



2018 ANNUAL REPORT



NESA...

The North Edmonton Seniors Association (NESA) is an independent, non-profit society providing recreational, social, educational, wellness programs and services to seniors. It is the largest Senior's Organization in Edmonton, located in the Northgate Lions Recreation Centre, and delivers the city's most comprehensive selection of older-adult social and recreational programs.

NESA is run by a dedicated and energized Board of volunteers. Located in the north east area of the City, we welcome members from Spruce Grove, Fort Saskatchewan, Bon Accord, Sturgeon County, Sherwood Park, Ardrossan, Red Water, Gibbons, Beaver County, Barrhead, Waskatenau, St. Albert, Hines Creek, Lamont and Red Deer.

Our Mission

To provide a friendly environment offering physically and mentally rewarding activities and services which promote wellness, independence and community involvement.



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Message from President Randy Tomin

In 2018, we celebrated our 40th anniversary. To commemorate this milestone, a number of special events were held. Thank you to the 40th Anniversary committee, volunteers and staff for the hard work they put in to make these celebrations a success.

It is rewarding to see that our membership continues to grow. Participation in the many interesting and challenging programs, activities and services we offer, is steadily expanding. We continue to be a leader in providing activities for our seniors.

As part of our governance model, a number of our policies and bylaws were updated. A review of all of our policies is ongoing. A training and orientation program for new and returning Board members was established. As well, a strategic planning session was held and an Ad Hoc Board Governance Committee was created.

I would like to thank my fellow Board members for their support, the committees for the excellent work they have done, and our Executive Director, Nancy Melnychuk, and the staff for their dedication and hard work during these challenging times. I would also like to thank our many volunteers for their unselfish contributions.

Although we have been successful over the years, longevity is not a guarantee of future success and is not something that we can take for granted. We will need to adapt to the changing environment, the needs of our members and the expectations of our funders. I am confident, that working together, we will be able to build upon our success and continue to serve our members and the community well into the future.

2018-2019 Board of Directors



*Back row - L-R,
Hugh Newell,
Vicky Sandouga,
Bruce Zack,
Ron Nichol*

*Front row - L-R,
Wendy McCarvell,
Doug Rayfield,
Randy Tomin,
Barb Fratesi,
Bob Carpenter*

*Missing:
Edna Bohachyk
and Joy Muller*

Message from Executive Director Nancy Melnychuk

Statistics, numbers, metrics, all measurements that tell a story, but it only tells part of the story. Technology allows us to gather data quickly, but gathering stories and talking to people that make up the statistics takes time, and it is these stories that gives life to an organization. We purchased “My Senior Centre” in 2018, and officially launched it in 2019, a program that will allow us to be more efficient with the data collection.

2018 saw 900 programs, 27 clubs, 263 volunteers, 2200 members, 450 clients using Outreach Services, 325 Home Supports Intakes, thousands in attendance at social events, and thousands more participating in fundraising.

Reducing social isolation is increasingly important, and to hear laughter and camaraderie all throughout the day is quite remarkable. One music club says they are really here for the coffee break!

The reporting and paperwork and day to day activities that go on behind the scenes by the staff and volunteers can be overwhelming and feels crazy at times, but we all share a common goal, and that is to enrich and support the lives of seniors in the community. On a regular basis, we hear people that are new to the centre or on a tour say “I had no idea all of this went on here....” It is easy to say we have 2200 members, it is better to say what those 2200 people are doing here and also provides meaning to what we, staff and volunteers and members, do what we do.

Along with the amazing NESA staff team, we work very closely with City of Edmonton staff and E.M.M.A. Catering to provide a safe, sparkling clean and welcoming environment. Thank you to everyone for all that was accomplished in 2018.

Staff



Front row L-R, Lori Morison, Ann Yasinski, Amber Ritco-Schneider, Donna Sansom, Nancy Melnychuk

Back row L-R, Luisa Bonifacio, Shelly Lesa, Jollean Ferrari, Stacey Flanagan, Cathy Otto, Adele Brewer, Jonelle Lieng, Brittany Wawrychuk, Jessica MacDonald-Kinsella



L-R, Linda Cymbala, Sharlene Wyness, Willy Moyes

Thank you to our Funders

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NESA is able to operate due to the generosity of our partners and donors who believe in the mission of our organization. Our most sincere thanks on behalf of our members for the grants, corporate and personal donations, and the volunteer service received by the following:



City of Edmonton

This is a Partnership between Government of Alberta and City of Edmonton - NESA received funding from Edmonton Family and Community Support Services (FCSS) which helps pay for the Volunteer Coordinator and Outreach staff positions, as well as training opportunities for both staff and volunteers and a portion for our Volunteer Appreciation event.



Northgate Lions Club

The Northgate Lions Club continues to support and partner with NESA by sponsoring special events such as the Pancake Breakfast and Welcome Back BBQ, and donating to the Annual Seniors In Need Campaign and Building Fund.



