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DECEMBER 2023



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Equity, Diversity, Inclusion West End Seniors' Network commits to a diverse, inclusive, equitable, and accessible environment in which members, clients, staff, volunteers, and board feel respected, valued, and included regardless of gender, age, race, ethnocultural identification, ethnicity, religion, immigration status, socioeconomic status, life experience, housing status, heritage, national origin, ability, sexual orientation or identity, disability, education, or bias. We commit to non-discriminatory practice, with equal opportunities for employment, volunteering, and advancement.

RESPECT POLICY

At the West End Seniors' Network (WESN) we strive to provide a safe, inclusive and welcoming space for all who enter. We value and celebrate the diversity of our senior community. In order for our community to be respectful of all we uphold the following:

- All persons are treated with respect, patience, kindness and understanding and we recognize and celebrate the uniqueness of each individual.
- This is a shared space. We work together to maintain a safe and welcoming environment at all times.
- We respectfully acknowledge that we gather on the unceded, occupied, ancestral, and traditional homelands of the Coast Salish peoples: xʷməθkwəy̓əm (Musqueam), Skwxwú7mesh (Squamish) and Səl̓íl̓wətaʔ/Selilwitulh (Tsleil-Waututh) Nations.
- All are welcome here without judgement regardless of age, gender, sexual orientation, financial status, culture, heritage, race or ethnicity, language, immigration or family status, faith and beliefs, or political affiliation.

You are always welcome at WESN. But, if there are behaviours that conflict with our respect policy, it will be that person's behaviour that is asked to leave until a mutual resolution can be found.

THE WEST END SENIORS' NETWORK

Vision A Vancouver community that empowers and supports older adults in healthy, involved, fulfilling lives.

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

Our Place We respectfully acknowledge that we gather on unceded, occupied, ancestral, and traditional homelands of the Coast Salish peoples: xʷməθkwəy̓əm (Musqueam), Skwxwú7mesh (Squamish) and Səl̓íl̓wətaʔ/Selilwitulh (Tsleil-Waututh) Nations.



SPENCER CHANDRA HERBERT

MLA WESTEND & COAL HARBOUR



THANKFUL

FOR ALL THOSE
VOLUNTEERING THEIR
TIME IN THE WEST END
& COAL HARBOUR.

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DEDICATION MAKE
OUR COMMUNITY AN
EVEN BETTER PLACE.



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spencerchandraherbert.ca



s.chandraherbert.mla@leg.bc.ca

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presents



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A Year to Remember

President of Board David Harvey

This has been a very busy and sometimes exhausting year for your Board and Staff. Our Executive Director, Claudine Matlo, will address issues from the Staff perspective, and I will cover Board matters. That said, on behalf of the entire Board, I would like to thank our staff, who have stuck with us through pandemic, leadership change and other challenges. It is through their efforts that WESN provides services to our members and others.

In the months before April, when Claudine was hired, Jane Goodridge who was then our President, was actively involved in the day to day operations of WESN. With support from other Board members, Jane was tireless in resolving the many issues that WESN faced and was onsite, literally daily, making sure things kept working. In recognition of Jane's service "above and beyond" and following member suggestions to find ways to assist members in financial difficulty, the Board recently decided to launch "Jane's Fund". Under this banner we will raise funds so WESN staff will have financial resources to help people when there are needs that additional money will assist in resolving.

I thank the following members who completed their terms on the Board during this past year: Karsten Kaemling, Marta Filipski, Jane Goodridge, Omid Toub and Ross McKinnon. Each of them served WESN well as we addressed the issues of change of leadership and re-organization of our finances.

It is also appropriate to take time to recognize the current Board members, both those continuing and those newly elected at our recent Annual General Meeting. They are continuing members: Sara Johnson, Bonnie Quam and Dawid Cieloszczyk; and newly elected: Serena Chu, Gary Glacken [Vice President], Maheen Jamaal [Treasurer] and Theo Madeley [Board Secretary]. As a group we are already engaged in planning for WESN's future.

All of us on the Board look forward to meeting members at upcoming events throughout the year, and we invite members to contact us if you have comments or suggestions.

You can send emails to us at: board@wesn.ca

David



Executive Director Claudine Matlo

2023 has certainly been a productive year and one of transitions. In April, I had the privilege to begin here as our new Executive Director. I could not be happier. During the past nine months I have had an opportunity to witness first hand the incredible work the staff, volunteers and the board does. We saw the departure of two of our long-time board members – Jane Goodridge and Marta Filipski - two women who have been dedicated to leading and uplifting WESN. At our AGM the new board was voted in. I can truly say – we are set

for success. They are a powerhouse team with big plans for WESN, stay tuned!

