



2019 Annual Report

nesa1.ca





NESA

The North Edmonton Seniors Association (NESA) is an independent, non-profit society providing recreational, social, educational, wellness programs and services to seniors. Located in the Northgate Lions Recreation Centre, we deliver a comprehensive selection of older-adult social and recreational programs. NESA is run by a dedicated and active Board of volunteers.

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 the President

During the past year, North Edmonton Seniors Association experienced continued growth and development, with the role of the Board of Directors continuing to evolve in its' governance function.

During the year, the Board of Directors and Committees were actively involved in: updating the roles and functions of the committees, enhancing the new Board member recruitment process and orientation, the complete review of all Human Resources policies and a review of the bylaws. A NESA Sharepoint site was created and NESA email addresses for all Board members were set up.

A Board Governance Committee was established to deal with such matters as regular review of the bylaws and governance policies, orientation of Board members, succession planning for the Board and its' committees and Board member recruitment. Also, a Diversity and Inclusion Committee was formed to identify, assess and manage opportunities to increase diversity and inclusion throughout our organization.

The administrative processes were updated with the implementation of My Seniors Centre. Our communication channels were improved with the rollout of a new Website and the enhanced content in the newsletter.

As we look into the future, we can see more changes coming. I am confident that we will be able to successfully adapt to these changes as we have in the past.

I am very proud and honored to have been your president for the past 2 years. I want to thank my fellow Board and committee members for their commitment, the exceptional volunteers and staff for their valuable contributions and our members for their loyal and understanding support.

Working together, I am confident that we will continue to make a difference in the lives of those we serve.

Randy Tomy,
President



NESA Board of Directors

Active Operational Committees

Active Board Committees

Finance

Chair Wendy McCarvell

Members

Bruce Zack
Grace Swekla
Linda J. Reid
Randy Tomy
Donna Sansom
Nancy Melnychuk

Governance and Risk

Chair Randy Tomy

Members

Barbara Fratesi
Wendy McCarvell
Ron Nichol
Hugh Newell
Linda Prier
Nancy Melnychuk

Human Resources

Chair Bonnie Zack

Members

Randy Tomy
Joy Muller
Nancy Melnychuk

Diversity and Inclusion Ad Hoc

Chair Ron Nichol

Members

Helen Ricci
Stephanie Wilcox
Mariam Jalloh
Marley Andruschak
Nancy Melnychuk and
Partners Elli Denhavi
Tsion Demeke-Abate

Communications

Chair Myrna Mauer

Members

Brenda Doucet
Helen Ricci
Linda Prier
Hugh Newell
Jollean Ferrari
Lorna Themelis

Social Committee

Chair Sharlene Wyness

Members

Norm Godbout
Willy Moyes
Lynda Smith
Dianne Johnson
Louise Grocholski
Linda Cymbala
Hugh Newell
Amber Ritco-Schneider

Fundraising Committee

Chair Willy Moyes

Members

Brenda Doucet
Debra Fulawka
Linda Cymbala
Anne Stipdonk
Janet & Roland Wedman
Annelies Barzilay
Cathy Otto
Joanne Limoges



Bob Carpenter,
Past President



Barb Fratesi,
Board Secretary



Wendy McCarvell,
Treasurer



Joy Muller,
Board Member



Ron Nicholl,
Vice-President



Linda Prier,
Board Member



Helen Ricci,
Board Member



Carol Sievers,
Board Member



Randy Tomy,
President



Stephanie Wilcox,
Board Member



Bruce Zack,
Board Member

MESSAGE from the Executive Director



When I attend various meetings with a broad section of individuals from senior serving organizations - as people are talking about seniors staying active I say...NESA does that. Reaching seniors who have changing health or housing needs...NESA does that. A senior needs help finding someone to clean their house...NESA does that. NESA has done a remarkable job quietly and without fanfare to support the adapting needs of seniors of all ages.

Thank you to the Board, the staff team, the volunteers and all the members who are active in changing to the societal issues and complex human issues that we all face from time to time.

Our partners the City of Edmonton staff and E.M.M.A. Catering are key players in the welcome and safe atmosphere people can expect when they arrive here, thank you to you as well.

In last year's report my message talked about statistics, and with the swiping in there was a total of 189,862 active hours by members at NESA in 2019 (April – December!). More than 56,000 hours of classes and workshops by 146 guests; 33,400 hours by 324 hours in health and fitness, and 41,260 hours in clubs. 439 people (we know there are more than that though) swiped in that they were going to be in Cherrydale Café, eating and visiting for more than 32,000 hours. Needless to say, NESA was busy in 2019!

Nancy Melnychuk, *Executive Director*



BACK ROW L-R
Amber, Cathy, Marley,
Linda, Brittany, Willy, Nancy
FRONT ROW L-R
Mariam, Donna, Ann, Jollean
MISSING
Sharlene, Luisa, Shelly Garnet



THANK YOU to our FUNDERS

NESA is grateful to partners and donors
who believe in the mission of our
organization, collaborating to
serve seniors in Edmonton.



