



# Annual Report 2015-2016



Connecting Seniors  
to the Community

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*Cover: Shi Ba Fa Program leaders Sandra and Eileen (see page 9 for story).  
Photo by Carol Sherwood*

### SILVER THREADS SERVICE

#### Mission

Silver Threads Service is a charitable, not-for-profit society that enhances social connections and well-being for seniors. We do this by providing programs and services that are accessible to all.

#### Vision

Seniors in Greater Victoria are engaged and supported, enhancing their quality of life.

## President's Report

The Board of Silver Threads Services is a group of dedicated volunteers who provide their time and expertise to guide the organization and

provide oversight to the operations and Executive Director.

During the past year the organization has made significant improvements in the areas of administration and finance. These updates will help ensure a solid foundation that

will enhance the financial health of Silver Threads Service.

We are revising our Constitution & Bylaws in readiness for the changes in the BC Society Act. Members of our Board have been active in attending training sessions and are keeping current on the pending legislation.

In the area of Board Development, an extensive review and evaluation process was undertaken for the third time using a Performance Measurement Tool from the University of Victoria.

The Board, with management staff, have completed strategic planning to build and clarify the vision for Silver Threads Service in to the future.

I have enjoyed my three years as President and will continue to support the organization as a Director. I would like to thank my fellow Board Members for their support and the staff and volunteers for their hard work and positive outlook. I am proud of all we have accomplished.

*–Andy Robinson*

Silver Threads Service provides Outreach Programs in 5 other locations in the Greater Victoria region. Specialized programs like Memory PLUS provide supportive small group experiences with a total annual attendance of 2,078.

## Executive Director's Report

Silver Threads Service continues to operate two centres in Victoria and Saanich with thanks to our City and Municipal funders, along with weekly outreach programs in five locations in Greater Victoria. We strive to provide a balance of programs and services to meet a variety of needs and interests.

Highlights during 2015-2016 included piloting the Seniors Outreach

Project in partnership with James Bay New Horizons with funding support from the City of Victoria. We were able to connect with seniors who may be isolated and begin to develop new ways of serving based on the needs of this segment of the population.



We will continue to develop this in the coming year.

With a New Horizons Grant, the Online Program was developed and introduced seniors to a variety of technology topics with classes and workshops.

Our Food Services at the Saanich Centre became staffed to operate year round. The Guess Who's Coming to Dinner program remains extremely popular as well. In January, we were pleased to host BC Seniors Advocate, Isobel Mackenzie to kick off the new year!

Thank you to the Board of Directors, the staff team, our members and stakeholders for a successful year. I look forward to continued growth!

*– Tracy Ryan*

Our members were active this year, visiting 9,696 times for dance and exercise classes

## 2015-2016 Board of Directors

Andy Robinson – President

Barbara Harwood – Vice President

Doug Crowder – Treasurer

Norm Tatlow – Secretary

Kathy Ajas – Director

Margaret Jacobson – Director

Don Monsour – Director

Nelles Shackleton – Director

Dr. Marjorie Moulton – Director

Sara Pash – Director

Pam Madoff – City of Victoria  
Council Liaison



## Staff

Tracy Ryan – Executive Director

Anne Nelson – Saanich Centre Director

Debbie Erb – Victoria Centre Director

Ro Fife – Saanich Centre Assistant

Lisa Coulson – Program Coordinator

Dustin Lockhart – Victoria Centre  
Assistant

Brian Penner – Saanich Centre Chef

Brian Peterson – Saanich Centre Cook

Debi Stoness – Bookkeeper

Donene Eve – Saanich Centre  
Reception

During 2015 Jean Birtwistle, Executive Assistant and Receptionist retired after close to 25 years of dedicated service. Julie McGaghey, Saanich Centre Assistant Director left to pursue other opportunities after 11 years with Silver Threads Service.

We thank them both for their contributions!