Save on Foods

Thank you to our local Save on Foods for donating to our Seniors in Need, Pancake Breakfast and Welcome Back BBQ as well as prizing for various functions.



Council of Governors

*Back Row - L-R
Hugh Newell,
Gord Jeffrey,
Steve Shamchuk,
Sol Rolinger*

*Front Row - L-R
Kathleen Lawrence,
Edna Bohaychyk,
Vicky Sandouga
(missing Brenda Doucet)*

Council of Governors

The Council of Governors was created by an amendment to the bylaws of the NESA at the Annual General meeting in 2014. The Council is made up of Past Presidents of NESA and others who add significant value. The Council oversees and safeguards the Sustainability and Protected Building Funds of NESA; nominates candidates to the Board of Directors; provides advice and assistance to the Board when requested and acts as Trustee, manager and custodian of all donations, gifts and bequests. Financial Reports are submitted monthly to the NESA Board and the results are presented annually in the Association's Audited Financial Statements.

In 2018 no expenditures were made from the Protected Building Fund, The existence of this fund gives NESA the ability to continue discussions with the City of Edmonton about building expansion and to pursue shared cost arrangements on building renovations which benefit NESA.

The principal of the Sustainability Fund continued to grow both through income earned and through donations. In 2018 income from this fund was able to provide Grants to the Outreach Program to establish an "Emergency Food Pantry" to assist

seniors in crisis and to the Connections Program to assist isolated seniors. This fund also provides the funding for the Landry Leisure Pass program which currently assists over 50 seniors to participate in programs at NESA. Donations to these funds help make the quality of life better for seniors and ensure the future strength of NESA.

VOLUNTEERS



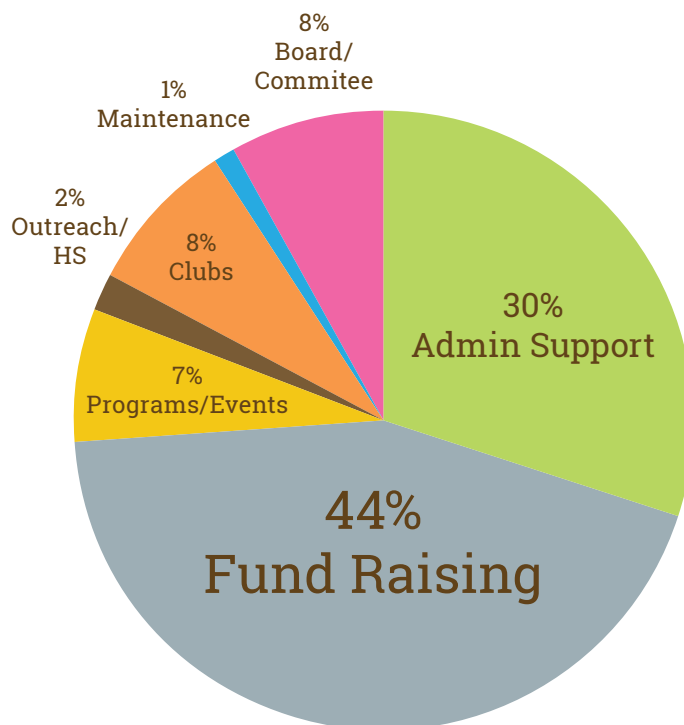
Significant to NESA's success are our volunteers, and the desire to contribute valuable "free time" to programs, special events and helping others.

In a 2018 survey, volunteers were asked what difference their service makes to others? Here's what they said:

"I feel I have been able to connect new members with people of their similar interests. We have been able to help people without transportation, or having problems with loneliness (example, losing their spouse - needing to make new friends) and just re-entering the community and recovering from boredom and loneliness"

"I hope that my volunteer time helps people feel a little better - talk a bit and laugh a bit. That this is a good place to be at."

In 2018, 263 volunteers at the North Edmonton Seniors Association donated 53,566 hours of their time to our organization's programs and events. Committee work, Fitness Centre, Front Desk, Fundraising, Special Events, Knitting, building tours, odd jobs, are just a few of the areas our volunteers spend their time.





Volunteer Appreciation

NESA's 2018 Volunteer Appreciation was themed "Our Volunteers Are the Best Under the Big Top".



Knitting for the Needy – Volunteer Program

The annual Knitting for the Needy lunch was held in October 2018 in which 6303 knitted items were donated to 29 local organizations, including schools, hospitals and homeless shelters. Thanks to the countless hours of work by dedicated volunteers, hundreds of Edmontonians were kept warm and cozy this winter. Front row, fourth from the left is Gladys Lucas, who started the program providing much needed warmth to many Edmontonians. We were saddened by Gladys' passing in February, 2019 – the knitters are happy to continue her legacy.



Why we Volunteer... Brenda and Ed Doucet: Wandering down the alley changed their lives

“These steps get steeper every year,” Brenda Doucet says as she leads the way upstairs from NESA’s foyer (where she’s been helping a gentleman with his income taxes) to a tiny office labelled “Newsletter.”

