



**LIONSVIEW SENIORS'  
PLANNING SOCIETY**

*A Strong Voice for Seniors on the North Shore*

**ANNUAL REPORT  
2011 - 2012**

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# **Lionsview Seniors' Planning Society**

## **Mission Statement**

Our objective is to ensure that North Shore seniors are able to live and age well in their own communities.

## **Our Commitment**

We promote the ongoing participation and contribution of seniors in the community.

We coordinate an inclusive North Shore Seniors Planning Table.

We undertake research, education and initiate planning projects on seniors' issues.

We host the Service Provider's Seniors Coalition and work in partnership with service providers.

## **Our Organization**

We are a registered charitable society operating on the North Shore.

We encourage volunteers and participation from community members of all ages.

Our research and projects are directed entirely at meeting needs expressed by those over 55 years of age.

**We speak with a strong voice for seniors on the North Shore**

Adopted November 18, 2010

## **BOARD OF DIRECTORS**

**2011 – 2012**

Deanna Charlton – PRESIDENT

Dolly Cartwright – VICE PRESIDENT

Vivien Christison\* – SECRETARY

Pat Scarlett – TREASURER

Anita Dadson - Director

Barb Brett – Director

Maureen Leyland- Director

Wendy McCrae – Director

Jane Osborne\* - Director

\* resigned during the term

## **STAFF**

Tom Carney, Executive Director

## **ADMINISTRATIVE SUPPORT**

Joan Beddoes, Administrative Assistant



## **BOARD BIOGRAPHIES 2011-12**

### **Barb Brett**

Barb is a retired social worker who has lived on the North Shore since 1972. She has held various clinical and management positions in child welfare settings including 15 years as Executive Director of Family Services of Greater Vancouver. She has had appointments at the UBC School of Social Work and was Registrar of the Board of Registered Social Workers. She served for seven years on the BC Review Board for Mentally Disordered Persons. Her volunteer work has been with the United Way, the BC Association of Social Workers, and the North Shore Health Board. Barb looked for opportunities to participate in volunteer activities on the North Shore and is pleased to have joined the Lionsview Board in 2011.

### **Dolly Cartwright**

Known as a genuine volunteer, Dolly has been involved in organizations such as the Red Cross, a founder of Zone Representatives, the Royal Canadian Legion, the North Shore Health Board, and North Shore Volunteers for Seniors. She has received numerous awards including the West Vancouver Citizen of the Year Award and most recently the BC Community Achievement Award and has shown dedication and desire to make the community a better place for everyone. Dolly is currently the acting Vice President of the Lionsview Seniors' Planning Society.

### **Deanna Charlton**

Deanna has two daughters and has lived on the North Shore since 1978. She is a retired RN and her nursing career spanned 17 years in general surgery at St. Paul's hospital. Prior to entering nursing she had a 20 plus year career in business, primarily as a purchasing and inside sales manager for an analytical chemistry company and several electronic firms. Her hobbies and interests include seniors and community issues, music, photography and travel. She is currently a member of the Board of the Keep Well Society and President of the Lionsview Seniors Planning Society.

### **Vivien Christison**

Born in Scotland, Vivien received her BA in Economic History and Politics from Strathclyde University, Glasgow and later a Diploma in Gerontology from Simon Fraser University, Burnaby. She has also completed the Business Mediation program at BCIT. Vivien's work experience was gained as a human resources specialist and manager in both the private and public sectors. She has significant experience in health care and has worked at a senior level in both acute (B.C. Children's Hospital) and long term care. On the North Shore, Vivien was the Administrator of the former Kiwanis Lodge (intermediate care facility) in West Vancouver and most recently was the Coordinator of the Seniors' One Stop Information Line. Over the years she has held a number of volunteer positions, including Board member of Yaletown House Intermediate Care Society in Vancouver and of B.C. Mental Health Society (Riverview Hospital) as well as being a participant in the North Shore Community Housing Action Committee. Vivien retired in March of 2007 and now looks forward to a fulfilling period of volunteer participation. Optimistic and always open to opportunities for learning, Vivien is currently the Secretary to the Board of Lionsview Seniors' Planning Society.



**Anita Dadson**

Anita has worked tirelessly for more than 30 years advocating for the development of community services for people with developmental and severe disabilities as well as seniors. She is the Past President of the Board of the Lionsview Seniors' Planning Society, working on housing and transportation issues relating to seniors and the disabled community. She is also past president of the BC Association of Community Living and the current President of the BC Family Network. Anita has been awarded the Freedom of the District Award from the District of North Vancouver, the YMCA Woman of Distinction Award and the BC Community Achievement Award. Anita is a caring and committed individual who has worked and continues to work hard for the betterment of her community

**Maureen Leyland**

Maureen has worked as a social worker in various agencies including North Shore Family Services, Family Services of Vancouver and B.C. Children's Hospital. Advocacy has been one of her main interests over the years especially in the area of education being highly involved in the B.C. Gifted Children's Association during the late 1980's. With grown sons now out in the wider world she is semi-retired and very interested in how the North Shore can meet the needs of the increasing number of senior residents as the baby boomers hit retirement. As a caregiver to her aging mother, and with many friends caring for their aging parents, she is also keenly aware of the complexity of care giving on families. Currently she is involved with the administration of Lionsview's Seniors Today Project and is looking forward to sharing the results with the community and the consequent planning for the future.

