

RIDGE MEADOWS SENIORS SOCIETY



2022

Annual Report



Connecting adults 55+ with a happy, healthy life.



Our Vision, Mission & Strategic Plan

VISION:

Connecting adults 55+ with a happy, healthy life.

MISSION:

Providing services, fostering shared experiences, advancing the well being of adults 55+ in Maple Ridge and Pitt Meadows.

VALUE STATEMENTS: We strive to...

- › be a community leader in relation to issues relevant to adults 55+.
- › be a welcoming, inclusive, safe centre that celebrates adults 55+.
- › be a hub of social, fitness, and educational activities for adults 55+.
- › provide opportunities for volunteerism and community service for our members.
- › be a caring compassionate, accessible, and transparent organization that works to improve the lives of our members.
- › remain relevant and responsive to member needs.

WAYS YOU CAN HELP



- ››› Make a monetary donation yearly or even monthly. Secure donations can be made online at www.rmssseniors.org
- ››› Share with friends and neighbours how RMSS has helped you & encourage them to get involved.
- ››› Ask friends & family to donate to RMSS in lieu of birthday and holiday gifts.
- ››› Invite a friend to try out a program with you!
- ››› Offer the gift of time: volunteer with us!
- ››› Donate your recyclables to the RMSS account at any Return It Express Depot Centres. Account is under 604-467-4993
- ››› Leave a legacy gift.

Board of Directors

President - Don Mitchell
Vice President - Fran Preston
Secretary - Bobbi Duncan
Treasurer - Richard Newman
Director - Cindy Juker
Director - Susan Schenkeveld
Director - Carla Reed
Director - Joan Thane



Staff

Executive Director - Maria Perretta
Administrative Assistant - Nancy Markham
Activity Coordinator - Carmen Tischer
Outreach Coordinator - Bev Schmahmann
Caregiver Coordinator - Raman Narang
Volunteer Coordinator - Kara Mathews
Bookkeeper - Eva Todd
Facility Coordinator Pitt Meadows - Marcia de Vega
Facility Attendants Pitt Meadows - Michelle Hochstetter, Sandra Penney & Sally Rasmussen
You Connect Coordinator - Vanessa De Freitas
Food Service Supervisor Maple Ridge - Grace Nunnikhoven
Food Service Staff - Paula Brandys, Johertz Ross, Jimmy Bahn



President's Report

Our fiscal year, 2021/2022 was another up and down year with being open then closed then open and finally open all the way. As usual our staff and board were able to adjust to what was going on at the time and tried to keep everybody active and healthy.

The biggest negative of the year was being advised by B.C. Gaming of the loss of our grant for the kitchen which unfortunately led to a rise in meal prices heading into this fiscal year. We are still working on finding replacement funds and working with our MLAs Lisa Beare and Bob D'Eith and have spoken with Mable Elmore, the Parliamentary Secretary for Seniors Services, as well as the Provincial Director, Government Relations & Programs, United Way British Columbia.

Some of the positives that occurred last year were:

The addition of Susan Schenkeveld to the Board of Directors in April. A very welcome addition.

Your board was involved in a “Not for Profit Roundtable” with our MLAs and Parliamentary Secretary for Community Development and Non-Profits, Niki Sharma.

We had a first meeting with B.C. Housing to investigate how Ridge Meadows Seniors Society could become more involved in seniors housing. Perhaps on an emergency basis but logistics still to be developed. More to come as it is part of our strategic plan.

We finally got up a running with our complete FOB system. Ie being able to use credit card and debit card technology.

We participated as a society in the development of the Pitt Meadows Parks, Recreation and Culture Master plan. Hopefully, you also did as citizens.

We had Board and staff attend the Provincial Summit on Aging. This event happens every two years and brings together a large cross section of people working with older adults. Three days of presentations and workshops to help provide better and/or different programs for seniors.

And perhaps the biggest highlight of the year – winning the Chamber of Commerce Business Excellence Award.

