

# ANNUAL REPORT

## 2018 - 2019



### President's Report



**Marjorie Moulton,**  
President

It seems every year is busy and productive at Silver Threads Service. This year was no exception.

In May we were pleased to be the 2nd finalist in the Chamber of Commerce Business Excellence Awards in the Non-profit category. It was an honour to be nominated thanks to the hard work of our Board, volunteers and staff.

I wish to thank our former president, Sara Pash Roberts, for her excellent leadership and especially her work in

governance. With her guidance, we revised our bylaws to comply with the New Societies Act. Inspired by Sara's contributions to this process we continued our governance work creating a board policy manual to help guide the organization and ensure best practices.

In addition to governance, and in line with our Strategic Plan, the Silver Threads Board focused on two additional priority areas that included organizational and financial sustainability and strategic partnerships and relationships. Year over year we strengthen our financial outlook to build a sustainable future. We are grateful to our Municipal Funding Partners — the City of Victoria and the District of Saanich that allow us to operate centre based programs that provide a solid base for our operations. I thank the Board of Directors for their shared commitment and willingness to move forward into the next fiscal year and continuing to explore new opportunities to serve older adults across Greater Victoria while maintaining our activity centres and outreach services for many years to come. We have been in operation for over 60 years and look forward to many more.

Marjorie Moulton

### Executive Director's Report



**Tracy Ryan,**  
Executive Director

Silver Threads Service is one of the oldest senior serving charities in Victoria and this is in due to past and present staff, volunteers and Board of Directors and their dedication.

This year marked the 50<sup>th</sup> Anniversary of the partnership between Silver Threads Service and the District of Saanich in the operation of the Les Passmore Centre, and the occasion was commemorated at a dinner in

November 2018. It was our pleasure to host Mayor Haynes, members of Council and family members of Les Passmore. It was a special evening and we appreciate the support and confidence of Saanich to support seniors in our community.

As a charitable organization, we value partnerships and work collaboratively with other charities and businesses to expand and support our services to seniors. This year we have built strong connections with Kiwanis Housing Society, and continue to work collaboratively with James Bay New Horizons to grow our Outreach Programs. In the spirit of working collaboratively, we are strengthening the senior serving charitable sector by being a part of the local Planning Table of the provincial Community-based Senior Services Sector (CBSS) this year hosted four networking and educational events.

In 2018-19 we initiated changes and improvements to operations, improved our financial results in addition to expanded outreach.

It continues to be our honour to help address needs in our community.

Tracy Ryan

*stay active • stay healthy • stay connected*

## 2018-19 Silver Threads Service Board of Directors

We thank the Board Members who served Silver Threads Service:

**Marjorie Moulton, President**



**Andy Robinson**  
Past President



**Shawn Rankin**  
Treasurer



**Norm Tatlow**  
Secretary



**Margaret Jacobson**



**Kerri Gibson**



**Margo McIntosh**



**Sonterra Ross**



**Vern Storey**



## Thank you to our 2018-2019 Funders



Amica Senior Lifestyles  
City of Victoria  
Connect Hearing  
District of Saanich  
Fenton Trust  
Gaming Policy & Enforcement Branch – Community  
Gaming Grant  
Island Health (VIHA)  
Nex Gen  
Peninsula Co-op  
Provincial Employees Community Service Fund  
Provincial Government of British Columbia

RBC Royal Bank of Canada  
Royal Canadian Legion Trafalgar Pro Patria Branch #292  
Revera Retirement Living  
TELUS Home Health  
The R.K. Grant Family Foundation  
The Victoria Foundation: Anonymous Donor  
The Victoria Foundation: Food Security Grant  
The Victoria Foundation:  
The Nellis Roy Moyer & Elizabeth Moyer Memorial Trust  
Thrifty Foods – Magical Wishes with Sobeys  
United Way of Greater Victoria  
We Care Home Health Services

## 2018-19 Silver Threads Service Staff

We thank the Staff Members who served Silver Threads Service:

**Tracy Ryan, Executive Director**

### Administration

Sandy Firth

Bookkeeper

### Program Staff

Amaiah Paradine

Program Coordinator

### Outreach Staff

Jo-Anne Silverman

Outreach Worker

Kristy Brugman

Outreach Worker

Susan Bauer

Outreach Worker

### Saanich Centre Staff

Anne Nelson

Saanich Centre Director

Ro Fife

Saanich Centre Assistant

Donene Eve

Food Services Coordinator

Amy Little

Reception

### Victoria Centre Staff

Jennifer Jakobsen

Victoria Centre Manager

Christine Hagen

Victoria Centre Assistant



**Victoria Centre: Jennifer, Christine**



**Program & Saanich Centre: Amaiah, Anne, Ro**



**Bookkeeping:  
Sandy**



**Food Services:  
Donene**



**Outreach:  
Kristy, Jo-Anne**



**Outreach:  
Susan**



**Reception:  
Amy**

### Retirements

During 2018 Chef Brian Penner retired after 9 1/2 years of dedicated service to Silver Threads. We were pleased to recognize him and his contributions at an event in August with many of our members and friends.

Jo-Anne Silverman who started the Outreach Program with Silver Threads and James Bay New Horizons in 2015 retired in the fall. Her initiative and hard work surpassed all expectations and is the foundation of our Outreach work. Thank you Brian and Jo-Anne, for being an important part of our organization.



## Saanich Centre



**Councillor Susan Brice and Mayor Fred Haynes address guest at the 50th Anniversary Dinner**

In 2018 Silver Threads Service and the District of Saanich celebrated the 50<sup>th</sup> Anniversary of our partnership to operate the Les Passmore Centre. 50 years is quite a milestone and we are grateful to those who came before and those involved now for getting us to this occasion. We were pleased to host Mayor Haynes and Council members at our dinner in November. The Saanich Centre is named after Les Passmore, a Councillor and advocate for seniors in Saanich. We welcomed his daughter and granddaughter at the dinner and we were able to acknowledge his legacy to our community. Marjorie is the longest member of Silver



**Les Passmore's daughter Marjorie Russel and granddaughter Kimberly**

Threads. She first signed up when she was 36 years old at the urging of her father and has been a member ever since.

Our annual participation has increased to 21,500 individual visits to the centre, which speaks to both member and non-member participants. We have 500 annual members in 2018-19. At the Centre on average there are 55 different weekly programs that include recreation, social and physical offerings, everything from A to Z or in this case – Animal Portrait Painting to Zumba Gold.

Silver Threads Service and the Saanich Centre provides an inclusive environment where seniors are able to participate regardless of their income level. The Municipal initiative LIFE Program (Leisure Involvement for Everyone) provides financial support to seniors so they can afford to participate. During 2018-19, 12% of our members utilized the LIFE program for membership. Thanks to this and other funding we are also able to offer many programs and supports with no cost or membership requirements to participate at the Saanich Centre. This includes the popular discussion group Enjoying my Community, blood pressure checks, walking groups, telephone reassurance, income tax prep, movies and presentations. Four days a week there is fresh fruits, vegetables and other products available at no cost, thanks to the Food Share Network. Last year 642 boxes of food were distributed.

In 2018-19 we made changes to the operations of the Commercial Kitchen to improve the financial health and the long term viability for the organization. With changes in menu, purchasing and inventory management we have been able to achieve a balanced budget for the operation. In the fall, the Dining Room was refreshed with new flooring and the furniture reconfigured thanks to the Municipality for this capital improvement. We served over 7,000 people for daily service and 1,400 seniors at 19 dinner events.

Special Events are a specialty of the Saanich Centre and 2018-19 was an exceptional year. The first Annual Pickleball Jamboree was held in October and regular events were enhanced like the Christmas Concert with Stages Dance group opening for the ever popular Greater Victoria Police Chorus.

## Victoria Centre

In 2018-19 the Victoria Centre developed innovative programming for seniors attending the centre and continued to grow our Outreach Programs in the Greater Victoria area and helped address the growing needs of older adults.

A centre based program in partnership with Island Health trained staff to facilitate the trademarked TIME Program (Together in Motion and Exercise) that is designed for people who have balance and mobility concerns. It is designed by physiotherapists and led by our qualified fitness instructors and we partner with the Seniors Outpatient Clinic for referrals and intake. Over the year participants have noticed improvements in their physical well-being and a supportive, social group has evolved.

The Communi-TEA held in the spring brought together seniors in the community who we met in our work of Community Outreach. Neighbours attended with neighbours and good connections were made. We enjoyed some music and thoughtful discussion.

