

2018 ANNUAL REPORT



EDMONTON
SENIORS
COORDINATING
COUNCIL



**SUPPORTING
ORGANIZATIONS
THAT PROVIDE SERVICES
TO SENIORS**

HELPING ORGANIZATIONS COLLABORATE TO STRENGTHEN PROGRAMS & SERVICES FOR SENIORS

Edmonton Seniors Coordinating Council
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This Annual Report is available online at www.seniorscouncil.net/escc-annual-reports

The ESCC gratefully acknowledges the support of our funders:



Canada



United Way
Alberta Capital Region





VISION

The Edmonton Seniors Coordinating Council enhances the ability of member organizations to support the well-being of all seniors.

The Edmonton Seniors Coordinating Council plays a central role in the provision of services and supports to Edmonton seniors by:

- Building capacity of seniors organizations
- Facilitating partnerships and collaborations
- Conducting, facilitating, and disseminating research



MISSION

The Edmonton Seniors Coordinating Council encourages coordinated actions of its members to continue to build an Age Friendly Edmonton and enhance the lives of all Edmonton seniors.

MESSAGE FROM THE ESCC BOARD

What do we want for ourselves as seniors and for all the seniors in our community? We all want to have our basic needs met and stay as healthy as possible; to be valued and engaged in our community; to have social connections; and to be able to access services like transportation, recreation, home support, meals, and home health care when necessary. Community supports are as vital to our well-being as health care.

To enhance community supports for Edmonton seniors, the Edmonton Seniors Coordinating Council (ESCC) champions collaboration. ESCC serves as the backbone for the Seniors Home Supports Program and the Pan-Edmonton Group Addressing Social Isolation of Seniors (PEGASIS) project to reduce social isolation of seniors. PEGASIS has enthusiastic partners who want to continue the work, and ESCC is seeking new federal funding for our community to collectively focus on social inclusion of seniors.

OFFICERS

- Co-Chairs:** Joan Welch, Ashbourne–Garneau United Assisted Living and Sheila Clifford-MacKay, South East Edmonton Seniors Association
- Vice-Chairs:** Ratna Basappa, Mill Woods Seniors Association and Paul Cheung, Member at Large
- Treasurer:** Vicky Sandouga, North Edmonton Seniors Association
- Secretary:** Barb Gibson, Westend Seniors Activity Centre

EX-OFFICIO MEMBER

Shelley Kwong
City of Edmonton, Citizen Access and Inclusion, Citizen Services Department

ESCC is also a partner with the City of Edmonton in Age Friendly Edmonton (AFE) and helped to develop a new leadership framework and launch the second phase of AFE. Reducing Ageism is one of the four priority areas for AFE. This issue was studied by a committee of the ESCC board, with the research and ideas culminating in a workshop that can be presented to the public.

This past year saw the development of a new ESCC Strategic Framework for 2019-2024 with the help of board, staff, and stakeholders. With input from our members we will flesh out a strategic plan and put it into action bringing new energy and focus to the ESCC Vision: Collective community action that engages older adults and supports their well-being.

We are grateful for our many important relationships – with our members, our funders, our project partners, and our stakeholders. We thank the ESCC board and staff for their commitment to the well-being of seniors in our community.

MEMBERS

Dr. Michael Alpern, Member at Large
Rick Brick, National Association of Federal Retirees
Linda Ensley, Edmonton Seniors Centre
Cindy Lind Hanson, Member at Large
Vina Locke, North West Edmonton Seniors Society
Bauni Mackay, Sage Seniors Association
Holly Matthews, Chartwell Wildrose Retirement Residence
Gary Pool, Alberta Council on Aging
Sam Radke, SouthWest Edmonton Seniors Association
Bernice Rempel, Member at Large
Mary Whale, Edmonton Southside Primary Care Network



ESCC BOARD OF DIRECTORS

ESCC board members include representatives from senior-serving and supportive organizations as well as members at large. We appreciate the perspectives and wealth of experience this diversity brings to the Edmonton Seniors Coordinating Council.



