



WESN

WEST END SENIORS' NETWORK

ANNUAL REPORT

2020-2021

Our Vision:

A Vancouver community that supports and empowers older adults to live involved, healthy and fulfilling lives.

Our Mission:

To enhance the quality of life of older adults by providing social, recreational, educational and supportive programs and services that foster connection and inclusion in the broader community.

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WESN

WEST END SENIORS' NETWORK

West End Seniors' Network Remembers *at the 2021 Annual General Meeting*

Ann Pegg	Pamela Leaman
Edward Solitis	Margaret Libbert
Eric Baker	Eva Trojan
Anton Stramitz	Carol Healy
Soli Dastur	Peggy Casey
Jessa Zera	Irene Hollo
Fran Shulman	Richard Thompson
Louise Fowler	Richard St. Amand
Mayer Ickerson	Leila De Maura
Patricia Verrier	Tanja Truelsen
David Rogers	Barrie Knight
John and Evelyn Bell	Malek Visram
Adela Curtean	Edward (Ted) Palmer
Fiona Taylor	Cameron Cathcart
Zoran Tusanov	Joyce Campkin
Christa Petrich	

“One lives in the hope of becoming a memory.”-
Antonio Porchia (Italian poet)



WESN AGM AGENDA

Date: Friday, September 17, 2021

Time: 1 pm - 2:30 pm

Registration: Begins at 12:30 pm

Time	Item
1:00	Welcome and call to order
1:05	“Life in the Theatre” Special presentation by Christopher Gaze, Founding Artistic Director of Bard on the Beach Shakespeare Festival
1:20	Remembering our members and volunteers
1:22	Approval of the agenda
1:25	Approval of 2020 AGM minutes
1:28	Treasurer’s Report
1:31	Auditor’s Report: a) Presentation of 2020-2021 audited financial statements b) Motion to approve 2020-2021 audited financial statements c) Motion to appoint Auditor for 2020-2021
1:45	Motion to establish the annual membership fee
1:48	President’s report
2:00	Committee updates <input type="checkbox"/> Membership <input type="checkbox"/> Space Planning Task Force <input type="checkbox"/> Nomination Committee
2:12	Election of Board Members
2:15	Executive Director’s report
2:23	Questions from our members
2:28	Motion to Adjourn



WESN

WEST END SENIORS' NETWORK

Annual General Meeting (AGM) 2020
West End Seniors' Network Society (WESN)
Friday, September 18, 2020
Via Zoom

Minutes (Draft)

Number of members in attendance: 40

1. Call to Order

The 2020 WESN AGM was called to order by Dr. Joel Oger, WESN President, at 1:00pm.

Dr. Joel Oger noted that we have 40 members in attendance and have met our requirements for quorum for the AGM.

Dr. Joel Oger introduced himself and the other Board members present:

- Marta Filipski (Vice-President)
- Timothy Ng (Treasurer)
- Karsten Kaemling
- Frank McCormick
- Bonnie Quam
- Sara Johnson

Dr. Joel Oger also acknowledged the other Board members not in attendance:

- Abudi Awaysheh (Secretary)
- Jane Goodridge

Dr. Joel Oger introduced WESN Executive Director Anthony Kupferschmidt.

Anthony Kupferschmidt introduced the members of the staff team who work at WESN's three locations:

- Barclay Manor

- Kaitlin Hong Tai, Manager of Programs
 - Abbie Purdy, Administrative and Program Coordinator
 - Michelle Bobyn, Manager of Community Services
 - Sumathy Sudhir, Community Services Coordinator
 - Emily Lonsdale, Life Unlimited Grocery Shopping and Delivery Service Coordinator
 - Agata Feetham, Acting Manager of Volunteer Resources
 - Kari Kessler, COVID-19 Community Response Hub Manager
 - Parveen Chand, Accountant
- Clothes and Collectibles Thrift Boutique
 - Laura Fee, Manager
 - Gordana Smocilac, Assistant Manager
 - Will Tessier, Assistant Manager
 - Fran Linnington, Supervisor
 - Kay's Place Information and Referral Centre
 - Susan Paré, Manager of Support and Information Services
 - Alan Stamp, Manager of Support and Information Services
 - Isamu Yano, Information and Referral Services Coordinator

2. Remembering our Members, Clients, and Volunteers

Anthony Kupferschmidt requested that everyone take a moment and remember WESN members, clients, and volunteers who have passed away in the last year.

3. Approval of Agenda

Motion: To approve the 2020 AGM agenda.
Moved: Joel Oger
Seconded: Bonnie Quem
Vote: Carried

4. Approval of 2019 AGM Minutes

Motion: To approve the 2019 AGM minutes.
Moved: Joel Oger
Seconded: John Turner
Vote: Carried

5. Auditor's Report

Dr. Joel Oger introduced Gary Wozny of Tompkins Wozny to present the 2019-2020 audited financial statements.

a) Presentation of 2019-2020 audited financial statements

Gary Wozny provided a summary of WESN's financial position, and responded to all questions asked of him by the membership.

b) Motion to approve 2019-2020 audited financial statements

Motion: To approve the 2018-2019 audited financial statements as presented.
Moved: Timothy Ng
Seconded: Bob Halliday
Vote: Carried unanimously

c) Motion to reappoint Tompkins Wozny as the auditors for the 2020-2021 fiscal year

Motion: To reappoint Tompkins Wozny as the auditors for the 2020-2021 fiscal year.
Moved: Alison Maher
Seconded: Ken Pepper
Vote: Carried unanimously

6. Motion to establish the annual membership fee for the 2020-2021 year at \$10.00

Motion: To establish the WESN annual membership fee for the 2019-2020 year at \$10.00.
Moved: Jon Boer
Seconded: Avril Sawyer
Vote: Carried

Dr. Joel Oger noted that it will be important for the WESN membership to consider increasing the annual membership fee in the future. The Board of Directors will engage the WESN membership in discussion on this topic over the next year.

7. President's Report

Dr. Joel Oger thanked the current Board members for their service over the past year. In particular, he thanked outgoing Board members Timothy Ng, Bonnie Quam, Sara Johnson and Jane Goodridge.

Dr. Joel Oger acknowledged the extraordinary times we are living in during the COVID-19 pandemic, and that the temporary closure of our Barclay Manor location to in-person programs has impacted how we are reaching many of our members. However, Dr. Joel Oger indicated that WESN responded swiftly to the pandemic by scaling up services and adding new services to respond to the needs of older adults remaining safe at home, and acknowledged increased funding from the United Way of the Lower Mainland that has made this possible. Dr. Joel Oger also acknowledged that WESN is continuing to offer many social, recreational and educational

programs virtually, and thanked the over 250 WESN volunteers who have been instrumental in supporting older adults during the pandemic.