Bookended by a computer and a printer, this office claims many hours of Brenda’s time, as she readily admits. For years, she has edited the newsletter that keeps NESA members up to date on what’s happening in the building. She solicits news from staff and members, asks wordsmiths like Shirley Curle to make sure the articles are grammatically correct and uses software called “Publisher” to put it all together. This is also where she completes numerous tax returns each spring as part of the Community Volunteer Income Tax Program.

A dedicated volunteer, Brenda “does anything asked of her,” says NESA Executive Director Nancy Melnychuk.” Most recently, the Council of Governors “arm-twisted” her into serving as secretary.

Secretarial work was not on Brenda’s agenda when she first walked through the NESA door. In more than three decades as a civilian administrator in the military, she had taken her fill of notes. “I wanted to do some quilting,” she recalls. “I was still working, but I decided to take a couple of Fridays off and check out the quilting club.” The fact that NESA is located a short walk down the lane from the Doucet home made the thought all the more appealing.

The volunteers at the front desk had other ideas: “Oh good, we’re getting a secretary,” they said.

Brenda was quick to quash that idea. Even so, she has put her administrative skills to excellent use in the years since. Among her roles: coordinating the Pins and Needles quilting club, which continues to meet each Friday morning.

She is also a member of The Wizards, a group that raises money for NESA by crafting items for sale, including seatbelt neck protectors and pottery tool/brush organizers. “It’s better than just sitting home to do your sewing,” she says. “You can talk to somebody else, and get help if you need it—or give help.”



ED DOUCET AND BRENDA DOUCET

As we chat about times gone by, including wartime blackouts during her childhood in Britain, Brenda’s husband Ed pops in the door. His career as an aero engine technician took him to such spots as St. Jean, Trenton (where Brenda entered the picture), California, Cold Lake, Egypt, Shearwater, Borden, and finally Edmonton in 1982.

Ed retired in 1986, but didn’t get involved in NESA until 2002, when Brenda retired and told him: “I’m not going to sit home with you; I’m going down the alley.” Besides becoming an avid carpet bowler, Ed served for a decade as bar manager for NESA’s dinners and special events. He too has gained many friends as a result.

For both Ed and Brenda, volunteering at NESA is part of a lifelong pattern. Stalwarts at the nearby Londonderry Community League for years, Ed led bingo crews and oversaw maintenance while Brenda served as treasurer. They’ve also helped out at Edmonton’s Food Bank. While active in a trailer club, Brenda edited its provincial newsletter.

Leaving the newsletter office, Brenda notes the buzz of conversation from a nearby room, where the Thursday bridge club is gathering around square tables. Both bridge and crib have seen an upswing in attendance recently, Brenda says. You can bet the newsletter played a role in that.

NESA's Volunteer Fundraising Efforts

Thank you to all of the volunteers and those that organized the fundraising activities in 2018, including Bingos and Nevada Sales, the hours spent at Taste of Edmonton, Sales that include the Flea Market, Book Sale and Bake Sales. Wizards, Pins and Needles, Jewellery and Book Sales all had pop up sales in the lobby in 2018 and were popular with members and the public. Money raised under the AGLC licenses provides funds for purchasing equipment, including for the Fitness Centre, Clubs and Programs thereby keeping member costs low. 2018 activities saw a net total of \$60,395. Thank you!



SPRING FLEA MARKET



ARTS & CRAFTS SALE

Volunteer Linda Cymbala organizes all of the donated books and along with other NESA volunteers the book sales raised more than \$14,000 in 2018.

PROGRAM OVERVIEW

A photograph of three seniors in a recreational setting. On the left, a man in a light blue shirt and suspenders sits on a bench. In the center, a woman in a grey cardigan and glasses sits on a bench, holding a small object. On the right, a man in a plaid shirt and grey vest is in a bowling stance, holding a red bowling ball. The background shows a white brick wall and a dark wooden door.

What a busy year 2018 was for the Programming Team – reflecting back on the seasons that quickly passed by, it seemed that as soon as one season started, plans for the next were already underway! It's no surprise that our Program Guide continues to get thicker and the crowd on registration day is getting larger - you've been asking for more programs and we've been listening! We are pleased to report that we delivered approximately **900 programs** and workshops last year, with over 150 of them consisting of brand new topics and instructors! Not only was 2018 a celebration of NESA's 40th anniversary but also a celebration of record-breaking numbers of new programs and attendance!



ZUMBA



MUSIC



JEWELLERY MAKING



WEAVING



STAINED GLASS ARTS



FITNESS

The 27 Clubs that call NESA home provided a place for those common interests and hobbies to come together with advice, friendly competition and spectacular works of crafts and arts. Whether you wanted to discuss the recently read book, or challenge someone in a game of Badminton or Pickleball, the possibilities are endless.

Our Programming Team strives to deliver NESA members a variety of social, recreational and learning experiences. We ensure to regularly offer the programs and workshops that are popular and sought after while at the same time, deliver new themes, titles, and styles to the mix, to keep things interesting! After all, learning and exploration doesn't have an age limit!