*Staff Team Photo – From left to right: Brian Peterson, Ro Fife, Brian Penner, Lisa Coulson, Dustin Lockhart, Debi Stoness, Anne Nelson, Tracy Ryan, Debbie Erb*



## Food Services



The way to a senior's heart just might be through their stomach! At the Saanich Centre Silver Threads Service, we proudly operate a commercial kitchen that is an integral part of our operations.

This year we welcomed Brian Peterson as part-time Cook to work with Chef Brian Penner. Brian has proven to be a positive addition to our staff that allows us to operate year round and meet increased demands for programs and daily service as well as dinners and special events.

An important component in many of our programs is building social connections. This is fostered daily over coffee and treats shared in our centres and at our outreach programs. The staff prepare catering for seven programs weekly. At the Saanich Centre, seniors can drop in for coffee, a baked good, bowl of soup or sandwich before or after a program or even if they are just in the neighbourhood. Nothing brings out a crowd like the Liver & Onions lunch special day!

The ever popular twice monthly Guess Who's Coming to Dinner evening has grown to capacity. In 2015-16 we hosted 20 dinners and served 1,974 meals. In January we welcomed BC's Seniors Advocate Isobel Mackenzie, who updated the crowd on the progress that is being made to improve the quality of life for seniors in BC.

During 2015-16 the Kitchen served 6,729 lunches, over 12,000 snacks, 1,950 meals and 1,974 dinners.

*Top: The Victoria Accordion Club performs at Guess Who's Coming to Dinner*

*Below: BC Seniors Advocate Isobel Mackenzie connects with member of Silver Threads Service*

## Special Events

At Silver Threads Service, every day is special – then there are some that are extra special! Staff and volunteers organized over 15 celebrations, everything from the Silver Tsunami, Concerts, Craft Fair, Volunteer Appreciation Luncheon, St. Patrick's Day and Canada Day! We love a Party and so do the over 800 seniors that joined us!

*Clockwise from top left: Ice Cream Social, Christmas, Chinese New Year*



## Online Technology for Seniors



During 2015-16 the Online Technology Program achieved:

- 114 hours of one-to-one help in formatting resumes for seniors online job searches
- 348 individual hours of computer instruction and five workshops
- Total attendance of 215 in eight group classes
- 152 hours of drop-in support

The Online Technology Program was made possible with a grant from New Horizons for Seniors and was designed to increase seniors comfort levels and training with computers and technology through exposure and hands on training in a supportive environment with their peers. Components included one to one sessions, presentations and group classes. We provided information, employment support and built social connections.

Offered at the Victoria Centre, the topics followed the trends and interests of our members and included introduction to iPads, Tablets and Mobile Devices. Lessons in using Microsoft Office, Digital Photography and laptops were also covered. The WiFi was upgraded; having free internet services for our members allowed them to access our public computers while staff were on hand to support their learning and help troubleshoot any issues.

Interesting workshops were held on Brain Games, Identity Theft and Keeping Safe on the Internet, Genealogy, Online Safety, Digital Health, Tech Gifts and the popular Online Dating, because you are never too old for love!

Thank you to EGurus, the Victoria Computer Club, Dial-a-Geek and London Drugs for assisting in a successful pilot.



## Seniors Outreach Program

In the Fall of 2015 Silver Threads Service partnered with James Bay New Horizons to implement a Seniors Outreach Program with funding provided by the City of Victoria.



It is all fun & games – scrabble, mahjong and bridge, to name a few of the 1,952 visits to play this year.

Artists and crafters visited 2,293 times and created portraits, mosaics, woodcarving, Chinese brush painting and more.

The issue of isolation is associated with negative health and social outcomes and is a growing trend with seniors who are striving to remain independent. Our concept was simple – to connect with Building Managers and Property Management Companies to gain access to rental buildings in the James Bay and Jubilee neighbourhoods where seniors live.

The goals were to connect seniors to services and resources, senior centres and also to facilitate neighbour to neighbour connections.