Edmonton

City of Edmonton Family and Community Support Services

This is a partnership between Government of Alberta and City of Edmonton. NESA receives funding from Edmonton Family and Community Support Services which helps pay for our Volunteer and Outreach Programs, including training opportunities for both staff and volunteers.



Northgate Lions Club

Not only are we close neighbors and friends, Northgate Lions continues to support and partner with NESA by sponsoring special events including the Pancake Breakfast and Welcome Back BBQ as well as a generous donation to our Supporting our Seniors Campaign and the Building Fund.



save on foods

Save on Foods

Thank you to our local Save on Foods (Londonderry Mall) for donating to our Supporting our Seniors, Pancake Breakfast and Welcome Back BBQ as well as donations for prizing.

Throughout the year, many clubs and individuals make donations and we gratefully acknowledge all of our donors.



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)

In 2019 no expenditures were made from the Protected Building Fund. The existence of this fund gives NESAs the ability to continue discussions with the City of Edmonton about building expansion and to pursue shared cost arrangements on building renovations which benefit NESAs. This fund continued to grow through donations and investment returns.

The Principal of the Sustainability Fund continued to grow through donations and income earned. In 2019 income from the fund was used to fund the Landry Leisure Pass program which currently assists over 50 seniors to participate in NESAs programs. All donations to the Sustainability Fund are retained and invested. Expenditures to support the Landry Leisure Pass come from a portion of the interest and dividend income of the fund. All payments from this fund were made to NESAs and were received as revenue. Your donations to this fund help others and contribute to the long term sustainability of the Association.

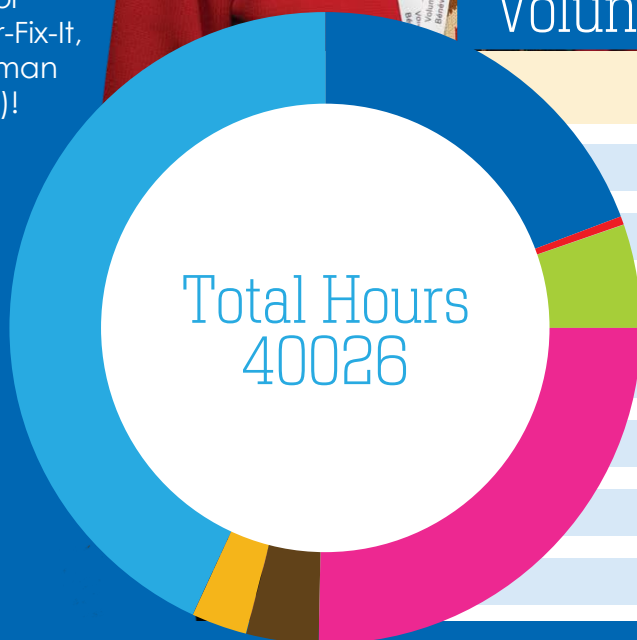
It brings me happiness to know I am helping to make others happy. I have gained experience in many areas of service that I did not have before. When I retired from a job that I loved, I felt it was time to pay back and I enjoy it very much.

Volunteer Pictures

A couple of our behind-the-scenes volunteers: Brenda (Council of Governors Secretary, Newsletter Editor, Pins & Needles Club Coordinator, NESA Coordinator for CVTP) and Mr-Fix-It, Bryan (handyman extraordinaire)!



Volunteer hour contributions:



| HOURS | Volunteer Service Type |
|-------|------------------------|
| 7689 | Admin Support |
| 125 | Maintenance |
| 2083 | Clubs |
| 10203 | Fundraising |
| 1439 | Programs/Events |
| 1127 | Board/Committees |
| 17358 | Outreach |

Over 250 NESA volunteers continue to put in over 40,000 hours of work annually in different areas around the centre to keep us running. Although we use these statistics to give us an idea of the scope our volunteers do, their impact is truly immeasurable and we cannot thank them enough for their hard work and dedication. Volunteers contribute hours through committee work, front desk, fundraisers, special events, fitness centre, knitting, outreach and more!

Volunteer Program UPDATES

This year we said goodbye to manual inputting for volunteer hours and introduced MySeniorCentre, a computerized program that electronically tracks all of NESAs volunteer hours through the kiosk at the front desk.

15 New faces joined our volunteer team in 2019.

NESA volunteers collaborated with Santa's Anonymous. Volunteers came together in just over 40 hours to get more than 3000 card game gifts ready for distribution during the holiday season.

Volunteer Survey Results

An evaluation survey was conducted to see how our volunteers felt about their experience working with the centre, and 101 volunteers responded:

94%

Felt supported by staff and that they could approach them without judgement

95%

Felt they were making valuable connections socially

97%

Felt their time and effort was valued and appreciated

As a result of survey feedback, we were also able to begin offering opportunities for professional development this year starting with four rounds of Mental Health First Aid training. Additional development opportunities are currently being explored to offer volunteers in the coming year.



Volunteer Appreciation Events

NESA's 2019 volunteer appreciation banquet was themed, "Our volunteers mean the world to us!"

To bring our volunteers and staff closer together, we also added a new Jingle & Mingle appreciation event in December this year, in addition to the yearly banquet! We had a great turnout while volunteers and staff enjoyed light refreshments and holiday entertainment together.