8. Treasurer's Report

Outgoing Treasurer Timothy Ng acknowledged that WESN has again had the strongest year in its history financially, thanks to the hard work of Anthony Kupferschmidt and the rest of the staff team.

Timothy Ng noted that WESN created a Finance Committee this past year to assist with reviewing and advising the Board of Directors on financial policies, investment strategies, tracking audit compliance, financial control procedures, and providing recommendations on funding sources. The Finance Committee had met twice during this time of pandemic, and continues to look forward to ideas, recommendations and suggestions from members in any matter concerning the financial well-being of WESN. Comments can be sent to the Executive Director, who will forward them to the Finance Committee.

9. Membership Committee

Outgoing Board member Bonnie Quam shared that the Membership Committee is focused on engaging WESN members and increasing member participation.

The Membership Committee hosted a meeting of WESN members at Barclay Manor in January 2020 and had a wide-ranging and thoughtful discussion about topics such as extending WESN hours of operation and doing outreach into apartment buildings with a high proportion of older adults.

The COVID-19 pandemic has impacted the ways that the Membership Committee could address the concerns that arose from the January 2020 meeting. Moving ahead, the Membership Committee will look forward to safe ways to implement suggestions from the membership.

10. Space Planning Task Force

Karsten Kaemling, Chair of the Space Planning Task Force, shared that this Task Force was struck in Fall 2019 to take necessary actions for WESN to have sufficient space for members, clients, customers, volunteers, employees, programs, services and activities. Consultants from Inform Planning have been engaged to develop a Functional Program to communicate WESN's space needs to various agencies and levels of government. The Functional Program will assist WESN in securing more space and in decision-making regarding operations into the future.

Members will be invited to participate in a survey and in focus groups to gather input on space, program and service needs. More information will follow in the WESN newsletter and via email.

11. Strategic Planning Committee

Board member Marta Filipski provided an update on the WESN 2018-2021 strategic plan, and stated that the organization is on track with achieving its goals. However, in these unprecedented times, there is a need to regroup in order to understand what work should continue, what should change and what should be put on hold. The Strategic Planning Committee will work closely with the Membership Committee and WESN staff to ensure alignment with needed changes in the context of the COVID-19 pandemic.

12. Election of Board Members

a) Nominating Committee Report

- The Nominating Committee report was presented by Sara Johnson.
- Four members of the current Board of Directors were elected in 2018 for two-year terms and are not required to stand for election this year:
 - Abudi Awaysheh
 - Karsten Kaemling
 - Frank McCormick
 - Dr. Joel Oger
- The Nominating Committee selected for consideration and election the following five individuals for the available seats on the Board of Directors:
 - Marta Filipski (incumbent)
 - Alison Maher
 - Ross McKinnon
 - Stephanie Thomas
- Dr. Joel Oger noted the importance of recognizing that some Board members are not older adults. WESN does not limited Board participation by age, and he stressed the important role that Board members who are not older adults can play.

b) Nominations from the Floor

- Dr. Joel Oger called for any nominations from the floor.
- Dr. Joel Oger called a second time for any nominations from the floor.
- Dr. Joel Oger called a third time for any nominations from the floor.

There being no nominations from the floor, the candidates were therefore acclaimed.

13. Executive Director's Report

- Anthony Kupferschmidt provided an in-depth presentation on WESN activities over the past year:

- The Clothes and Collectibles Thrift Boutique was setting multiple new records and was on track for their best year yet before the COVID-19 pandemic forced us to close our doors.
 - Our intergenerational reading program was featured by the International Federation on Aging.
 - The WESN Peer Support service at Kay's Place was recognized by the Mental Health Commission of Canada.
 - WESN was instrumental in preventing the removal of a bus stop at the corners of Jervis and Davie Street.
 - WESN also participated in public consultations about needed changes to Granville Bridge to improve accessibility and seating.
 - MLA Spencer Chandra Herbert highlighted WESN in the provincial legislature.
 - WESN hosted Councillor Melissa de Genova at Barclay Manor to help kick off the consultation process for a new city-wide plan.
 - WESN was featured in the media more times than ever, and you can read more about what we have done on the At Work page of our website.
 - WESN received a major new grant to expand the Life Unlimited grocery shopping and delivery service into Coal Harbour. This enabled us to restructure the staff team at Barclay Manor to create a Community Services team that united the Better at Home and Life Unlimited services so they are more seamless for clients, and to move toward having a full-time Manager of Volunteer Resources.
 - When the pandemic hit, WESN was named by the Ministry of Health as one of only 24 COVID-19 Community Response Hub agencies across BC, and we were named an essential service. WESN quickly ramped up services like grocery shopping and check-in phone calls, and added new services like prepared meal delivery in partnership with Gordon Neighbourhood House.
 - WESN was recognized for our work by the Consulate General for France in Vancouver.
 - WESN is a member of the Alliance of Seniors' Centres of BC, and we partnered to advocate for extended tax filing deadlines and to ensure that financial benefits for older adults were not disrupted during COVID-19.
 - WESN received a social prescribing grant to help connect family physicians and the older adults they serve with needed programs and services, and we will be launching this service soon.
 - WESN will also be launching a physical activity coaching program called Choose To Move soon.
 - With financial support from the City of Vancouver, WESN will launch NOVA, a Network of Organizations in Vancouver on Aging.
- Anthony Kupferschmidt thanked all WESN members, clients, customers, volunteers, donors, funders and partners for their support.

