



## **2017 ANNUAL REPORT**

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## About Us

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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. It is a fully equipped building serving more than 2000 members who want to live, laugh and learn.

### **Our Mission**

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

### **Our Goal**

To make NESA the easiest place in Edmonton to connect with a new or old friend, a new or old passion, or to an expert who can help keep you healthy and organized. Our members can focus on what makes them happy.



**Members Enjoying Guitar Classes**

## Message from President Bob Carpenter

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2017/18 has been a challenging year. Your Executive and Board have been working hard on your behalf to make NESAs the best Senior's Organization in Edmonton.

With the help of 300 volunteers and our devoted staff, we have been able to offer our members more than 200 programs per session. The fundraising volunteers have really outdone themselves. Book Sales, Flea Markets, Casinos, Bingos, volunteering at Taste of Edmonton and Nevada sales all help to fund the many programs that allow you to benefit as NESAs members.

Outreach and Home Supports is another program we offer here at NESAs. This allows us to remain in contact with isolated shut-ins and many other vulnerable seniors. This is becoming a fast growing part of our organization. Jonelle, Brittany and Stacey do a very good job in that sector. They all need our support.

It takes a lot of money and effort from everyone to keep this building open. I hope in the future we can count on each and every one of you to help out where and when you can.

With the hiring of your new Executive Director, Nancy Melnychuk we have turned the corner to a new beginning. Thanks to all that have made NESAs the place it is today. Happy 40<sup>th</sup> to us all.



**2017-2018 Board of Directors**

**Back Row (L-R)** Doug Rayfield, Bruce Zack, Romeo Resaul, Barbara Fratesi, Wayne Smith, Dianne Johnson, Vicky Sandouga **Front Row (L-R)** Hugh Newell, Marie Tauber, President Bob Carpenter, Linda Reid, Shannon Armitage

## Message from Executive Director Nancy Melnychuk

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What a remarkable time to join the team at NESA, right during a celebration of 40 years in service to the community. Congratulations to everyone who has made this Association the success that it is, and your desire to meet the changing needs of the people we serve.

When you are able to reflect via this report on the level of activity that the volunteers and staff have provided you will see the contributions are significant. The commitment of our funders is also noteworthy and we thank them for their continued support to seniors in a variety of ways. I hope you enjoy this annual review of 2017 as you reflect on your participation through the past year as well.

We are interested to see the City of Edmonton's "Age Friendly Edmonton 2.0" report and strategy - building on the work previously done in the priority areas of Aging in Place, Intergenerational, Diversity and Ageism.

I would like to thank everyone - the staff, volunteers, instructors, and our partners for welcoming me to NESA, I look forward to meeting more of you throughout the rest of the year.



Above Photo (L-R) Luisa Bonafacio, Nancy Melnychuk, Brittany Wawrychuk, Jonelle Lieng, Garnet Brown, Cathy Otto, Adele Brewer, Willy Moyes, Shelley Lesa, Linda Cymbala (In Front L – R) Jollean Ferrari, Lori Morison, Donna Samson, Stacey Flanagan, Sharlene Wyness

Our Volunteer Coordinators – Jessica MacDonald-Kinsella, and Amber Ritco-Schneider (currently on maternity leave)



