

RIDGE MEADOWS SENIORS SOCIETY

2023



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 DIFFERENCE

- ››› 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 or 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 Centre. Account is under (604) 467-4993
- ››› Leave a legacy gift.

Board of Directors

President - Don Mitchell
Vice President - Fran Preston
Secretary - Susan Schenkeveld
Treasurer - Karen Hjort-Olsen
Director - Richard Newman
Director - Bobbi Duncan
Director - Angie Hodgins
Director - Gayle Lyons
Director - Margaret Atwell



Staff

Executive Director - Maria Perretta
Administrative Coordinator - Nancy Markham
Activity Coordinator - Carmen Tischer
Outreach Coordinator - Bev Schmahmann
Caregiver Coordinator - Raman Narang
Volunteer Coordinator - Kara Mathews
You Connect Coordinator - Vanessa De Freitas
Bookkeeper - Eva Todd
Facility Coordinator Pitt Meadows - Marcia de Vega
Facility Attendant Pitt Meadows - Sally Rasmussen
Facility Attendants Maple Ridge - Devon M, Mojgan N
Support Staff - Robyn W, Sandra P
Food Service Supervisor Maple Ridge - Grace R
Acting Food Service Supervisor - Paula B
Food Service Staff - Katereh S, Leah B, Jackie O, Joys S, Tessa T

President's Report

Finally, after our covid years, we had a full year of activity, programs, lunches, and just plain socialization. We still felt the effects of covid as membership numbers have taken a time to come back and participation levels in activities as well. Happily, our numbers have surged toward the end of our fiscal, such that with renewals and new members our membership numbers are almost back to pre covid numbers and exercise programs in particular are bulging.

We will finish the year with a loss in our annual operations but have cut the deficit in half from our previous fiscal year and we are projecting a balanced budget for our next fiscal year. Those losses are covered from funds set aside in previous years for just this situation.

Our board has been busy with various projects of our own, our city partners and other non-profit organizations. We are involved with the Seniors Housing Task Group in Maple Ridge, have and are working with Pitt Meadows on their affordable housing project, participated in the Maple Ridge Parks and Recreation Master Plan process, participated in Chamber of Commerce events from Business Excellence awards to Transit meetings and Leadership/Governance seminars. We are also actively engaged with Charity Village on their various seminars and conferences.

This will be my last President's report as both myself and Fran Preston have served four terms on the board and as per RMSS by-laws we must step down. It certainly has been an interesting eight years if not always exciting, (i.e., the flood and covid), but I have certainly enjoyed my role with the Society. I have made a great many friends I might not have otherwise and look forward to

maintaining those contacts. I have worked with a great group of staff over the years that are all enthusiastic and dedicated to their jobs and none of them are shy. We have had a lot of fun and the society is in good hands moving forward. I would especially like to thank those members who have stepped up to board positions over the last eight years. It is not an easy position, giving direction to a Society of so many members and projects, but the input of everyone provides a solid foundation to move forward, and I think we have done that.

I look forward to seeing who is on the new board and passing on any and all information they might need to make the job easier and RMSS continuing to grow.

Don Mitchell
President, RMSS



2015-2023



Executive Director's Report

Our yearly annual report serves as a record of our accomplishments and a review of the past year. As I reflect on the previous year, I can't help but think of how far we have come AGAIN! This time in relation to modernization and volume of programs, all while maintaining the very core of who we are and what we want to accomplish.

I feel that compassion has always been, and will always be, at the very core of all that we do. It's so true that each of us at RMSS leads with compassion at the forefront. When we as staff and volunteers collaborate with others, when we interact with senior clients, when we mobilize volunteers, when we convene in the community, and when we build relationships—compassion is what makes us so successful.

This past year started off relatively quietly but as we gained momentum we became very creative while we focused on our mission. As you read through this report you will be surprised and proud of all that we have accomplished TOGETHER! It was a year that helped us prepare for the future, to reflect on and adapt our offerings, and to strengthen our connections and networks. To our donors, our funders, our volunteers, our board and our staff - thank you for your investment in RMSS, your work in the community and most importantly, the seniors we serve. You helped make it another solid and productive year – one of growth and consistency in purpose and service. I'm looking forward to a challenging new year and so very excited for what is yet to come.

Maria Perretta
Executive Director



Recreation

What does connecting adults 55+ with a happy, healthy life look like?