14. Questions from Members

Dr. Joel Oger and Anthony Kupferschmidt responded to questions from members:

- What programs and services are being offered by WESN now, and what changes in programming will there be going forward?
 - WESN is offering a variety of outdoor programs, including the new Garden Club and picnics in Barclay Heritage Square. WESN is also offering a variety of programs online via Zoom, such as dance classes and TED Talks. WESN plans to add more virtual programs soon, and to offer more in-person programs again when Barclay Manor reopens.
- When does WESN membership lapse, and how can I renew my membership?
 - Your 2019-2020 membership lapses at the end of this meeting. You can visit the WESN website to download the 2020-2021 Membership Application Form. You can fill it out and email it in, and for the first time this year we will accept e-transfers for membership payments. If you don't have access to a computer, the Membership Application Form is printed in every monthly newsletter. You can cut that out and send it to Barclay Manor with a cheque. Or you can come to Kay's Place and renew your membership anytime.
- When can members return for a coffee and chat at Barclay Manor?
 - WESN has been working with the Vancouver Board of Parks and Recreation, the West End Community Centre Association, the City of Vancouver and Vancouver Coastal Health to make a plan to reopen Barclay Manor for programs next month. Watch the October newsletter for more details.
- What are WESN locations doing to adhere to the physical distancing and WorkSafeBC guidelines during COVID-19?
 - WESN reopened the Kay's Place and Clothes and Collectibles Thrift Boutique locations a few months ago following safety guidelines from WorkSafeBC. WESN has increased the frequency of cleaning, and is allowing fewer individuals in at any time. Hand sanitizer is available and all visitors are required to wear masks for face shields.

15. Adjournment

Dr. Joel Oger thanked Board members Sara Johnson, Alison Mahor and Abudi Awaysheh for helping to organize the first virtual WESN AGM, and thanks staff members Kaitlin Hong Tai and Abbie Purdy for their support.

WESN members for attending the AGM and requested a formal motion to adjourn.

Motion: To adjourn the 2020 AGM.
Moved: Marta Filipski
Seconded: Stephanie Thomas
Vote: Carried unanimously

The meeting was adjourned at 2:11 pm.

Recorded by: Karsten Kaemling (Acting Secretary)



Treasurer's Report
Annual General Meeting 2021

Attached are the audited financial statements for the West End Seniors' Network Society (WESN) for the fiscal year ending March 31, 2021, as audited by Tompkins Wozny Chartered Professional Accountants.

This past fiscal year has been a challenge under the impact of Covid, and WESN will continue to face challenges into the next fiscal year as well as recovery and restrictions continue.

Paramount to our financial position has been special funding that has allowed us to remain financially strong during the pandemic and has also provided for Covid response services for our community.

We are currently in a strong position to provide programs and services going forward and look forward to the opportunities ahead.

I would also like to welcome Cathy Hudson as our new bookkeeper to WESN.

Respectfully submitted by:
Ross McKinnon

FINANCIAL STATEMENTS

**WEST END SENIORS'
NETWORK SOCIETY**

March 31, 2021



INDEPENDENT AUDITOR'S REPORT

To the Members of
West End Seniors' Network Society

Qualified Opinion

We have audited the financial statements of West End Seniors' Network Society (the Society), which comprise the statement of financial position as at March 31, 2021 and the statements of changes in net assets, operations, and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion section of the report, the accompanying financial statements present fairly, in all material respects, the financial position of the Society as at March 31 2021 and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Qualified Opinion

In common with many not-for-profit organizations, the Society derives revenue from donations and bequests, a thrift store and fundraising and events the completeness of which is not susceptible to satisfactory audit verification. Accordingly, verification of these revenues was limited to the amounts recorded in the records of the Society. Therefore, we were not able to determine whether any adjustments might be necessary to donations and bequests, thrift store and fundraising and events revenue, excess of revenue over expenses, and cash flows from operations for the years ended March 31, 2021 and 2020, current assets as at March 31, 2021 and 2020, and net assets as at the beginning and end of the years ended March 31, 2021 and 2020. Our audit opinion for the year ended March 31, 2021 was modified accordingly because of the possible effects of this scope limitation.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Society in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Society's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Society or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Society's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

INDEPENDENT AUDITOR'S REPORT

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Society's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Society's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Society to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Report on Other Legal and Regulatory Requirements

As required by the British Columbia Societies Act, we report that, in our opinion, the accounting principles used in these financial statements have been applied on a basis consistent with that of the preceding year.

Tompkins Wozny LLP

Vancouver, Canada
August 24, 2021

Chartered Professional Accountants

STATEMENT OF FINANCIAL POSITION

As at March 31

	2021	2020
	\$	\$
ASSETS		<i>[Restated - Note 14]</i>
Current		
Cash - operating	636,525	628,946
- gaming	96,510	84,117
Term deposits <i>[note 3]</i>	100,000	90,000
Accounts receivable <i>[note 4]</i>	28,265	10,212
Prepaid expenses	5,945	5,682
Total current assets	867,245	818,957
Capital assets <i>[note 5]</i>	23,462	34,454
	890,707	853,411
LIABILITIES AND NET ASSETS		
Current		
Accounts payable and accrued liabilities <i>[note 6]</i>	50,205	28,480
Deferred revenue <i>[note 7]</i>	601,834	631,386
Deferred contributions – Kay's Place <i>[note 8]</i>	7,914	7,914
Total current liabilities	659,953	667,780
Net assets		
Invested in capital assets	23,462	34,454
Internally restricted <i>[note 9]</i>	96,000	96,000
Unrestricted	111,292	55,177
Total net assets	230,754	185,631
	890,707	853,411

Commitments *[note 11]*COVID-19 *[note 13]**See accompanying notes to the financial statements*

On behalf of the Board:

Director_____
Director

STATEMENT OF CHANGES IN NET ASSETS

Year ended March 31

	Invested in Capital Assets \$	Internally Restricted \$	Un- restricted \$	Total \$
2021				
		<i>[Note 9]</i>		
Balance, beginning of year	34,454	96,000	55,177	185,631
Excess of revenue (expenses) for the year	(12,047)	—	57,170	45,123
Investment in capital assets	1,055	—	(1,055)	—
Balance, end of year	23,462	96,000	111,292	230,754
2020 [Restated - note 14]				
Balance, beginning of year	17,048	96,000	76,689	189,737
Excess of revenue (expenses) for the year	(6,504)	—	2,398	(4,106)
Investment in capital assets	23,910	—	(23,910)	—
Balance, end of year	34,454	96,000	55,177	185,631

See accompanying notes to the financial statements

STATEMENT OF OPERATIONS

Year ended March 31

	2021	2020
	\$	\$
REVENUE		
Clothes and Collectibles Thrift Boutique	76,127	184,443
United Way of the Lower Mainland - Better at Home	210,119	150,000
- Service fees	28,707	37,713
- Social Prescribing	52,070	17,500
Canada Emergency Wage Subsidy <i>[note 13]</i>	115,008	—
Donations and bequests	102,133	59,260
Vancouver Coastal Health	80,194	86,844
City of Vancouver	74,596	82,229
Community gaming	73,178	69,430
Vancouver Foundation	50,000	—
Other grants	44,016	24,376
Newsletter and other income	6,598	6,819
Memberships	6,510	9,620
Programs and services	5,459	7,837
Interest	1,779	5,167
Fundraising and events	96	14,622
	926,590	755,860
EXPENSES		
Salaries and benefits <i>[note 12]</i>	507,354	447,938
Contractors	112,190	—
Programs, services and events	126,136	164,383
Office, printing and general	62,367	89,865
Rent and utilities	23,151	23,959
Accounting and audit	22,668	17,134
Amortization of capital assets	12,047	6,504
Consulting	8,339	2,262
Insurance	7,502	7,134
Bank charges	173	328
Bad debts (recovery)	(460)	459
	881,467	759,966
Excess of revenue (expenses) for the year	45,123	(4,106)