While a difficult year in some respects, some very positive results were accomplished. A big thank you to our staff and volunteers who put in the work and dedication to make everybody's lives better.

Don Mitchell
President, RMSS



Executive Director's Report

At the beginning of 2021, I was nervous that our centres may have lost our vitality and vigor with all that we endured in 2020. All those challenges we faced had tested our organization in ways we never imagined, and it continued to challenge us in 2021 but we never let it show. This past year was spent trying to find our footing by transitioning into our old selves while trying to keep things fresh and relevant. But through it all, I'm proud to say our incredible team never lost sight of our mission: to connect older adults 55+ to a happy, healthy life. Each day that went by used our core values to make every decision and this is what kept us on track and helped us flourish!

I am so proud of what we accomplished this past year. We brought back 95% of our activities, programs and services and even launched new ones. We welcomed more and more of our members & volunteers back each day. We even got to know so many brand new faces! Everyone that walks through our centres doors has the opportunity to make their mark in a truly remarkable way by participating, working, volunteering or making a donation to support our efforts to advance the wellbeing of older adults.

Oh 2021, you certainly proved that we do live, work and play in a Community of Resiliency. You truly made me understand the important role that Ridge Meadows Seniors Society plays in making sure our community remains strong and healthy. I have a good feeling that we may face some new challenges (we are up for it) and some incredible new opportunities (bring it on) in our future! See you around the centres.

Maria Perretta
Executive Director



Recreation

With all weekday programming back in place and our centres bustling with activity, to look BACK at the year that WAS (April 2021 – March 2022) feels like Alice in Wonderland peering through the looking glass. It is hard to believe that for most of that year, RMSS centres were operating under some form of pandemic mandate.

Despite roving closures and restrictions, the year ended with a return to drop-in fitness activities. Members enjoy attending classes when it suits their schedules.

We commend our fantastic team of instructors who have flexed and adapted to all the various requirements, all the while delivering excellent programs.

Some newly introduced programs like BollyX, a Bollywood inspired dance cardio class, and Latin Line Dance, were well received. Fitness is always more fun when you are dancing!

Our workshops started virtually (Family History series; painting classes; Trivia; Armchair Traveller) but then returned to in-person. It's more enjoyable to share a group experience "a walking tour of Venice" with host John B. dressed in gondolier attire.



With the resumption of bridge, crib, and other activities and games, friendships were renewed. New programs included a book club which then became two, which then became three!

A Silvertones Sing-a-long group formed, leading to the return of the beloved performance choir. After a couple attempts, Variety Plus returned in January to start work on a spring show.

We were able to return to in-person workshops with ICBC's Senior Driving Exam as well as the City of Pitt Meadows offering information on Emergency Preparedness.

All in all, the return of virtually all weekday programming was possible.

With renewed energy for more good to come,
Carmen Tischer, Activity Coordinator

Programs (*Mar 2022)	@ Maple Ridge	@Pitt Meadows
Fitness	15	10
Sport	13	8
Dance	4	4
Games	10	6
Music	3	1
Crafts / Clubs	5	1
Tech	1	1
Wellness	4	3

"I really appreciate everything that RMSS SENIORS is doing for us Seniors during these trying times especially. :-) I always tell my email buddies in Ontario how awesome MR/PM is to Seniors. :-) Everyone is so wonderful to us! Thank you."

- June G.

Volunteers

From programs and services we could offer members, to roles and shifts we could offer volunteers, Covid continued to impact RMSS. It also affected availability and decisions to volunteer at all. Not everyone who retrained returned; not everyone who returned could stay. New recruits left unexpectedly. It was a bittersweet year of arrivals, returns, departures and rebuilding.

When we closed in March 2020, RMSS had 238 registered volunteers, with about 200 actively serving. 32 stayed to provide off-site services. Another 30 joined them to retrain for roles at the centres. Registrations were low - less than 20 - but we had little to offer new applicants.