**Wendy McCrea**

Wendy moved to North Vancouver at the age of five. With a M.Sc. in Health Planning and Administration she has dealt with the needs of many seniors, particularly as the Executive Director of the Osteoporosis Society of BC and in a contract position with the Arthritis Society of Canada. Other employment includes management positions at UBC Hospital, ICBC, and as a physiotherapist in Vancouver, Montreal, London the UK and Neuchâtel, Switzerland. She has served as the President of the Lower Mainland chapter of the Canadian College of Health Care Executives, as a provincial appointee for the Assistive Devices Research and Development Board, and when her three children were young, on the Board of the North Shore Association for the Physically Handicapped. Wendy enjoys bridge, books and plays, walking, Aqua fit and travelling.

**Pat Scarlett**

Pat has lived in North Vancouver since 1971. She has two children and four grandchildren, none of whom live in the Vancouver area. Her career as a registered dietitian included clinical dietetics in a large Toronto hospital; work with a multinational food company, and 28 years as National Nutrition Manager with a Canadian agricultural product association specializing in regulatory affairs and research. Her interests include travel, bridge, walking, reading, music and time with family and friends. Over the years she has participated in a variety of volunteer activities, door-to-door canvassing, church work, including the Finance Committee, Treasurer for the national conference of a professional association, and 12 years on the Board of the North Shore Community Foundation, serving 3 years as President. Pat is currently the Treasurer of the Lionsview Seniors' Planning Society





## *A Strong Voice For Seniors on the North Shore*

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The Lionsview Seniors' Planning Society is funded in part by the City of North Vancouver, the Districts of North and West Vancouver, the United Way of the Lower Mainland and the Province of British Columbia.

### **Minutes of the Annual General Meeting June 9, 2011 held at Maple Room, 600 West Queens Road, North Vancouver, BC**

#### **Welcome and Introductions**

Deanna Charlton, President welcomed members and guests including MLA Ralph Sultan, Mayor Mussatto and Honorary life member Mary Segal. Deanna noted that this is the 20<sup>th</sup> anniversary of the Society and that we would mark this event later in the agenda.

#### **Constitution of the Meeting**

There being a quorum, the meeting was declared duly constituted and called to order at 1.05 pm. Members were asked if there were any changes to the Agenda. Being none, it was moved by Pat Overgaard, seconded by Gordon Stewart that the agenda for the AGM be approved. Carried

Deanna Charlton introduced those Board members in attendance and presented regrets from those unable to attend. She thanked Tom Carney, Executive Director, Joan Beddoes, volunteer Secretary and Peter Isaac, Auditor for their input and participation. Both MLA Sultan and Mayor Mussatto spoke a few words about the importance of volunteer contributions and of planning in seniors services. Mayor Mussatto presented a plaque to Deanna Charlton with his congratulations on Lionsview reaching its 20<sup>th</sup> anniversary.

#### **Minutes of the 2010 AGM**

The Minutes of the AGM of May 27, 2010 were circulated in the 2010 Annual Report. It was moved by Alan Jones, seconded by Sheila Gilmour that the Minutes of the Annual General Meeting of 2010 be accepted as presented. Carried

#### **President's Report**

Deanna Charlton presented her report which was included in the Annual Report.



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### **Treasurer's Report**

The Audited Financial Statements for the period April 01, 2009 to March 31, 2010 were presented by Pat Scarlett, Treasurer. Pat noted that Seniors Planning Table income had been separated from other grant income and also that we were pleased to have received a Gaming Commission grant. We finished the year with a small surplus which was an improvement over 2009. There were no questions from the floor.

It was moved by Helen Preston, seconded by Doris MacDonald that the Financial Statements for fiscal year ended March 31, 2011 be approved as circulated. Carried

It was moved by Sheila Gilmour, seconded by Pat Overgaard that the Society appoints Peter Isaac as the Auditor for the year 2011 to 2012. Carried

### **Nomination and Election of Directors**

The Nominating Committee's Report was presented by Sheila Gilmour, Chair of the Membership Committee.

The returning Directors nominated for a three year term were:

Dolly Cartwright  
Deanna Charlton  
Anita Dadson

The following new Directors were nominated to a three year term:

Barb Brett  
Maureen Leyland  
Wendy McCrea

Sheila Gilmour asked three times if there were any further nominations from the floor to the Board of Directors. Hearing none she declared the nominations closed and announced that the members nominated above had been elected by acclamation.

Sheila Gilmour moved and Viv Christison seconded a motion to approve the Membership Committee Report. Carried

### **Presentations**

Deanna Charlton advised that as part of our 20<sup>th</sup> anniversary celebration we planned to acknowledge those individuals who had been most instrumental in creating Lionsview. She invited Sheila Gilmour to make the presentations.





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Sheila described the first meetings held in 1987 and the particular roles played by Mavis Standfield, Barb Kroon, Lenore Patterson [Nicell], Loretto Barry and the late Sheila Jones. Using a Seniors Independence Program grant, Mary Segal was hired in 1989 to undertake a North Shore Seniors Health Planning Project and in 1991 Lionsview Seniors Planning Society came into existence. Sheila advised that the Society had been unable to contact Lenore Patterson but that we were delighted to award Honorary Life Memberships to Mavis Standfield, Barb Kroon and Loretto Barry. After receiving her plaque, Loretto Barry said a few words about her reasons for participating in the early days and wished everyone well in the ongoing effort to help seniors live and age well on the North Shore.