I have done various volunteer duties over the years and find it very rewarding. If I can help any other seniors in any way, that is a bonus. This is a great place for seniors who are not working anymore, and it gives us an outlet to use our skills in benefit of the centre. Great place to be associated with!



Volunteering helped me transition from full-time work to a happy retirement. I am able to balance volunteering with an involvement in learning new skills in art, fitness and social activities that I hadn't been involved in previously.

Annelies
keeping warm
(Knitting from
the Heart
Coordinator)



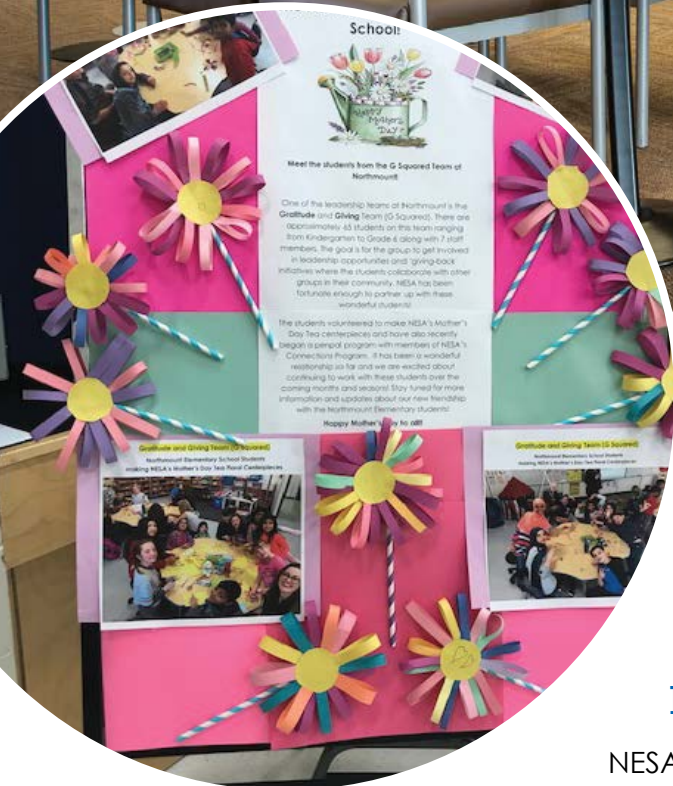
NESA's Volunteer Fundraising Efforts



| | |
|-------------------------|----------------|
| Casinos and Bingos | \$88,207 |
| Gift Cards | \$ 3,146 (net) |
| Dances and Liquor Sales | \$11,006 (net) |
| Dinner Theatre | \$ 3,136 (net) |
| Book sales | \$10,899 |
| Nevadas and Raffles | \$ 7,125 |
| Puzzle Sales | \$ 1,724 |
| General Fundraising | \$ 5,458 |
| Taste of Edmonton | \$ 3,451 |
| Silent Auction | \$ 2,570 |
| Garage Sale | \$ 2,559 |
| Arts and Crafts Sale | \$ 2,051 |
| Bake Sales | \$ 1,667 |
| Wizards | \$ 6,000 |
| Pins and Needles | \$ 5,000 |

A new relationship was formed with the Cross Cancer Institute Volunteer Book Sales – any unsold books from their monthly sale are donated to NESA. One day a patron buying books there advised them we have regular book sales as well with a reasonable price point and that the funds go to helping seniors. Their lead volunteer got in touch with Linda Cymbala and the relationship has developed. Books cross many paths as our surplus [often we have multiples of the same book] are donated to Operation Friendship.

OVERALL THE VOLUNTEER FUNDRAISING EFFORTS IN 2019 WERE SIGNIFICANT, THANK YOU TO EVERYONE TO VOLUNTEER AND/OR ORGANIZED THESE SALES AND ACTIVITIES.



With thanks to Area 2 for their donation, we were able to buy sturdy furniture for the lobby, which then resulted in a mini-makeover of the lobby with a fresh coat of paint and our logo on display.

NESA joined many other area centres in activating My Senior Centre and while with many automated systems we have had to adapt processes as we go, we appreciate members participation in scanning in. An electronic whiteboard was installed to have clear room locations and behind the scenes some audio equipment has been permanently installed in a few of the rooms.

NESA has often had participation from area schools including Sir Alexander Mackenzie and Florence Hallock Elementary Schools. In 2019 we partnered with the Northmount Elementary Leadership Group for an inter-generational project. They provided decorations for our Mother's Day Tea, and regularly corresponded with our Connections Program participants, finishing off the school year with a video of the students dancing to the popular "Old Town Road".

An Ad Hoc Diversity and Inclusion Committee has been formed to ensure that all community members feel welcome and included in our recreation and social programming.

Massage Therapy returned as a service to seniors and the therapists are slowly building a steady clientele.