Losing 75% of our pool was devastating. These volunteers didn't just have experience; they knew us. They had caring, foundational relationships with members, staff and fellow volunteers. Some had been with the society since day one.

We started the fiscal year with a total of 62 volunteers who we fondly refer to as our "Covid Superstars"... plus 2 confirmed recruits.

As the world and the centres opened back up, new and familiar faces stepped up. Coffee Shop and Baking Volunteers returned when the lounges reopened. Lunch Service Volunteers saw lineups again. The Welcome and Member Services Desks went back to 2 shifts a day. Admin Volunteers kept the libraries going. Board Members sold Duck Tickets. Volunteer Leaders brought back a full roster of recreational activities, crafts, games, music and dance. New leaders emerged.

Tech Support and Wellness Clinics returned to offer expertise and peace of mind. Foodbank Volunteers provided groceries and clothing to residents of both Maple Ridge and Pitt Meadows. Caregivers and Outreach Volunteers

supported our seniors in urgent areas such as dementia and housing. Seniors Helping Santa Volunteers filled bags of essentials and treats in both July and December! Volunteers trained for the new Adult Cognitive Program. Our Call Team kept in touch with those who wished. Drivers continued to get our members around town, and increased service to outside areas. The Tax Clinic got to bring a full team inside, then had their best year yet, saving seniors over \$41,000.

Even when the centres were quiet or activities paused, our volunteers showed up to serve and support our community. No matter the role or task, every RMSS volunteer contributed to our members' well-being just by "being there". We ended the fiscal year with 156 Active Volunteers, including 118 returnees. Out of 60 applicants, we accepted 50; 38 stayed. Volunteers took multiple roles and extra shifts to fill the gaps. Our experienced volunteers continued to help with orientations and training.

In January we welcomed 2 students who were perfect for RMSS. They had skills, kindness, and a love for working with elders. They were willing to make a commitment and adapt to our needs. Based on our experience we designed frameworks for long-term practicums and for working with both young and mature students. March saw the return of indoor events and our Here We Are Team, who planned and ran the Multicultural Educational Forum.

What a joy to watch our centres become hubs of connection again. To see old relationships rekindled and new ones ignited. With full hearts we can look back and celebrate how far we have come. With high spirits we can look forward and anticipate all that comes next... including a much-deserved Volunteer Appreciation Party!

Kara Matthew
Volunteer Coordinator



Volunteer Stats at a Glance

Service Offered	# of Volunteers	# of Hours Donated
Welcome Desk	29	1666 Hours
Member Services	25	1986 Hours
Coffee Shop	23	823 Hours
Lunch Cashiers /Servers	24	940 Hours
Activity Leaders & Assistants	49	1800 Hours
Board of Directors	9	1025 Hours
Admin & Library	3	357 Hours
Food Bank	14	681 Hours
Seniors Helping Santa	7	250 Hours
Call Team	5	648 Hours
Wellness Clinic	8	249 Hours
Tech Support	3	243 Hours
Tax Clinics	6	229 Hours
Driving Services	8	1867 Hours



Outreach & Support

Outreach & Support services program is working alongside our seniors in every facet of their journey through the challenges of daily life, from finding answers in the medical field, to support at home and where to find the resources to facilitate the best information and support. Outreach explores how the collaborative network in Maple Ridge and Pitt Meadows can best address the needs of Senior's that require specialized services.

Our information and referral service helps connect Senior's to provide engagement and visibility in our community. Connection to our Senior's prevents social isolation, creates opportunities for them to seek help.

In July and December 2021, Seniors Helping Santa volunteers and Outreach packed 350 bags for our senior's in need, together with London Drugs tree and our very generous community we were able to reach many Senior's in our community.

Outreach sets up information sessions at Senior's housing complexes, churches and meeting places to talk about resources and supports in our community. These meetings are invaluable as questions can be asked that are important to the individual at the time.