Whether you are after a program that challenges you to concentrate on your coordination and dance

abilities, wish to learn a new language or want to determine just how crafty you are, Adele has a program for you that will allow you to find your artistic self! Have some energy you wish to burn and don't know where to start? Check out what Lori has scheduled for fitness classes – guaranteed there will be a program for you to sit, stand, stretch, suspend, or soar! No matter where you're starting from, we will find a 'fit' for you! Still have some free time in your day? Check out what Jollean has scheduled – chances are she's programmed a variety of different topics that may pique your curiosity! Whether you want to learn about nutrition, health, finances, self-exploration, travel, or perhaps about antiques or photography, chances are you'll have more options than time!

Ed Roberge: Training for life at 95

Poke your head into the NESA fitness centre on a Monday or Wednesday morning, and chances are you'll see Ed Roberge being put through his paces by Jollean Ferrari. Biking, stretching, balancing, lifting—all the usual things in a training regime.

Here's the remarkable thing: Ed is 95.

"Ed embodies the energy and health we all aspire to have at his age," says Jollean, who has been his personal trainer (aka slave driver) for about three years. "He's truly an inspiration to our members."

A friendly and inquisitive sort, Ed first saw Jollean in action while visiting the fitness centre to chat with friends. He decided he could do with some professional training, especially if it would help him continue living at home. One session led to another, and now the two work together at least twice a week. "I could do it on my own, but I need a push," says Ed, whose slight, upright frame and ready wit disguise his age.

All that hard work is making a difference. Ed feels stronger overall and no longer dreads the trek down the basement to do laundry.

NESA has been a big part of Ed's life since 1984. Just retired and looking for a to-do list, he attended a furniture refinishing workshop and ended up co-leading a club that refurbished sewing machines, musical instruments and more. With three three-hour sessions a week, he tallied a record-setting 4,000 volunteer hours by the late 1990s. But his real reward, he says, was "to see the smile on their faces when they took that piece of furniture home."

The refinishing club was eventually shut down due to worry about fumes, but Ed and others continued working with wood. Soon outgrowing little Room 202, they fill up a much larger woodworking shop with their own sweat equity and skill, coupled with federal grants for equipment. The room was buzzing five days a week, led by an instructor from NAIT. "When we moved in, he said, 'I don't want to see any blood in here,'" recalls Ed, who still has all his digits, along with his smarts.

These days, the woodworking club is self-led and meets just once a week, with Ed still one of the regulars. Most Fridays he's there, chip carving designs into boxes made by inmates in Victoria. Macular degeneration has robbed his vision in one eye, but that doesn't stop him. "I'm guessing at the start and finish of the lines, but with curves I can have a little leeway," he says.



A pressure welder who built ships in Montreal shipyards during the Second World War, Ed came west to help construct Alberta's first oil refineries in the 1950s. "It was the best move ever," he says. He built his own house and with wife Madeleine had two children, Louise and Al. Madeleine was also active at NESA for many years and now lives in nearby St. Michael's Long Term Care Centre due to advancing dementia. They celebrate their 70th anniversary this year.

Son Al, a recently retired pipefitter, has joined NESA as well. Besides taking in guitar jamming and sign language classes, he dips into the fitness centre on occasion. He also serves as Ed's chauffeur. Both father and son celebrate milestones in the plumbers' union this year: 65 years for Ed; 45 years for Al. "It's really special and rare to witness this intergenerational bonding," Jollean says.

Late last year, Ed entered a new chapter in his life when a colonoscopy revealed inoperable cancer. Undaunted, he declined treatment (other than intravenous iron) and instead resolved to increase his training with Jollean.

"If it weren't for this centre, I would have been dead years ago," he says. Recalling the years when "Little Judy" and "Tall Judy" greeted members at the front desk with unfailing smiles, he adds, "I've met such wonderful people over the years. When I first came, I had no idea I was going to end up here for 35 years—and enjoy every minute of it."

Vincent and Marlu Capri: The birthday that keeps giving

Marlu and Vincent Capri first visited NESA on Vincent's birthday, January 2, 2018, with a couple of goals in mind: playing pickleball and finding out what the centre had to offer. Recently retired, and introduced to pickleball on a cruise, they wanted to continue the fun.

It turned out to be a birthday excursion with many happy returns. Offered a tour of the centre, Vincent and Marlu were amazed by the range of physical, artistic, musical and social activities in room after room. "It was a real eye opener," Marlu says. "We had no idea there were so many programs offered here."

You'll now find one or both of them at NESA several days a week. "Being involved at the centre helps get our bodies in shape and keep our minds active as well," Vincent says.

Of course, there's twice-weekly pickleball. "We came in as newbies and were amazed at how welcoming and helpful everyone was," Vincent says. "As we get better, more newbies are coming in, and have found ourselves quietly helping them along with everyone else."

Vincent and Marlu also attend trainer Jollean Ferrari's Triple S (Strength, Stability, Suspend) fitness class, where they've graduated to intermediate level. "The quality of teaching is phenomenal," Vincent says. "Jollean demonstrates the skill and ability to work with seniors at whatever level they're at. She also gets us to stretch and challenge ourselves bit by bit."