PROFILE

Hugh Newell & Beth Hall

In their parents' footsteps: Hugh Newell and Beth Hall carry on a tradition of volunteering

Volunteering at NESA runs in the family for Hugh Newell and his sister Beth Hall. Their father, Harvey Newell, became president soon after the association was formed in 1978 and helped lay the groundwork for the friendly culture that still exists today. Hugh carried on from his father during nine years on the NESA board (including four as president) and now as chair of its Council of Governors. Beth brings that same volunteering spirit to the front desk Wednesday afternoons, her welcoming smile at the ready.

"Both our folks were active here pretty much until they passed away," Hugh muses, recalling his mom Maggie as well during a sunny sit in NESA's Cherrydale Café. "So there's a bit of a history to our being involved."

Hugh Newell: Problem solving the whole time

Nearly a decade after retiring from junior high teaching, Hugh and his wife Shirley were attracted to NESA by an Oktoberfest dance. "We thought it was a place for old people, and we weren't old yet," Hugh recalls, chuckling. "But we had a perfect time and started coming back for more, as many people do."

His leadership abilities soon tapped, Hugh was vice chair of the NESA board in 2011, when on a busy January 25 morning the auditorium roof collapsed under the weight of wet snow.

Fortunately, everyone escaped the building unharmed, thanks to choir members who heard ominous cracking above and sounded the alarm.

"It was a miracle nobody was hurt, because the building was in full operation, but the following year and a half was a bit of a nightmare," Hugh says, recalling complications such as frozen waterlines, a flood and mold remediation. "We were problem solving the whole time." The cooperation and effort of the staff, volunteers and members through this period earned NESA the Alberta Ministers Senior Service Award in June 2012.

Besides helping to shepherd the association through the rebuilding, Hugh will be remembered for leading the team that, in 2014, shifted NESA away from city-run programming to a more independent status. "Hugh with his skills got us organized," says Steve Shamchuk, one of several past presidents on that team. "That is his huge contribution to our centre. He's very committed, very dedicated. He just got things done."

Hugh recalls the "bombshell" of being called in by City of Edmonton staff to discuss an expiring lease only to be invited to take over both building maintenance and programming. "When I got back on my chair, I said, 'Alright, let's talk about it.' In the end, NESA took the lead in programming, while building ownership and maintenance were left in city hands. "It took three years of hard slogging by some very talented people who had a lot of good business experience," Hugh says. "I think at one point we were all working 30 to 40 hours a week. But it paid off in the end. When the roof collapsed, our budget was just over \$100,000; now it's over a million, so we've grown the place considerably. It does a lot of things for a lot of people."

Indeed, NESA remains one of the City of Edmonton's most independently run seniors centres, a point of pride. Its members, in partnership with the Northgate Lions Club, raised the majority of the building's capital cost. Its 12 staff (up from three in the city-run days) are far outnumbered by volunteers, many of whom wear multiple hats. "Volunteers take ownership of this place, and that makes it better," Hugh says.

Beth Hall: Tour guide extraordinaire

Look no further than Beth Hall for a hat-juggling volunteer. She helps with fundraisers, including the twice-yearly NESA book sales. She attends exercise classes to keep arthritis at bay and takes in programs and the occasional Travel Talk. But the front desk is her favourite post. "We always get comments that we're the friendliest seniors centre, and I think it's because we are volunteers," she says. "We have the extra time to talk to people."

As a bonus, Beth's volunteering has connected and reconnected her with friends. "Everybody has friends before they come here, but you develop new friends, and they're more where you're at right now," she says.

Among those new friends is Linda Reid, who shares front desk duty most Wednesday afternoons. "Beth is a joy to work with," Linda says. "She's dependable and trustworthy, and she just opens her arms to everyone." Both women say they enjoy seeing seniors flourish at the centre, whether that means learning new skills or gaining the strength to walk unaided. The two regularly go on outings together—and true to form, are quick to offer each other a helping hand, a ride or a reminder call.

Beth has also become "tour guide extraordinaire," Linda says. "We're always encouraging people to take a tour, and when they do I hand them over the Beth. She loves doing tours, and she'll take as long as an hour to show people around. She even gets instructors' permission to go into some of the classrooms for a look."

Beth holds a home economics degree from the University of Saskatchewan. Once her two children were grown, she earned a teaching diploma and taught English as a second language at the Mennonite Centre for Newcomers. "I loved it because I learned so much about other countries from my students," she says. "And the ones I liked the best were the seniors."

Beth came to NESA even before retirement, to take computer classes. Like many NESA

We've always prided ourselves in being a friendly centre. In many centres you see signs that tell you what not to do. Here you see signs that say 'please do.' It's just a little cultural difference that makes a huge difference in how people behave.

— Hugh Newell

members, she has a "day the roof collapsed" story. Having just returned home from the centre, she could barely believe her ears when news of the collapse came on the radio. "I must have left just seconds before it happened," she says. "The third time I heard it I started to really believe it."

Use it or lose it

Neither Beth nor Hugh plans to pull the plug on volunteering any time soon. "I always say there are two classes of people," says Beth. "Those who take part in things, and those who sit in a chair and wait to die."