We saw our members slowly return to programs and activities and we are back to our pre-pandemic programming, services and attendance. Our Strawberry Festival was a hit, with more than 500 people attending, 20 different partners.

We began to deepen our understanding and implementation of Equality, Diversity and Inclusion with a workshop with the staff team, followed by one with the board later in the year. We have also

revised and updated our respect policy to ensure the safety of all who join us at WESN.

The process of Strategic Planning began by hosting two community dialogues. We heard more about how WESN matters to our membership and had a generative conversation about ideas for the future. There will be more dialogues in 2024 with members, staff and the board before we harvest our learnings and develop the new strategic plan to take us into the next three years.

I have had a small glimpse into the resiliency of our members and seniors community and see how our members lift each other up in times of need. Stories include a senior who was living in their office and was helped to find a new home, WESN is their chosen family, and that seniors have found a space here for self-reflection and growth (notes from Anecdote Circle, Oct 2023).

On a more practical level – the financial situation of WESN is positive. Generous donations from our community members continue to allow us to be responsive to the needs of our community, sales from Clothes and Collectibles have returned to pre-pandemic levels, giving us a solid foundation to grow from; and donors who continue to see the incredible value of the work that we do.

Our partnerships in the West End have expanded and we look forward to welcoming new partners, members, and volunteers in 2024. As we move into 2024, we look forward to rolling out our new strategic plan (April), a newly designed website, and continuing to contribute to the well being of all seniors in the West End.

Claudine



Operations Manager Joe Humphries

2023 was a year of a lot of change for WESN! In the Administration team, we created a new Manager of Operations role, first filled by Evelyn Boe and then by me in September. This role supports the Executive Director with finance, HR, and office management across our three sites. While you may not see us that often, the Administration team works in the Administration office at Barclay Manor. It has primary responsibility of supporting the staff team to ensure all of our programs and services are delivered to you and seniors in our community as effectively as possible.

Financially, we have 415 new or renewed memberships since the September AGM. In 2023, we had more than \$42,000 in donations from our generous contributors -- we can't thank them enough! Our staff team brought in more than \$500,000 in grants to continue to grow our team and to diversify our offerings of programs and services.

In human resources, we had six new staff members join the WESN team, including our Executive Director, Claudine Matlo. We also saw some of our existing staff move to new roles or expand their roles and scope of responsibilities. 2023 was a year of big change at WESN. Our staff did an outstanding job of stepping up and supporting one another to ensure that operations at all of our three sites ran smoothly.

We're looking forward to 2024. We expect to see some new projects and programs being implemented, as well as the growth of existing services that we offer -- such as Better at Home, Close to Home, and Tech Support. We're looking forward to upgrades in our Denman Mall locations, as well as to new partnerships with other organizations in the community to make sure we are meeting the needs of all seniors in the West End.

Joe

Stay in the Loop

FALL PREVENTIONS TIPS Did you know that falls are the most common injury among Canadians over age 65? Even though that's true, most older adults would rather not think about falling. It's scary to imagine, and sometimes hard to acknowledge that our bodies are aging. But it doesn't need to be. The good news is there are some straight-forward ways to avoid falls, according to the Mayo Clinic (www.mayoclinic.org/healthy-lifestyle/healthy-aging/in-depth/fall-prevention/art-20047358)

1 Talk to your doctor. Ask them to review your medications because sometimes falls can be caused by medication side effects. Let them know if you have fallen before and what happened. Make sure to tell them about any dizziness, shortness of breath, joint pain, or numbness in your feet or legs.

2 Keep physically active. You don't have to run or bike! Walking, aquafit, tai chi, and other forms of gentler exercise will help you stay strong, and improve balance, muscle strength and flexibility.

