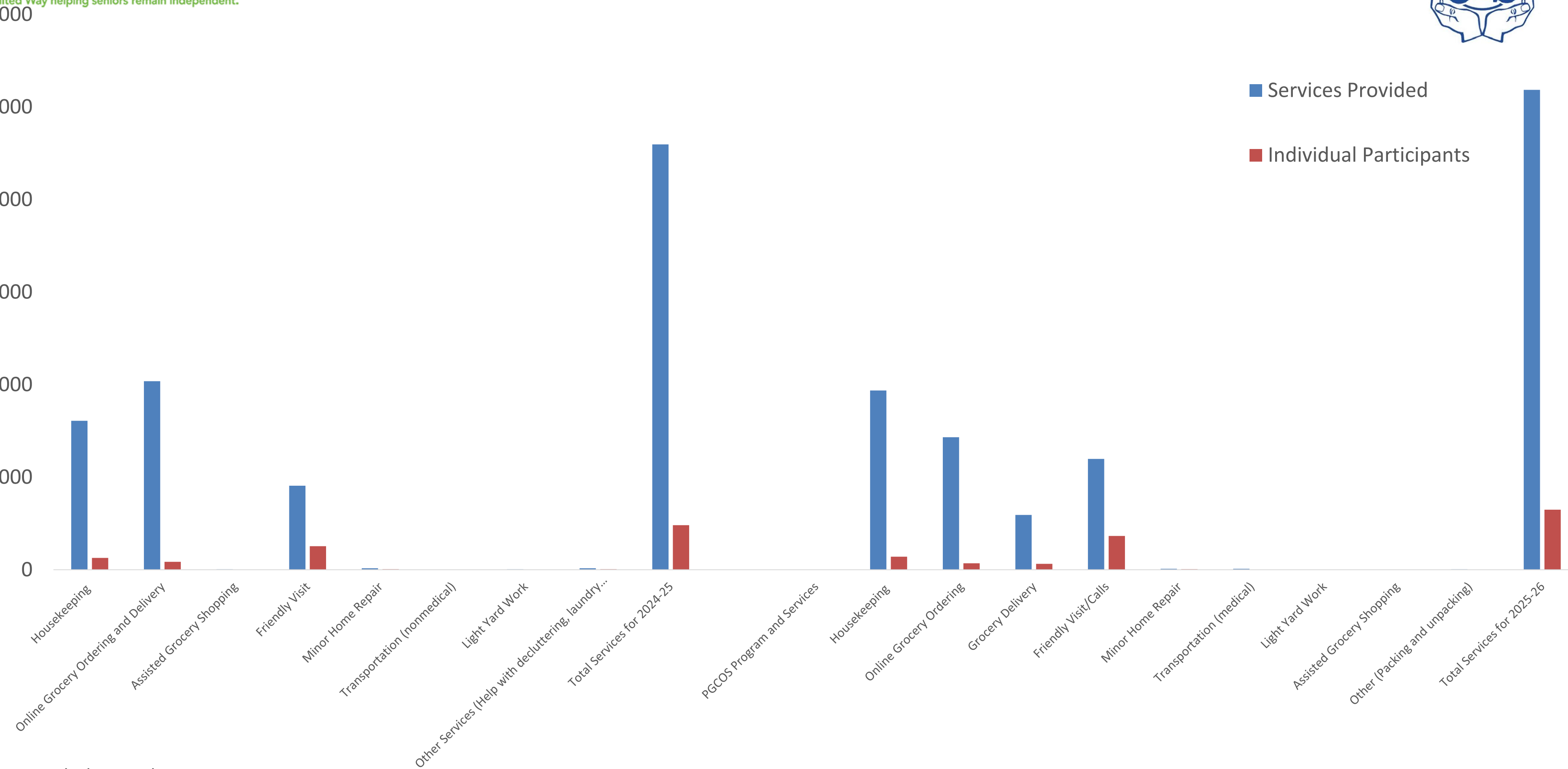


# Better at Home Overview

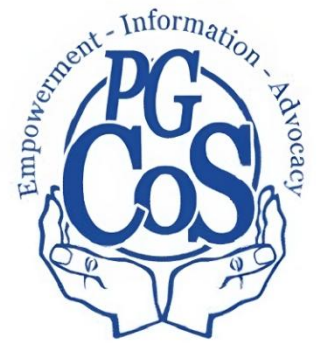
## Better at Home Program Comparison: 2024–2025 and 2025–2026



■ Services Provided  
 ■ Individual Participants

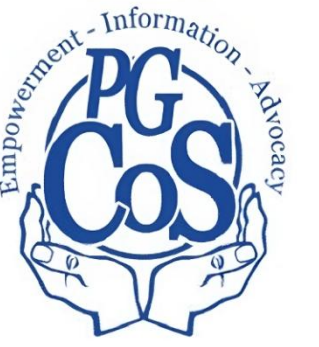


# Community Connector Overview



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

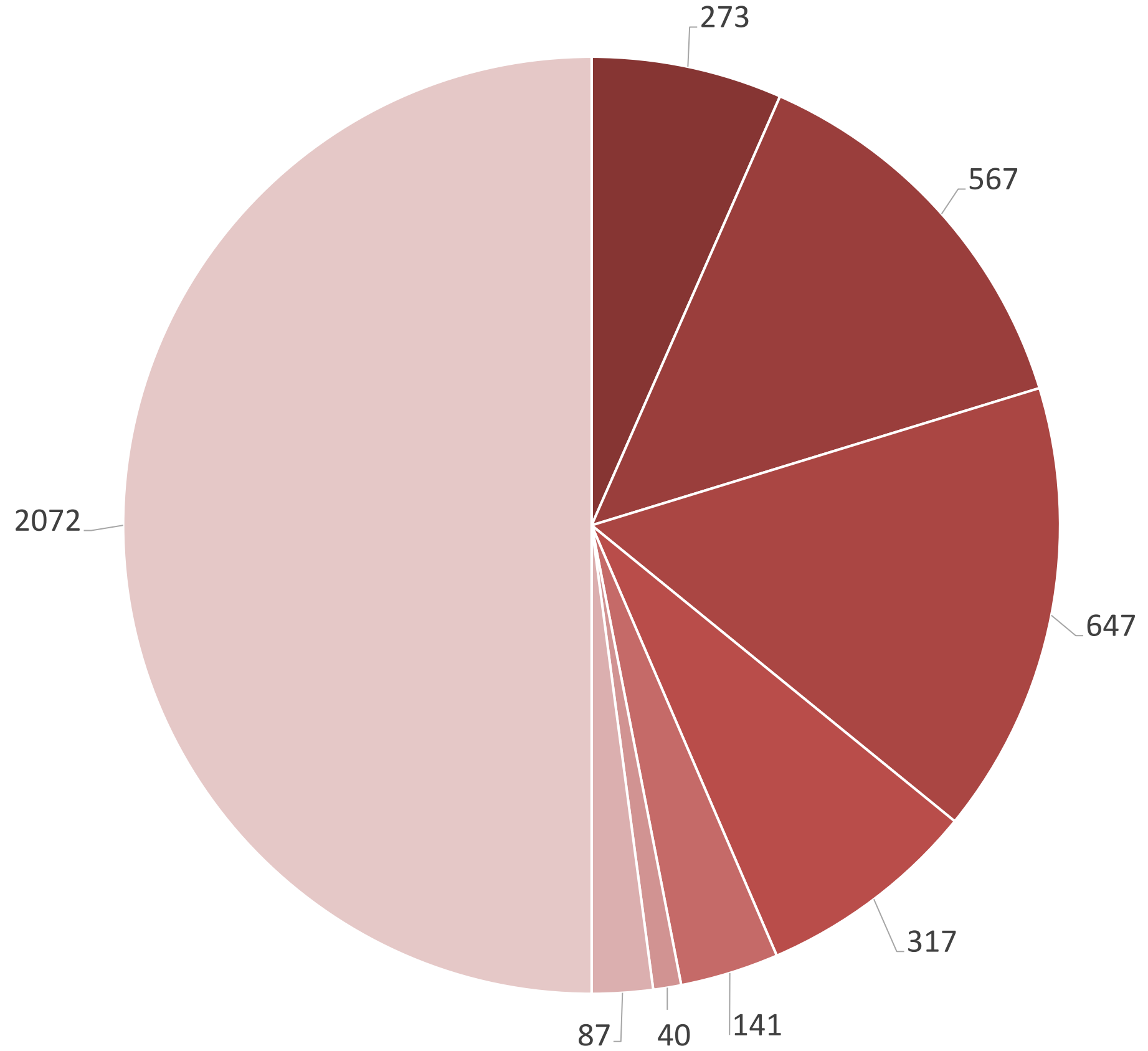
PGCOS Program	Services Provided	Individual Participants
Assessment / Triaging	273	267
Health Care Navigation	567	189
Follow up / Check in	647	211
Co-creation of wellness plan	317	240
Advanced Planning Clinic / Legal Support	141	100
Food Security	40	32
Transportation	87	74
<u>Total Services 2025-26</u>	<u>2072</u>	<u>1113</u>