In partnership with the City of Victoria Senior Centres - James Bay New Horizons and Cook Street Village Activity Centre - we held a special screening of the movie "Lives well Lived" at the Vic Theatre for National Seniors Day in October. The afternoon was attended by 200 people and was an inspirational film.

In August we hosted our Annual Summer Bar-b-que with hamburgers cooked on the Grillerado, fresh local corn and refreshing lemonade. Mayor Lisa Helps



**Mayor Lisa Helps engages with seniors at the summer Bar-b-que**

helped

serve ice cream and everyone enjoyed the music of the Can Suite Duo.

The Lunch and Learn Series tackled some serious discussion including the topic of Advance Care Planning. With over 60 people engaged, repeat sessions were provided and showed the importance of open communication and the need for information in planning for end of life.



**Weekly exercise program at Kiwanis Housing**

Transportation is often a barrier for some and in the summer we established weekly programs at the Kiwanis Housing Society to support their residents and connect with them where they live. In 2018-19 we offered weekly exercise classes, Grief & Loss support and Foot Care. By working with our partners we established weekly free food deliveries from the Food Recovery Program and worked with Canadian Mental Health to bring the Living Life to the Full Program to the residents.

A special Christmas Concert featuring children from Selkirk Montessori School and a performance by South Island Harmonies made for a lively afternoon of spirited songs which was enjoyed by all.

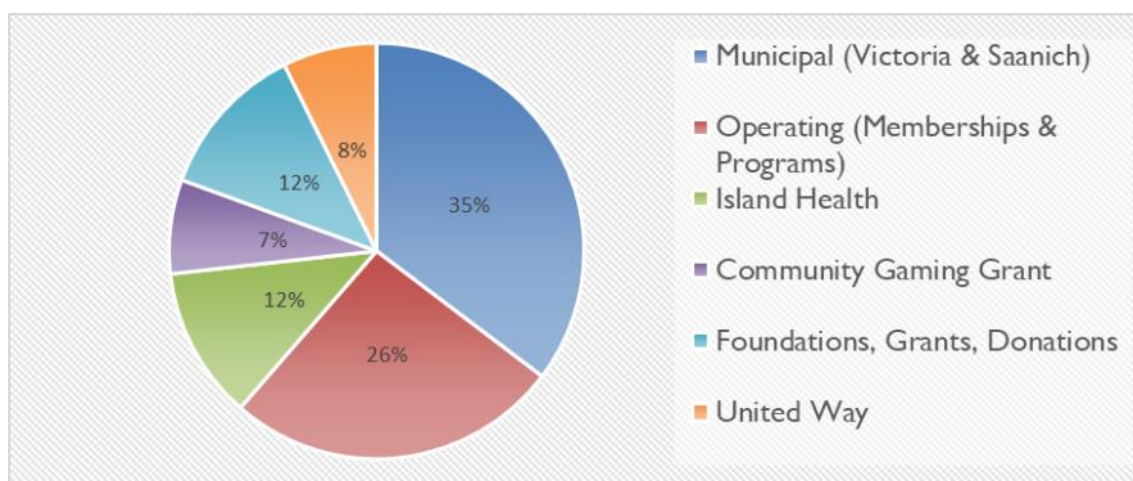


**Christmas Performance by the students of Selkirk Montessori**

## 2018-2019 Financial Results

### Revenues

Fiscal 2018-19 operating revenue, totaling \$748,563, consists of \$551,396 from grants and donations plus \$197,167 from operating fees. Here is a breakdown of the revenue sources:



### Expenditures

Total spending in 2018-19 was \$763,666 resulting in an operating deficit of (\$15,103) an improvement from the (\$56,000) operating deficit. In 2017-18 The 2018-19 spending can be broken down as follows:

Staff wages & benefits	\$406,050
Victoria Centre lease & property taxes	\$170,839
All other expenses	\$186,777
<b>Total</b>	<b>\$763,666</b>

### Reserves

As of March 31, 2019 there was \$196,326 in reserves.