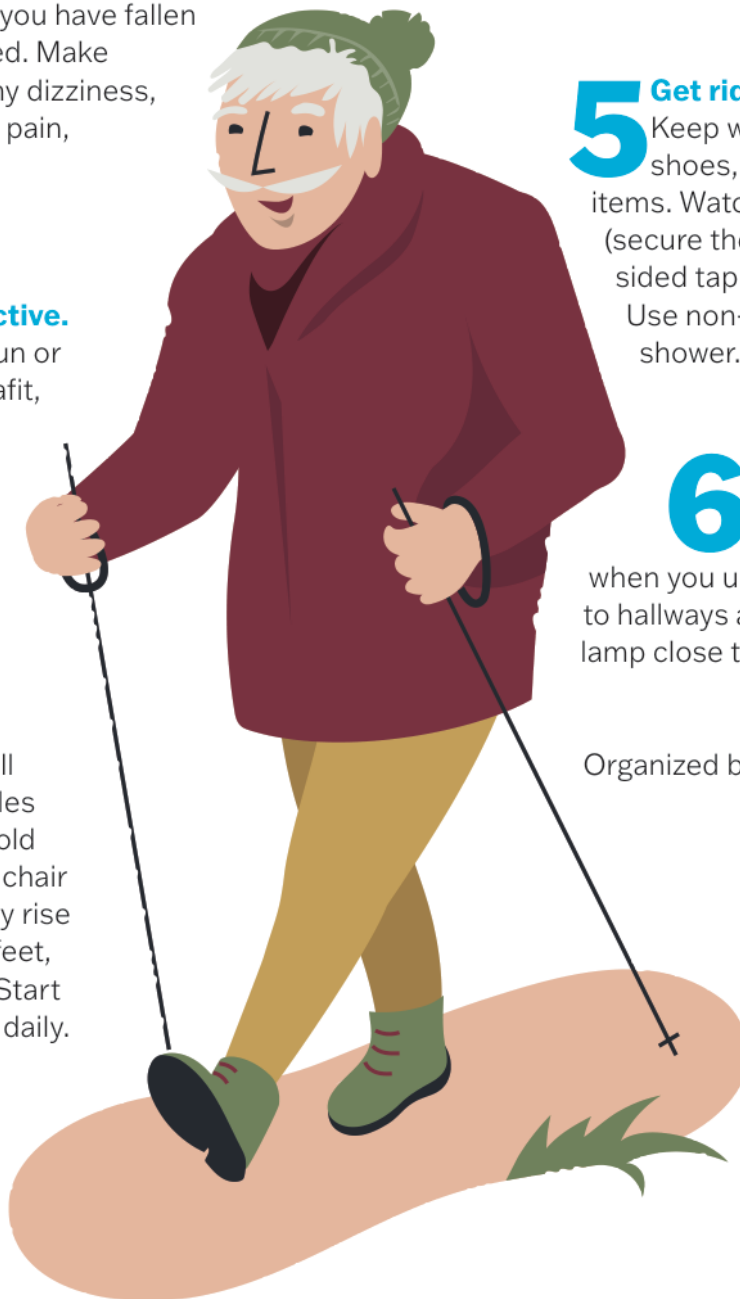
3 Focus on ankle strength. The small muscles of the ankles are crucial for balance. Hold onto the back of a sturdy chair or your counter and slowly rise up onto the balls of your feet, then slowly lower down. Start with three repeats of this daily. Build up to ten repeats.

4 Wear sensible footwear. Watch for floppy slippers and slippery soles on your shoes or boots.

5 Get rid of hazards in your home. Keep walkways free of cords, shoes, boxes, bags, and other items. Watch for the edges of area rugs (secure them to the floor with double-sided tape or remove them entirely). Use non-slip mats in your bath and shower.

6 Make sure your home lighting is bright and adequate. Turn on lights when you use the stairs, add nightlights to hallways and bathrooms, and place a lamp close to your bed.

Organized by **Andrea Wadman**



December 2023

MONDAY

10–11 am
French Conversation

10 am–noon
Barclay Manor Yarn Artisans

11:15 am–12:30 pm
ESL Beginners with Chris

11:30 am–12:30 pm
Spanish Beginners with Alicia

1–4 pm
Bridge

1:30–4:30 pm
Mahjong

1–3 pm
Tech Help with Bob

1:30–2:30 pm
Choose to Move

December 4
Chair Yoga with Lisa

December 11
Mental Health Awareness

December 18
December Disco Dance
Get ready to boogie down at the Disco Dance! Sparkling lights and nostalgic fun await as you show off your best dance moves in your best funky '70s ensembles