Sheila Hallett, ESCC Executive Director

MESSAGE FROM THE EXECUTIVE DIRECTOR

As we began the year, we knew it was going to be jam-packed with activity and opportunity. 2018 marked the last full year of the Pan-Edmonton Group Addressing Social Isolation of Seniors (PEGASIS) partnership and the beginning of the second phase of Age Friendly Edmonton (AFE).

Our work in 2018 related to three strategic directions: building capacity, collaboration, and information sharing. It is difficult to look at each area on its own because our work often overlaps all three areas.

For instance, we support our members by sharing news, resources, and learning opportunities for sector staff and volunteers through our weekly Link Letter newsletter. This information sharing provides an avenue for increased knowledge which can support capacity building.

We also publicize information on seniors' activities offered by our members and community organizations in Link Letter, monthly submissions to the Edmonton Examiner, social media posts, and annual Recreation and Wellness Directory for Older Adults. We believe these platforms contribute to our members' capacity because we are coordinating centralized promotion for their benefit.

The same can be said of the communications we lead on behalf of collaborations such as PEGASIS and the Seniors Home Supports Program (SHSP) and publications like the community report on the first five years of AFE which showcases the excellent work that our sector accomplished.



ESCC and MARD collaborate on seniors assisted transportation

WHAT OUR MEMBERS SAY



ESCC has done wonders for a small organization like ours which strives to make big, impactful change. ESCC helps us on many fronts... from leadership, to coordination and collaboration, to guiding us in making meaningful change. So thank you ESCC for continuing to support us!



ESCC Staff:

Back row (l-r) Janelle Beblow, Katie Whittingham, Cheryl Newton-Skirrow, Caroline Gee

Front row (l-r) Rosalie Gelderman, Sheila Hallett, Tim Henderson

Missing Juliette Cailliau



When it comes to collaboration, we take a focused approach with partners to address system issues that affect seniors in our community. Our support of collaborations involves sharing information and results in capacity building for our partners. For example, the SHSP utilizes a customized database which each district uses independently. ESCC collates all the anonymized data and shares this information with our six district partners. We interpret this information together to evaluate the program and decide where it may need to be enhanced, based on the feedback of seniors who use the program. ESCC then facilitates monthly meetings of home support coordinators to implement any program changes and this builds their capacity to deliver this screened referral program. It's

a systematic approach to a common plan of action and highlights the importance of meaningful information and evidence-based practice.

ESCC will continue to play a leadership role in developing shared aspiration and planning for collaborative action to offer benefit to older adults. Because we call many diverse voices together to build linkages and facilitate collaborative action with organizations we are creating a change network that continues to expand. We believe that system-to-system conversations are required, and we look forward to supporting those conversations which have the potential to benefit many organizations and the seniors they serve.



BUILDING CAPACITY 2018 HIGHLIGHTS

LEARNING & NETWORKING OPPORTUNITIES

ESCC helps our members build organizational capacity by providing information on issues that impact their organizations and facilitating connections with colleagues in the sector.

INTERAGENCY NETWORKS

ESCC currently coordinates networks of outreach workers, seniors centre program coordinators, and executive directors/board members. Members tell us that being part of the network supports their growth and strengthens their organization by:

- Sharing information on common issues and trends with others in the same role
- Tapping into the ideas, resources, knowledge, skills, and expertise of others
- Building relationships which makes it easier to reach out

Because of our network leadership experience, we were asked to facilitate an exploratory meeting of seniors sector food services staff in 2018. Food services staff from seven organizations met to learn about each other's operations, discuss common challenges, and share solutions and ideas.

CONNECTING HEALTH AND COMMUNITY SERVICES

To help the health sector better support aging patients, we piloted networking breakfasts that brought together health professionals, businesses, and organizations that serve seniors. The breakfasts introduced health professionals to community services that support seniors and built relationships with seniors organizations which should facilitate future referrals.