# Community Connector Overview

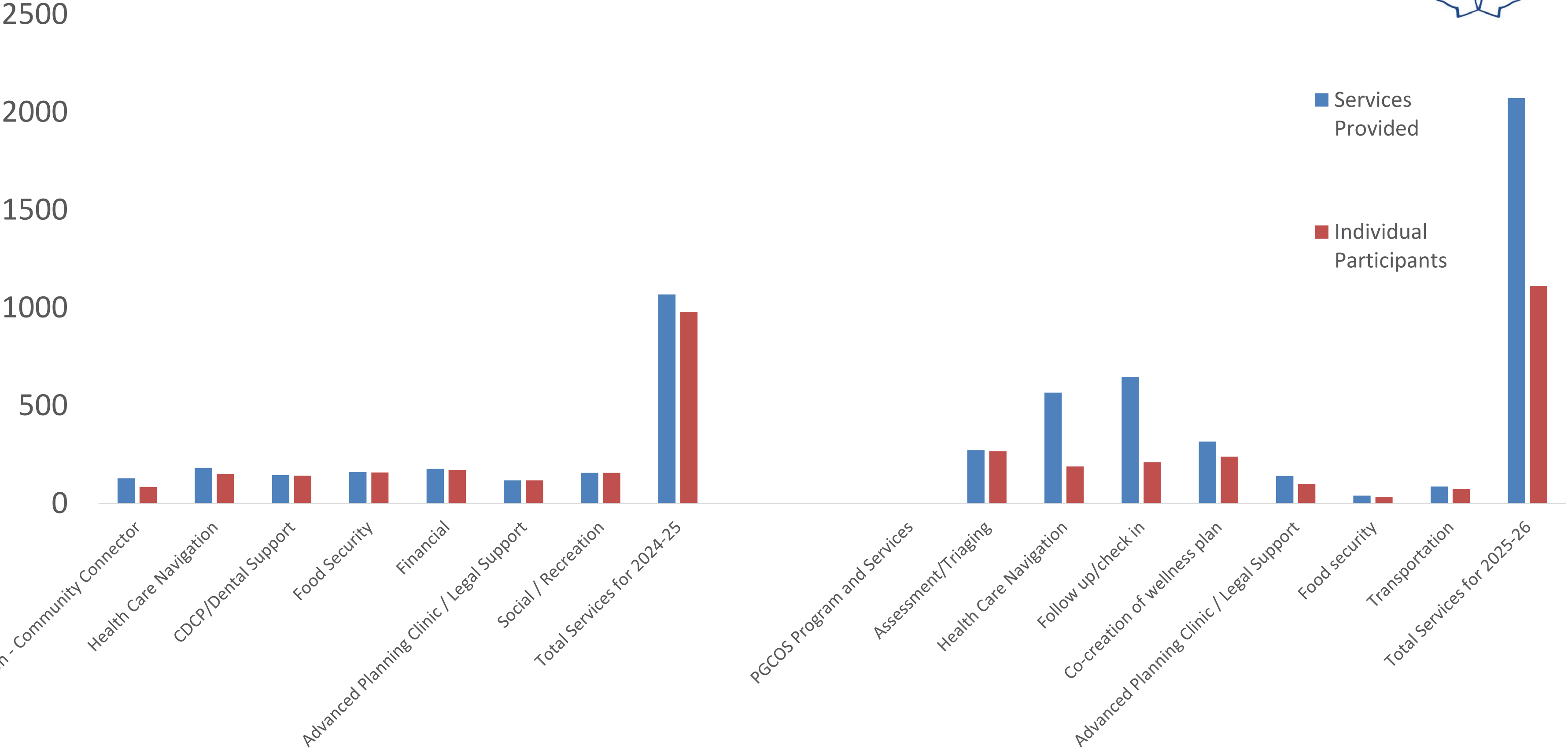
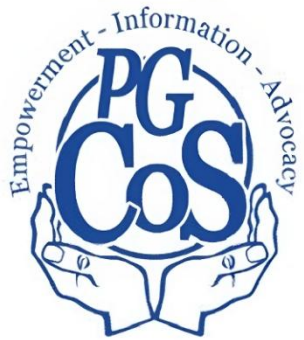
Community Connector Services 2025-26

- Assessment/Triaging
- Health Care Navigation
- Follow up/check in
- Co-creation of wellness plan
- Advanced Planning Clinic / Legal Support
- Food security
- Transportation
- Total Services for 2025-26

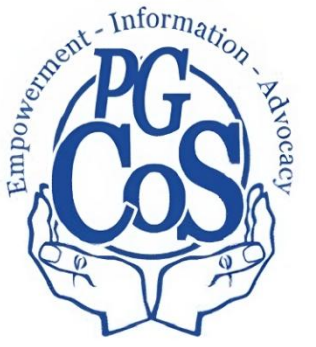


# Community Connector Overview

Community Connector Program Comparison: 2024–2025 and 2025–2026



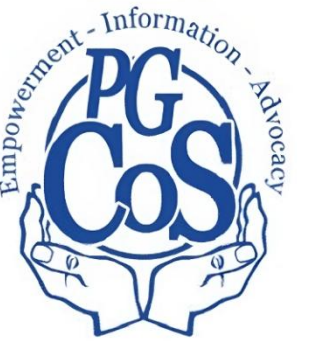
# Friends and Family Caregiver Support Program Overview



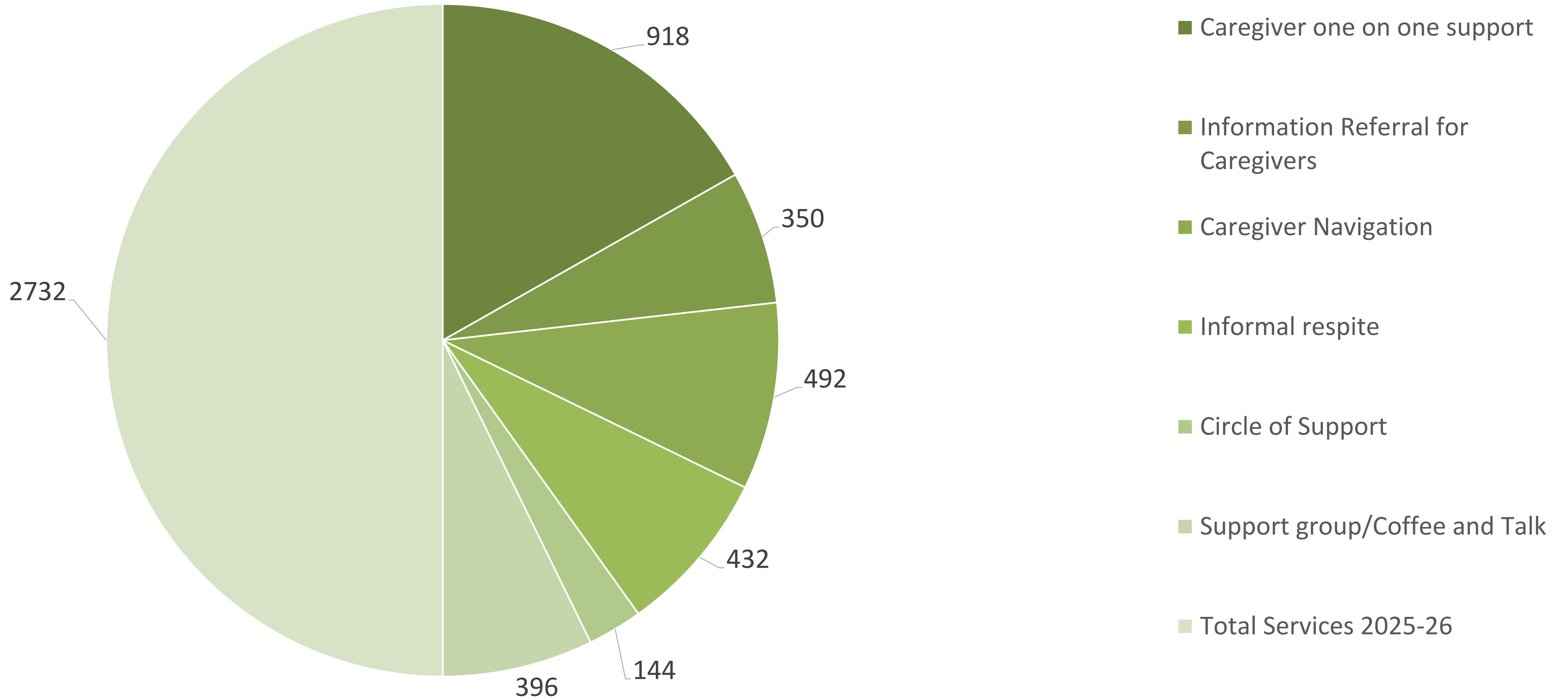
Provides support, respite, and resources to unpaid caregivers, helping them manage stress and connect with others.