2–3 pm
Tech Help with Ron

3–4:30 pm
Golden Guys' Group

December 18 9 am
Men's Breakfast at Denny's

December 18 11:30–12:30pm
Death & Dying Discussion

TUESDAY

10:30–11:30 am
Heritage Harmonies

11:45 am–12:45 pm
ESL Intermediate with Iraj

11:30 am–12:30 pm
Outdoor Walking Group

12:30–4 pm
Painting Studio with Graham

1–3 pm
Poker and Tea Time

1:30–3:30 pm (FULL)
ESL Advanced with Walter

3–4 pm
Tech Help with Nitish

WEDNESDAY

10 am–noon
Barclay Manor Yarn Artisans

10:30 am–1 pm (20th open to all)
Barclay Bards Strum & Sing-a-Long

12–1 pm
Tech Help with Ella

1–2:45 pm
German Conversation Circle

1–3:30 pm
Scrabble

3–4:30 pm
Spanish Conversation with Isis

3–5 pm
Tech Help with Ronaldo

3:30–4:30 pm
Tech Help with Slater

3–4 pm
NEW Gentle Hatha Yoga w/ Lisa

** All skill levels are welcome. Please bring your own mat*



Activities & Events

SIGN UP **THURSDAY NOVEMBER 30**

THURSDAY

10–10:30 am

Nordic Walking Beginners

10:30–11:30 am

Nordic Walking

11:30 am–12:30 pm

Outdoor Walking Group

10–11:30 am

TED Talks and Discussion

December 14

- Elon Musk talks Twitter, Tesla and how his brain works

December 21

- The first-ever cargo ship powered by green fuel
- The AI-powered tools supercharging your imagination
- The future of machines that move like animals
- How to hack your brain when you're in pain

12pm–2 pm

Karaoke with Lan

3–4:30 pm

Ukulele Practice Group

 Offsite: **Walking/Out Trip**

 Offsite: **Food/Drink**

 Onsite: **Guest Event**

 Offsite: **Community Event**

 Onsite: **Partner Event**

 Onsite: **Tech Help**

FRIDAY

10 am–12pm

Tech Help with Stuart

10 am–1 pm

Tech Help with Samuel

11–11:45 am

Spanish Intermediate with Alicia

12 –1 pm

Tech Help with Nitish

1:30–3:30 pm

Tech Help with Terry

2–4 pm

Men's Shed with Earl

12 - 1:30 pm

Movie Fridays

December 15

- The Gracias Choir Christmas Concert
A South Korean group delivers a Christmas Sonata like never before

December 22

- The Beegees One Night Only 1997
Watch some of their greatest hits at the MGM Las Vegas

December 8 10am - 11:30pm

Estate Planning Presentation

**Workshop by Certified Executor Advisor, David Perkins*

December 8 noon - 2pm

Theatre Playshop with Deborah

December 8 1pm - 4pm

Christmas Manor Makeover

December 15 10 - 11am

Coffee with Claudine

SATURDAY

9–10 am

Outdoor Walking Group

December 2 11am –5 pm

Barclay Yarn Artisans Sale

at Roedde House

Monday - December 25

11 am - 1 pm

Company for Christmas

Three of WESN's Board members: Serena Chu & partner Rosh, Theo Madeley and David Harvey & wife Thalia will be at Barclay Manor on Christmas Day from 11 to 1 to share some Christmas cheer with anyone who would like to join us. There will be light snacks and refreshments, and Christmas music. We look forward to sharing time and stories with anyone who would like to join us.

RSVP required

Nice to Meet You



Hello! My name is **Margaret Ovenell**. I'm the new **Close to Home Program Coordinator**. I'm currently pursuing a Masters in Gerontology at SFU. I was born and raised in Vancouver, and, after spending about five years in eastern Canada as a student at McGill University and as an English language assistant in a Quebec City high school, I am so excited to be back in my hometown. When I'm not studying or working, you might find me doing needlework at my weekly stitching group, or training for my next triathlon -- my big goal is to learn how to swim with even a hint of grace. I am passionate about fighting social isolation, and I can't wait to help build community here in the West End. Be sure to say hello if you see me around Barclay Manor. If you have any ideas for organizing a gathering of any size at your apartment building, please reach out. My job is to support your efforts at community building. I would love to learn more about your ideas, help you brainstorm, and provide support in any way I can!

Margaret

Close to Home is a program that addresses social isolation by creating connections among neighbours living in multi-unit apartment buildings in the West End.