## 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.

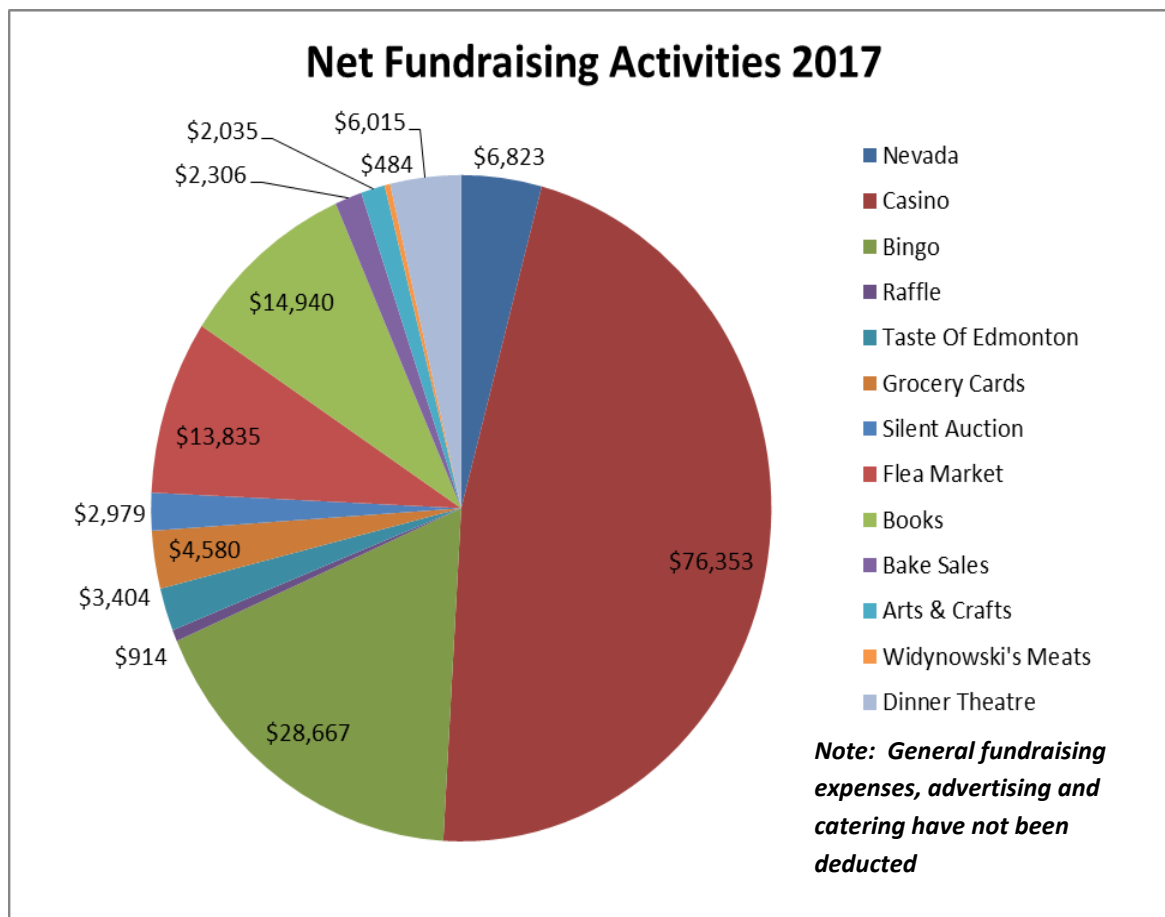
### Save on Foods



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.

## Volunteer Fundraising Efforts

Thank you to all of the volunteers and those that organized the fundraising activities in 2017, such as Casinos, Bingos, Raffles, as well as the gift cards and the popular sales that include the Flea Market, Book Sale and Bake Sales. Money raised under the AGLC licenses provides funds for purchasing equipment, including for the Fitness Centre, Clubs and Programs thereby keeping member costs low.



## Council of Governors

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The Council of Governors was created by an amendment to the bylaws of the North Edmonton Seniors Association (NESA) at the Annual General Meeting on May 15, 2014. The council is comprised 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 of Directors

Acts as Trustee, manager and custodian of all donations, gifts and bequests.

The Council also provides funds from earnings of the Sustainability Fund for seniors needing financial assistance to access NESA activities through the Leisure Access Program. The program can be accessed via the Outreach Workers at NESA.

The Council has spent a significant amount of time investigating ways to protect and grow the various funds entrusted to it. Funds are currently managed by ATB Financial in a number of different investment types to ensure both safety and growth and are reviewed regularly. As the value of the funds increase, more money will be available to support NESA initiatives. Financial Reports are submitted monthly to the NESA Board of Directors and the results are presented annually in the Association's Audited Financial Statements.

Donations to these funds help ensure the future strength of NESA.



Council of Governors

Back Row – L-R Hugh Newell, Gord Jeffrey, Steve Samchuk, Sol Rolinger

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

## Program Overview

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Seniors are Canada's fastest growing demographic. NESA's programs and activities help seniors stay active by:

- Maintaining and building new relationships
- Acquiring new skills
- Improving health and well being

NESA's programming is very responsive and flexible, adapting and changing to meet the needs of the seniors. Over the past year, NESA programmers have delivered a wide variety of activities, events, workshops, and 'Toonie Talks'; always ensuring to provide its members with new and trending programs. The programming team strives to meet the needs and interests of its members and values the feedback derived from each season's program offerings.

For 40 years, NESA has been celebrating seniors.