See accompanying notes to the financial statements

STATEMENT OF CASH FLOWS

Year ended March 31

	2021	2020
	\$	\$
		<i>[Restated - Note 14]</i>
OPERATING ACTIVITIES		
Excess of revenue (expenses) for the year	45,123	(4,106)
Item not affecting cash		
Amortization of capital assets	12,047	6,504
Changes in other non-cash working capital items		
Accounts receivable	(18,053)	272
Prepaid expenses	(263)	3,767
Accounts payable and accrued liabilities	21,725	(2,345)
Deferred revenue	(29,552)	260,022
Cash provided by operating activities	31,027	264,114
INVESTING ACTIVITIES		
Purchase of capital assets	(1,055)	(23,910)
Purchase of term deposits	(10,000)	—
Cash used in investing activities	(11,055)	(23,910)
Increase in cash during the year	19,972	240,204
Cash, beginning of year	713,063	472,859
Cash, end of year	733,035	713,063
Cash comprises of:		
Operating	636,525	628,946
Gaming	96,510	84,117
	733,035	713,063

See accompanying notes to the financial statements

NOTES TO FINANCIAL STATEMENTS

March 31, 2021

1. NATURE OF OPERATIONS

The West End Seniors' Network Society (the "Society") is incorporated under the Laws of the Province of British Columbia. The Society is a registered charity and is exempt from income tax. The mission of the Society is to enhance the quality of life of older adults by providing social, recreational, educational and supportive programs and services that foster connection and inclusion in the broader community.

2. SIGNIFICANT ACCOUNTING POLICIES

The financial statements were prepared in accordance with Canadian accounting standards for not-for-profit organizations ("ASNPO") and include the following significant accounting policies:

Use of Estimates

The preparation of financial statements in conformity with Canadian ASNPO requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the amounts of revenue and expenses reported during the year. Significant areas requiring the use of management estimates relate to the determination of net recoverable value of assets, in particular as it relates to the useful lives of capital assets. Actual results could differ from these estimates.

Revenue Recognition

The Society follows the deferral method of recognizing contributions as income. Under the deferral method, when contributions are restricted by the donor for use in future periods, they are recognized as revenue at the time that the related expenses are incurred. Revenue is recognized as it is earned in accordance with the following:

Unrestricted contributions are reported as revenue in the current year.

Revenue from the Clothes and Collectibles Thrift Boutique is recognized when the respective goods are sold and revenue from programs is recognized when the respective service is provided.

Donations and bequest revenue is recognized on a cash basis.

Deferred contributions related to capital assets are amortized to income at the same rate as the related capital asset is amortized to expense.

Membership, interest and other revenue is recognized in the year earned.

Canada Emergency Wage Subsidies are recognized as income when the Society meets the conditions of the program and when the Society is reasonably assured of collection of the respective claims.

NOTES TO FINANCIAL STATEMENTS

March 31, 2021

2. SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

Contributed Services

Volunteers contribute time to assist the Society in its operations. However, because of the difficulty associated with determining the fair value of these services, they are not recognized in the financial statements. In 2020, the Society estimates it received 9,376 [2020 - 21,208] hours of volunteer time. These hours are unaudited.

Measurement of Financial Instruments

The Society initially measures its financial assets and financial liabilities at fair value. The Society subsequently measures all its financial assets and financial liabilities at amortized cost.

Financial assets measured at amortized cost include cash, term deposits and accounts receivable.

Financial liabilities measured at amortized cost include accounts payable.

Financial assets measured at cost are tested for impairment when there are indicators of impairment. The amount of the write-down is recognized in net income. The previously recognized impairment loss may be reversed to the extent of the improvement, directly or by adjusting the allowance account, provided it is no greater than the amount that would have been reported at the date of the reversal had the impairment not been recognized previously. The amount of the reversal is recognized in net income.

Capital Assets

Capital assets are recorded at cost and are amortized using the declining-balance method, except for leasehold improvements and video, at the following rates:

▪ Furniture and fixtures	20%
▪ Computers	45%
▪ Leasehold improvements	5 years straight line
▪ Software	100%
▪ Video	5 years straight line

Donated Inventory

Donated inventory received by the Society's Clothes and Collectibles Thrift Boutique is not recorded in the financial statements due to the difficulty in determining the fair value of the inventory.

Use of Barclay Manor

Primary use of the Barclay Manor premises is provided at no cost by the City of Vancouver. The fair market rental value of the premises has not been reflected in the financial statements.

NOTES TO FINANCIAL STATEMENTS

March 31, 2021

3. TERM DEPOSITS

The term deposits bear interest at 1.200% and mature on June 24, 2021.

4. ACCOUNTS RECEIVABLE

	2021	2020
	\$	\$
		<i>[Restated - Note 14]</i>
Trade	3,994	4,637
Accrued interest	920	1,380
Grants	16,220	—
Government receivable - GST	7,654	5,695
Allowance for doubtful accounts	(523)	(1,500)
	28,265	10,212

5. CAPITAL ASSETS

	Cost	Accumulated Amortization	Net Book Value
	\$	\$	\$
2021			
Furniture and fixtures	109,504	97,147	12,357
Computers and software	45,099	34,396	10,703
Leasehold improvements	18,924	18,522	402
Video	5,000	5,000	—
	178,527	155,065	23,462
2020			
Furniture and fixtures	108,449	94,057	14,392
Computers and software	45,099	25,640	19,459
Leasehold improvements	18,924	18,321	603
Video	5,000	5,000	—
	177,472	143,018	34,454

6. ACCOUNTS PAYABLE AND ACCRUED LIABILITIES

	2021	2020
	\$	\$
Operations	27,855	27,474
Government remittances	22,350	1,006
	50,205	28,480

NOTES TO FINANCIAL STATEMENTS

March 31, 2021

7. DEFERRED REVENUE

Deferred revenue is comprised of the following:

	2021	2020
	\$	\$
City of Vancouver	175,518	211,474
Vancouver Coastal Health	150,069	149,903
Private Donors	84,656	87,258
Gaming	96,442	84,070
United Way of the Lower Mainland	50,045	63,000
Active Aging Society	26,754	29,252
Other	18,350	6,429
	601,834	631,386

8. DEFERRED CONTRIBUTIONS - KAY'S PLACE

The Society has received \$7,914 of contributions which must be spent on Kay's Place.