Armed with Jollean's tips and techniques, Marlu works out twice a week in NESA's well-equipped fitness centre, where volunteers introduced her to the elliptical trainer, now her favourite machine. "In the past I've been in gyms where everybody's showing off, but there's none of that here," she says. "Everybody is so friendly, chatting and laughing. That social aspect is a big part of it."

Vincent also joined the centre's Stained-Glass Club. "This is a very friendly, creative and supportive



group that welcomes all levels of skills, from newbies to highly skilled," he says. "I've learned a lot from this group, as well as making some fun pieces while keeping one ear tuned to the music being made in nearby rooms." Kibitzing with oil painters or woodworkers down the hall and seeing pen and ink drawings and paintings on display in the foyer whets his appetite for other pursuits, he adds. "There are many interesting activities that catch my attention here. Once I've scratched one itch I'll go and scratch another."

The Capris met 45 years ago at a summer camp on Vancouver Island, where he was camp director and she was a counsellor. "Children have been a big part of our lives," they say. Vincent's career included 22 years with Boys and Girls Clubs in BC and Alberta; Marlu's included driving school bus for children with special needs. (Vincent also worked for the Alberta Government and later for NAIT; Marlu also worked in insurance and later ran an office cleaning service.) They're proud of the four children they have raised (all born in a five-year span—hands full, yes!) and now take great pleasure being surrounded by four grandchildren.

"We tried to keep active in the past, but with children and grandchildren and careers we weren't able to be as active as we would have liked," Marlu says, "Now that we're retired, being active at NESA is already reaping benefits. My range of motion is way better, my strength is way better, my legs are stronger and I have more stamina."

Not long ago, Marlu scoffed at an older brother for joining a seniors centre in Vancouver. "That's for old people," she told him. "Boy did I eat my words," she muses. "Coming here is one of the best things I've ever done. It keeps you young at heart."

Vincent adds, "We're both happy and proud to be here. NESA offers great information sessions, activities and friendships. Personally, I think every senior out there should be coming here."

OUTREACH SERVICES



Following the mandate provided by the Interagency Outreach Network, the NESAs Outreach program continues to grow as we provide support and information to seniors living in Northeast Edmonton.

We collaborate with community partners to proactively outreach to the most vulnerable, isolated and at-risk seniors in our area. Our community partners include 211, AHS North East Homecare, the Primary Care Network and NESAs Home Supports.

By December, Outreach had 115 open cases that required long term case management. Long Term Case Management may include home visits, emotional support, assistance completing and submitting applications, advocacy and connections to seniors programs.

The Outreach team conducted over 450 individual consultations in 2018!

Outreach Client Consultations:

New Client Intakes (Ongoing case management required)	109
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Contact (No long term case management required)	167
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Community Visit Conducted	240
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Office Visit Conducted	217
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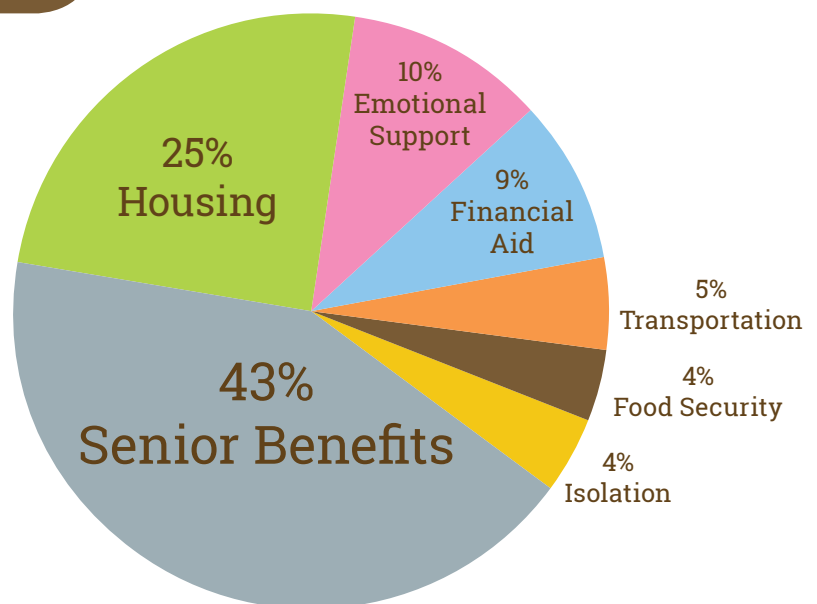
"Outreach has helped me in so many ways of my life; It has been such a positive and encouraging experience. The Outreach teams are the kindest, most supportive and helpful people I know. Outreach has assisted me in filling out all different types of forms, finding senior housing, advocating for me, lots of phone calls on my behalf and in desperate times have brought me food, toiletries and taxi vouchers for doctors' appointments. At Christmas time they brought me a gift with a food hamper, it brought me so much joy and happiness. I really want to thank NESA for having such a great Outreach team and for everything they have done for me! Words cannot express the difference they have made in my life. "

- NESA Outreach Client

"I have been with NESA Outreach Program for the last four years. I have worked with four Outreach Workers and they all have been exceptional. The workers have been pleasant and knowledgeable. They have assisted me with paper work including international government documentation. Outreach has also connected me to other services, such as Drive Happiness, which I highly value. I look forward to working with Outreach for many more years."