## Working in Partnership

Silver Threads Service works collaboratively with non-profits and other organizations to provide services to seniors because together we are better able to address needs in our communities and share our resources. During 2018-19

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

Amica on the Gorge – Helping Hands Baskets  
Beacon Community Services (BCS)  
Canada Revenue Agency  
Capital Regional District Housing  
Chinese Seniors Association  
Chinese Women's Friendship Association  
City of Victoria Community Centre Network  
Cook Street Village Activity Centre  
Food Share Network/Food Recovery Program  
Island Deaf and Hard of Hearing  
James Bay New Horizons  
Kiwanis Housing Society  
London Drugs – Santa for Seniors

MS Society  
North Jubilee Neighbourhood Association  
Oak Bay United Church  
Rent Smart  
Rexall Drugs  
Saanich Volunteer Services (SVS)  
Seniors Outpatient Clinic (SOPC)  
Saint George's Anglican Church  
Saint Luke's Anglican Church  
Soap for Hope  
Victoria Golden Rods and Reels Fishing and Social Club  
Volunteer Victoria  
We Rage We Weep Alzheimer Foundation

## 2018-19 Donors

Thank you to all our Individual Donors! Your support of Silver Threads Service is very much appreciated.

Together we raised \$14,564!

Alice McLuckie  
Andrew Cupido  
Andy Robinson  
Anne Nelson  
Annie McMunn  
Anonymous  
Arlene Dubinsky  
B. Waggoner  
Barb Thomson  
Barbara Redding  
Barbara Dunahee  
Barbara Curtis  
Betty Harkins  
Beulah Addicott  
Brenda Paterson  
Brian Blair  
Brian McMillan  
Brian Hewitt  
Candis Lynn  
Carol Shields  
Carol Lavoie  
Carol Sherwood  
Cecilia Rind  
Chang Feng Wang  
Darleen Schultz  
Diana Stefaniec  
Dipak Roy  
Don Inch  
Donene Eve  
Donna Dupas  
Doreen Wensley  
Edna Byron  
Eileen Wiedeman  
Eileen Woodhead  
Elaine Atkinson  
Emma Barriscale  
Enes Moscrip  
Eric Simmons  
Ethel O'Neill  
Fred Haynes

Freda Abersek  
Gae Van Siri  
Gail Horne  
Garnet Jackson  
Gary Gilker  
Hampton Singers  
Hazel Bowman  
Ian & Denise Stenning  
Ingrid Gruenig  
Isabel Knox  
Jean Robinson  
Jenny (Caizhen) Zhang  
Joan Campbell  
Jo-Anne Silverman  
Joe Ann Thorpe  
John McGurran  
John James  
John Moore  
Joy Kruger  
Joyce Hayden  
Joyce Hamilton  
Julian Reid  
Kathleen Wilson  
Kathryn Bush  
Katri Niemi  
Keiko Nakaji  
Kenneth Macleod  
Li Paper  
Lily Chu  
Lina Dyer  
Liping Qiu  
Lorna Millard  
Luisa Frias  
Maggie Cox  
Marg Brown  
Margaret Jacobson  
Margo McIntosh  
Maria Medeiros  
Marie Mitchell

Marilyn Ferguson  
Marjorie Moulton  
Marjorie Russell  
Mary Hoyt  
Mary Grgich  
Mary Smart  
Mary Elizabeth Brown  
Monica Pinch  
Muriel Wiedeman  
Nada Foster  
Ngan De Chau  
Nora Kong  
Norm Tatlow  
Pauline Robertson  
Peggy Magee  
Peggy Smith  
Reta Sutherland  
Richard Chadwick  
Richard Adie  
Ro Fife  
Rob Edington  
Robert Sloan  
Ron Paterson  
Rose Marie Spicher  
Rosemary LaPointe  
Rosita Dworschak  
Sally Hysop  
Sandra Tolley  
Shirley Grey  
Ted Newman  
Terry Edwards  
Tracy Ryan  
Vern Storey  
Verna Linney  
Victor Peng  
Vivian Medlyn  
Wendy Akinclose  
Wilma MacDonald  
Xu Zhang  
Yuikoh Hammer

Connecting Seniors  
To the Community



## **Our 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.*

## **Silver Threads Service operates:**

Saanich Centre (Les Passmore)

Victoria Centre

## **Senior Community Outreach Programs provided at:**

Cook Street Village Activity Centre

Kiwanis Village Society

Oak Bay United Church

St. Luke's Anglican Church

St. George's Anglican Church

Viewmont Gardens



**Saanich Centre**  
286 Hampton Road  
Victoria, BC V8Z 1H1  
Phone: 250 382-3151

**Victoria Centre**  
2340 Richmond Road  
Victoria, BC V8R 4R9  
Phone: 250 388-4268

*stay active • stay healthy • stay connected*