Hugh echoes that sentiment. Although no longer on the board, he brings his historical memory to various committees and chairs NESA's Council of Governors, which he helped form in 2014 to steward Sustainability and Building Funds and provide assistance to the Board of Directors. He also recently joined the board of

the Edmonton Seniors Coordinating Council. "The best thing I can say about this place is that it has given me the opportunity to work with all kinds of interesting people," he says. "We've been through some tough times and we've solved some problems—the roof collapse, the licence agreement, the growth of the place. Looking around and seeing all the people that are having a good time, it's very worthwhile."

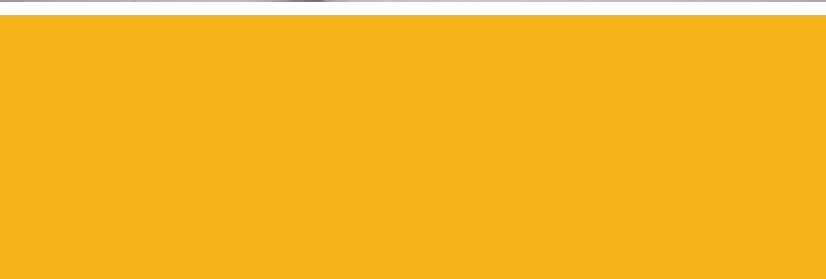


PROGRAM OVERVIEW



What a busy and exciting year 2019 was for our programming team! It was a great year for us as we experienced many successes and achievements. We found ourselves breaking records for the amount of programs offered, over 30 new courses and instructors were introduced to NESAs, and increased enrollment was noted across the board in many of our programs. Within the year, we offered more than 1000 programs, clubs and workshops including additional fitness, educational and hobby courses that were often in demand.

The programming team worked closely with its membership throughout the year, seeking feedback and guidance as to what activities and programs were of interest to those choosing NESAs as their recreation venue. Through in-house survey and feedback forms, online comments and requests, and patron visits here at the centre, our team heard you and would like to acknowledge all members who shared their feedback, ideas, and comments. Our success and popularity as a seniors recreation centre couldn't be possible without you! We are excited about building another incredibly fun and successful year ahead with all of our amazing members, 2020 is going to be epic!





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 North Edmonton.

We collaborate with community partners to proactively outreach to the most vulnerable, isolated and at-risk seniors in our area. Community partners include 211, Alberta Health Services Home Care, Primary Care Network, hospitals, and NESAs Home Supports.

By December 2019, Outreach had 163 open cases that required long term case management which may include home visits, emotional support, assistance completing and submitting applications, advocacy and connections to seniors programs. The Outreach Team conducted 468 individual consultations in 2019.

Outreach Client CONSULTATIONS

159

New Client Intakes

(ongoing case management required)

155

Contact

(no long term case management required)

241

Home Visits conducted

227

Office visits conducted

"I feel so blessed that I was able to get in contact with your outreach, you ladies are amazing. I do not know what I would have done or where I would be without you. Everything your outreach has applied for on my behalf I have been approved for and I did not even know I was able to get assistance with things such as clothing, nutritional beverages, my prescriptions and a life chair. Do you see this jacket I am wearing? This is the jacket your Supporting Our Seniors program provided me with. I am now able to stay warm in the winter when I have to go out. I also received a blanket from you and I am now so cozy and warm at home. I really do appreciate everything you have helped me with." - NESAs Outreach Client

The following is a success story and statement of one of our male immigrant clients:

Finn became our client after 211 made a referral to our outreach program. He was being referred due to extreme stress and loss of income. We met with him to do a detailed needs assessment where we learned there was a lot more to his story. An immigrant with no family or support system and feeling very isolated, he recently had to stop working due to health issues caused by his last job in his home country where he was unaware he was breathing in asbestos. As he had to quit work his home was now in foreclosure. With no food security and ended up admitting he had no food in his home. He tried to look into housing but did not know where to start and because his income was high the previous year he was told he did not qualify for subsidized housing.