- NESA Outreach Client

Primary Presenting Need of Outreach Clients:



In **February 2018**, NESA Seniors In Need sponsored and served a delicious ham meal to over 200 inner-city seniors at Operation Friendship Seniors Society. Many people enjoyed a comforting, warm meal on a chilly day.



In **June 2018**, we received 30 hand painted flower pots and plants from the grade 2 class at Sir Alexander Mackenzie Elementary class in St. Albert. We delivered these pots to Outreach clients, Connection members and NESA members. The flowers were well received and a fun way for the students to be involved in the community and to learn about empathy, compassion and kindness.



Health and Wellness Fair

The second annual Health and Wellness Fair was held in June 2018, this was an exciting event in which local health, wellness and lifestyle organizations and businesses were able to showcase their services and connect with seniors. As in previous years, non-profit organizations were offered tables at no charge, and for profit businesses were requested to contribute a minimum \$50 donation to Supporting Our Seniors. 41 businesses and organizations participated this year and over 250 seniors attended. This is a fun and informative day which continues to grow each year.



Supporting our Seniors

Together with Save-On -Foods, community and NESA members, the NESA Supporting Our Seniors program provided gifts and food bags to 172 seniors. In collaboration with community partners, such as Alberta Health Services Home Care, Operation Friendship Senior Society and St. Michael's Millennium Pavilion, isolated seniors who would appreciate some extra Christmas joy were identified. Each senior was provided with a wish list, asking them to identify their needs and any special treats they would enjoy. We provided beautiful gifts, generous food hampers, bus tickets, Drive Happiness memberships and grocery cards.

Sharlene Wyness prepared over 252 bags!

Sir Alexander Mackenzie Elementary and Florence Hallock Elementary Schools created beautiful Christmas cards and handmade ornaments to include in the packages.



*"This is so great; I have been only able to afford one class before, now I will be able to afford to join both yoga and Zumba."
- a NESA member*

Landry Leisure Pass

By promoting the LLP, NESA is actively breaking down the financial barrier of accessing programs and reducing social isolation of older adults. These outcomes directly align with the NESAs mission of promoting wellness, independence and community involvement. NESA can be proud of being one of the first Edmonton senior centers to offer program financial assistance. In 2018, 57 NESA members enjoyed the benefits of the LLP.

Friendly Phone Call Visitor

Friendly Phone Call Visitor Program continued to flourish throughout 2018. 12 isolated seniors received a weekly phone call to check in, provide emotional support and meaningful conversation.

The volunteer is trained to recognize signs of concerns that need to be followed up by the Outreach team.



*"The Food Bank does not give you enough to live on and you can only pick up every six weeks... I cannot survive on that."
- a NESA member*

The Emergency Food Pantry

The Emergency Food Pantry is only accessed through NESA's Outreach workers, Brittany and Jonelle. We offer a food package to Outreach clients whose food security is at risk due to a crisis. This crisis may look like: a sudden illness resulting in the client unable to travel to a grocery store, an unexpected financial crisis in which they do not have the funds to purchase groceries or a Food Bank client that was unable to stretch their allotted food to the next pick up date.

On average, we provide 4-5 food packages a month, 52 packages were given out in 2018. These food packages contain enough food for approximately five days. A food package typically contains: hearty soups (ie. Chunky Chicken Noodle soup), rice, pasta, pasta sauces, beans, tuna, canned vegetables, canned fruit and oatmeal. We strive to provide healthy options, including providing a balance of protein and carbohydrates, purchasing low sodium or low sugar options when possible.

The Fitness Center hosted an extremely successful "Food for Fitness" Campaign in December 2018 to help replenish the shelves of the Emergency Food Pantry. Specific food items were requested in exchange for a chance to win a Fitness Package, including a gym membership and equipment. NESA members enthusiastically supported this campaign and over 300 food items were donated, including nutritional beverages, tuna, pasta and beans.

LINC Student Employability Program

NESA partnered with the LINC Student Employability Program to offer meaningful volunteer opportunities for the students. Many of these students are new to Canada and learning to speak, read and write English. The students are able to gain skills and practice what they learned in class to real life situations.

Below is the impact statement written by Kathy Rosero Suel, Student Employability Advisor:

"This experience was impactful for the students as it was their first time working in Canada or at all, they were put in situations where they needed to break out of their shells and talk with others. They learned the value and importance of being responsible, being on time, calling in if not attending work. Working at NESA has given them the platform to stand on, the skills, and the desire for them to find employment in the future. These students are now more confident in their own abilities and in themselves that they did not have before. Seeing their transformation and how happy they are to have worked at NESA has been great to see."