PGCOS Program	Services Provided	Individual Participants
Caregiver one on one support	918	51
Information Referral for Caregivers	350	35
Caregiver Navigation	492	41
Informal Respite	432	36
Circle of Support	144	12
Support group/Coffee and Talk	396	11
<u>Total services for 2025-26</u>	<u>368</u>	<u>146</u>

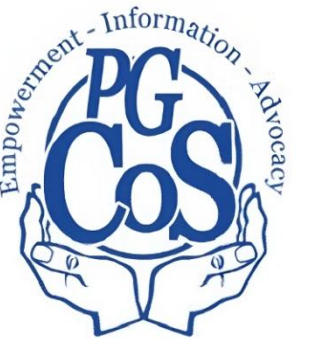
# Friends and Family Caregiver Support Program Overview



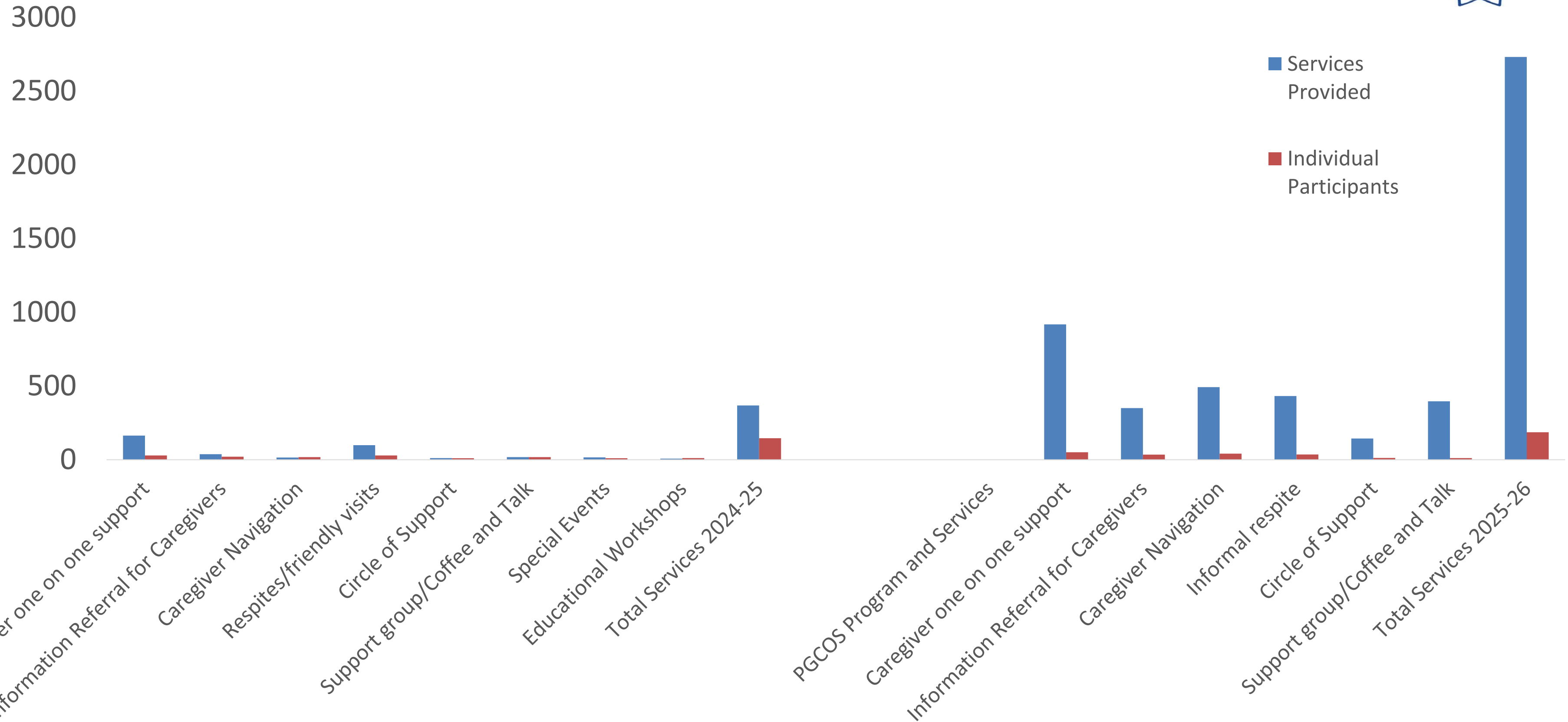
## Caregiver Support Program Services 2025-26



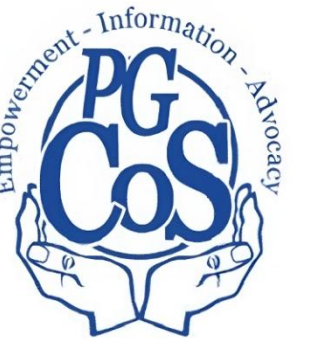
# Friends and Family Caregiver Support Program Overview



Caregiver Support Program Comparison: 2024–2025 and 2025–2026



# Seniors Housing Navigator and Friendly Phone Calls (Social Line)

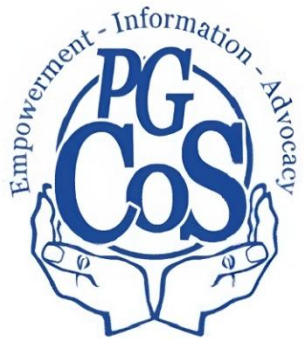


Sr. Housing helps seniors find and maintain stable housing by navigating options and connecting with community resources.