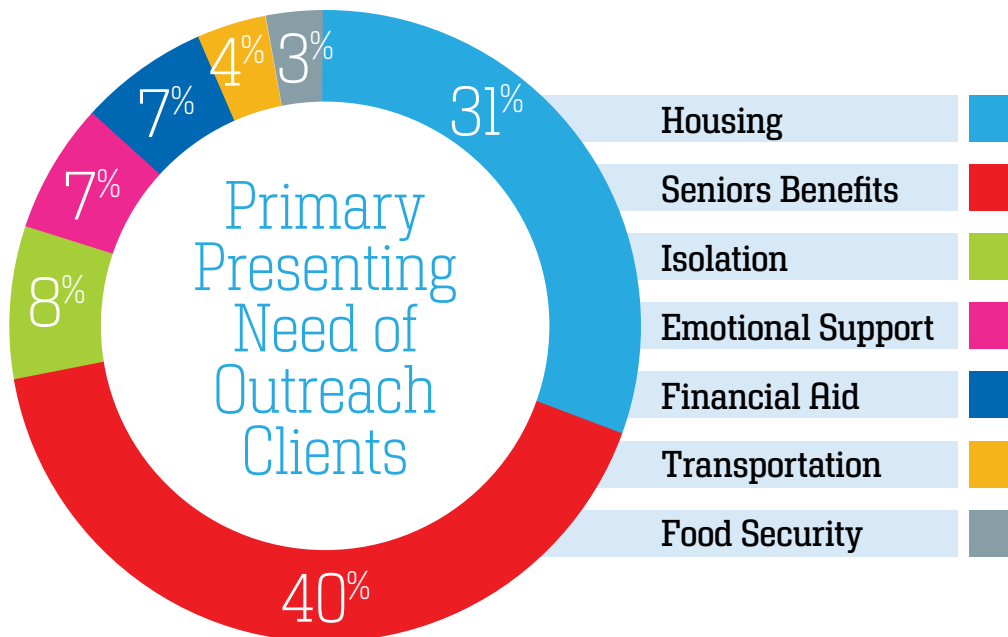
We met on many occasions to help solve all this stress in his life, we started with providing a food hamper from our Emergency Pantry and connected him to a sustainable food source. We submitted applications and income estimate forms for Seniors Financial Assistance Program and Guaranteed Income Supplement. We helped him look into different housing options and agreed that Greater Edmonton Foundation (GEF) would be the right place for him, they were great to work with and assisted us in letting Finn know what he needed to provide to get 30% of his current income instead of going off his last years Notice of Assessment. We provided support through the process and once we had learned he had been accepted to GEF we started to look into programs he would be interested in at the closest seniors centre to his new home to combat the isolation. Once he had settled we were able to provide him with 2 Christmas hampers and a food hamper through NESA's Supporting Our Seniors Campaign and through our community partnership Stocking Stuffers for Seniors.

He has shown huge growth since working with NESA's outreach, he is now taking a woodshop class and made some friends. He is now feeling very comfortable in his new place and is now starting to enjoy being retired and is receiving all the benefits he is entitled to and always has food in home now.

When speaking with him recently he told us **"I don't know how to thank you enough for everything you have done for me. I am so glad I called 211 that day and was sent to your outreach. You really helped me through such a difficult and I do not know where I would have been without you, my guess is homeless and hungry. I am just so thankful"** - NESA Outreach Client

Our outreach was able to address his financial, housing, food security and isolation issues with the help of our community partners.





In February 2019, NESA's Supporting Our Seniors sponsored and served lunch to over 200 inner-city seniors at Operation Friendship Seniors Society Drop-in Centre. They were able to enjoy a nice warm meal on a cold winter day.



In April 2019, the Grade 4 class at Sir Alexander Mackenzie School created Easter cards for Outreach clients. 30 cards were mailed to select isolated clients who we felt would appreciate the card. We have received wonderful feedback regarding these cards: clients have them posted on their refrigerator, Outreach received a thank you card and even one client mailed a card to the school, in it she wrote "Thank you for making an old lady like me smile, this card made me so happy. It means so much that children think of seniors on Easter. You made my Easter." The students and teacher were so pleased to receive this direct response from a client and Outreach gave the students chocolate Easter Eggs and a thank you card. NESA will continue these card campaigns as it is so well received.



(L-R Ruth Hughes, Nancy Melnychuk, Lori Morison, Brittany Wawrychuk)

Health and Wellness Fair

The annual Health and Wellness Fair was held in June with our best turn out yet! We had 51 businesses and organizations participate this year and over 300 people attended. This exciting event provides an opportunity for local health, wellness and lifestyle organizations and businesses to showcase their services and connect with seniors. New in 2019 was the Coffee and Conversations Symposium, which offered 4 vendors from the fair an opportunity to present their services more in depth. Profit businesses were requested to contribute a minimum \$50 donations to Supporting Our Seniors.

Supporting Our Seniors

Through the generous donations from NESA Members and our community the Supporting Our Seniors program was able to provide 273 gift/food hampers to isolated seniors. In collaboration with Operation Friendship Seniors Society, AHS Home Care and St. Michael's 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 special treats they would enjoy. A huge thank you goes out to Sharlene Wyness who prepared all of these hampers and shopped for all of the gifts! Sir Alexander Mackenzie Elementary School and Florence Hallock School created beautiful cards to include in the hampers.



Landry Leisure Pass

In 2019, 67 NESA members enjoyed the benefits of the Landry Leisure Pass. By promoting this pass NESA is actively breaking down the financial barriers of accessing programs and reducing isolation of seniors in our area. These outcomes directly align with NESA's mission of promoting wellness, independence and community involvement. NESA can be proud of being one of the first Edmonton senior centres to offer program financial assistance.

Friendly Phone Call Visitor

The Friendly Phone Call Visitor program continues to support isolated seniors on a weekly basis. This program allows the senior to feel more connected and secure knowing a senior volunteer will be calling to check in with them, provide emotional support and have a meaningful conversation. The volunteer is trained to recognize signs of concerns that need to be followed up by the Outreach team.





The Emergency Food Pantry

The Emergency Food Pantry is only accessed through NESA's Outreach team. Through this program we are able to offer food security to our clients who are at risk due to a crisis. This crisis may look like: a sudden illness resulting in the client becoming unable to travel to the grocery store, an unexpected financial crisis or a food bank client that was unable to stretch their allotted food to the next pick up date.