Over the course of three months, Outreach Worker, Jo-Anne Silverman held 24 events and connected with 110 individuals. The relaxed coffee parties allowed discussion and a variety of concerns to be shared that included cost of living, housing, food, health care, transportation, loneliness and lack of social connections.

We were pleased with the results and will be continuing this important work in the future. Thank you to the City of Victoria for supporting this project.

## Volunteers

At Silver Threads Service we value the contribution that our volunteers make. From program and event volunteers who give support and service to our seniors, to the Board of Directors who provide leadership and vision for the organization, volunteers are integral to the work we do.

We thank the 103 individuals who donated 7,331 hours of time and talent during 2015-16!

In April 2015 we recognized the Volunteers on Earth Day at a Luncheon with the theme – “Volunteers are the Roots that Bind Us.” Anne Nelson, Saanich Centre Director, shared a quote by Amelia Carhart, “A single act of kindness throws out roots in all directions, and the roots spring up and make new trees” that illustrates the ripple effect of volunteerism.



Seniors wanting to remain independent were supported by volunteers who placed 1,331 individual daily telephone reassurance check-in calls.



## Shi Ba Fa Program

Sandra and Eileen are volunteer leaders of the Shi Ba Fa program at the Saanich Centre. Lian Gong Shi Ba Fa (SBF), or “18 Postures to Practice Daily”, is a weekly exercise program designed to strengthen joints and muscles and improve lung capacity.

Eileen joined the SBF group 17 years ago. She had been attending Better Breathers and a member of that group recommended she try SBF. Eileen found that SBF helped with her asthma and also with a spinal problem that she used to see a chiropractor for.

Sandra joined SBF 15 years ago. She heard that SBF might help with the arthritis she had had since age 45 as it worked on joint movement. Both ladies say that SBF also helps with balance, is social and it's good for the mind in that there are 52 poses to remember.

Eileen and Sandra moved from students to leaders in 2008 with only two participants in the group but they were

determined to have the classes continue and have worked hard to build the class to the vibrant group it is today.

Sandra and Eileen volunteer performing Hula for various seniors groups. Other volunteer work that Eileen has done is as president of Better Breathers, working at church bazaars, driving for our Guess Who dinners and working at the Saanich Centre Treasure Trove.

Sandra's volunteer work has included Elderhostel, the Old Cemeteries Society, her church choir, as well as the Mardi Minstrels.

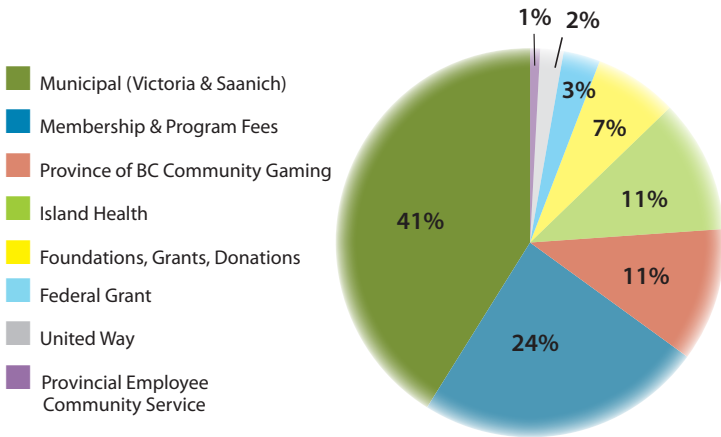
Regarding their volunteering with the Shi Ba Fa group, both ladies say that they wake up on Friday morning looking forward to the group. They enjoy doing good for others and feel that Silver Threads is their “home away from home”. We thank both Eileen and Sandra for their dedication and long time contribution to the work of the agency.

One-to-one appointments for health checks such as blood pressure were made by 308 individuals.