Hello, my name is **Lisa Gosselin**. I am the new **Choose to Move Activity Coach** here at the West End Seniors' Network. I was born in Vancouver and I raised my two grown children here. We were a very active family in many sports, managing our children in soccer, for many years. After a long career in business, finance and the engineering sectors, I returned to my love of learning. My passion for keeping active and healthy, encouraged me to go back to school and study at the Vancouver School of the Healing Arts, graduating with an enriched Hatha Yoga Teacher certification. When I am not volunteering as a yoga teacher, or helping out in my community, I can be found playing tennis for the Stanley Park Tennis Association, or on my bike enjoying the beautiful scenery of this great city we are so blessed to be living in.

I look forward to helping people reach their goals and to encourage everyone to participate in all the fun activities that our Choose to Move Program offers.

Lisa



Programs & Events

Programs and Events Coordinator Yathu Radhakrishnan

Serving the many seniors of the West End Seniors Network for this past year has been an incredible experience! We've been lucky enough to have made so many new connections that have helped us bring new experiences to WESN such as our first dance of the year "Love to Move", Oktoberfest, our Black History Month Tribute to Joe Fortes, the Step into Spring Community Walk, Asian and Pacific Islander Heritage Month Celebration, Aging with Pride, Comedy Cafe, and many more!

A special thank you to our members who have been leaders in making some of our events happen, and have been passionate about having their communities and cultures represented here at the Manor.



I look forward to an exciting 2024, and I wish all you Happy Holidays and Happy New Year! Thanks!

Yathu

Volunteers

Volunteers Coordinator Miriam Homem de Mello

Our volunteers are fantastic! They are, in fact, the great wealth of our organization and the reason for the success of our programs and events.

Since April 2023, we have increased our number of programs and hours of programming by about 50%, compared to the same period last year. We achieved this with a slight increase in volunteer hours, reflecting the effectiveness and efficiency in delivering valuable and enjoyable events to our members. We're tuned in and prepared to keep up this amazing work!

To date, approximately 6,500 volunteer hours have been offered across the three facilities and through Better at Home services.

What a year to remember!

Miriam



Community Services

ASK US 604-669-5051 | INFO@WESN.CA

FRIENDLY CALLING | FRIENDLY VISITING | GOLDEN GUYS | GROCERIES |
LIGHT HOUSEKEEPING | MINOR HOME REPAIR | TRANSPORTATION



Community Services Manager Meeka Marsolais

Community Services staff and volunteers have had an amazing year of determination and dedication. The CS team continues to promote aging in the right place by providing check-in calls, friendly visiting, grocery shopping and delivery, light housekeeping services, minor home repairs, prepared meal delivery, and transportation to medical appointments to 292 seniors in the West End. While the light housekeeping service is at capacity, all other services have capacity to accept new clients.

The CS staff team has seen some changes and growth this year. Community Services Coordinator, Miel Nicholson, took over responsibility for the light housekeeping program, and we welcomed a new Community Services Coordinator to the team, Niloofar Hedayati. You can find both coordinators and current Community Services Manager, Meeka Marsolais, in a shared office upstairs at Barclay Manor.

We would like to express gratitude to the 52 volunteers who make our programs and services possible CS Volunteers do many things including grocery shopping for individuals who are homebound, providing companionship to seniors living in social isolation, facilitating peer groups for LGBTQ+ men, and the list goes on. Our volunteers embody hard-work, commitment, and compassion, and always represent WESN admirably with a warm smile and a welcoming attitude.

A special thanks to our members, donors, and funding agencies for making all our hard work possible!

We are hiring a **Senior Support Coordinator**. Please apply online at our website, or send your resume to servicesmanager@wesn.ca

Meeka



Have a
holly jolly
holiday

Self care for holidays

Take a stroll to see holiday decorations on your block

Sit for a few minutes with *hot cocoa or coffee*

Write in your gratitude journal

Bake your favorite holiday cookies

Play holiday music in your office, car and home

Stay in your pajamas all morning or wear slippers all day

Kay's Place

ASK US 604-669-5051 | INFO@WESN.CA

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Kay's Place Manager Susan Paré

During 2023, Kay's Place has had a very busy and rewarding year. For the first time since 2021, we have a full team of volunteers! This includes our dedicated long-term volunteers, as well as a strong group of new volunteers who we have welcomed over this past year. Notable achievements from Kay's Place include:

- 7,500 members, clients, customers, and donors served in 2023
- 230 housing appointments completed throughout 2023
- 13 new volunteers have been brought into Kay's Place during the past year
- Hiring an assistant to oversee Kay's Place on Thursdays and Fridays

- Peer Support team facilitated a number of successful Peer Support Workshops
- With careful assessment, we support low-income seniors in need with accessing clothing, food vouchers, dental, vet bills, and root canals

Our marvelous team works together to make our space welcoming and inclusive to all who come in to our space. We are proud to provide such services to our members, clients, customers, and donors throughout the year.