Juke box music is ongoing providing connection and a chance to dance and move to the tunes as well as our walkers group on a Thursday to foster connection and socialization.

Work out in our community has been ongoing again this year, we have been seen at the Haney Market, Multicultural Day, Earth Day and Canada Day in both PM and MR, music on the wharf, music in the park engaging with Senior's to provide information. Seniors engaged and visible in their community are more likely to receive help before a problem escalates to a crisis.

Bev Schmahmann
Outreach Coordinator



"I had no idea what was available to us in our community to support Senior's, this information has been invaluable to myself and my wife in the ability to live our best life". - Phillip P

Caregiver Connection

The Caregiver Connection Program is in partnership with Family Caregivers of British Columbia, with funding from the United Way of British Columbia.

A caregiver can be a partner, a family member, friend, neighbour, or a volunteer. Caregivers juggle many roles, and many do not see themselves as a caregiver and/or forget how to take care of themselves. As caregivers, it's just as important, if not more, that they take care of themselves as well as their loved one.

2021-2022 has been a great year for the Caregiver Connection Program as we were able to expand our program offerings. We now offer bi-weekly support group sessions in Pitt Meadows, and increased our meetings in Maple Ridge to two bi-weekly support meetings. In 2021-2022 there were 39 sessions of group supports which include 60 hours of support for caregivers. In addition, there were 115 sessions of 1 to 1 support via in person, over the phone, and online with a total of 49.75 hours of support to caregivers caring for an older adult in their lives.

Guest speakers were also a part of the Caregiver Connection program, topics included Self-compassion as a Caregiver, Understanding Behavior, Personal Planning, and In case of Emergency Binder presentation. We have three volunteers who are trained through the Family Caregivers of British Columbia who are involved with co-facilitating the support groups. Our three volunteers volunteered in 39 sessions and provided 64.5 hours of volunteering throughout the year.

The Caregiver Connection and Support Program is a vital tool for caregivers to receive support. Caregivers that are a part of the program have found that it has made a difference to their lives because they do not feel like they are alone in caregiving for their loved one, and feel like they are a part of a community.

One caregiver said that being a part of the Caregiver Connection and Support Program allowed for them to feel less alone caring for their father because the feelings of frustration, anger, grief are feelings that they feel when caregiving for their loved one. They were able to find information on resources that they didn't know that they would have access to, for example Veteran's Affairs for the care recipient. In addition, the caregiver connection and support group has made a difference to them because the program, especially the support group has encouraged them to advocate for themselves.

Raman Narang
Caregiver Coordinator



You Connect, Website & Social Media

The You Connect Program has now been in place at RMSS Activity Centres for the past 3 years. It was a slightly bumpy road in the beginning, however we think it is safe to say that the bumps have smoothed out and we have settled into a happy place with the program.

You Connect is being used exclusively at both our Activity Centre locations for the following:

- Account Credit Management
- Enrolling in Pre-Registered Classes
- Membership Management
- Payment for Drop In Programming
- Point Of Sale for Reception, Coffee Shop and Lunch Program
- Tracking Building Attendance
- Tracking Program Attendance

**RMSS
Members:
1400**

**# of Activity
Participants:
23,272**

Our newest addition of functionalities at our service desks is the ability to use debit or credit as a form of payment. It has been a huge success and we are happy to have it available to our members.

We continue to work closely with the developers of the You Connect Program and they continue to provide us with frequent quality updates and system enhancements that help to keep the You Connect program current and functional for both our staff and membership.

**Website Visits:
38,766**

**★★★★★
Google Rating:
4.6/5**

The RMSS website, www.rmssseniors.org, is forever a work in progress. This year the every page on our website has been updated to have a clean modern look and easy to navigate flow. If you haven't had a chance to check it out, please do!

The information on our website is updated weekly and continues to be one of our best sources of information for both our members and seniors within the community.