9. INTERNALLY RESTRICTED NET ASSETS

The Society has internally restricted the following amounts:

	Contingency for Operating Expenses \$	Future Capital Expenditures \$	Sustainability Reserve - Future Market Rents \$	Totals \$
2021				
Balance, beginning of year	70,000	20,000	6,000	96,000
Restrictions made in year	—	—	—	—
Balance, end of year	70,000	20,000	6,000	96,000
2020				
Balance, beginning of year	70,000	20,000	6,000	96,000
Restrictions made in year	—	—	—	—
Balance, end of year	70,000	20,000	6,000	96,000

NOTES TO FINANCIAL STATEMENTS

March 31, 2021

10. FINANCIAL INSTRUMENTS

The Society is exposed to various risks through its financial instruments. The following analysis presents the Society's exposures to significant risk as at March 31, 2021.

Credit Risk

Credit risk is the risk that the Society will incur a loss due to the failure by its debtors to meet their contractual obligations. The Society is exposed to credit risk with respect to its cash, term deposits, and accounts receivable. The Society limits its exposure to credit risk by placing its cash in bank accounts and its term deposits with a credit union.

Interest Rate Risk

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The Society is exposed to interest rate risk on its cash and term deposits.

Liquidity Risk

Liquidity risk is the risk that the Society will not be able to meet its cash requirements or fund obligations as they become due. The Society maintains adequate levels of working capital by preparing budgets to ensure all its obligations can be met when they fall due.

11. COMMITMENTS

i) The Society is committed to a photocopier lease requiring annual payments of \$6,061. The lease expires in September 1, 2026.

ii) The Society is committed to the lease of two locations (Kay's Place and Clothes and Collectibles Thrift Boutique) for a period ending in October 2022 with a renewal option for another two five year terms. Base rent charged by the City of Vancouver is \$10 for each of the five year terms and the Society is responsible for common area costs of approximately \$20,000 per year.

12. WAGES AND BENEFITS AND CONTRACTORS

Pursuant to the British Columbia Societies Act, the Society is required to disclose remuneration paid to employees and contractors who are paid over \$75,000 or more during the fiscal year.

Salaries and benefits include \$86,008 paid to one employee [2020 - \$83,810].

NOTES TO FINANCIAL STATEMENTS

March 31, 2021

13. COVID-19

In March 2020, due to COVID-19, the Society closed all current locations to the public until further notice.

The Clothes and Collectible Thrift Boutique reopened to the public June 24, 2020 as did Kay's Place on July 8, 2020. Barclay Manor reopened to the public on October 26, 2020. The closure of the Clothes and Collectible Thrift Boutique had a significant impact on the revenue generated by the Society. The closure of Barclay Manor and Kay's Place also had a similar affect on the Society. The inability to offer the same range of in-person programs and events has negatively impacted both the membership and the program revenues.

During the year, the Society received Canada Emergency Wage Subsidies in the amount of \$115,008 [2020 - \$Nil].

14. ACCOUNTING ADJUSTMENT

The comparative financial statements have been adjusted for endowment assets, net endowment assets and a previously recorded accounts receivable relating to a grant.

Below is a summary of the impact of the above adjustments to the March 31, 2020 balances:

	As Previously Reported	Adjustment	Restated Amount
	\$	\$	\$
Statement of Financial Position			
Restricted cash and investments	28,397	(28,397)	—
Accounts receivable	23,640	(13,428)	10,212
Deferred contributions – Kay Stovold	—	7,914	7,914
Endowment net assets	28,397	(28,397)	—
Unrestricted net assets	199,059	(13,428)	185,631
Statement of Operations			
No impact			
Statement of Changes in Net Assets			
Balance beginning of year (March 31, 2019)			
Endowment net assets	29,752	(29,752)	—
Unrestricted net assets	203,165	(13,428)	189,737

The statement of cash flows has also been adjusted to reflect the restatement.

NOTES TO FINANCIAL STATEMENTS

March 31, 2021

15. ENDOWMENT FUND - KAY STOVOLD MEMORIAL FUND

The Kay Stovold Memorial Fund is administered by the VanCity Community Foundation. As at March 31, 2021, the market value of the Fund totaled \$24,887 [2020 - \$20,481].

President's Report for AGM 2021

West End Seniors' Network

It has now been 6 years that Frank McCormick has invited me to join the Board of Directors of WESN. I am not too sure why I accepted. It certainly has to do with Frank's nice manners, it was also because as a WestEnder, I wanted to return to the Community some of the benefits I had found in living here!

I live in the Village and it is the first time since moving to Europe that I find the local life of a small European village. I can walk everywhere, do my shopping by foot. I now meet people in the street whom I know and who know me. And this feeling of a Community is re-inforced everyday I go to Barclay manor, or visit Kay's Place or C&C in the Denman mall.

When I joined WESN, I was attracted by the camaraderie and the equalitarian feelings which were coming out of our Board and our Society. There was, however a feeling of elitism coming out of the Board of Directors. With the whole Board, we decided to open up!

We started by introducing the notion of Committees. When there is too much work to be accomplished in one area, the Board tasks one or two of its members to create a committee, define the terms of reference and meet to resolve the problems at hand. Committees do not directly make decisions, they report to the Board of Directors who make the decision in the form of a Motion and charge the Executive Director of executing them. We now have a Finances Committee, a Membership Committee, a Space Planning Committee, each with its own terms of references. In a few minutes, these Committees will present their report through their presidents.

The second step consisted in inviting individual members to join Directors and Board members of WESN to work of those committees. Members from the membership and Board members working together on the same problems fosters the circulation of ideas in both directions. This has already started to bear fruits: The work of the Executive Director has been lightened up; Directors and members have been brought closer together.

If the Committees are working well, the Covit-19 situation has not been helping Communications very much. On the other hand this epidemics has revealed the strength of

our organization under the leadership of our Executive Director, Anthony Kupferschmidt. Under his guidance we have been designated as one of the “Hubs” of the City of Vancouver response to the pandemics. Our staff has been re-organized with a hub co-ordinator (this is Kari Kessler, who has now moved to the position of interim ED until we find a new ED) .