HOME SUPPORTS PROGRAM

In 2018 the Home Supports continued to grow, from 239 intakes in 2017 to 325 in 2018. This referral process connects seniors to service providers that have gone through a vetting process. Assistance in areas such as snow removal, yard help, housekeeping and minor home repair continues to support seniors ageing in their own homes.

Here is member Anne Hamilton's experience with the Home Supports Program



Shortly before my date for surgery I turned to the Home Support Program for assistance with lawn maintenance as well as housekeeping help. I am pleased to say that the young man, Mathew, and his brothers have been great and very helpful. Stacey then gave me the name of several housekeeping services and I chose "Nobody Cleans Like Mom" and a very capable lady came a few times. Unfortunately for family reasons she had to return to Nova Scotia. A second lady was also very good but was offered a full time position in her chosen profession as a Social Worker. A third try brought a very reliable and efficient lady who is still with me and to show how dedicated she is, we have a shower door in the downstairs bathroom that had a buildup of calcium that I had neglected and she has (without being asked) decided that it was her mission to tackle the stubborn calcium.

Lastly, I also needed a handyman to replace a bathroom basin and unclog a toilet and again I turned to the Home Support Program and was given several names and chose to have Jason Korbissor come and help me out.

This has been a challenging time in our lives with the diagnosis of Parkinson's Disease for my husband and the help I have received from Home Support has been invaluable.

- Anne Hamilton

Once the service providers go through the vetting process, they are in a city-wide database that Home Supports coordinators can access, providing seniors with the referrals, here is testimony from TLC Property Maintenance -

We greatly appreciate the opportunity to be selected as a service provider for NESAs & SAGE. As we began working with NESAs we realized there was a definite need in the community where seniors could access affordable, reliable, & safe services. Over time we have come to understand the needs of the senior clients are unique due to a variety of reasons such as mobility issues, income levels, and to build a relationship where the customer does not just become a number.

We believe our ability as a small locally owned and operated business that adjusts to their personal needs and budgets has allowed us to build a better customer relationship. With the knowledge we have

gained from your organization regarding services and support options available we have been able to pass on and share this information with our other senior customers who were perhaps unaware of Home Support, NESAs &/or SAGE.

Recognizing there is a shortage of affordable, personable services available we have readjusted our company direction to focus on the needs of seniors in our community. We are pleased to advise that the senior population has now become the main portion of our client base.

We look forward to continuing our work with your organization to provide exceptional services to the seniors in our community.

SOCIAL EVENTS



The volunteer driven social committee kept 2018 very busy!

The Valentine's Day Tea, St. Patrick's Sing-A-Long, Mother's Day, Pancake Breakfast, Welcome Back BBQ, Remembrance Day Tribute, Christmas Show and New Year's Dinner and Dance had something for everyone.

NESA celebrated our 40th Anniversary, starting with the Ruby Jubilee High Tea in April. The celebrations continued throughout the year with a Golf Tournament in June, and Oktoberfest with the very popular Emeralds band in the fall.



MOTHER'S DAY



OKTOBERFEST



ST. PATRICK'S DAY TEA

2018 Events at a Glance

February

- Valentines Tea

March

- St. Patrick's Tea Sing-Along
- Bake Sale

April

- Book Sale and Flea Market
- 40th Anniversary Kick off - Ruby Jubilee High Tea

May

- Volunteer Appreciation Night
- Garden Club Plant Sale
- Crib Tournament

June

- Seniors Week Activities including: Lunch and Show, Wellness Fair, Art Show and Sale
- Golf Tournament

July

- Pancake Breakfast

September

- Welcome Back BBQ
- Book and Puzzle Sale

October

- Wills Week and Alberta Law Society Presentation
- 40th Anniversary Oktoberfest Dinner & Dance Featuring The Emeralds
- Knitting for the Needy Luncheon

November

- Arts, Crafts and Bake Sale
- Remembrance Day Tribute

December

- Christmas Show
- New Year's Eve Dinner and Dance

EMMA Catering

In the fall of 2018, EMMA Catering officially changed ownership, the family run business became Dragana's responsibility.

Coming to Canada at age 13, Dragana didn't speak or write English, and after 2 years learning the language, she got a job at Northgate Centre Safeway. Working hard on an afternoon shift and going to school in the morning, she worked there until she was 22. After other jobs, she was surprised to learn she was having twins. Onella and Kiowa are now 8, and spend lots of time at NESA. After the roof collapsed, Dragana went back to work at Physiotherapy, while her mom babysat the twins. While pregnant again, at 36 weeks they were shocked to be told the baby had a tumor near her spine, they wondered how does a small baby not even born... have cancer. At 42 weeks, Emma was delivered weighing in at 10 pounds (But Dragana was 265 pounds!). A very large Teratoma (13 cm) was attached baby Emma's tailbone, and her first surgery was 2 days after she was born, the cancer was malignant and chemo was started. She went home for the first time after 1 1/2 months, with chemo continuing for six months. Emma was granted a wish to go to Disney World, and for a

while they were able to forget all the hardship and remember the good things.