During 2022-2023 at RMSS, it presented as offering programs, activities, info sessions and events that addressed the needs of its members. From supporting favorite activities like fitness, games, and dance programs (and a resumption of Karaoke and Variety Plus) to responding to members' requests for MORE, some newly introduced activities were:

- Create: a drop-in art studio
- Natural Beauty: for naturalist enthusiasts
- Painting Classes: more creative outlets to come
- Bridge Lessons: from pre-registered to drop-in
- Functional Fitness: addressing strength, balance & movement
- Dance Fit: dance cardio to one's fav songs
- Line Dance Fun: a group of members sharing the instruction role
- Monthly 50/50 draws

To highlight the services offered by our Golden Wellness Clinic, we started a Wellness Workshop series in which monthly presentations were delivered to holistically address members' needs on a variety of topics.



Maple Ridge Games



Bolly X



Hawaiian Dancers



50/50 Ticket Sales



Karaoke Crew

We partnered with the cities of Maple Ridge and Pitt Meadows recreation departments in sharing our space to facilitate community outreach programs like Choose to Move, bringing new exposure to our activity centres.

To encourage trying new or different programs and inviting friends to check out our centres, September Sampler and For the Love of Fun events occurred. New members are joining daily - bringing energy and inspiration with them.

When comparing stats to our last "normal" year (2019/20), we see a healthy return. We are back!

A part of the RMSS mandate is to provide opportunities for community service. Our Hawaiian Dancers, Ukulele group, Line Dancers, Bolly X group, and a Variety Plus singer performed over 30 times in various venues including seniors living communities and Country Fest, providing much joy all round.

In an effort to anticipate interest, growth, and addressing the still at work 55+ demographic, activities are underway for providing evening and weekend programs - all in an effort to connect those 55+ with a happy, healthy life.

Carmen Tischer,
Activity Coordinator



Programs	@ MR Centre	@ PM Centre
Fitness	14	10
Sport	14	9
Dance	4	4
Games	11	7
Music	5	2
Arts & Crafts	7	4
Tech & Taxes	2	2
Wellness	4	2
Workshops	12	8
Bus Trips	12	12

Volunteers

Volunteers are involved in every aspect of RMSS. Their gift of time and care brings cohesion to our community. Most roles fall into one of three broad categories: Daily Operation of our centres or the Society; Recreational Drop-in Activities; Special Programs, Services and Events.

The 2022/2023 fiscal year brought expanded hours, new and returning activities and additional needs. We were able to offer more volunteer opportunities than since pre-covid. And volunteers responded:

RMSS Volunteers contributed over 16,000 hours this fiscal year!

We decided to keep the Welcome Desks and continue to have guests sign-in when visiting a centre. Welcome Volunteers became “center concierges”, providing information about the society, handing out GrapeVines, giving directions. The 2-tiered approach to reception reduced congestion, allowed Member Services Volunteers to focus on transactions, and maintained a popular point of personal connection.

Karaoke came back. Variety Plus shows returned. More Special Events and Fundraisers were added, including the popular RMSS Christmas and a new monthly 50/50. We created a variety of new volunteer positions and teams. These event-type and specialty roles appealed to existing and new volunteers alike, especially those with less time, odd hours or specific interests. Many completed certified training. Our Board of Directors had more opportunities to be directly involved with other volunteers and things going on at the centres.

The RMSS Tax Team continued their record-breaking streak, filing 450 returns! That equates to a saving of \$45,000 for local seniors. Tax Clinics ran weekly at both centres during the tax season, followed by monthly off-season appointments. Any qualifying senior could avail themselves of our patient and skilled Tax Team Volunteers.

Access to Transportation is essential for maintaining independence as members age. The RMSS Driving Service helped an average of 40 members every month and made 1085 trips! Members primarily used the service for medical appointments and shopping, with 90% being return trips. Most trips were local, but the need to travel outside the local area increased. Our rates increased slightly, and the overwhelming feedback from members was “it’s about time.” Based on a 3 month sampling of the most frequent destinations, our drivers saved members thousands of dollars compared to cab fares!

Increasing numbers of seniors in need resulted in Outreach Volunteers running an expanded weekly Foodbank plus the annual Santa Bag program. The Here We Are Team attended local events to promote awareness of the society and the programs and services available. Volunteers with specific training assisted with Support Groups and Check-in calls. Armed with resources and compassion, our volunteers assisted seniors facing challenges such as financial hardship, isolation, and care-giving.

Losing volunteers is especially difficult at RMSS because they are like family. Many of our volunteers are 55+ and intend to contribute to the society long-term. We value their experience and wisdom, and their ability to connect with members as peers, as much as we value their time and talents. When they leave, it’s not on a whim; it’s because they need to. Personal health, caring for loved ones and relocating were the top 3 reasons a volunteer stepped back.