### **An Overview of 2017 Program Delivery Feedback**

<b>Program Evaluation</b>	Positive Responses
<b>Met Expectations</b>	94%
<b>Recommend to Others</b>	92%
<b>Should be Offered Again</b>	93%
<b>Instructor Evaluation</b>	Positive Responses
<b>Instructor Organized</b>	93%
<b>Presentation was Clear</b>	92%
<b>Instructor Knowledgeable</b>	94%
<b>Instructor Accessible</b>	94%



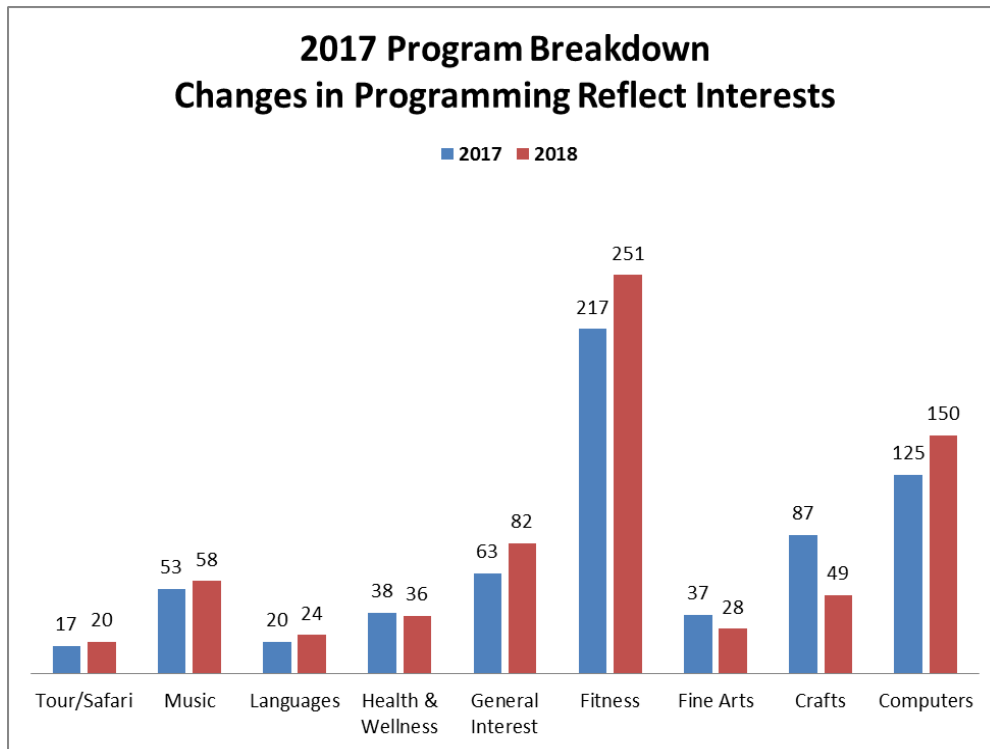
From one of our General Interest Programs

***"Through NESA, a group of us travelled, exercised and socialized together for many years"***

***(Mary, Gold Member)***



Top - Line Dancing  
Bottom - African Drumming  
Right – Oil Painting Class



## Fitness Centre and Wellness Programs

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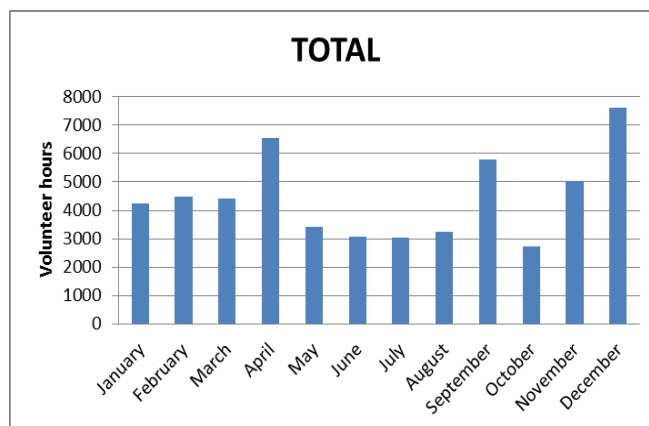
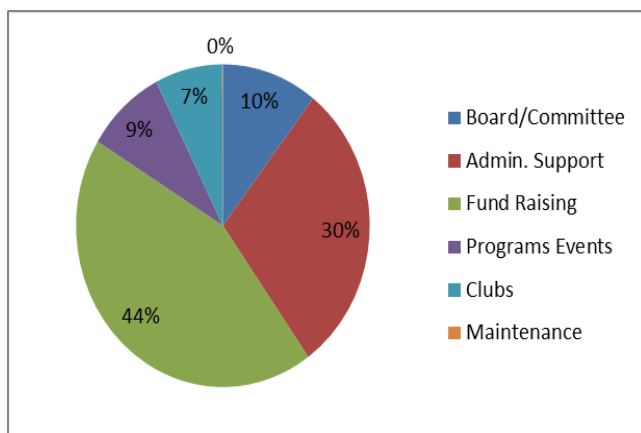
In July 2017, the Fitness Centre was outfitted with 18 newer and more modern pieces of equipment that was purchased from the City of Edmonton Recreation Department. Equipment that caters to all levels of exercisers!