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

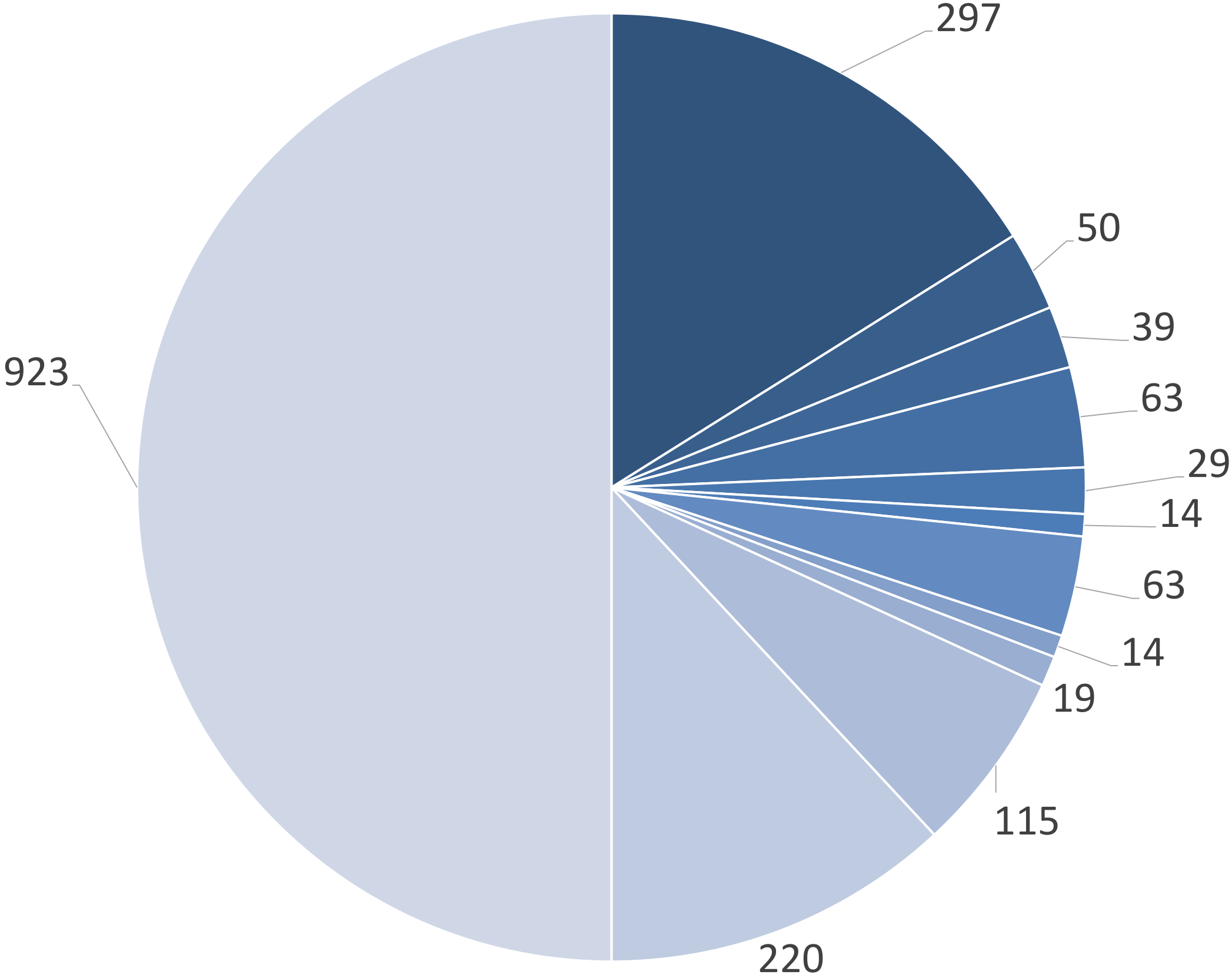
PGCOS Program	Services Provided	Individual Participants
Housing	297	178
Social Line	39	33
SAFER	50	50
Landlord / Tenant	29	15
Transportation	14	10
Federal Benefits	63	60
Form	63	63
Miscellaneous	220	106
SEPP	115	115
<u>Total Services for 2025-26</u>	<u>923</u>	<u>737</u>

# Seniors Housing Navigator and Friendly Phone Calls (Social Line)

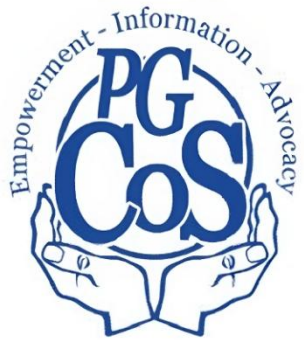


Seniors Housing Navigator Services 2025-26

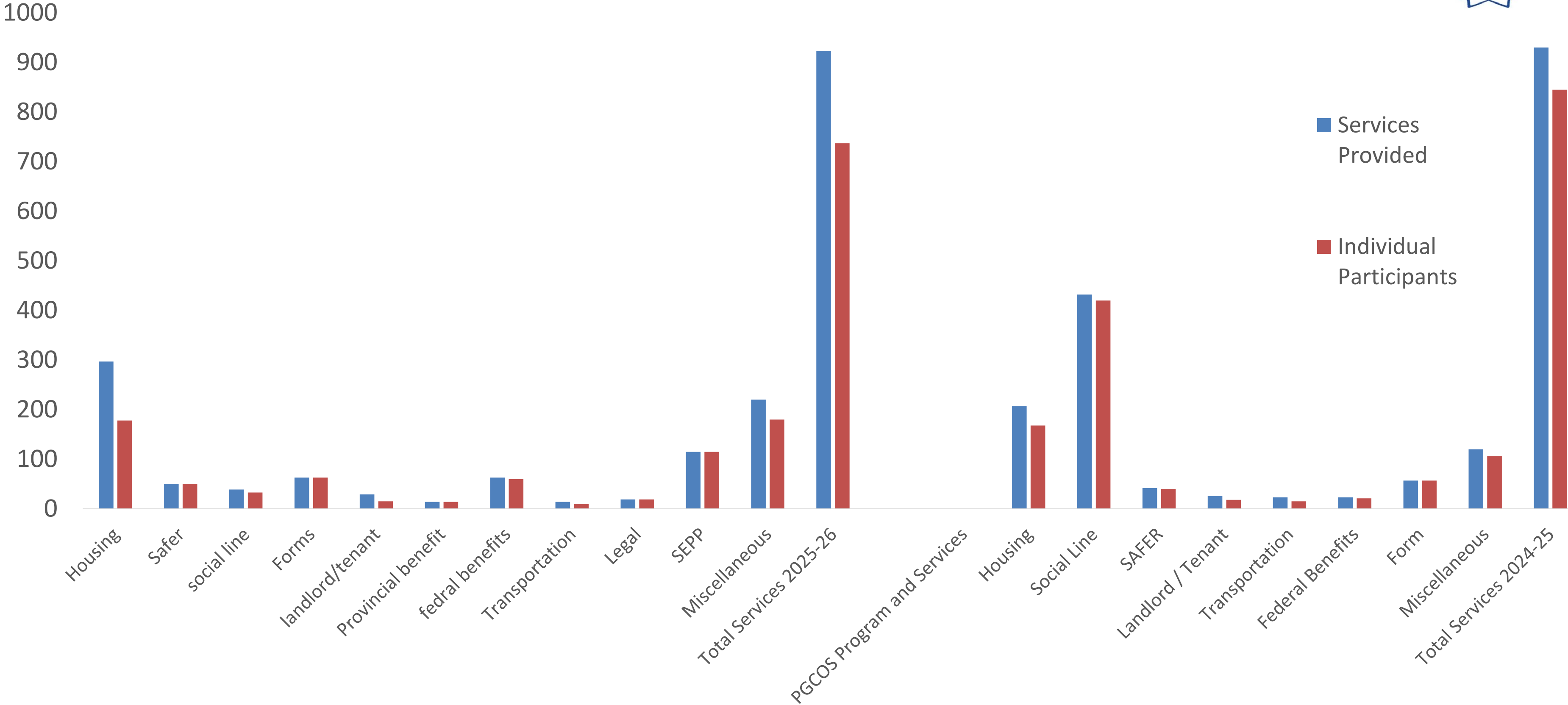
- Housing
- Safer
- social line
- Forms
- landlord/tenant
- Provincial benefit
- federal benefits
- Transportation
- Legal
- SEPP
- Miscellaneous
- Total Services 2025-26



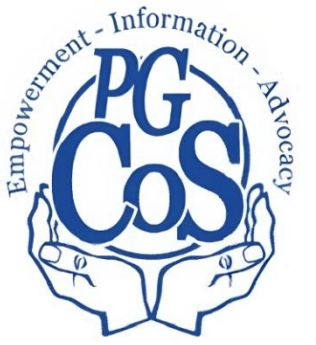
# Seniors Housing Navigator and Friendly Phone Calls (Social Line)