Fortunately, registrations steadily grew over the year. We were able to retain a roster of 160-180 registered volunteers, with 140-160 actively serving at any one time. Volunteers in the 55-65 age range increased. New volunteers expressed eagerness to get out, get involved, do something new and make a difference.

Kara Matthew,
Volunteer Coordinator



Volunteer Stats at a Glance

Service Offered	# of Volunteers	# of Hours Donated
Welcome Desk	28	2322 Hours
Member Services	21	2886 Hours
Coffee Shop & Bakery	21	1428 Hours
Lunch Cashiers /Servers	16	964 Hours
Activity Leaders & Assistants	46	2340 Hours
Board of Directors	9	1127 Hours
Karaoke	14	510 Hours
Food Bank	10	758 Hours
Wellness Clinic	8	582 Hours
Tech Support	3	507 Hours
Tax Clinics	8	240 Hours
Driving Services	8	1743 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.

This past year was filled with a variety of assistance requests such as:

- Education on resources and supports within our Seniors Centres
- Resources such as legal, financial issues, housing, food security, self care, medical professionals and form filling
- Assistance with identifying areas of life where support is needed
- Guidance on affordable resources for home care, financial help, personal care, activities, transportation and medical or legal issues
- Locate housing options, such as subsidized, assisted living and seniors living communities
- Navigate life changes, chronic diseases, food security and loss of income
- One on one support and outreach meetings with seniors and their families to identify specific needs
- Advocating for specialist appointments and follow up through the recovery process
- Arrange support at home such as advocating for services, drivers and food support



OUTREACH IN THE COMMUNITY

Seniors Helping Santa bags were delivered during Christmas, our community partner - London Drugs facilitated the collection of donations and our volunteers packed items for our seniors and delivered 150 bags in July 2022 and 250 bags in December 2022.

EDUCATIONAL FORUM

Held to connect our diverse ethnic richness with two days of education, dance, fun and connection. Two forums were held this year, one at each location. Over 270 people total attended.

Work in our community has been ongoing again this year, we have been seen at Multicultural Day, Haney Market, Earth Day, Canada Day in both PM and MR, Music on the Wharf, Music in the Park, Juke Box Music on the streets, Dementia Friendly Day and Elder Abuse week.

Bev Schmahmann

Outreach Coordinator



"We will never forget how you made us feel - thank you we no longer feel stranded and alone. Your outreach help has meant so much to us... The gift of service!"

- Thelma W

"Thank you for advocating for my specialist appointment, it was moved forward and my diagnosis is now better for being seen earlier than I would have been..." - Janice R

Outreach Inquiries

Transportation Inquiries	230
Medical & Wellness Inquiries	266
Housing Assistance	301
Recreational Programs	55
Meal Programs	169
Home Security	48
Mental Health Issues	312
Government Program Inquiries	345
Hospital Release to Family	288
Hospital Release to Own	194
Wills & Documents Inquiries	68
Elder Abuse Resources	154
Shopping Help	115
Isolation Support	233
Advocate for Specialist Appt	141
Advocate for Home Support	266
Caregivers Support Inquiries	182

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.

2022-2023 has been a wonderful year for the Caregiver Connection Program as we were able to support family and friend caregivers. During the past year, there was an emphasis on navigating the health care system and the community resources that are available for caregivers and their loved ones along with self-care.

We offer bi-weekly support group sessions in Pitt Meadows, and two bi-weekly support group meetings in Maple Ridge. In 2022-2023 there were 75 sessions of group support which included 153.5 hours of support for caregivers. There were 102 sessions of 1 to 1 support via in person, over the phone, and online support. In addition there were 57 times throughout the year information and referrals that were sent to clients or members of the community.

Guest speakers were also a part of the Caregiver Connection program. Topics this year included, Care for the Caregiver, Personal Planning, Navigating the Health Care System, Navigating the Emergency Room and Life without Driving.

We have 3 dedicated volunteers who are trained through the Family Caregivers of British Columbia who are involved in co-facilitating the support groups. Our volunteers volunteered in 75 sessions and provided 112.5 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 can connect with other caregivers who are going through something similar and have a shared understanding of what each other is going through. The Caregiver Connection Program allows caregivers to have a safe space to talk about their caregiving journey, to feel less alone and to have a community they can connect with.

Raman Narang
Caregiver Coordinator



“

"I have been on this road for almost 3 years, and I cannot believe everything I have learned. I feel honored that our members trust us to share their private journeys and they have made me feel incredibly welcome." - Tom H

"This support group has opened my eyes to the necessity of taking care of myself while being a good caregiver." - Paulina T

"Considering how difficult and frustrating navigating the healthcare system can be this group has been the light at the end of a very long tunnel. I only wish I had found this group sooner." - Linda K

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You Connect, Website & Social Media

You Connect is our POS System and Membership Program. We have been using this program in RMSS Activity Centres since 2019.