NESA's exercise studios were recently outfitted with suspension training units and many of our members have been enjoying 'hanging' with instructors Bill and Jollean! ***"The Suspension Training classes are great! I sometimes find it a challenge, but it has helped increase my strength, balance and flexibility". (BAF, new member)***

## Volunteers

Thank you to the volunteers who contribute their time to NESAs, not only to ensuring the organization is a success, but making personal connections at the same time.



In 2017, over 270 volunteers at the North Edmonton Seniors Association donated 53,566 hours of their time to our organization's programs and events. These dedicated volunteers assisted with fundraising events, sat on our Board and Committees, provided administrative support, helped at various social events, worked our front desk, and more! We rely heavily on their efforts to be successful daily, and could literally not function without them.

Our 2017 Volunteer Appreciation was themed "Cinco de Mayo" and was a huge hit as always! Our volunteers look forward to this annual themed event all year, which includes dinner, entertainment, prizes, and activities. The staff also looks forward to the chance to thank the volunteers and show our appreciation for all they do for us throughout the year.



## **Why I Volunteer at NESA? Written by: Sue Lariviere**

*Working at NESA has been a very positive and fulfilling experience for me. I retired 3 years ago and found that I was bored, so I decided to try volunteering. I attend a church with many seniors and I realized that I really enjoy socializing with them and attending functions with them. I have a tremendous amount of patience with seniors and I enjoy their personalities. Quite a few of them also attend NESA, so we have become better friends and I can empathize to their needs.*

*Volunteering in the office is very exciting and different each time I am there. I worked as an Administrative Assistant in my career so volunteering at NESA has given me the opportunity to continue with my office skills and improve on them. Working in the front office is very busy and it challenges my brain with lots of multi-tasking. I get to utilize my skills in many different ways; from answering questions on the phone, helping participants register for activities, compiling evaluations, giving tours to potential new members, distributing keys, photocopying, balancing floats and so much more. I have come to know the participants well and enjoy mingling with them.*

*I also volunteer in the Fitness Centre, working at the desk. I have always been an avid fitness buff and have learned to utilize and understand the equipment well, so I can help show the participants how to use the equipment safely. I have made some new friends from the fitness center and we enjoy our friendships outside of volunteering as well.*



*I volunteer on the NESA social committee as the Secretary, which also keeps up my minute taking skills. It has been very fulfilling being on the committee for I have met some wonderful dedicated volunteers. I now have a much better appreciation on how the facility and other volunteer groups operate.*

*NESA is a superb place to volunteer and gives me purpose in my life. I get to use my office skills and maintain my fitness level with good knowledge of the equipment. But most of all I enjoy the relationships that I have made with the seniors and being of service to their needs and also making new lifelong friends!*

## Outreach

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Clients Primary Concern When Contacting Outreach

Financial Assistance: 41

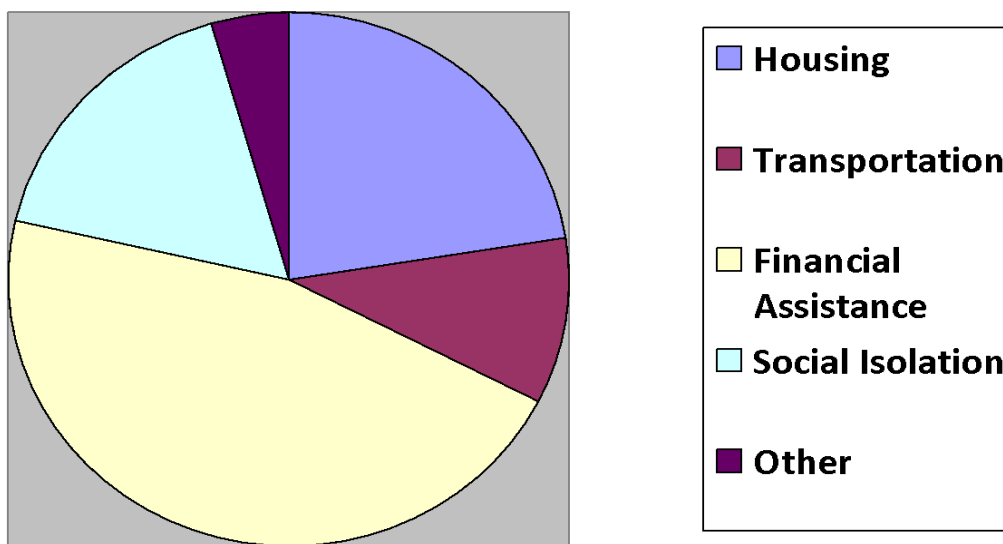
Transportation: 9

Housing: 20

Social Isolation: 15

Other: 4

Total = 89



### **2017 Outreach Highlights**

Following the mandate provided by the Interagency Outreach Network, the NESA 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.