Deanna Charlton then presented certificates of appreciation to Sheila Gilmour, John O'Neill, Alan Jones and Gordon Stewart, all of whom are retiring from the Board this year. These individuals have been integral to the Society's operation over the years and we will miss them dearly.

### **New Business**

Deanna asked if there was any new business and there was none.

### **Adjournment**

At 1.45 p.m., it was moved by Alan Jones, seconded by Viv Christison that the meeting be adjourned.

During a short refreshment intermission, members and guests enjoyed circulating and meeting new members.

### **Guest Speakers**

Tom Carney, Executive Director introduced our guest speakers.

Bob Presnobost explained that in setting up the PM Volunteers.org 18 months ago, he hoped to connect Project Managers with not for profit agencies embarking on projects. The idea of connecting these two groups, providing volunteer time and sharing knowledge has taken off rapidly. The first project, which began in February 2010, was a great success and now PM Volunteers.org is engaged with 34 non-profit Societies.





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Karin Nieszczeri is the Project Manager who agreed to work with Lionsview on its senior's survey project. She reviewed the process followed, the scope of the survey and the deliverable which is a forward looking community based action plan developed through dialogue and planning. Her presentation made clear the very significant gains made by Lionsview as a result of the collaboration with PM Volunteer.org. Professional volunteer time is estimated to have a value of \$200,000 while the original United Way project grant was for \$25,000. As a result of the professionalism apparent and of the 'high touch' approach taken by Jane Osborne, Survey Lead, community acceptance and interest have been strong. The Society expects to be successful in reaching into underserved communities of seniors. It also expects to exceed the targeted survey number.

After questions and discussion Tom Carney thanked our speakers and there was a round of appreciative applause.

## SENIORS TODAY- AGE FRIENDLY SURVEY

What do seniors want and need? We have always believed that the best way to answer that question is to ask them that question directly. And that prompted us to launch in November of 2011 the largest single survey of North Shore seniors undertaken in our community. Titled, **‘Seniors Today, Building a Better Tomorrow’** the survey used an age friendly lens to solicit the views of over 1200 seniors from across the North Shore. We surveyed a diverse range of seniors in our community using a model endorsed by the World Health Organization’s Age Friendly Cities Project. The Survey looked into eight areas that contribute to age friendly communities, namely public transportation, housing, social participation, respect and inclusion, employment and volunteerism, outdoor spaces and public buildings, community support and health services, and age friendly communication and information. We recognized that a certain segment of the population is already well represented by the current service planning and delivery process and we made a special effort to reaching out to seniors who, for a variety of reasons are currently underrepresented and unconnected to community services. How did we do? The success of the survey exceeded all of our expectations. Special thanks go to our project team of Karin Nieszeri, Jane Osborne, Sylvia Lee, Claire Booth, Monique Gallant, Stephen Coleman, Mahin Khodabandeh and to our Advisory Committee. Lionsview was awarded the 2011 Celebration of Seniors Award by the United Way of the Lower Mainland and the Seniors Survey was selected as the Project of the Year by PM Volunteers org.

## SENIORS TODAY – SURVEY RESULTS

We conducted the Survey because we wanted to know what seniors need to remain healthy, happy, independent and connected to each other in the community. So what did seniors have to say? Well over all seniors are a pretty happy bunch. More than 94 per cent of the survey respondents said that they liked living on the North Shore and they want to remain here. But with almost half of seniors living alone and with a limited number of housing choices available to them, many will be challenged to do so. Seniors are generally satisfied with the affordability and availability of transportation on the North Shore and with our outdoor spaces and public buildings. Most of the respondents have a fairly strong network of family and friends and felt fairly informed about community events. Surprises? There were a few. Almost half of the seniors surveyed don’t know much or anything at all about Fair PharmaCare. Approximately 3 in ten seniors surveyed have trouble paying their bills, 4 in 10 feel they do not socialize enough and less than 2 in 10 feel there is a very good awareness of seniors needs. What areas are most in need of attention? More housing options, affordable housing, parking spaces, accessibility elements in public building, public safety and the lack of public toilets stand out. Loss of independence and declining health tops the list of worries for seniors. The seniors survey will provide Lionsview with a data base of information for years to come.



## **SENIORS TODAY - WORKSHOPS**

A series of 13 workshops were held this past year to discuss the results of the “Seniors Today Building a Better Tomorrow Survey”. Seven workshops were held between January and February, 2012 to share the results of the survey with the community and to solicit feedback. The first workshop for Service Providers held on November 24<sup>th</sup>, 2011 was attended by 45 people. Session 2 was held specifically for seniors, with one workshop focused on junior and boomer seniors and another focused on Farsi speaking seniors. Overall attendance was 244 participants/seniors. In Session 3, workshops were mainly neighbourhood based and themed, and were held in specific areas across the North Shore including Seymour, West Vancouver, Lower Capilano and Central North Vancouver. One workshop, which focused on resources for seniors, was attended by seniors, non-seniors and several resource people, totaling 37 participants and 4 resource people. Each neighbourhood based workshop addressed between 3 and 5 themes i.e. transportation, safety and security, livability, home care/support, information and referral, home maintenance and emotional/social supports. In April, 4 neighbourhood based workshops focused on identifiable themes which came out of the first 8 workshops and participants also brainstormed potential action initiatives for each theme. One additional workshop was held to discuss resources for seniors. Overall participation in all sessions was 413 people, with additional facilitators and resource people in attendance. Another set of more informal presentations was facilitated at various venues, including service clubs, Tsleil Waututh Burrard Band, churches and libraries. More information on the summaries of the workshops is available on our website [www.lionsviewseniorsplanning.com](http://www.lionsviewseniorsplanning.com).