I have worked 5 years at the head of the Board. It is now time to elect new Directors and this new Board will In turn elect a new President. I am certain that this new Board will bring WESN to another level in being the strongest support for Seniors in Vancouver.

Joel Oger



WESN Membership Committee Annual Report 2021

Chair: Alison Maher

Members: Jane Goodridge, Anthony Kupferschmidt, Jenna MacLeod, Frank McCormick, Joel Oger, Bonnie Quam

We thank YOU for being a loyal West End Seniors' Network member and value YOUR support and involvement over the year. Remember that WESN belongs to you, and as a non-profit society, is membership driven.

The membership committee's purpose is about YOU, the members. Our two main goals are to increase membership numbers and achieve membership participation, or as we like to say it, engage members.

The Covid-19 pandemic social restrictions challenged our ability to connect as deeply and impactfully as we wanted to this year. However, we successfully managed membership drives virtually through perseverance and the loyalty of members. We want to acknowledge how committed WESN staff ably who organized membership drives and related member communications, as well as staff and volunteers at Barclay Manor, Clothes & Collectibles and Kay's Place that receive member applications and provide application forms to individuals. We could not do this without you.

By end of June 2021 WESN had 745 members, 11% lower, or 85 members less than same time in 2020. We are optimistic we shall see growth in membership this coming year, when we can hold more in-person events with membership drives attached to them.

2021 saw the launch of, MEMBERS MATTER, a virtual outreach to members to see how you were doing and hear your stories and comments. This started with a series of articles and questions in the WESN Newsletter. We received many interesting replies. Member input, questions and ideas got addressed by the board and staff. Mainly, people told us how important social connection with each other and how important WESN social and programming is. WE HEAR YOU!!

MEMBERS MATTER will move to the next phase in Fall 2021. Our aim is to keep connected and deepen interaction with us all... members, staff, volunteers, and board members.

MEMBERS CHATTER will be an in-person event that recurs monthly and will involve us all at WESN. We are excited about this prospect and hope you are too! Townhalls for focused discussion with members to surface your thoughts, questions and wishes for WESN now and in the future, will be a part of this initiative. Stay tuned!



Goals for the 2021 - 2022 fiscal year include more integrated membership drives, both formal and informal, at events, and outreach to engage YOU, to help determine your interests for program and services, and continue to build out the vibrant social network that makes WESN special.

The membership committee shall continue its work with involvement of YOU, the board, and WESN staff to help answer and address your questions, issues or concerns. The new WESN board will be reaching out over the next year and welcomes your input. To reach us please email us at board@wesn.ca. Thank YOU for being part of WESN. We look forward to good things to come.



WESN Space Planning Task Force Committee Report 2021

Chair: Karsten Kaemling

Members: Joel Oger, Ross McKinnon, Atiya Mahmood, Anthony Kupferschmidt

The Space Planning Task Force, (SPTF) organised to meet monthly over the last year in order to continue the analysis with regard to space needs for WESN.

In particular the Space Needs Assessment Functional Program was published in February of 2021. Consultations including surveys, and workshops which were held virtually and in person, as well as Zoom sessions during the Covid-19 pandemic in collaboration with a consultation team were held to gather information leading into understanding better the functional and spatial requirements of the activities to be accommodated by WESN.

This report is now in the hands of key priority partners including the City of Vancouver, West End Community Centre Association, and the Park Board.

The SPTF was also implicated in the Phase 1 in the Pre-engagement Session with the City of Vancouver, (COV) and their consultants on the reimagining of the West End Community Hub, also referred to as 'Area F' as noted in the City of Vancouver West End Community Plan.

Through the SPTF, WESN has accepted to assist the COV consultants with Phase 2 and will liaise with them regarding implication and outreach to the general public in the West End through various engagement activities taking place later this fall of 2021.

Goals for the 2021 - 2022 fiscal year include, the development of a fundraising campaign for future space and expansion requirements as well as continued interaction with COV consultants regarding the 'Area F' redevelopment plan.



WESN Nominating Committee Report 2021

Chair: Joel Oger

Members: Jane Goodridge, Sara Johnson, Alison Maher

There are four members of the current Board of Directors who were elected in 2020 for two-year terms and are not required to stand for election this year:

1. Marta Filiski
2. Alison Maher
3. Ross McKinnon
4. Stephanie Thomas

As per WESN bylaws, each year the Board of Directors appoints a Nominating Committee to select a proposed slate of candidates for election. The nominating Committee interviews prospective candidates to ensure that they have the relevant background, interest in older adults, and experience to cover the spectrum of skills a not-for-profit organization needs for prudent management. The Nominating Committee has selected for consideration and election the following individuals for the available seats on the Board of Directors:

5. Dawid Cieloszczyk
6. Jane Goodridge* (running for another year)
7. David Harvey
8. Sara Johnson
9. Karsten Kaemling*(running for another 2-year term)
10. Bonnie Quam
11. Omid Toub

* Incumbent running for re-election for another term



WESN Board Nominee Bios 2021

1. Dawid Cieloszczyk

Dawid joined Koskie Glavin Gordon as a civil litigator in August 2020. In his role there he advocates for unions and workers at arbitrations, tribunals, and in courtrooms on a wide array of matters.

After obtaining his Honours Specialization in Philosophy at Western University and J.D. from the University of British Columbia, Dawid has worked at civil and criminal litigation firms in Vancouver. Before joining Koskie Glavin Gordon, he spent much of his time on his feet representing clients before tribunals, and in Provincial and Supreme Court, at examinations for discovery, mediations, chambers, and at trial. Dawid has engaged in complex litigation, including cases involving experts.

Dawid provides clients with pro-bono summary legal advice through Access Pro Bono on a wide array of legal issues, including contracts, employment and human rights, insurance, disability, privacy, and consumer protection and fraud issues.

2. Jane Goodridge*

I was born in Brockville, Ontario and spent the first 15 years of my life moving between various military bases throughout Canada. Upon my father's retirement our family returned to the small picturesque town of Niagara-on-the-Lake, Ontario. I lived there on and off throughout my adult life until my move to Vancouver 13 years ago.

For over thirty-five years I worked for the federal government as an Investigator with Employment and Immigration and as a Customs Inspector with Canada Border Services Agency in Ontario and British Columbia. During my time with Canada Border Services Agency I also worked as a trainer at our National Training Centre in Quebec. I have been retired since 2012.