Seniors Housing Navigator Comparison: 2024–2025 and 2025–2026

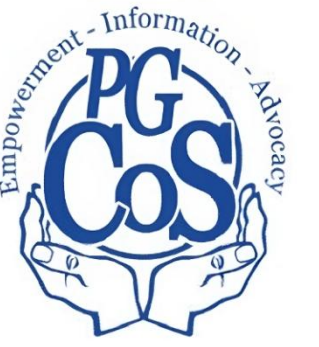


# Volunteer Coordination



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

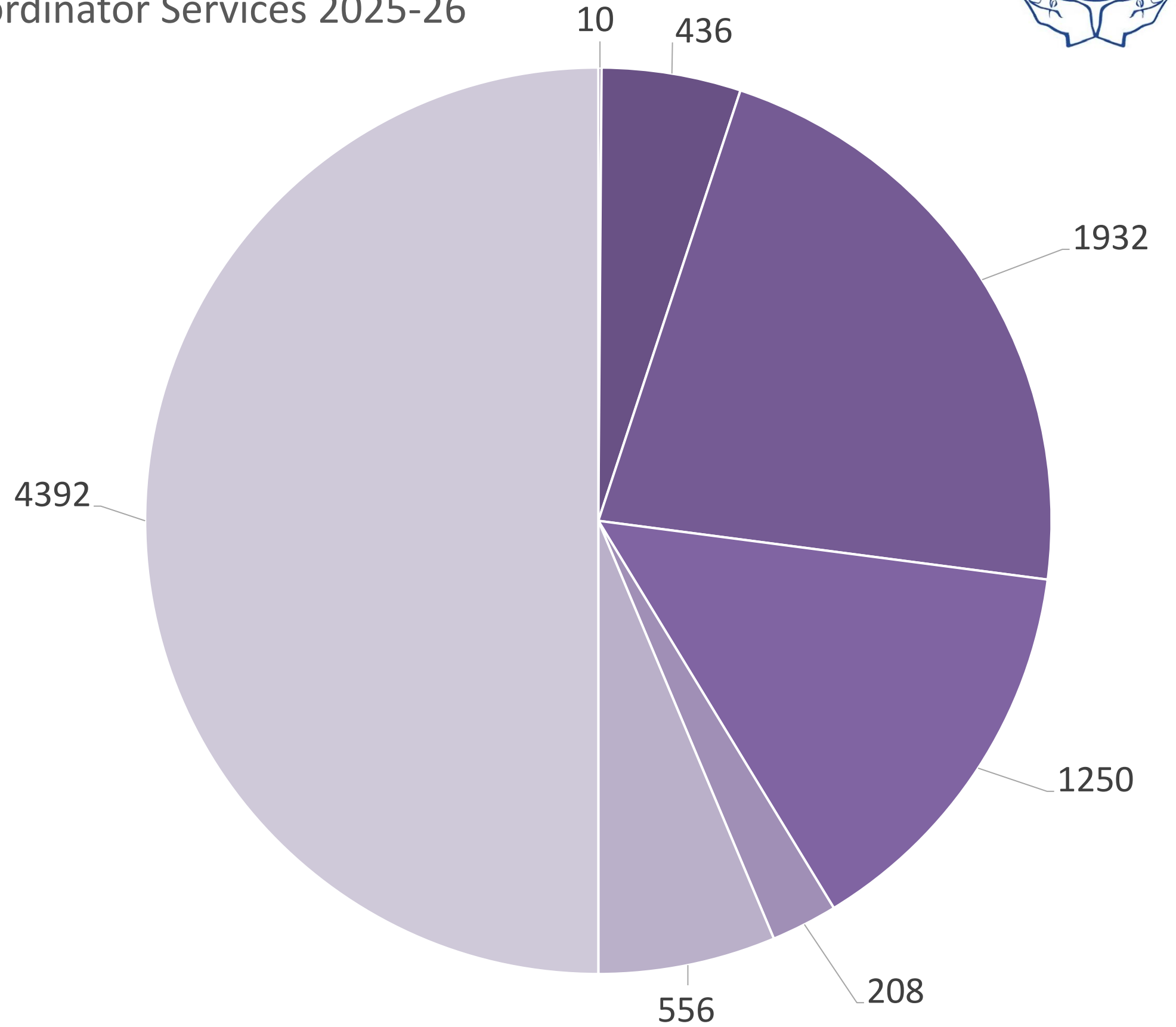
PGCOS Program	Services Provided	Individual Participants
Appreciation Events	10	125
Volunteer Recruitment	436	194
1 on 1 check ins	1932	591
Golden Age	1250	68
Christmas Hampers	208	125
Tax Clinic	556	14
<u>Total Services for 2025-26</u>	<u>4392</u>	<u>1117</u>

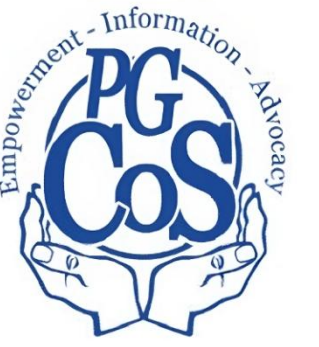


# Volunteer Coordination

Volunteer Coordinator Services 2025-26

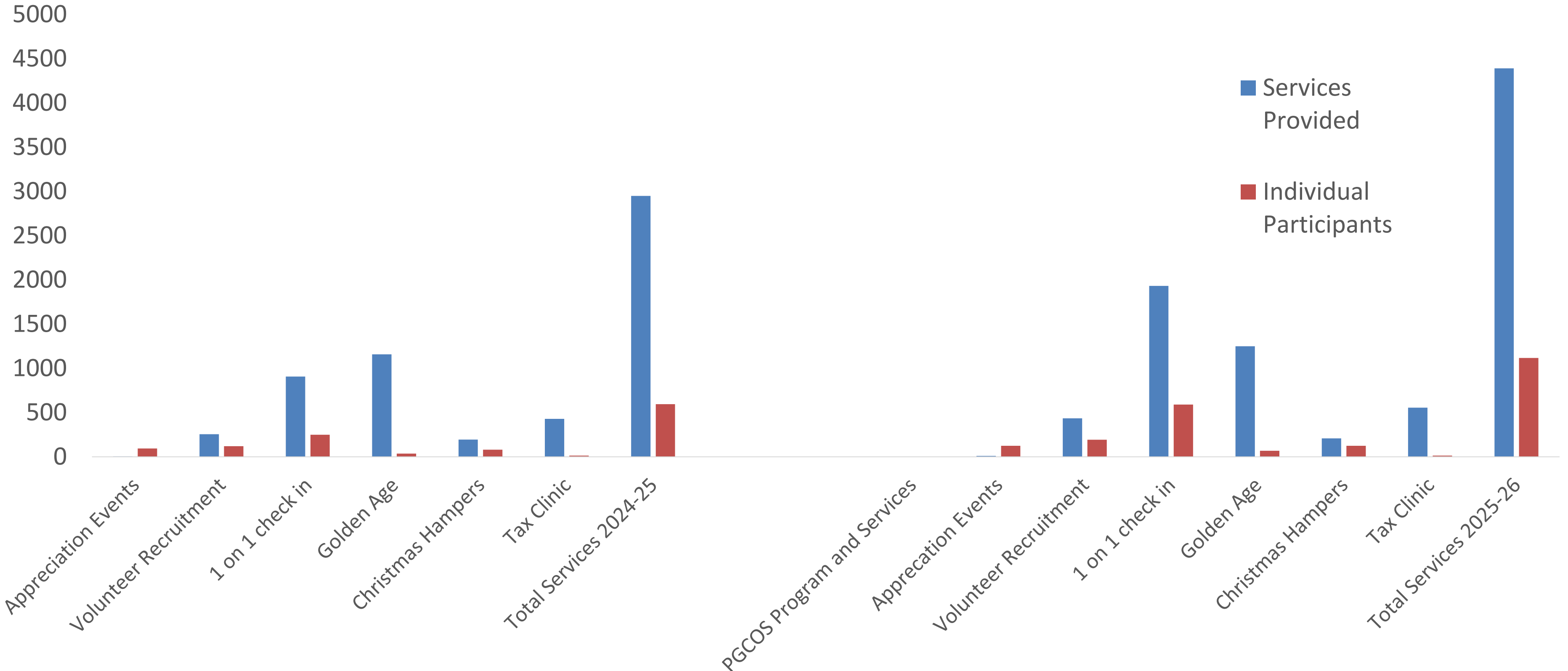
- Appreciation Events
- Volunteer Recruitment
- 1 on 1 check in
- Golden Age
- Christmas Hampers
- Tax Clinic
- Total Services 2025-26