## **SENIORS TODAY – SENIORS ACTION TEAMS**

Where does Lionsview go from here? Using data collected from the study and the feedback from the community forums we intend to develop a 3 to 5 year research, education and advocacy action plan to direct future Lionsview Seniors Planning Society activities. We will coordinate documentation of a North Shore wide action plan based on the outcomes of the March / April workshops. We are currently involved in setting up neighbourhood-based Seniors Action Tables with interested seniors across the North shore who willing to formulate a high level approach to making the North Shore a more age friendly community.

## **SENIORS SURVEY ACKNOWLEDGMENTS**

- Outreach powered by North Shore senior volunteers; project steered by the Board of Lionsview Seniors' Planning Society (LSPS)
- Design and data analysis by Lux Insights; data analysis funded by Pacific Arbour Retirement Communities; survey & report printed by ICBC
- Project management by PM-Volunteers

- **Survey funders:**

United Way of the Lower Mainland  
Union of BC Municipalities  
British Columbia Lottery Corporation  
Pacific Arbour Retirement Communities  
Royalty Home Health Care Service Inc.  
Dan Goggin

- **Project Team Phase I**

Lionsview Board Steering Committee – Deanna Charlton, Anita Dadson, Dolly Cartwright, Pat Scarlett, Barb Brett, Vivian Christison, Wendy McCrea, Maureen Leyland

Sponsor – Tom Carney, Lionsview Seniors' Planning Society

Survey Lead – Jane Osborne

Market Research Lead – Claire Booth, Lux Insights

Administrative Support – Monique Gallant

Survey Technology – Stephen Coleman, ResponseTek

Farsi-speaking Lead – Mahin Khodabandeh/Avissa Izadi

Advisory – Bev Thompson, Cheryl Kathler, Claudine Matlo, Judy Harrington, June Morris, Krista Page-Cowan, Mahin Khodabandeh, Maureen Leyland

- **Project Team Phase II**

Tom Carney  
Debbie Chow  
Margaret Coates  
Jane Osborne  
Angie Smith

- **In-Kind – Business Community**

Survey and final report printing – ICBC



## Acknowledgments (continued)

Survey meeting space, catering, printing – Pacific Arbour Retirement Communities

Survey distribution & collection – Living Well Home Care Services Inc.

Lionsview letterhead, Power Point templates – Emdoubleyu Design

Farsi Survey & Fact sheets – Mohammad Emadi, Daneshmand Magazine

### **In-Kind Community Support**

Public Survey distribution and collection sites

- Libraries: City of North Vancouver/ District of North Vancouver – Capilano, Lynn Valley & Parkgate Libraries/ West Vancouver Library
- Seniors Centres – Capilano Community Services, John Braithwaite Centre, Molly Nye, North Shore Volunteers for Seniors, Parkgate Community Centre, Silver Harbour Centre, West Vancouver Seniors Centre
- North Shore Community Resources
- City and District of North Vancouver

North Shore community organizations who hosted focus groups provided targeted survey distribution and outreach during the main survey rollout

- Focus groups: John Braithwaite Centre – Seniors Action Committee, Silver Harbour Centre – Keep Well Program, Farsi-speakers group, Summit 55 seniors
- Alzheimer Society, Canadian Hard of Hearing Association, Canadian Mental Health Association, Keep Well Society, North Shore Caregivers Support Program, North Shore ConneXions Summit 55, North Shore Disability Resource Centre, North Shore Multicultural Society – Chinese & Korean Settlement Workers, North Shore Neighbourhood House – Hamrahan & Seniors Peer Support programs
- Tsleil-Waututh Nation Elders Program

## Acknowledgments (continued)

### **In-Kind- Community**

Congregate housing sites for survey distribution

- Kiwanis Senior Citizens Homes – Kiwanis Towers, Kiwanis Lynn Manor
- Mount Seymour Lions – Lions Manor (Sheila Woods)
- B.C. Housing – Libby Lodge (Brigitt Dupont), Capilano House

Faith organizations for survey outreach, distribution and collection

- Mount Seymour United, St. Christopher's Anglican, St. John the Evangelist Anglican, St. Martins Anglican, West Vancouver United

### **Individual Senior Volunteers**

Seniors all over the North Shore gave unstintingly of their time and energy to staff survey sites and take the survey out to community locations, friends and neighbours. Special mentions:

- **Seniors Action Committee** members at JBCC (Bette Rumble, Claire Kerruish, Glenys McMillan, Lara Gilbertson, Lyn Ardlington), **North Shore Keep Well Site Coordinators**, **Hamrahan** volunteers (Khodarahm Bakshandeh coordinator, Farsi-speaker follow-up), **Capilano Community Services Volunteer Driver's** Program (Maureen Topley), **N.S. Adults Support Network** volunteers (Dolly Cartwright, Roberta Tottle, Rosemary Wright, Tangee Gunderson (Capilano area sight-impaired senior advocate))
- LSPS members Mary Segal, Sheila Gilmour, Pat Overgaard, Alan Jones, John O'Neill