I am putting my name forward for consideration as a member of the WESN's Board of Directors because I am at a time in my life when my grandchildren no longer require my time for after school care, and as a result I have more free time on my hands to do the things that are truly important to me. I toyed with the idea of becoming a volunteer, but there was nothing that I could think of that I would be comfortable doing. It was serendipity that I was approached by a member of the board to see if I had an interest in the position. I thought about it for about two minutes and said yes. The West End is a very special neighbourhood that goes far beyond the scenery and the weather. When I made the decision to move to Vancouver the choice was between Kitsilano and the



West End; the West End was vibrant, neighbourhood people were everywhere, doing errands, walking pets or just out for a stroll.

When I settled in I started doing the gardening for my building and something truly wonderful happened. Everyone stopped to chat, we talked about everything, the weather, politics, our neighbourhood, bike lanes, rents, condo prices, gardens, families and a myriad of other topics. I started to notice something else, the people who stopped to talk were from all economic backgrounds from the “recyclers” to multi-millionaires, from kids to seniors, all ethnicities and we all talked as equals.

From time to time someone would ask if I had seen a certain person lately, they might not know the person’s name but could describe them, if I had seen them I would let them know, or they would let me know when someone was no longer part of the neighbourhood because they had moved to a care home or hospital, to live with family or they had become ill or had died; people showed a real caring and concern for their neighbours. It occurred to me that I wasn’t really living in the middle of a city but in a small town. I would very much like to be able to give something back to this fabulous neighbourhood.

** Incumbent running for re-election for 1 year*

3. David Harvey, M.Ed., B.Comm., CPHR

An HR professional and educator with 30+ years of experience in post-secondary, hospitals, government, forestry and consulting including roles as the Chief HR officer of a hospital, a post-secondary institution and as the CEO of a 2800-member employee association. David has been teaching in the BBA-HR program in the School of Business at Kwantlen Polytechnic University since 2006 and carries a private consulting practice in addition. His master’s thesis explored how to improve customer service at B.C. post-secondary institutions.

David’s background includes extensive organizational development, labour relations and OH&S experience. He has presented arbitrations and cases at the LRB and the former Employment Standards Board; negotiated collective agreements for both management and union; and resolved hundreds of grievances.

David has been an active volunteer at CPHR: chairing it’s strategic planning task force in the late 90’s, a board member and later chair of the conference committee for 3 years. He has made presentations at CPHR conferences on outsourcing and investigation techniques; and presentations on pandemic preparedness in a variety of settings.



Areas of consulting practice include: labour relations, compensation, organizational strategy and its nexus to HR, customer service, training, OH&S, facilities use and development, and the interface between corporate culture and the physical facilities of organizations.

David is happily married to Thalia and they have 4 adult children plus 2 daughters-in-law. His interests include: travel, a variety of fitness activities, reading, motorcycling, sailing, family and friends time, craft beer and good food of just about any description.

4. Sara Johnson

Sara has over 12 years of experience working in the healthcare sector in Vancouver, and is currently working as a Community Network Manager at the Vancouver Division of Family Practice. Prior to this she worked on the People and Culture team in Employee Engagement at Vancouver Coastal Health where she helped to design and facilitate staff and physician recognition and engagement programs.

From 2014-2020 Sara served on WESN's Board of Directors, and during that time she was Chair of the Board Recruitment and Development Committee. She also currently volunteers with other non-profit organizations and is a Board Director with the Vancouver General Hospital Thrift Store, a Wish Grantor and Family Interviewer with Make a Wish BC/Yukon, and she is a patient care visitor in Vancouver General Hospital's Palliative Care Unit as part of Vancouver Coastal Health's Volunteer Resources. Sara also runs women's mindfulness and yoga retreats, West Coast Women's Retreats, at Camp Latona on Gambier Island.

5. Karsten Kaemling*

Karsten Kaemling is a retired civil servant, having completed his career with a federal government ombudsman's office. Post retirement Karsten first volunteered with Century House in New Westminster in the Peer Support Program, and then once settled in the West End he joined WESN at Kay's Place as an Information and Referral Desk Volunteer.

Later, as a staff member Karsten took on the challenges relating to the establishment of the WESN Housing Program, also developing and presenting seminars, along with the involvement of co-managing Kay's Place.

Since becoming a member of the WESN Board, Karsten was nominated as the Chair to the Space Planning Task Force which is mandated to review the future space needs of WESN.

** Incumbent running for re-election*



6. **Bonnie Quam**

Bonnie spent over 20 years working with elders as a community organizer after receiving a Traineeship in Aging from the University of Oregon. Her main work centered on working with different stakeholder groups and program development at a grassroots level.

Bonnie has extensive experience in promotion, public speaking and marketing from her work as a community activist, small business owner, and her former employer, Costco. Additionally, she has served on numerous boards. During her work as Co-chairperson of an environmental group in the Fraser Valley, she received a Commemorative Medal for the 125th Anniversary of Canadian Confederation, from the Government of Canada.

She served on WESN's board from 2014 to 2020. During this time and as part of her former employment with Costco, Bonnie had the privilege of working together with WESN at Lord Roberts Elementary School (inner city school in the West End) on a 15-week tutoring program for struggling emerging readers.

With the support of trained dedicated WESN volunteers, the program will be moving into its 7th year of existence. Bonnie wants to acknowledge and recognize the wonderful past teams of WESN volunteers, who were so generous with their time, commitment and expertise!

As a potential board member, Bonnie is excited about continuing to work with staff and membership to build meaningful community relationships and continue to increase the visibility of the mandate of WESN.

7. **Omid Toub**

Omid has over 14 years of experience working in various leadership roles in the innovation, healthcare, biotechnology, and consulting sectors. In his current role, he serves as the Head of Corporate Development & Partnership at Creative Destruction Lab, a non-profit organization that delivers an objectives-based program for seed-stage, science- and technology-based companies. In previous roles at the Divisions of Family Practice, a healthcare related non-profit, Omid was intimately involved with planning and implementation of initiatives that helped to improve primary care in Vancouver and other areas of BC.

Omid holds a Master of Business Administration (MBA) with a finance specialization and an M.Sc. in Medical Genetics from UBC. He has substantial training in financial and business modelling, analytical and research methodologies, negotiations, fundraising and report preparation. He has experience working with non-profit organizations and



appreciates the value WESN can provide to the community.