Dragana had dreams of becoming a doctor of natural medicine to help people heal, unfortunately plans changed when her mother Zejlka was diagnosed with cancer. Many people asked "how did you do it again" and I would say "for my mom I would jump in the fire if I had to". She is missed by everyone, and mostly the children. Dragana promised her mom she would take on the challenge of running Emma Catering. As contractors, they rent the cafeteria, and running a large business requires change at times.

She puts lots of work and time into her job, balancing driving her kids to school each morning, and being a wife to her best friend Ivan. She is a sister, daughter and boss to the best kitchen staff ever, and believes our centre and our community is the best, she works hard to make mom proud.



CLOCKWISE L-R: DRAGANA, IVAN, KIOWA, ONELLA AND EMMA IN DISNEYLAND

FINANCIAL REPORT

Audited by Peterson Walker LLP Chartered Accountants. The complete audited financial statements are available upon request.

NORTH EDMONTON SENIORS ASSOCIATION Statement of Financial Position December 31, 2018

	2018	2017
ASSETS		
CURRENT		
Cash and term deposits (Note 3)	\$ 692,307	\$ 1,163,439
Marketable securities (Note 4)	947,266	601,319
Accounts receivable	7,310	7,684
Inventory	28,810	33,487
Prepaid expenses	13,409	5,684
	<u>1,689,102</u>	<u>1,811,613</u>
PROPERTY AND EQUIPMENT (Note 5)	<u>100,265</u>	<u>105,987</u>
	<u>\$ 1,789,367</u>	<u>\$ 1,917,600</u>
LIABILITIES AND NET ASSETS		
CURRENT		
Accounts payable and accrued liabilities (Note 6)	\$ 45,162	\$ 146,241
Deferred contributions (Note 7)	223,812	286,487
	<u>268,974</u>	<u>432,728</u>
DEFERRED CONTRIBUTIONS RELATED TO PROPERTY (Note 8)	<u>72,941</u>	<u>94,439</u>
	<u>341,915</u>	<u>527,167</u>
NET ASSETS		
Invested in property and equipment	27,324	11,548
Internally restricted (Note 9)	1,074,727	1,070,744
Unrestricted	345,401	308,141
	<u>1,447,452</u>	<u>1,390,433</u>
	<u>\$ 1,789,367</u>	<u>\$ 1,917,600</u>
LEASE COMMITMENT (Note 10)		

NORTH EDMONTON SENIORS ASSOCIATION
Statement of Operations
Year Ended December 31, 2018

	2018	2017
REVENUE		
Program fees and admissions	\$ 323,549	\$ 323,376
Grants (Note 11)	315,081	300,289
Fundraising activities (Schedule 1)	216,220	272,621
Memberships	61,070	60,090
Club contributions	57,157	41,804
Investment	38,126	23,562
Donations	37,748	56,403
Amortization of deferred contributions related to property	21,498	21,498
Special events	17,144	17,458
Catering	7,142	7,677
Other	183	1,772
Unrealized (losses) gains on marketable securities	(45,930)	17,685
	1,048,988	1,144,235
EXPENSES		
Salaries and benefits	559,089	571,235
Instructors	172,315	171,012
Fundraising activities (Schedule 1)	91,431	114,095
Programs	45,008	55,449
Amortization	28,331	25,985
Office	25,765	17,428
Newsletter	17,638	16,395
Special events	17,188	17,326
Catering	7,026	7,019
Bank charges	6,433	6,038
Insurance and Workers' Compensation Board	6,243	6,206
Advertising and promotion	5,270	13,631
Landry leisure passes	3,335	572
Workshops	3,250	4,161
Professional fees	2,751	17,832
Connections program	896	-
Furniture and equipment	-	429
	991,969	1,044,813
REVENUE OVER EXPENSES	\$ 57,019	\$ 99,422

Risk Committee Report

Your NESA Risk Management Committee is responsible for working with the Board and other NESA Committees annually to identify, analyze and manage risks to which the organization may be exposed.

Risk is broadly defined as anything that can prevent an organization from accomplishing its goals and objectives. Risks categories include reputation, strategic, operational, information technology, compliance, external, financial, governance, human resources, communication and safety.

In 2018, your Risk Management Committee provided background materials and worksheets to each Committee to assist with risk identification, analysis and mitigation strategies. Excellent work was done by the Committees in this area and a report covering risks and management strategies was delivered to the Board to assist with planning for 2019. A Risk Registry is maintained by our NESA Executive Director; reviewed annually by the Risk Management Committee and presented to the Board.

Thanks to all Risk Management Committee members (Hugh Newell, Wendy McCarvell, Vicky Sandouga, Doug Rayfield); to Randy Tomin for his support and leadership and to Cathy Otto for her organized and capable assistance to the Committee.

Members with questions regarding the work of the Risk Management Committee are welcome to contact Ron Nichol.







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