## PRESIDENT'S REPORT

This has been a very active and extremely satisfying year for Lionsview Seniors' Planning Society. Last year we conducted a large age-friendly survey of North Shore seniors. This year, we shared the results of the survey "Seniors Today: Working for a Better Tomorrow" in a series of workshops in the three North Shore municipalities. The data obtained from the survey and workshops told us what seniors want and need. This information will enable our society to continue to be "A Strong Voice for Seniors on the North Shore". We are committed to informing and influencing decisions regarding service delivery to our seniors and assisting in the formation of several neighbourhood Seniors' Action Tables.

On behalf of the society, I would like to thank the members of the Project Team who prepared and conducted the workshops and analyzed the data. We are extremely grateful for their efforts. Members of the team were Jane Osborne, Angie Smith, Margaret Coates and Debbie Chow. I would also like to thank all members of the community who attended the workshops.

We also collaborated with the Hollyburn Family Services Society on a survey of seniors at risk of homelessness. Two reports were issued and are available on our website. A special thank you to Leya Eguchi of the Hollyburn Family Services Society for her research and commitment to this issue.

We continue to facilitate the meetings of the Seniors' Coalition. Community members and organizations meet to listen to invited speakers and share information focusing on issues and concerns of our area seniors. Tom's column in the North Shore News is a source of timely, useful and sometimes provocative information.

I also had a seat at the United Way Regional Planning Table this year. This table was established in the Fall of 2011 to address regional issues. Terms of reference have been drafted and accepted and two committees established. This table meets three times a year.

Lionsview was honoured with two awards this year. We were selected by the United Way of the Lower Mainland to receive the "2011 Celebration of Community Award for Seniors". This award was presented to the Society at a dinner in March. We also were delighted to win the "Project of the Year" award from PM Volunteers. The support of both of these organizations was essential to the success of our "Seniors Today: Working for a Better Tomorrow" survey.

We are very appreciative of the financial support of the United Way of the Lower Mainland, the three North Shore municipalities, Province of B.C., service clubs, businesses, community organizations, and all other individuals who fund our work. Donors are acknowledged elsewhere in this report. Special thanks to Dolly Cartwright and her family who hosted our annual salmon BBQ. It rained all day so the tables were inside but the sun came out in time for us to enjoy her lovely garden.

We regretfully accept the resignation of two board members this year. Viv Christison, Chair of our Housing Committee, has championed affordable, accessible, and well located housing in our community. Dolly Cartwright has been a member of Lionsview since its formation over twenty years ago. Their voices, contributions and commitment to community will be missed. We thank them for their many years of service.

I would also like to thank Joan Beddoes, our secretarial assistant, for her volunteer contribution to our Society. And to Tom Carney, our Executive Director, a very BIG THANK YOU. You are the glue that holds us together.

Lastly, as I turn over the Chair position, I sincerely thank all members of the board for their support, help and dedication to the Society during my term. I look forward to another great year.

Thank You.

Respectfully submitted

Deanna Charlton, President



## EXECUTIVE DIRECTOR'S REPORT

Last year we celebrated 20 years of service to seniors in our community. It was a year to look back on our many successes and achievements over the years but it was also a year to look forward.

Lionsview is and has always been a seniors led and seniors driven organization. We always want to ensure that any project that we undertake will directly benefit seniors in our community. We are a planning organization rather than a service organization and there is no shortage of planning tasks that can be undertaken. The question we always ask ourselves before we commit to any project is this: how do we know what seniors want or need? The simple answer is that we ask them.

We did that in 2010-11 when we launched "Seniors Today," the largest Age Friendly Seniors Survey ever undertaken on the North Shore. We followed that up in 2011-12 with our "Seniors Today: Working for a Better Tomorrow" project. We met with over 400 seniors across the North Shore to share the results of the survey, to identify priorities and plans for action to begin to plan for Seniors Action Tables in 4 neighbourhoods across the North Shore. The project was spearheaded by Angie Smith, Jane Osborne, Margaret Coates and Debbie Chow and is some of the best work that we have ever done

Our efforts were rewarded in ways that were gratifying and unexpected. In March the United Way of the Lower Mainland selected Lionsview to receive the 2011 Celebration of Community Award for Seniors. Again in March, PM Volunteers. Org selected our Seniors Today Project as the Project of the Year for the Lower Mainland. We were gratified and humbled to receive this recognition for our work and we thank the many individuals and groups who contributed to the success of our projects this past year.

In addition to the continued success of the Services to Seniors Coalition and our "Older and Wiser" column that is published in the North Shore News, this year Lionsview undertook a collaborative project with the Hollyburn Family Services Society on seniors at risk of homelessness on the North Shore. The project resulted in two publications a final report "Seniors at Housing Risk a Participatory Research Project and the North Shore Seniors at Housing Risk Program Outreach and Capacity Building 2011/12 Final Report. The value of this project for me is that it focuses exclusively on seniors and for the first time gives a face to who these individuals are in our community. Special thanks to Leya Eguchi from Hollyburn Family Services for her vision and commitment in leading the team for this project.