On our website you can find current lunch menus, read the latest GrapeVine, receive centre updates, view programming schedules and see available community resources. Our biggest addition in the last year was the addition of a Donate Today button. Visitors are able to donate directly and securely from our website. Since the addition of the button we have received a total of \$6,628.70 of generous donations!

RMSS is steadily growing a dedicated following on both Facebook and Instagram. Our posts consist mostly of RMSS programming information, upcoming RMSS events and activities, as well as sharing of community information and events relevant to our membership. Being present on these types of social media outlets provides our members new ways to connect and be part of the conversation. If you would like to follow us on either of these platforms please search our handle "rmssseniors".

We are also on YouTube! To subscribe to our channel please navigate to the You Tube site and search "Ridge Meadows Seniors Society". Here you will find videos sorted into playlists, like Programming & activities, Pre Recorded Workshops, Special Events, Educational Speaker Series etc.

Vanessa De Freitas
You Connect Coordinator



**Facebook
Followers:**
590

**Instagram
Followers:**
210

**Social Posts for
the Year:**
309

Food Services

The RMSS Kitchens are one of the best kept secrets of our communities. Providing hot, healthy and reasonably priced meals to anyone who would like to take us up on this delicious offer. Lunch is available at both activity centres Monday to Friday. This past year, we were able to reopen our dining room for in house dining. It has been wonderful to see people dining together “breaking bread” once again. We continued to have a new entrée each day alongside staples such as soups, sandwiches, salads and desserts.

In addition, to providing take away meals, RMSS continued to work in partnership with MR/PM Community Services to provide the meals for this program. Just this past year approximately 17,866 meals were prepared for the Meal on Wheels program.

We have continued to see a heavy increase in the cost of food supplies, a decrease in the items that we once received from the Friends in Need Food bank (veggies, cheese etc to incorporating into some soups and meals) as well the confirmation that we will no longer receive the gaming funds for food services starting in April 2022.

The Friends in Need Food Bank supplies the seniors market food bank program for both our centres. Registered seniors are fortunate to receive foods through this program rather than having to stand in lines at the regular food bank.

Grace and her kitchen staff have given the menu rotation a slight update this year but still offer those popular favourites like Turkey Dinner, Roast Beef Dinner and meat pies. Always delicious!



Finance Committee Report

Operating Results for Fiscal Year: 1 April 2021 - 31 March 2022

The auditor's report indicated no qualifications or areas requiring corrections.

Revenues are recovering slowly following a year of fluctuating COVID health restrictions. While there was a small decline in Donations and Special Events Income, Memberships, Activity Programs, Rentals and Trips showed a marked increase.

Expenses increased largely due to economic conditions in the wake of COVID, with significant increase to food purchases. While there was a nominal reduction in Administrative Costs and Repairs and Maintenance, there were increases to Custodial Services and Wages and Benefits to reflect a return to normal daytime operating hours.

While the Balance Sheet shows a healthy cash balance, there was a considerable Net Loss for the year.

The Finance Committee recommends the services of PSVC Chartered Professional Accountants to be retained for the fiscal year ending March 31, 2023.

Finance Committee Members:

Richard Newman, Treasurer, RMSS Board

Don Mitchell, President, RMSS Board

Maria Perretta, Executive Director

For a detailed explanation, please refer to the audited year end financial statements included in this package.

Photographs



**"It is easy to see why RMSS is an award winning society. The small things make all the big things happen! And the small things are really done well."
- Bob S**



Are you ready, willing and able to serve as a Director on the RMSS Board?

- ✓ Are you passionate about the RMSS vision of Connecting adults 55+ to a happy, healthy life?
- ✓ Are you eager to promote the value of the RMSS services?
- ✓ Do you enjoy working on projects and committees?
- ✓ Do you have 15 - 20 hours per month to give in volunteer hours?

**Answer YES to any of these questions? RMSS
needs YOU! Put your name forward to serve on
our Board of Directors.**

Not your time to shine? Pass this along to
someone you would like to see on our board!



RMSS would like to thank our funders and partners



Notes