By December, Outreach had expanded to 80 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.

*Outreach worked closely with a client through a very stressful and challenging life transition. We were able to expedite his subsidized housing application, assist in applying for Special Needs Assistance and connected him with Emergency Prescription Income Support. The client now is settled in his new home and says that the Outreach team “was his lifeline.”*

### **Friendly Phone Call Visitor**

Friendly Phone Call Visitor Program continued to grow throughout 2017. By December, 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.

### **Knitting for the Needy**

The annual Knitting for the Needy lunch was held in October 2017 at which 6994 knitted items were donated to 25 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.

### **London Drugs Stocking Stuffers for Seniors**



NESA Outreach partnered with London Drugs to spread Christmas joy to low income seniors living in Edmonton. Thanks to the generosity of Edmontonians over 4000 gifts were delivered in December to seniors living in subsidized and affordable housing. NESA Outreach was excited to assist in coordinating Northeast resident managers, gathering gift wish lists and delivering gifts.



**The Launch of Stocking Stuffers for Seniors with Gladys Lucas (right) and Olaf**

## **Seniors in Need**

Together with Save-On –Foods, community and NESA members, the NESA Seniors In Need program provided gifts and food bags to 182 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.

Our wonderful volunteer, Sharlene Wyness, prepared over 294 bags – the largest donation in the history of Seniors In Need!

In February 2017, 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.



**St. Michael's Christmas Tea and Gift  
Delivery**

## **Health and Wellness Fair**



The second annual Health and Wellness Fair was held in June 2017. This was exciting event where 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 Seniors In Need. 24 businesses and organizations participated this year and over 200 seniors attended. This is a fun and informative day which continues to grow each year.

## **Home Supports**

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The Seniors Home Supports Program (SHSP) is a referral service that connects seniors to vetted service providers. In late 2017 the program was officially out of the pilot/ model stage and is now a full-fledged program. There was a change in the scope of the program to include new services that will further enable seniors to age in place. The scope still includes snow removal, yard help, housekeeping and home repairs and maintenance; however we now also vet service providers offering personal services such as respite care, companionship and transportation and moving services. NESA is one of six participating organizations in Edmonton that employs a Home Supports Coordinator who screens businesses, community groups and individuals, coordinates the program and provides referrals to seniors.

### **2017 Home Supports Highlights**

The total number of Home Supports connections made in 2017 (344) were over double of the previous years (166). This is very exciting to see how the awareness of the program is growing. This growing awareness may be due to the promotion the Home Supports Coordinator has been engaged in the past six months. The NESA Home Supports Coordinator prospected and procured several free advertising resources including a front page feature article in The Rat Creek Press, April edition.

## Social Committee

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The objectives of the Social Committee are to plan, implement and evaluate the Social Programs for members of NESA and their guests. We continued the series of Teas with the Valentine's Day, St. Patrick's Day, April Tea, Seniors Week Tea and Remembrance Day Tribute and Tea.

We also continued Wednesday Night Dances, the Pancake Breakfast, Fall BBQ, Christmas Concert and New Year's Eve Dinner and Dance.

The Social Committee members also assisted with the Dinner Theatres.



**Left – Wednesday Night Dance**  
**Right – Dinner Theatre**  
**Below – Pancake Breakfast**



## Events at a Glance

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February	Valentines Tea
March	St. Patrick's Tea Sing-Along Bake Sale
April	Book Sale and Flea Market Volunteer Appreciation Dinner
May	Cinco De Mayo Tea Garden Club Plant Sale
June	Seniors Week Activities including Lunch and Show, Wellness Fair, Art Show and Sale
July	Pancake Breakfast
September	Welcome Back BBQ Book and Puzzle Sale
October	Wills Week and Alberta Law Society Presentation Knitting for the Needy Luncheon
November	Arts, Crafts and Bake Sale Remembrance Day Tribute Sgt Wilson's "The Airforce Show"
December	Christmas Concert and New Year's Eve Dinner and Dance