Our partnership with the United Way of the Lower Mainland, now in its third year, has allowed us to strengthen our Services to Seniors Coalition program on the North Shore and to be part of a larger and more focused and active network of Seniors Planning Tables in the Metro Vancouver region.

In closing, I would like to thank the Board and the members of the Society for their support this past year. In particular I want to recognize the leadership provided by Deanna Charlton, our President, Pat Scarlett in Finance and Viv Christison in Housing and Joan Beddoes, our Secretary, for their wise counsel again this year.

Broadly speaking Lionsview has been involved in following up on the release of part 2 of the ombudsperson report into the care of seniors and on the discussions which are still in the early stages of establishing an office of a Seniors Advocate in the Province of BC. These are both positive developments and will be key themes for Lionsview going forward.

Two members of our board are retiring this year. Viv Christison the Chair of our Housing Committee and Dolly Cartwright our Vice President who joined Lionsview as a founding member. We thank them both for their contribution and commitment to serving seniors in our community. They will be missed.

Finally, as always, thanks to Peter Isaac, our accountant, whose advice and guidance has proven invaluable to me this past year.

Tom Carney

Executive Director



## HOUSING COMMITTEE REPORT

The Housing Committee was formed in 1991 shortly after Lionsview was incorporated as a Society. Our Survey shows that housing issues for seniors are as dominant now as they were two decades ago.

The purpose of the Housing Committee is to respond to the needs expressed by North Shore seniors for well located, accessible and affordable housing that allows them to remain in their own communities.

Our significant achievement this year was our partnership with Hollyburn Family Services to conduct an outreach and capacity building project with North Shore seniors at housing risk and to conduct a participatory research project on seniors at housing risk. The Outreach Project Team provided housing and income outreach services to 40 seniors and near seniors over the age of 55, who live in the three North Shore municipalities. The average age of the client was 63.4 years of age with an age range between 55-77. Many of the clients were well groomed, well socialized and presented well on a superficial level. A couple of key recommendations to come out of the study are to use standardized assessments and outcome reporting reports to allow for data collection and analysis across the Lower Mainland, conduct further research to better understand the needs of ethno cultural seniors experiencing housing risk and advocate for increased affordable and supported housing for low income seniors close to their home communities.

Participatory research was conducted in partnership with the School of Social Work at UBC. The inclusion criteria was seniors aged 55 and up who have been at housing risk within the last year. The research focused on the pathways to homelessness and how seniors support networks affect their housing stability. The purpose of the research was to gain better understanding of the experiences of seniors at risk of homelessness. This information can assist government and not for profit decision makers in planning services targeted to vulnerable seniors on the North Shore. Seven seniors participated in a focus group and seven seniors participated in one to one interviews.

The mandate of the Housing Committee is currently under review.

Finally we owe a debt of gratitude to our Committee Chair Viv Christison who resigned her position in January and relocated off the North Shore. She will be missed.

Committee: B. Brett, T. Carney, V Christison [Chair, resigned], M. Coates, M Clark, S. Gilmour, M. Pierce, D. Peters,

Advisors: Phil Chapman, Cheryl Kathler, Stephen Mikicich, and Lynne Pentland (retired)

## **“OLDER & WISER” NORTH SHORE NEWS COLUMN**

Lionsview has the privilege of writing a column for seniors that is published in the North Shore News. The column is published under the title “Older and Wiser” and appears bi-weekly in the Seniors Section in the Sunday edition of the paper.

Lionsview has been writing the column for about 11 years. We were asked to write the column because we promote the idea of age friendly communities across the North Shore, because we focus on research and education and because of our knowledge about seniors and senior’s issues in our community. The goals of the column are to raise awareness about senior’s service needs, to give a voice to the 25,000 seniors who live on the North Shore and to recognize the contribution seniors make to our community. The column is non partisan and non political.

Our target group, really, is anyone who lives on the North Shore. We do, of course, write the column for seniors and their families and we want to influence decision makers but the fact is we get responses to the column from all age groups. Now that more people have access to the Internet we also get responses to the column from across Canada and around the world

The column is an opinion piece but the commentary is informed by our work in the community and the feedback we get from our readers. The column is intended to give a voice to seniors and provide their perspective on a whole range of issues that are important to them. The column identifies gaps in services to seniors, initiates a discussion on how to meet these needs and prompts decision makers to take action on the important issues in the community. No other organization on the North Shore is providing this service to seniors

At the end of every column the North Shore News runs a line inviting feedback on the column and inviting the reader to contact us with ideas for future columns. Over half the columns that appear are generated from suggestions from the reader. We also seek and receive feedback on the column from our editor at the North Shore News, and from our community partners and when we talk with seniors in the community.



## **SERVICES TO SENIORS COALITION NORTH SHORE**

Lionsview has acted as the host agency for the North Shore Services to Seniors Coalition since the service began in 1992. The Services to Seniors Coalition is often referred to and is probably best known simply as the Coalition. We have grown over the years and now have over 50 member agencies including representatives from health, community and social service providers, housing, transportation, recreation, the faith community, government and more.

Our purpose is to facilitate the effective coordination of services to seniors, among North Shore service providers through a program of education, networking, information sharing and group projects.