**Annual General Meeting
Friday, September 17, 2021
Executive Director Report**

WESN had both a very successful and very challenging year. Just as the 2020-2021 fiscal year was beginning, the COVID-19 pandemic forced us to close our three locations to the public. That changed how we worked to support older adults in the West End, Coal Harbour and Yaletown, but we never stopped working for you.

We were named by the Ministry of Health as an essential service and one of only 24 dedicated COVID-19 Community Response Hub agencies for older adults across BC. We quickly ramped up services like grocery shopping and delivery and check-in phone calls, and added new services like prepared meal delivery in partnership with Gordon Neighbourhood House. The demand for these services was unprecedented, and we are proud of how we helped to support many of you to stay safe at home. Over the course of the year we delivered 3,267 grocery orders and 7,773 prepared meals, and provided 5,123 check-in phone calls.

We added virtual programs and more outdoor programs to ensure that older adults had opportunities to stay connected and avoid the isolation and loneliness that can happen from trying to remain safe during a pandemic. For example, we hosted the first virtual Strawberry Festival, Aging With Pride and Company for Christmas events, and expanded our partnership with the Dance Centre to include both virtual classes and onsite classes at their studio once it was safe to do so. We also adapted our income tax clinic to keep members, clients and volunteers safe, and as a result served more older adults than ever before. In addition, we partnered with Volunteer Grandparents on a Letters to Seniors program to send messages to isolated older adults, and with our local MLA to host a virtual Seniors Mental Wellness Forum. In total, we hosted over 1,436 hours of one-to-one or group social, recreational and educational programming over 1,210 sessions for 3,815 participants.

As conditions allowed, we also began reopening our physical locations. For example, the Clothes and Collectibles Thrift Boutique is slowly expanding its hours of operations and capacity to pre-pandemic levels while working to process all of your generous donations from the time you had at home to clean out your closets.

The work happening out of our Kay's Place location also grew in response to demand this past year. We expanded our Seniors In Need Fund by adding an individual application process and by formalizing partnerships with three local pharmacies to help ensure that low-income older adults don't have to choose between filling their prescriptions, buying groceries, paying rent, or covering the costs of other unexpected expenses. Our Housing Navigation service became part of the provincial Seniors Housing Information and Navigation Ease (SHINE) network, and we assisted many older adults to access the BC Recovery Benefit through our Information and Referral (I&R) service. In fact, we provided I&R support to 6,092 individuals and 130 Housing Navigation appointments through Kay's Place.

We have also continued to strengthen the Alliance of Seniors' Centres of BC. We collaborated with the South Granville Seniors Centre and the 411 Seniors Centre on the Enabling Connections initiative to get computer tablets into the hands of low-income older adults. With financial support from the City of Vancouver, we are also opening formal consultations with other seniors' centres in Vancouver (including Brock House Society, Vancouver Second Mile Society, the Oakridge Seniors' Centre and others) about joining this Alliance to amplify the voice of seniors' centres as an important resource to support older adults to age well in the community.

As a result of increased grants and donations, WESN finished the 2020-2021 fiscal year in its strongest financial position ever in its history. We also have more staff than ever before, including a dedicated Manager of Volunteer Resources role that we have never had before. Our work was also featured by the West End Journal, Georgia Straight, CBC, CTV, the Province, Global News, the Vancouver Sun, the International Federation on Ageing, Simon Fraser University and the BC Association for Community Response Networks. We also launched two important new programs and services in the last year. Choose To Move is a new physical activity coaching program, and the LinkAGE Social Prescribing service helps connect family physicians and the older adults they serve with needed

programs and services. Even our monthly newsletter had to grow to its largest size ever to contain all of the work we have done!

I am also very excited about what the future holds for WESN. We were chosen by the City of Vancouver to lead the creation of NOVA, the Network of Organizations in Vancouver on Aging. We will also be expanding our Close To Home program to bring social, recreational and educational programs into the lobbies and common rooms of local multi-unit residential buildings where older adults live.

With that being said, WESN was hit hard by COVID-19, and our financial position may not be as strong this year as it was this past year. Thank you all for renewing your memberships and for donating to WESN so we can weather this storm together and stay strong to support our community.

We are also incredibly grateful to our partners, donors, sponsors and funders who have stood with us over the past year, and to all of our volunteers who supported our programs, services and locations before and during COVID-19. We have been able to meet the need because of you.

I also want to thank the Board of Directors for their support. Leading an organization like ours is not always easy, and I am very grateful for everything they have done to move WESN forward during a pandemic.

In closing, I want to thank all of the staff for everything they have done to support WESN over the past year. Laura, Gordana, Fran, Will and Brenda at Clothes and Collectibles, Alan and Susan at Kay's Place, and Kaitlin, Abbie, Michelle, Suma, Emily, Parveen, Ricky, Jenna and Joe at Barclay Manor – we are continuing to get through this crisis because of you, and I am eternally grateful for how you have helped to meet the needs of older adults in our community. Thank you so much to this incredible team!

And lastly, I want to recognize my colleague Kari Kessler. Kari joined WESN at the very beginning of the pandemic to serve as our COVID-19 Community Response Hub Manager and help ensure that many of our members and clients were well supported during these challenging times. I am very excited that she has stepped into the Interim Executive Director role, and I know that she will do a wonderful job as the Board of Directors works to hire a new permanent Executive Director.

It has been an incredible honour to serve WESN over the past 6+ years. I am deeply saddened to leave this amazing organization as I take a new position at a similar organization in Langley, but I am very excited to see where WESN goes from here under new leadership. I will always cherish my time in the West End and remember the WESN members, clients, customers and volunteers I had the pleasure to get to know.

Yours in aging,
Anthony Kupferschmidt



Contact Information Annual General Meeting 2021

Barclay Manor

1447 Barclay Street
604-669-5051
info@wesn.ca

- Kari Kessler Interim Executive Director
- Kaitlin Hong Tai Manager of Programs
- Jenna MacLeod Administrative and Program Coordinator
- Evelyn Boe Manager of Volunteer Resources
- Sumathy (Suma) Sudhir Manager of Community Services
- Joe Humphries Community Services Coordinator
- Emily Lonsdale LinkAGE Social Prescribing Navigator
- Ricky Jhauj Choose to Move Activity Coach
- Cathy Hudson Bookkeeper

Clothes and Collectibles Thrift Boutique

110 - 1030 Denman Street
Denman Place Mall
604-682-0327
clothes@wesn.ca

- Laura Fee Manager
- Gordana Smocilac Assistant Manager
- Will Tessier Assistant Manager
- Brenda Wong Supervisor