## 2015-2016 Financial Results

### Revenues

Fiscal 2015-16 operating revenue, totaling \$721,000, consists of 76% (\$547,000) from grants and donations plus 24% (\$173,574) from program fees. Here is a breakdown of the revenue streams:



### Spending

Total spending in 2015-16 was \$758,420 resulting in an operating deficit of (\$37,000). The 2015-16 spending can be broken down as follows:

|  |                   |
|--|-------------------|
| Staff wages, instructors, contracts and benefits | \$ 382,406        |
| Victoria Centre lease & property taxes           | \$ 184,837        |
| All other expenses                               | \$ 191,177        |
| <b>Total</b>                                     | <b>\$ 758,420</b> |

## Thank you to our 2015-2016 Community Funders and Foundations



Chartwell Ross Place Retirement Residence  
City of Victoria  
District of Saanich  
Government of Canada – New Horizons for Seniors  
Imperial Oil Foundation  
Island Health (formerly VIHA)  
Provincial Employees Community Service Fund  
Province of BC Gaming Policy & Enforcement Branch  
– Community Gaming Grant  
RBC Royal Bank of Canada  
Saanich Fire Fighters Charity Fund  
Susan & Wayne Mew Foundation  
The R.K. Grant Family Foundation  
The Victoria Foundation: Anonymous Donor  
The Victoria Foundation: The Nellis Roy Moyer & Elizabeth Moyer  
Memorial Trust  
Tony and Mignon Fenton Trust  
United Way of Greater Victoria  
Victoria Imperial Lions Club  
We Care Home Health Services

Speakers Series provide  
information on topics from  
Polypharmacy to sleep apnea,  
educating 651 seniors in  
2015-16.

## Partnerships

During 2015-16 Silver Threads Service worked in partnership with the following businesses and organizations to deliver programs, services and other initiatives to seniors in our community.

Beacon Community Services  
Broadmead Care Society  
Burnside Lawn Bowling Club  
Canada Revenue Agency  
Canadian Mental Health Association  
Chinese Seniors Association  
CNIB  
City of Victoria Community Centre Network  
Cook Street Activity Centre  
Heart and Stroke Foundation  
Home Instead  
Island Deaf and Hard of Hearing  
James Bay New Horizons  
Kidney Foundation of Canada  
Monterey Centre

North Jubilee Neighbourhood Association  
Oak Bay United Church  
Rexall Drugs  
Saanich Volunteer Services  
Seniors Out Patient Clinic  
Saint George's Anglican Church  
Saint Luke's Anglican Church  
South Island Counselling and Training Centre  
University of Victoria – lead agency  
Victoria Computer Club  
Victoria Disability and Resource Centre  
Victoria Epilepsy and Parkinson's Centre  
Volunteer Victoria  
We Rage We Weep Alzheimer Foundation

By partnering with 30 different groups and organizations and sharing our resources, 400 hours of services were provided to the community that alone we couldn't offer.

Facility rentals provided 31 groups the space to run programs that totalled 1,964 hours annually.



## Donors

Thank you to the following Individuals for their 2015-16 Donation to Silver Threads Service.

|                       |                   |                    |
|-----------------------|-------------------|--------------------|
| Andrew Robinson       | Hazel Bowman      | Norman Tatlow      |
| Betty Gurney          | John Ormerod      | Pat Davey          |
| Brian Blair           | John Peterson     | Robert Edington    |
| Carol Shields         | Joy Cassidy       | Ruth Lamble        |
| Cassandra Eng         | Kathryn Bush      | Sara Pash          |
| Colleen Buckley       | Kerri Gibson      | Sheila Dogue       |
| Deborah Stoness       | Lily Chu          | Sylvia McKinlay    |
| Doug Hennig           | Margaret Jacobson | Ted & Josie Newman |
| Gae VanSiri           | Mary Hoyt         | Tracy Ryan         |
| Hampton Singers Group | Marjorie Moulton  | Violet Jeffs       |

*Member of the Hampton Concert Orchestra performing at the Saanich Centre.*





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*stay active • stay healthy • stay connected*