The Coalition met nine times last year. We benefitted as a group from presentations from BEST (Better Environmental Sustainable Transportation) around Transportation for Seniors, the LINK Program which serves to help seniors reconnect to community based programs the North Shore Memories and More program and the Ministry of Health on the BC Pharmacare Program. Two programs were offered under the category of professional development. Karin Nieszczeri from PM Volunteer.Org inspired us to look at using professional project management in our programs and Layne Christison from the North Shore News helped us brush up on our skills in using the media to get our message out. We had presentations from Vancouver Coastal Health on the Seniors Redesign Project. Two of our Coalition members sat on the VCH Committee that looked at ways of making the health care system more user friendly for seniors. And as many of the coalition members were involved in various aspects of our Seniors Survey they welcomed the opportunity to hear from Jane Osborne the Seniors Survey Project Lead about the results of the Seniors Survey and our proposed actions going forward. A special summer session of the Coalition was convened to hear John Martin from the Boomer Project. John shared his thoughts on how boomers will transform the health care industry. It was a fascinating presentation and we thank Jack Voykin for co-sponsoring this event. As always there were opportunities to learn from our own members and we now have scheduled a session in our program for members and guests to raise issues of concern and to take action as required for benefit of all of the seniors we serve.

Funding for the Coalition is provided by a grant from the three North Shore Municipalities, the United Way of the Lower Mainland and from membership fees.

The Coalition meets formally on the third Tuesday of the month, from noon to 2:00 p.m., in the Oak Room, at the Delbrook Community Centre. Membership in the Coalition is included in your Society membership.



# CONTRIBUTORS

## 2011/2012

Our sincere appreciation goes to the organizations and individuals listed below as well as the many others who have made contributions to Lionsview Seniors' Planning Society in the past year. We value your support.

### Government of Canada

New Horizons Program

### Province of British Columbia

Ministry of Public Safety and Solicitor General - BC Gaming

### Municipalities

City of North Vancouver  
District of North Vancouver  
District of West Vancouver  
NV Recreation Commission  
Union of BC Municipalities

### Social Service Groups/ Foundations/

Royal Canadian Legion #114  
Royal Canadian Legion #118  
United Way of the Lower Mainland

### Corporate Donors

Hutton Capital  
ICBC  
Pacific Arbor Retirement Communities

### Memorial Donations

Joan Beddoes  
Margaret Fraser  
Anne McCullum  
Pearl Mckenzie  
Norma Morgan

Miki Nash  
Barbara Preston

### Businesses

Daneshmand Magazine  
Emdoubleyu Design  
InFocus Enterprises Inc.  
Lanwide Communications  
Links Communications Solutions  
Lux Insights  
Royalty Home Care  
Living Well Home Care Services  
Angie Smith IPECC Solutions  
Sylvia Lee Consulting  
Response Tek

### Coalition Members

Age Matters  
Alzheimer Society of BC  
Capilano Community Services  
Seniors Hub  
Churchill House  
City of North Vancouver  
Comfort Keepers  
District of North Vancouver  
District of West Vancouver  
Health & Home Care Society of B.C.  
Hear at Home  
Inglewood Lodge  
Iranian Seniors Society  
Jewish Family Services  
John Braithwaite Community Centre  
Kiwanis Care Centre  
Lionsview Seniors' Planning Society  
LINKS  
Living Well Home Care Services Inc.  
Lynn Valley Seniors Association /Mollie Nye Centre  
Margret Fulton Adult Day Care Centre North and West Vancouver.

North Shore Adult Support Network  
North Shore Caregivers Support Program  
North Shore Community Resources Society  
North Shore Keep Well  
North Shore Lifeline  
North Shore Meals on Wheels  
North Shore Multicultural Society  
North Shore  
Neighbourhood House  
North Shore Peer Support  
North Shore Restorative Justice  
North Shore Stroke Recovery  
North Shore Volunteers for Seniors  
North Vancouver Recreation Commission  
North Shore Nurse Next Door  
Parkgate Community Services  
Royalty Home Care Services  
Seniors Connect  
Seniors Special Services Society  
Silver Harbour Centre  
Strictly Prevention  
The Summit  
United Way of the Lower Mainland  
Vancouver Coastal Health  
West Vancouver Seniors Activity Centre West  
Vancouver United Church

### Individual Donors

Joan Beddoes  
Barb Brett



Tom Carney  
Jack & Nancy Cameron  
Deanna Charlton  
Viv Christison  
Anita Dadson  
Cathy Dallimore  
Arthur Davies  
Faye Eccleston  
Nathan Gabriel  
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Sherry Jia  
Doris MacDonald  
Wendy McCrea  
Mary St. Martin  
Maureen McLachlan  
Ann Mooi  
Rhelda Nicholson  
John & Eleanor O'Neill  
Jane Osborne  
Pat Overgaard  
Elizabeth Pennink  
Pat Scarlett  
Gordon and Donna Stewart  
Ralph Sultan

# Lionsview Seniors' Planning Society

Financial Statements

(Audited)

Year End March 31, 2012

Auditor's Report  
Balance Sheet  
Statement of Revenue and Expense  
Statement of Members Equity  
Cash Flow Statement  
Notes to Financial Statements



LIONSVIEW SENIORS' PLANNING SOCIETY  
FINANCIAL STATEMENTS  
AS AT MARCH 31, 2012

Auditor's Report

To the members of Lionsview Seniors' Planning Society:

I have audited the balance sheet of LIONSVIEW SENIORS' PLANNING SOCIETY as at MARCH 31, 2012 and the statements of income and cash flow for the year then ended. These financial statements are the responsibility of the committee. My responsibility is to express an opinion on these financial statements based on my audit.