The program has allowed us to effectively streamline much of the work that happens at our front desk. We have been able to automate the process of enrolling new members and tracking their purchases and activities, thus reducing the time and effort required to manage administrative duties for both our staff and volunteers. You Connect is being used in the following capacities:

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

You Connect has helped RMSS to gather valuable information and insights about our membership and their behaviors. This has allowed us to further personalize and provide a seamless customer experience while in our facilities.

**RMSS
membership #**
1,673

**# of drop-in
participants**
33,605

**Website Visits
per Month:**
3,000

★★★★★
Google Rating:
5/5

**Social Media
Posts in a Year:**
329

WEBSITE

The RMSS website has 64 active published pages. These pages are updated and maintained on a weekly basis as well as with each GrapeVine release. Our website is one of our best sources of information for both our members as well as for seniors in the community.

Visitors to our site can read the latest edition of the GrapeVine, find information on programming, services, support, community links, lunch menus, fill out a membership application, or apply to volunteer with us.

On average our website has 2,500 - 3,500 visitors each month! If you haven't checked out our site, please do! www.rmssseniors.org

SOCIAL MEDIA

RMSS continues a steady growing of followers on both Facebook as well as Instagram. Our posts consist of programming information, upcoming events and activities, as well as sharing of community information, news and events that are relevant to our membership.

Our presence on the various social media outlets provides our members new ways to remain involved, connect and be a part of the conversation. If you would like to follow us on either Facebook or Instagram you can search our handle: "rmssseniors" or scan the QR code to connect with us on Facebook.



Vanessa De Freitas
You Connect Coordinator



Facebook
Followers:
647

Instagram
Followers:
265

SCAN ME



Food Services

The RMSS Kitchens are one of the best kept secrets in our communities. Providing hot, healthy and reasonably priced meals to anyone who would like to take us up on this delicious offer (Nope! You don't have to be a senior to enjoy a meal!).

Our two centres provide nutritional opportunities for older adults through three programs: hot lunch program, food bank market program & Meals on Wheels. Our eat in hot meal program's intention is to increase opportunities for nutritional and social support among seniors 55+ and has been operating since 2000. Hot meals help people get together for good food and companionship. Instead of eating alone seniors join us for a low cost lunch. Lunch is served Monday to Friday, 11:30am – 1:00pm at both our Maple Ridge and Pitt Meadows Centres. We do the preparing and clean up while seniors and others enjoy their meal and great conversation.

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

Grace went off on a medical leave in December 2022 and Paula has stepped in to fill her shoes until her return. We continue to see a heavy increase in the cost of food supplies but our kitchen staff have been so creative in still keeping things fresh and delicious.



Finance Committee Report

Operating Results for Fiscal Year: April 1, 2022 - March 31, 2023

The auditor's report for fiscal 2022/2023 was once again clean.

The first full year's operation following the covid closure saw increases in membership numbers, rental revenue and food services. However, food costs increased significantly in the year, resulting in a small loss at year end, albeit a 45% reduction from the previous year's loss. The staff are working with menu options and sourcing of product to keep food costs stable.

Additionally, in the past year the Board began investing excess funds in secure interest paying instruments, GIC's and Term Deposits, to assist in the operation of the Centres. We will continue to do so in the future ensuring access is available should the funds be needed on an immediate basis.

As a Non-Profit Society we receive annual operating grants from both the City of Pitt Meadows and Maple Ridge, but also rely very heavily on annual grants from various companies and organizations such as United Way, First West Credit Union and others to fund specific programs but this does not cover the operating costs of the Centres. The Board and staff work to increase revenue through new and renewed memberships, participation in programs and food sales, to cover operating costs. The Board also actively fund raises through the Duck Race ticket sales, which sees 80% of all ticket sales returned to the Society.

In addition to the grants, the Society also received a significant amount of donations from both members and the general public. The Board would like to thank these individuals for their support of the Society and its ongoing operation.

With the active participation of all Board members and employees working together, we are confident we can ensure the financial success of the Society and continued growth of the two Centres for many years to come.

Finance Committee Members:

Eva Todd, Karen Horjt-Olsen, Don Mitchell & Maria Perretta



Year in Review





2022 - 2023



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



vancouvers
foundation



MAPLE RIDGE
LIQUOR STORE
AT THE CORNER OF 207TH & LOUGHEED



Notes



**Interested in donating to RMSS?
Scan this code to donate today!**