On average we are providing 4 - 5 food hampers a month. These hampers contain enough food for approximately 5 days. In 2019 we also collaborated with M & M Foodmarket in Northgate Mall to be able to provide a few delicious frozen meals with-in the hampers.

The "FITMAS Campaign" hosted through NESA's Fitness Centre was extremely successful in December 2019. Through the generosity of our members over 1000 items were donated! We were able to replenish the shelves of the Emergency Food Pantry and even had to add a new cupboard because of this success of this past year!



Knitting from the Heart

The annual Knitting from the Heart (previously known as Knitting for the Needy) lunch was held in October 2019. Thousands of knitted items were donated to local organizations such as schools, hospitals, homeless shelters, seniors residences and other not for profits. We were able to keep Edmontonians of all ages warm this winter because of our amazing volunteers that dedicated thousands of hours.

Front row, third from the left is Ruth Hughes who carried on Gladys Lucas' legacy as the Knitting Coordinator this past year. It is with great sadness to say she passed away this January, 2020. The knitters are happy to continue the great legacy of Gladys and Ruth.

Members experience with the Home Supports Program

"In 2014 my wife and I were expecting our first child, and my wife was going on maternity leave. With a brand-new house, and bills/payments that were high, we weren't sure how we were going to make it. I needed to provide for my first child. I was sick of working for others, and other employers bossing/telling me what to do. I decided to take another approach on work and start my own business. With the help of a friend with business knowledge, I started on this journey of a property maintenance business.

In the beginning I found that the industry was flooded with other business' like mine. I was competing with a vast number of other business' and it became clear to me that it was about loyalty, honesty and open communication.

My business has greatly improved since meeting Stacey with the Homes Support Program. This program has also opened my eyes to communities that need support and services. Some of these people are not able to do physical labour due to predisposing conditions, age and risk factors related to this type of work. It means a lot to me that I have been able to help out Seniors that need assistance. Stacey has provided these Seniors with the means to stay in their home without having to move into assisted living. The Home Support Program has made it easier for Seniors to have the ease of mind of knowing that they have contractors that are loyal and have their best needs at mind. Also, this program has provided accessible resources that are greatly needed by these seniors and their communities."

Tim Prusko, Prusko's Property Service Inc.

| | 2018 | 2019 |
|--|------|------|
| Intakes | 325 | 321 |
| Referrals | 518 | 621 |
| First Time User | 22 | 319 |
| Return Clients | 16 | 302 |
| Follow Up Calls | 394 | 283 |
| Vetting | 22 | 32 |
| Free Community Snow Project Referrals | 10 | *20 |
| Referrals to Outreach | 66 | 50 |
| Bylaw Snow Subsidies | 18 | 17 |

*11 Attendance Centre, 6 Parkdale, 3 Horse Hills = 20

DIVERSITY & Inclusion Task Team Report



The Board established a Diversity and Inclusion Task Team in 2019 to explore opportunities for increasing diversity and inclusion at the facility. As many may realize, the scope of diversity and inclusion issues is wide, with factors including socio-economic condition, socio-cultural roots, sexual orientation, physical/mental ability, gender and age to name a few.

Consultants from the Centre for Race and Culture hired by the City of Edmonton provided a brief overview for the Board and have met subsequently with the Task Team to further explore how best to undertake research in this area.

The Task Team has identified a couple of key areas to research that will hopefully provide direction regarding how best to proceed:

- baseline information on the NESA membership's understanding of diversity and inclusion to guide future learning opportunities. A general membership survey on this topic was developed and implemented in February with compilation and analysis of results expected in late March.
- the reality of diversity in Northeast Edmonton. We hope to work with the City of Edmonton census information to better understand our neighborhood and its diversity.

The general understanding of the Task Team members is that inclusion happens along a continuum from discrete, closed group activity at the facility, i.e. private function for a group different from the dominant group, all the way to full inclusion of diverse individuals or groups in whatever aspects of facility programming they wish to be involved in.

The Task Team views this initiative as an important one, but something that cannot be successfully undertaken without taking the proper amount of time and through significant involvement of the membership.

Thanks to all Task Team members (Stephanie Wilcox, Helen Ricci, Nancy Melnychuk, and Mariam Jalloh) for their work to date and to Randy Tomyon for his support and leadership.

**Members
with questions
are welcome to contact
Ron Nichol, Task Team
Chairman at
director.6@nesa-1.ca.**



SOCIAL Events

// Kudos to those involved in this year's Remembrance Day Service. It was the best ever. We enjoy the soldiers' accounts of their work and also hearing of Jackie's family history. Well done! **//**

Dinner Theatres, Dance Nights, and Teas OH MY! And that's only a few of the events that kept our community socializing in 2019! The NESa Social Committee coordinated 19 Special Events including a Fashion Show, Concerts, Pancake Breakfast, BBQ, and three Volunteer Appreciation events!