I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by the committee, as well as evaluating the overall financial statement presentation.

In my opinion, these financial statements present fairly, in all material respects, the financial position of the Society as at MARCH 31, 2012 and the results of its operations for the year then ended in accordance with Canadian generally accepted accounting principles. As required by the Society Act (BC) I report that, in my opinion, these principles have been applied on a basis consistent with that of the prior year.

  
Peter J.A. Isaac, CGA

North Vancouver, B.C.  
May 29, 2012



LIONSVIEW SENIORS' PLANNING SOCIETY  
BALANCE SHEET  
AS AT MARCH 31, 2012

MAR 12

MAR 11

ASSETS

Current assets

Cash	\$23,311	\$ 5,961
Gaming account	10,021	10,110
Equity shares	12	12
Seniors Planning Table	17,750	16,019
ING Account	1	1
GST Recoverable	2,071	524
	-----	-----
	53,166	32,627
	-----	-----

Capital assets

	-----	-----
	\$53,166	\$32,627
	=====	=====

LIABILITIES  
MEMBERS' EQUITY

Members' equity

Members' Equity	32,628	30,093
Restricted Fund - SIP	9,920	
Restricted Fund - SPT	16,835	
Excess of revenue over expenses	(6,217)	2,534
	-----	-----
	53,166	32,627
	-----	-----
	\$53,166	\$32,627
	=====	=====

The attached notes are an integral part of these statements

LIONSVIEW SENIORS' PLANNING SOCIETY  
STATEMENT OF REVENUE & EXPENSE  
FOR THE YEAR ENDED MARCH 31, 2012

	MAR 12	MAR 11
Revenue		
Coalition Membership Fees	\$ 565	\$ 715
Donations	4,145	808
Grants	30,250	25,850
Interest Income	37	8
LSPS Membership Fees	310	410
North Shore News	1,000	550
Other income	3,049	1,190
United Way Grant	22,023	
Grant for Seniors Planning Table	27,165	25,000
	-----	-----
	88,544	54,531
	-----	-----
Expenses		
Computer Expenses	313	465
UW SIP Contract labour	20,101	
Fax		5
Fees, Dues & Licences	161	124
Honoraria	1,107	1,111
Insurance	975	975
Interest & Bank Charges	124	27
Office Supplies	190	15
Meeting Expenses	306	304
Photocopies	290	924
Postage	156	144
Program Expense		12,361
Public relations	600	
Rent & utilities	2,544	2,674
Survey expenses	39,125	
Telecommunications	1,088	1,282
Wages & Benefits	27,682	31,586
	-----	-----
	94,762	51,997
	-----	-----
Excess of Revenue over Expenses.	\$ (6,218)	\$ 2,534
	=====	=====

The attached notes are an integral part of these statements.



LIONSVIEW SENIORS' PLANNING SOCIETY  
Statement of Members' Equity  
YEAR ENDED MARCH 31, 2012  
(Unaudited - see Notice to reader)

	MAR 12	MAR 11
Balance at beginning of the year	\$ 32,628	\$ 30,093
Net Income (loss) for the year	(6,216)	2,535
	-----	-----
	26,412	32,628
	-----	-----
Balance at end of year	\$ 26,412	\$ 32,628
	=====	=====

The attached notes are an integral part of these statements.

LIONSVIEW SENIORS' PLANNING SOCIETY  
CASH FLOW STATEMENT  
FOR THE YEAR ENDED MARCH 31, 2012

	MAR 12	MAR 11
Income before other items	\$ (6,217)	\$ 2,534
Operating activities		
Adjustments to convert to cash basis		
G.S.T. recoverable	(1,547)	(358)
	-----	-----
	(7,764)	2,176
	-----	-----
	(7,764)	2,176
	-----	-----
Financing activities		
Transfers to restricted funds	(26,755)	
	-----	-----
	26,755	0.00
	-----	-----
Investing activities		
	-----	-----
	0.00	0.00
	-----	-----
	-----	-----
Increase in cash	18,991	2,176
Cash & equivalents at beginning of year	32,103	29,927
	-----	-----
Cash & equivalents at end of year	\$ 51,094	\$ 32,103
	=====	=====
As represented by:		
Cash	\$ 23,311	\$ 5,961
Gaming account	10,021	10,110
Equity shares	12	12
Seniors Planning Table	17,750	16,019
ING Account	1	1
	-----	-----
	\$ 51,095	\$ 32,103
	=====	=====

The attached notes are an integral part of these statements



LIONSVIEW SENIORS' PLANNING SOCIETY  
NOTES TO THE FINANCIAL STATEMENTS  
MARCH 31, 2012

Note 1.

The Society was incorporated under the Society Act of British Columbia under the name "Lionsview Seniors' Planning Society North and West Vancouver, B.C." on February 12, 1991 registration number S-27176.

2. Deferred revenue

The Society has no revenue to be deferred at year end

3. Restricted Funds

The Society has restricted funds for the following two purposes: 1. A Seniors Independence Program re Housing for Seniors at risk and 2. A Seniors Planning Table survey costs