Susan



Rachel Acheson, Kay's Place Assistant, and Susan Paré, Kay's Place Manager, both welcome you to visit them in the Denman Mall.

Clothes & Collectibles

Clothes & Collectibles Manager Laura Fee

2023 has been a year of many changes for Clothes and Collectibles. We continue to be busier than ever. We've added a new staff member, and said goodbye to volunteers who have moved out of the neighbourhood or on to other opportunities. We've also welcomed new volunteers who are quickly becoming part of our hard-working team. We are so proud to be part of the West End community and as such we've built some amazing relationships with our volunteers, staff, customers, and donors, most of whom are West Enders.

We are on a first-name basis with many of you. We appreciate how much you support us, so we can support local seniors. All proceeds from donations and purchases fund programs and services that support and empower older adults to live involved, healthy, and fulfilling lives.

Please note our holiday hours listed in this newsletter. We will not be accepting any donations after Saturday, December 15.



We are closed from 2 pm on Saturday, December 23, until Wednesday, January 3.

Gordana, Will, Brenda, Larisa, and I wish you all the best for the holiday season. We hope you find time to relax, to visit with family and friends, and to enjoy some festivities. We look forward to seeing you in 2024.

Laura

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BARCLAY MANOR 604 669 5051 INFO@WESN.CA

KAY'S PLACE 604-669 7330 **CLOTHES AND COLLECTIBLES** 604 682 0327

Barclay Manor

1447 Barclay St | Monday to Friday 9 am–5 pm

Executive Director Claudine Matlo
604-669-5051 x 4 | executivedirector@wesn.ca

Manager of Operations
Joe Humphries
604-669-5051 x 6 | operationsmanager@wesn.ca

Manager of Community Services
Meeka Marsolais
604-669-5051 x 3 | servicesmanager@wesn.ca

Administrative Coordinator
Kit Buckham | 604-669-5051 x 5 | admin@wesn.ca

Events and Communications Coordinator
Yathu Radhakrishnan
604-669-5051 x 9 | events@wesn.ca

Volunteers Coordinator & Programs Assistant
Miriam Homem de Mello
604-669-5051 x 110 | volunteers@wesn.ca

Close to Home Program Coordinator
Margaret Ovenell (she/her)
604-669-5051 | closetohome@wesn.ca

Choose to Move Program Coordinator
Lisa Gosselin
604-669-5051 | choosetomove@wesn.ca

Community Services Coordinator
Miel Nicholson
604-669-5051 x 7 | betterathome@wesn.ca

Community Services Coordinator
Niloofar Hedayati
604-669-5051 x 2 | servicescoordinator@wesn.ca

Receptionist
604-669-5051 x 1 | info@wesn.ca

On Leave
Jennifer Conroy - Program Manager
Evelyn Boe - Operations Manager

Clothes and Collectibles Denman Mall

604-682-0327 | Wednesday to Friday 11 am–5 pm
Saturday 12–4 pm

Manager Laura Fee | clothes@wesn.ca
Asst. Managers Gordana Smocilac & Will Tessier
Supervisor Brenda Wong
Supervisor on call Larisa Todorovic

Kay's Place Denman Mall

604-669-7339 | Monday to Friday 10 am–4 pm

Manager Susan Paré | susan@wesn.ca
Assistant Rachel Acheson | kpassistant@wesn.ca

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King George High School News ... and More!



LUMEN FESTIVAL



THE 'LUMINOUS HOUR' WITH REGINALD MOBLEY & THE PBO

Friday, January 12, 2024 @ 7:30pm

The Vancouver Playhouse

Artists: **Reginald Mobley**, countertenor; **The Pacific Baroque Orchestra** under the direction of **Alexander Weimann**

Works by: Purcell, Ellington, Gershwin, Sharman

A PRAYER FOR PEACE

Saturday, January 13, 2024 @ 3pm

West Vancouver United Church

Artist: **Alexander Weimann**, organ



BACH CELLO SUITES

Sunday, January 14, 2024 @ 4pm

The Sanctuary, Vancouver Unitarian Church

Artist: **Elinor Frey**, cello



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