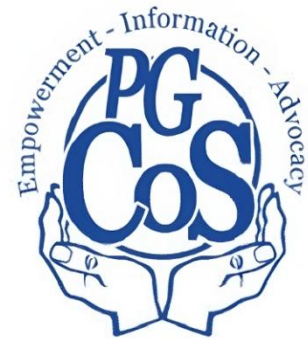




# Volunteer Coordination

Volunteer Coordination Comparison: 2024–2025 and 2025–2026

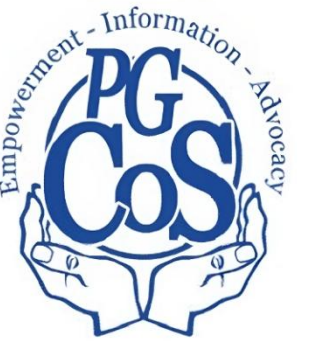




# Navigation and Peer Support

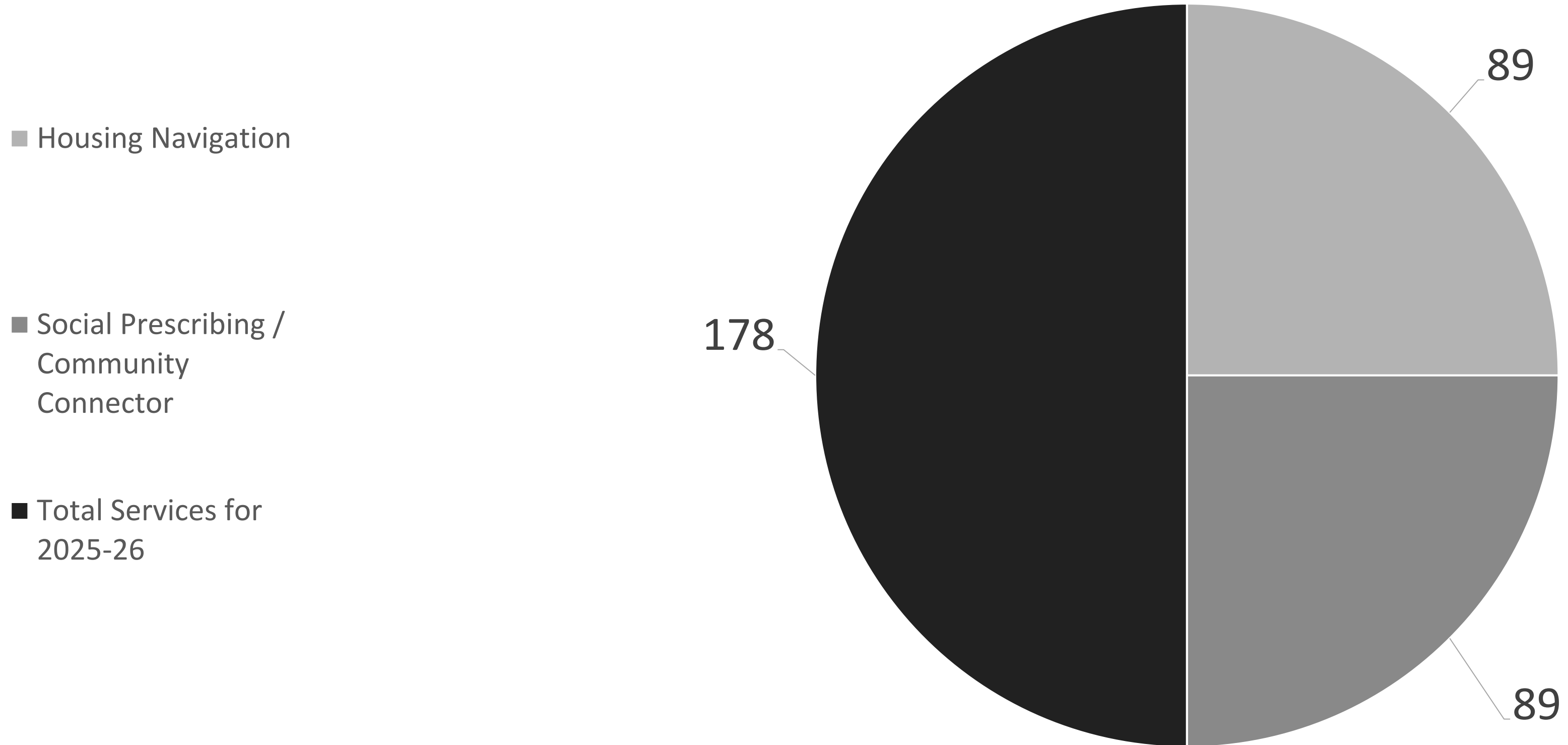
Supports older adults in navigating housing applications, accessing benefits and essential services, and connecting with community resources to promote safe, stable, and independent living.

PGCOS Program	Services Provided	Individual Participants
Housing Navigation	89	59
Social Prescribing / Community Connector	89	83
<u>Total Services for 2025-26</u>	<u>178</u>	<u>142</u>



# Navigation and Peer Support

Navigation and Peer Support 2025-26

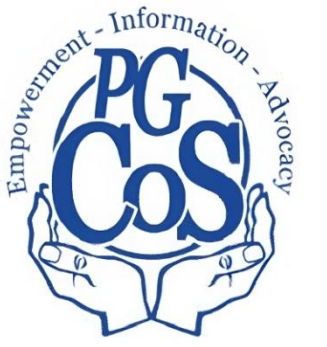


■ Housing Navigation

■ Social Prescribing /  
Community  
Connector

■ Total Services for  
2025-26

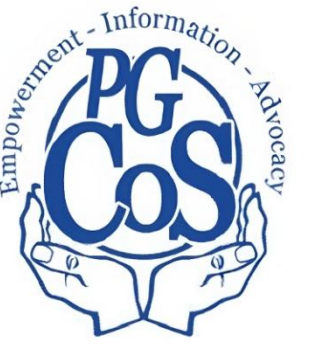
# Connecting Minds through Compassionate Hearts



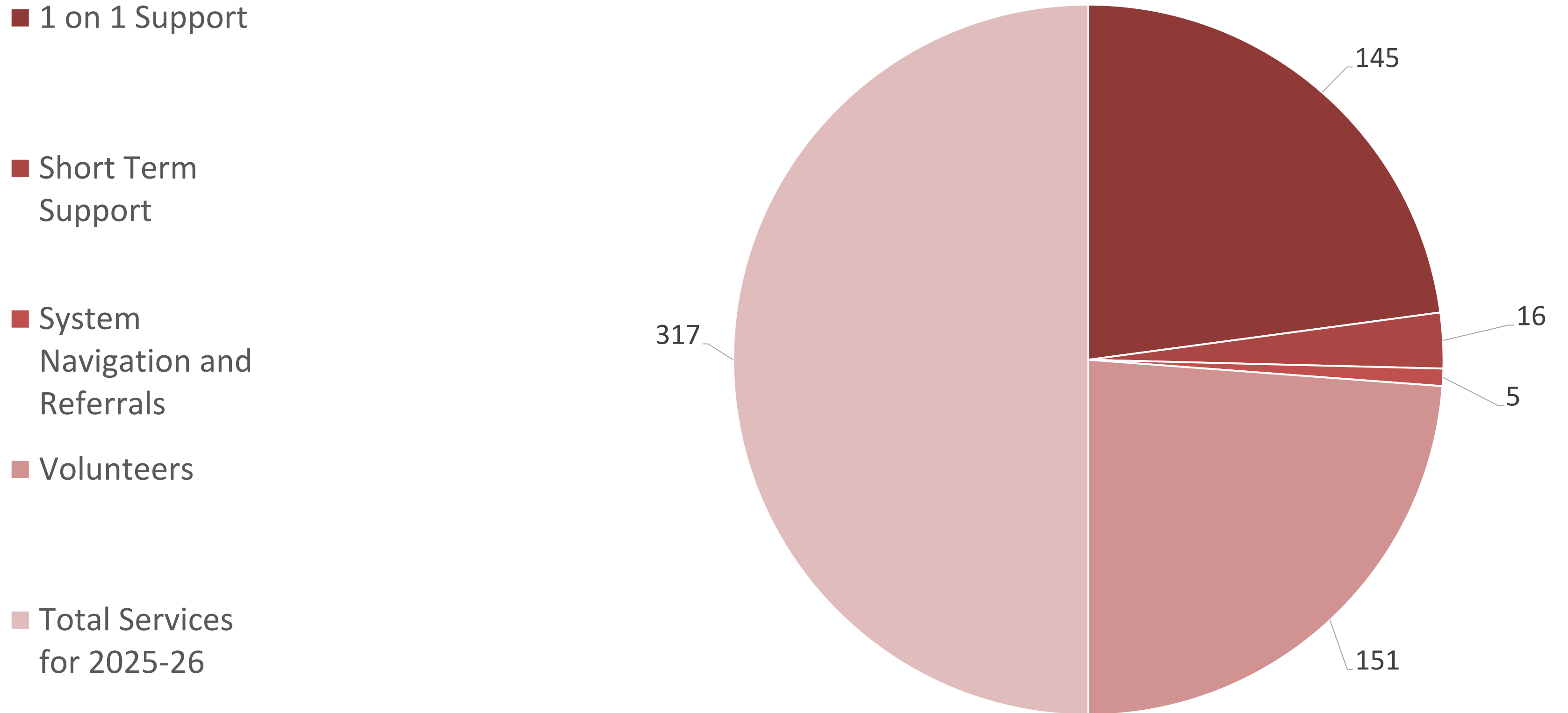
Program fosters understanding, support, and inclusion for individuals living with dementia, helping them and their caregivers stay connected, engaged, and valued in the community.