One of the many exciting events was the Welcome Back BBQ in September. This year we sold 172 tickets! Our lobby was set up with information booths about our programs, outreach services and home support services. We had draws for NESa swag bags, a caricature artist and multiple gift certificate prizes that were won by participating in the prize grab tornado game! But that's not all...the BBQ was in conjunction with the Silent Auction, which gave participants an opportunity to bid and win on some neat auction items. Thank you to all that participated on this super fun day!

As always the Remembrance Day Tribute and Tea was lovely! We are very blessed that the Royal Canadian Legion and the ETS Pipe Band return yearly to help us pay tribute. This year we were also lucky to have special guests: Major Steve Korver's, Battery Sargent Major Mark Pharaoh, and the 12 Edmonton Royal Canadian Air Cadet Squadron join us for a memorable afternoon. NESa purchased its very own wreath from the Kingsway Legion to start the tradition of adding a wreath laying portion to the program. A special presentation was made by Board Member Ron Nichol commemorating another members (Jackie Black) fallen family members by reading a poem that she had written. We are grateful to have had so many people come together for this very important event.

This year was also the first Annual Jingle & Mingle, which is an appreciation event for staff & volunteers. Even though we appreciate our coordinators and workers all year long, we just couldn't resist another opportunity for them to get together and mingle. With games, entertainment, hot festive beverages and a goofy gift exchange, fun was had by all! We definitely look forward to next year!



Statement of Operations
Year Ended December 31, 2019

REVENUE

| | 2019 | 2018 |
|--|------------------|------------------|
| Program fees and admissions | \$ 374,036 | \$ 323,733 |
| Grants (Note 11) | 366,059 | 315,081 |
| Fundraising activities (Schedule 1) | 230,806 | 216,220 |
| Memberships | 61,850 | 61,070 |
| Club contributions | 59,687 | 57,157 |
| Donations | 29,480 | 15,622 |
| Amortization of deferred contributions related to property | 21,497 | 21,498 |
| Special events | 16,326 | 17,144 |
| Catering | 6,746 | 7,142 |
| Investment | 5,491 | 4,562 |
| | 1,171,978 | 1,039,229 |

EXPENSES

| | | |
|-------------------------------------|------------------|----------------|
| Salaries and benefits | 588,105 | 561,917 |
| Instructors | 175,797 | 172,315 |
| Fundraising activities (Schedule 1) | 90,746 | 91,431 |
| Programs | 82,176 | 45,903 |
| Office | 44,230 | 25,765 |
| Amortization | 31,852 | 28,331 |
| Newsletter | 27,672 | 17,638 |
| Workshops | 16,379 | 421 |
| Special events | 14,808 | 17,188 |
| Advertising and promotion | 9,392 | 5,270 |
| Catering | 8,573 | 7,026 |
| Bank charges | 6,466 | 6,433 |
| Insurance | 6,453 | 6,243 |
| Professional fees | 5,388 | 2,751 |
| | 1,108,037 | 988,632 |

REVENUE OVER EXPENSES BEFORE OTHER INCOME (EXPENSES)

| | | |
|--|---------------|---------------|
| | 63,941 | 50,597 |
|--|---------------|---------------|

OTHER INCOME (EXPENSES)

| | | |
|--|----------------|--------------|
| Unrealized gains (losses) on marketable securities | 66,807 | (45,930) |
| Investment income | 27,246 | 33,564 |
| Donations to Sustainability Fund | 12,850 | 13,365 |
| Donations to Building Fund | 10,503 | 8,761 |
| Landry leisure passes | (6,508) | (3,335) |
| | 110,898 | 6,425 |

REVENUE OVER EXPENSES

| | | |
|--|-------------------|------------------|
| | \$ 174,839 | \$ 57,022 |
|--|-------------------|------------------|

Statement of Financial Position
Year Ended December 31, 2019

ASSETS

CURRENT

Cash and term deposits (Note 3)

Marketable securities (Note 4)

Accounts receivable

Inventory

Prepaid expenses

PROPERTY AND EQUIPMENT (Note 5)

LIABILITIES AND NET ASSETS

CURRENT

Accounts payable and accrued liabilities (Note 6)

Deferred contributions (Note 7)

DEFERRED CONTRIBUTIONS RELATED TO PROPERTY (Note 8)

NET ASSETS

Invested in property and equipment

Internally restricted (Note 9)

Unrestricted

LEASE COMMITMENT (Note 10)

| 2019 | 2018 |
|--------------|--------------|
| \$ 719,846 | \$ 692,307 |
| 1,171,605 | 947,266 |
| 6,427 | 7,310 |
| 25,761 | 28,810 |
| 11,482 | 13,409 |
| 1,935,121 | 1,689,102 |
| 77,632 | 100,265 |
| \$ 2,012,753 | \$ 1,789,367 |
| | |
| \$ 81,716 | \$ 45,162 |
| 257,302 | 223,812 |
| 339,018 | 268,974 |
| 51,444 | 72,941 |
| 390,462 | 341,915 |
| | |
| 26,188 | 27,324 |
| 1,185,625 | 1,074,727 |
| 410,478 | 345,401 |
| 1,622,291 | 1,447,452 |
| \$ 2,012,753 | \$ 1,789,367 |

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



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