## Risk Committee Report

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Risk is the chance of something happening that will have an impact on the objectives of NESAs. It is measured in terms of consequences and likelihood. As our budget grows larger and more staff and volunteers are involved in planning and carrying out activities it becomes increasingly important that we take steps to avoid unnecessary risks. The Risk committee is a standing Committee of NESAs's Board of Directors. This year with the cooperation and assistance of Committees and their Chairpersons a risk assessment was conducted for all but two Committees. The reports received by the Risk Committee were well documented and provide assurance to the Board that most areas of risk are currently managed and monitored on an ongoing basis. The Risk Committee presented a report to the April Board meeting which included recommendations which will be acted upon as we go forward. The Risk Committee thanks the members of the other Committees for their assistance and cooperation in helping to ensure that we avoid financial or reputational risk. Risk assessment is carried out annually.

## Emma Catering

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NESA would like to acknowledge the operators of Emma Catering who operate the café in the facility, a warm and inviting place to socialize and enjoy a good meal or cup of coffee.



Zeljka Laskovic



Milenko Laskovic



Dragana Deveau



Ivana Cicek



Mary-Anne Razzolini

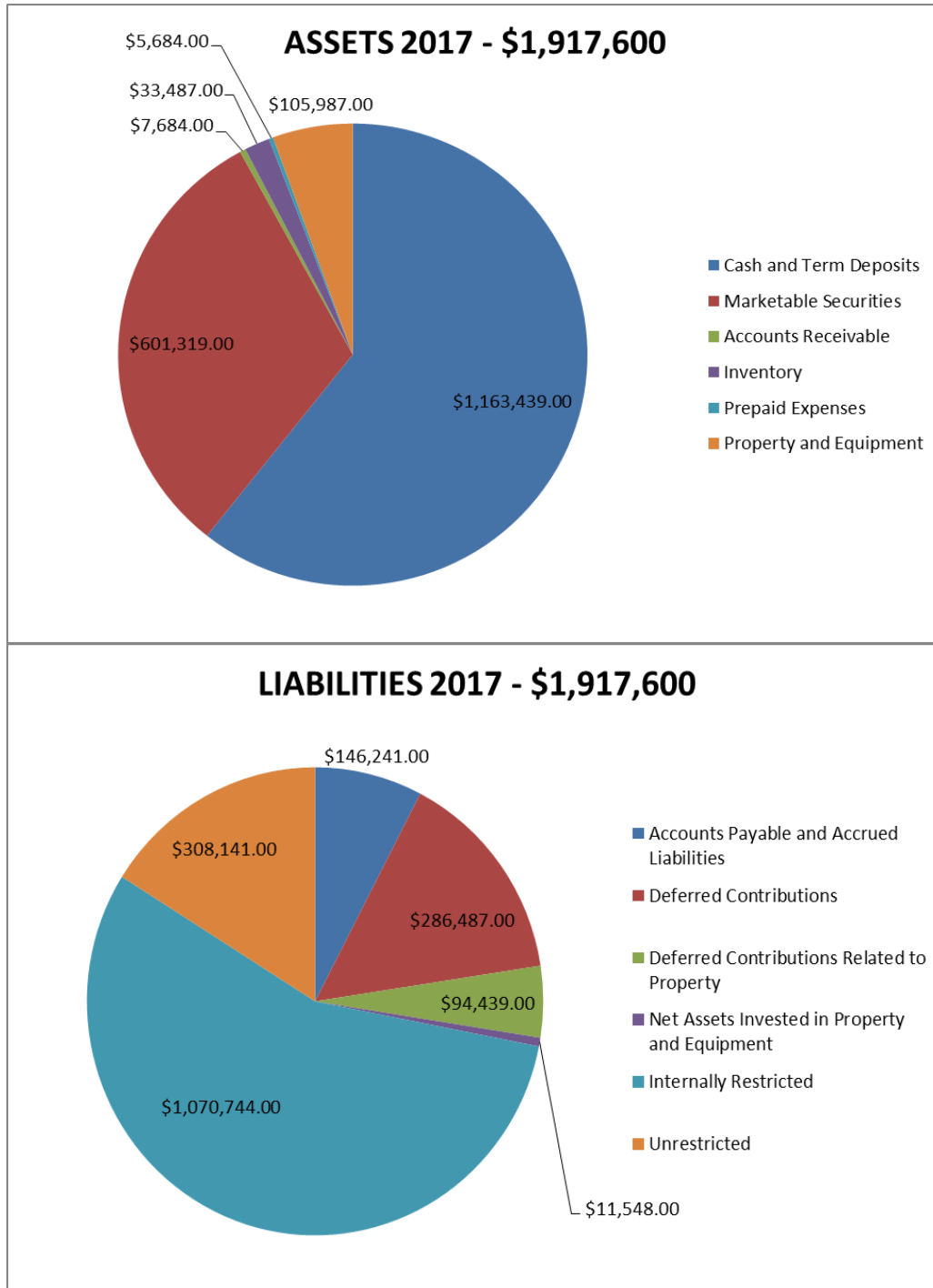


Somieh Mustapha

## Financial Report

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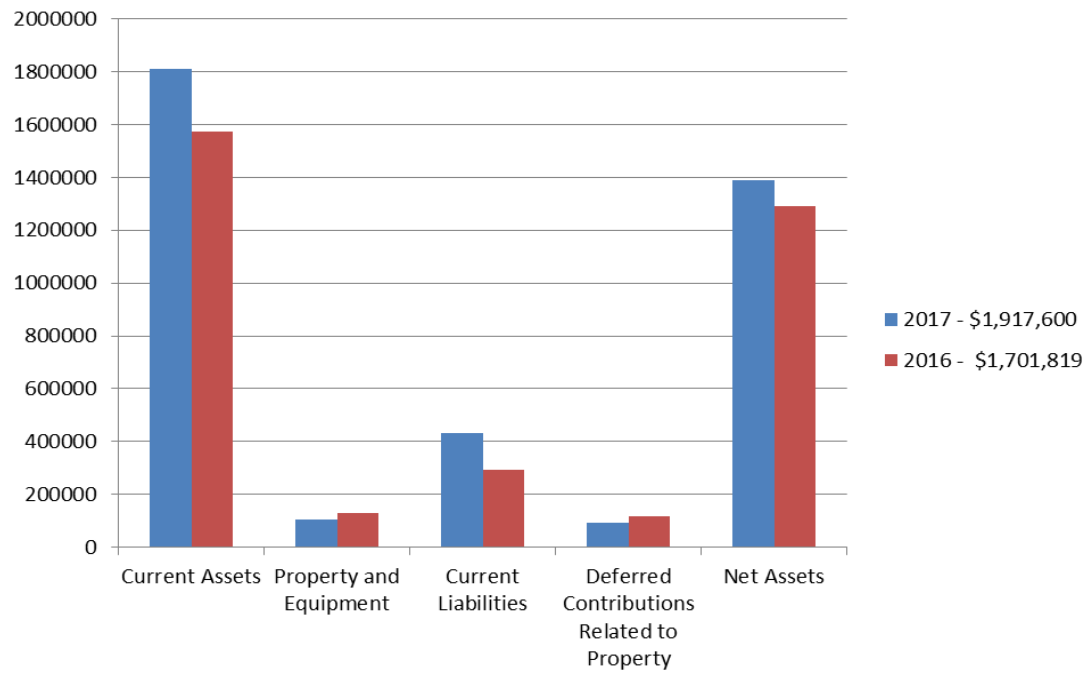
Audited by Peterson Walker LLP Chartered Accountants. The complete audited financial statements are available upon request.



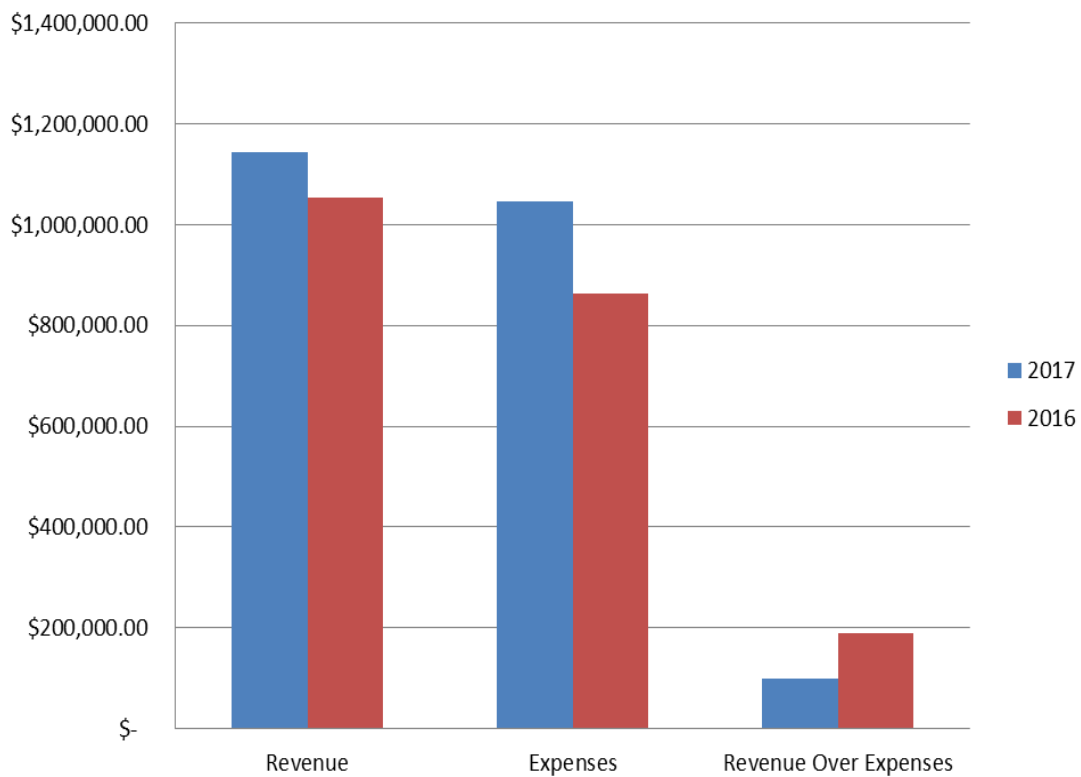
**NORTH EDMONTON SENIORS ASSOCIATION**  
**Statement of Financial Position**  
**December 31, 2017**