PGCOS Program	Services Provided	Individual Participants
1 on 1 Support	145	4
Short Term Support	16	3
System Navigation and Referrals	5	5
Volunteers	151	23
<u>Total Services for 2025-26</u>	<u>317</u>	<u>35</u>

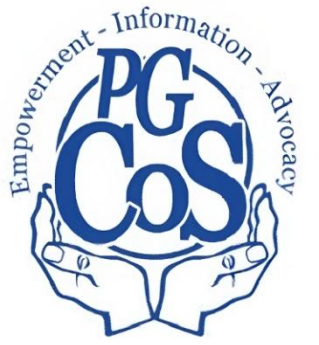
# Connecting Minds through Compassionate Hearts



CDIC Services 2025-26

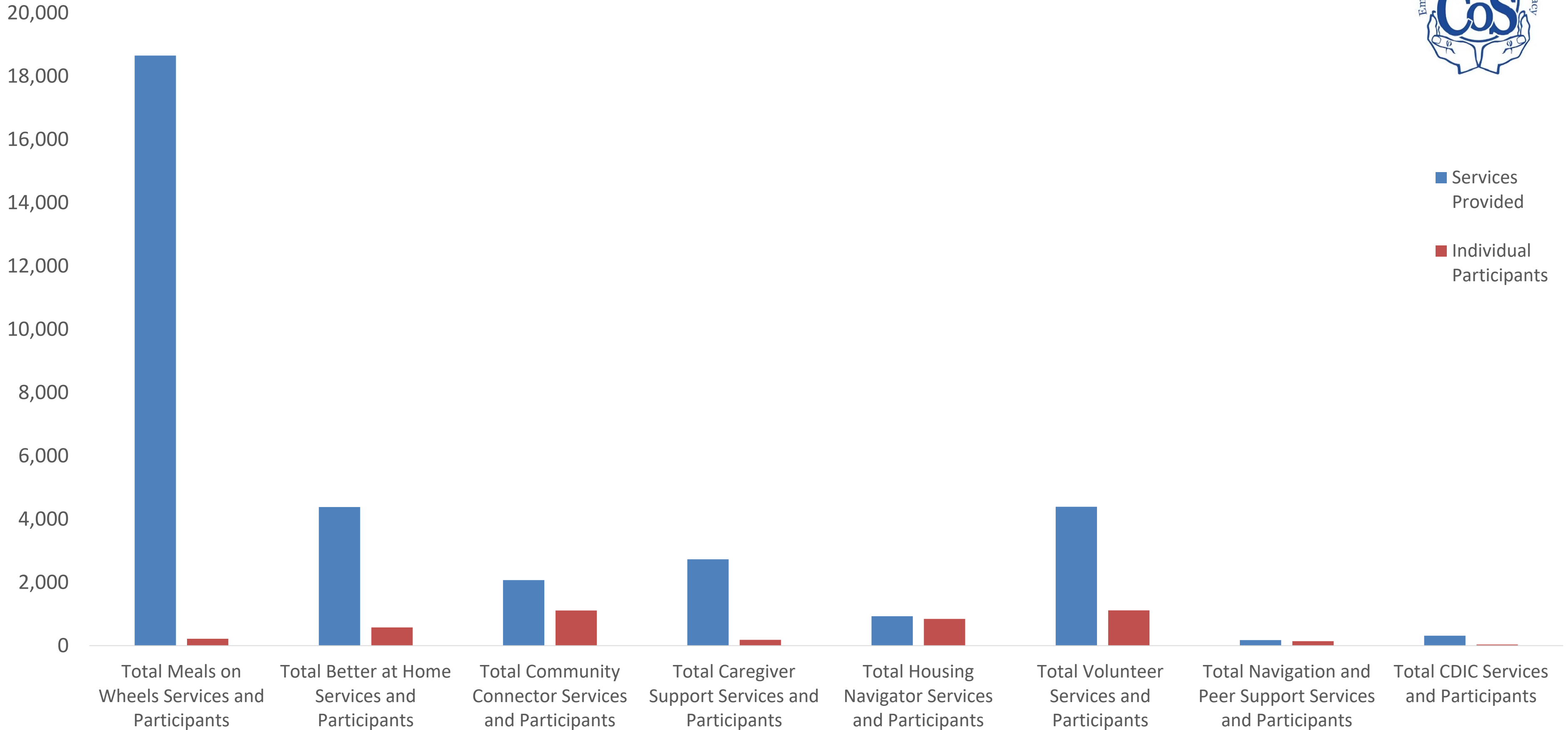
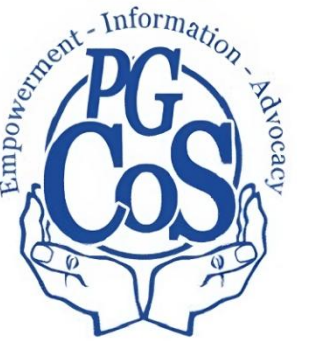


# PGCOS Services and Individual Participants

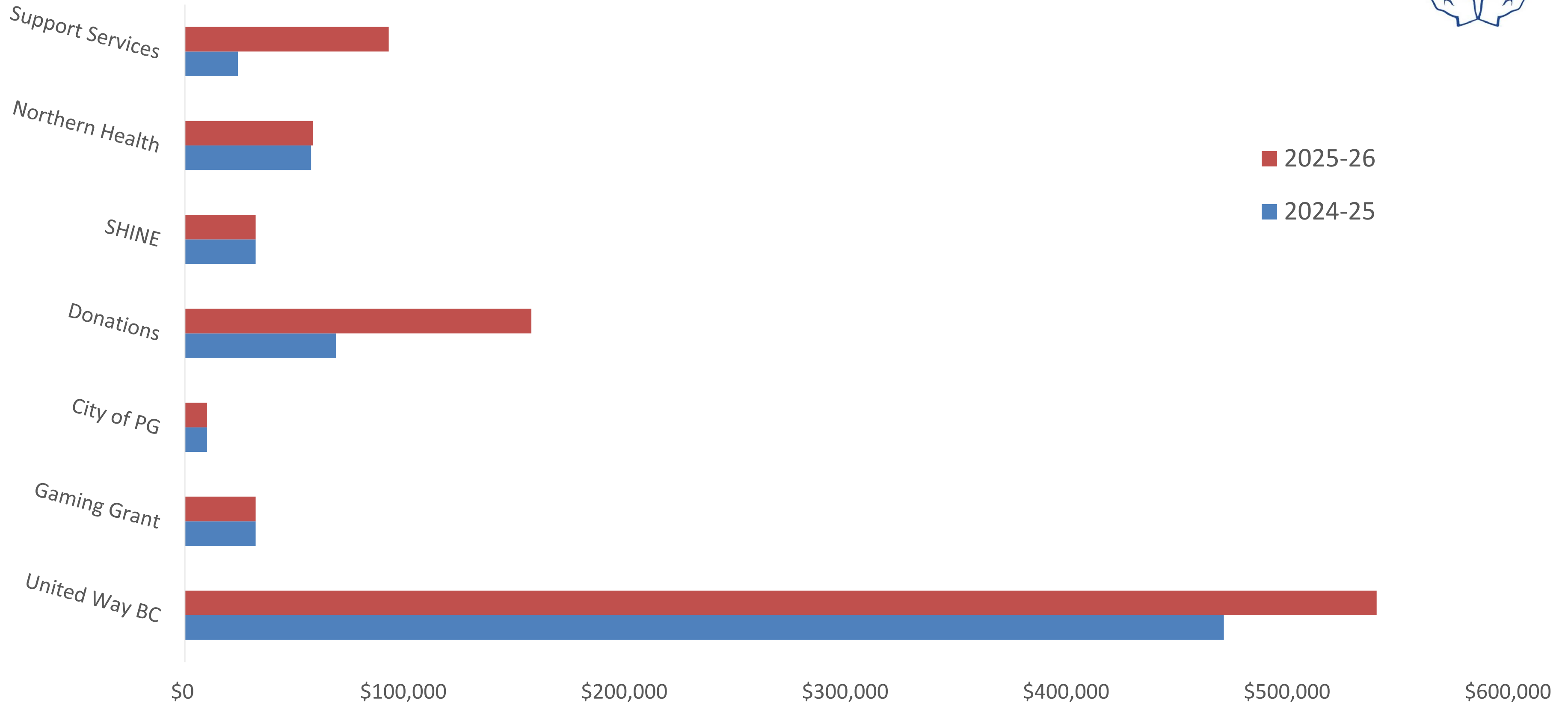
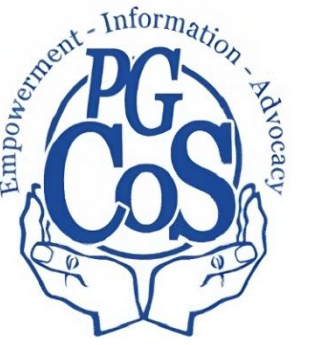