	2017	2016
<b>ASSETS</b>		
<b>CURRENT</b>		
Cash and term deposits <i>(Note 3)</i>	\$ 1,163,439	\$ 1,009,295
Marketable securities <i>(Note 4)</i>	601,319	524,808
Accounts receivable	7,684	3,974
Inventory	33,487	26,321
Prepaid expenses	5,684	9,884
	<u>1,811,613</u>	<u>1,574,282</u>
PROPERTY AND EQUIPMENT <i>(Note 5)</i>	<u>105,987</u>	<u>127,537</u>
	<u>\$ 1,917,600</u>	<u>\$ 1,701,819</u>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT</b>		
Accounts payable and accrued liabilities <i>(Note 6)</i>	\$ 146,241	\$ 21,060
Deferred contributions <i>(Note 7)</i>	286,487	273,811
	<u>432,728</u>	<u>294,871</u>
DEFERRED CONTRIBUTIONS RELATED TO PROPERTY <i>(Note 8)</i>	<u>94,439</u>	<u>115,937</u>
	<u>527,167</u>	<u>410,808</u>
<b>NET ASSETS</b>		
Invested in property and equipment	11,548	11,600
Internally restricted <i>(Note 9)</i>	1,070,744	991,386
Unrestricted	308,141	288,025
	<u>1,390,433</u>	<u>1,291,011</u>
	<u>\$ 1,917,600</u>	<u>\$ 1,701,819</u>
LEASE COMMITMENT <i>(Note 10)</i>		

### Statement of Financial Position



### Statement of Operations



# NORTH EDMONTON SENIORS ASSOCIATION

## Statement of Operations

Year Ended December 31, 2017

	2017	2016
<b>REVENUE</b>		
Program fees and admissions	\$ 323,376	\$ 295,957
Grants <i>(Note 11)</i>	300,289	288,973
Fundraising activities <i>(Schedule 1)</i>	272,621	233,440
Memberships	60,090	55,030
Donations	56,403	44,718
Club contributions	41,804	36,821
Interest	23,562	8,583
Amortization of deferred contributions related to property	21,498	21,498
Unrealized gains on marketable securities	17,685	16,686
Special events	17,458	31,894
Catering	7,677	11,434
Other	1,772	7,691
	<u>1,144,235</u>	<u>1,052,725</u>
<b>EXPENSES</b>		
Salaries and benefits	571,235	391,924
Instructors	171,012	158,184
Fundraising activities <i>(Schedule 1)</i>	114,095	124,538
Programs	56,021	59,797
Amortization	25,985	26,983
Professional fees	17,832	3,900
Office	17,428	9,708
Special events	17,326	30,641
Newsletter	16,395	10,693
Advertising and promotion	13,631	28,372
Catering	7,019	3,383
Insurance and Workers' Compensation Board	6,206	2,673
Bank charges	6,038	9,278
Workshops	4,161	2,709
Furniture and equipment	429	269
Facility operations	-	1,310
	<u>1,044,813</u>	<u>864,362</u>
<b>REVENUE OVER EXPENSES</b>	<u>\$ 99,422</u>	<u>\$ 188,363</u>

NORTH EDMONTON SENIORS ASSOCIATION  
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