PGCOS Program	Services Provided	Individual Participants
<u>Total Meals on Wheels Services and Participation</u>	<u>18,651</u>	<u>220</u>
<u>Total Better at Home Services and Participation</u>	<u>4,382</u>	<u>578</u>
<u>Total Community Connector Services and Participation</u>	<u>2,072</u>	<u>1113</u>
<u>Total Caregiver Support Services and Participation</u>	<u>2,732</u>	<u>186</u>
<u>Total Housing Navigator Services and Participation</u>	<u>930</u>	<u>845</u>
<u>Total Volunteer Services and Participants</u>	<u>4392</u>	<u>1117</u>
<u>Total Navigation and Peer Support Services and Participants</u>	<u>178</u>	<u>142</u>
<u>Total Connecting Minds through Compassionate Hearts Services and Participants</u>	<u>317</u>	<u>35</u>

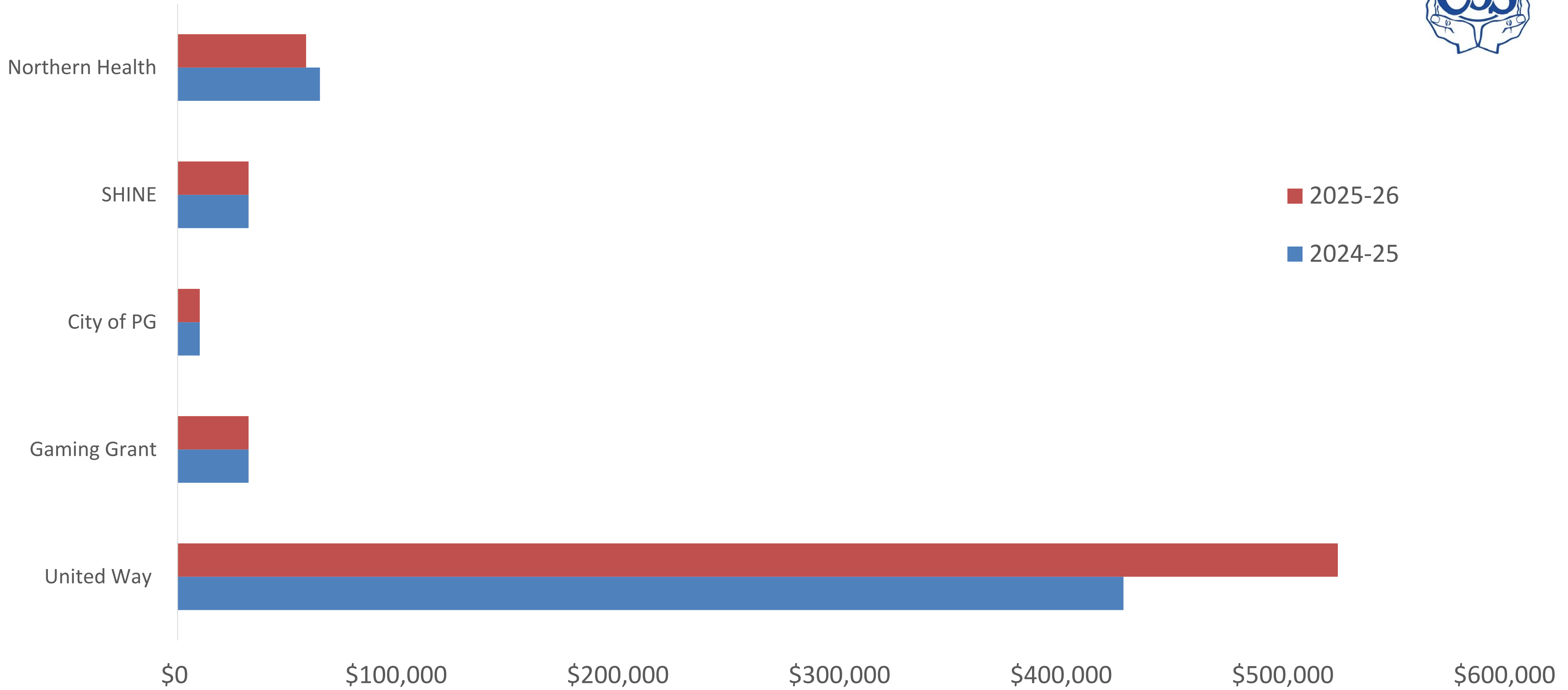
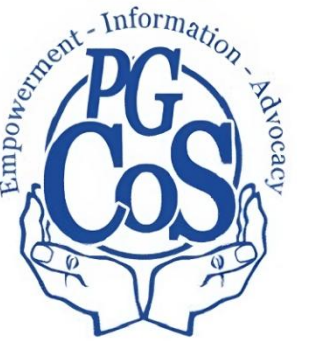
# PGCOS Services and Individual Participants



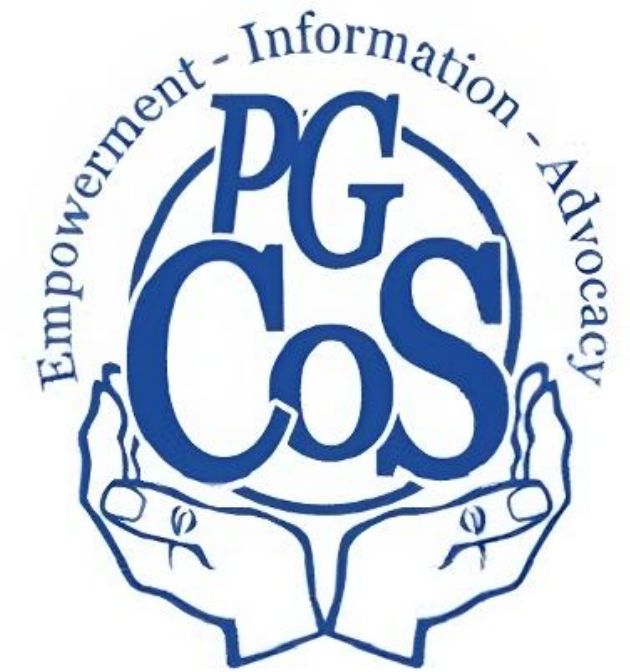
# Revenue Comparison



# Expense Comparison



# THANK YOU



+250-564-5888



[www.pgcoss.ca](http://www.pgcoss.ca)



[ed@pgcos.ca](mailto:ed@pgcos.ca)



1330 5<sup>th</sup> Ave, Prince George





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.



# PGCOS Strategic Directions 2026–2029

*Building Impact, Capacity & Connections*



Advocacy & Awareness



Operational Capacity



Community Outreach



Board Development

## Year 1 Foundation 2026–27

- Create Advocacy Plan
- Marketing Refresh
- Operational Assessment
- Map Community Needs
- Board Education

## Year 2 Expansion 2027–28

- Political Advocacy
- Program Improvements
- Build Partnerships
- Community Initiatives
- Diverse Board Recruitment

## Year 3 Impact 2028–29

- Advocacy Impact Report
- Evaluate Programs
- Measure Outreach
- Sustainability Roadmap
- Board Evaluation

*Strengthening Seniors' Well-Being & Inclusion in Prince George*