ORGANIZATIONAL CAPACITY

In response to requests from our members, ESCC hosted sessions on performance management and governance to strengthen knowledge and share resources.

At two performance management sessions, executive directors and board members learned about effective practices, discussed performance review processes, and exchanged templates with representatives from other organizations.

The governance session featured information sharing on generative discussions; nominating committees and board elections; chairing a board and running effective meetings; executive director/board relations; human resources policies; and policies, bylaws, and articles of association. Participants left with helpful resources from the Edmonton Chamber of Voluntary Organizations, ESCC, and other ESCC member organizations.

We thank our board members for providing their expertise and facilitation skills for these sessions.

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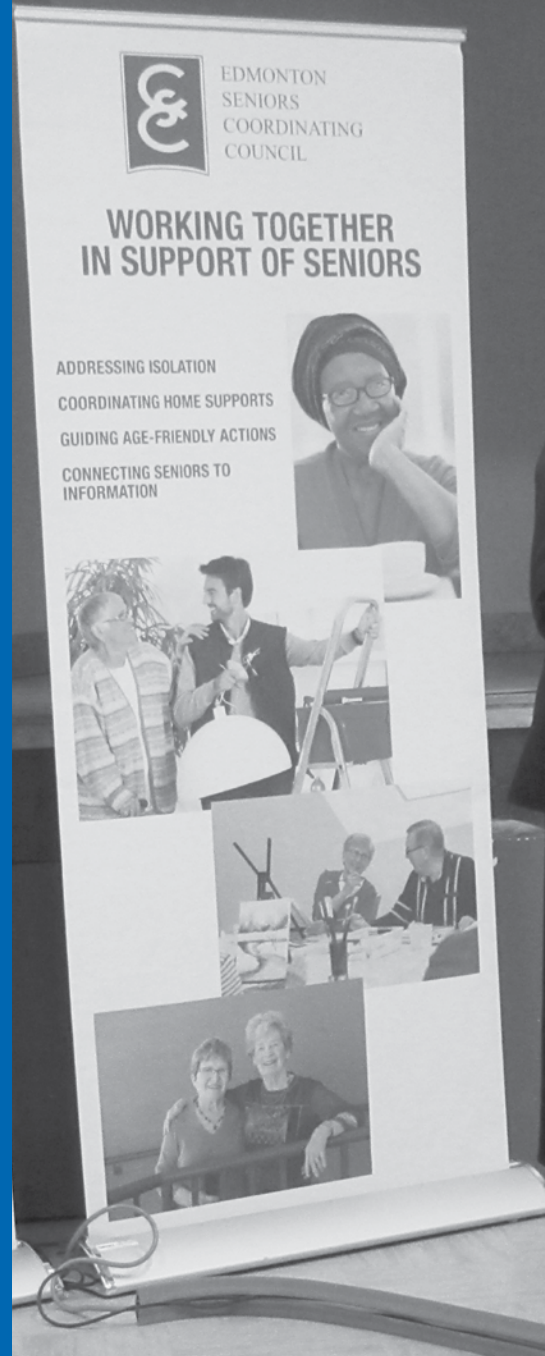
IMPROVING HEALTH OUTCOMES FOR SENIORS

Researchers from the University of Calgary School of Public Policy joined us at the ESCC AGM to discuss how funding social supports has the potential to significantly influence health outcomes for seniors. Dr. Dan Dutton presented data that shows re-focusing on social spending can reap considerable benefits at a fraction of the cost of health spending. Dr. Myles Leslie addressed the challenge of changing the social narrative to achieve this redistribution in spending.

SHARING LEARNINGS FROM COMMUNITY INITIATIVES

We brought people together for a conversation cafe around the idea of organizations being open to adjusting their programs as client and community needs change. PEGASIS partner organizations presented what they've learned over the course of the three-year social isolation initiative and how they've adapted their programs to respond to evolving needs.

Recurring themes from the table discussions centered on the importance of sharing learnings with other organizations and the value of organizations coming together from different sectors to figure out ways to tackle issues for the benefit of the aging population.



Bernice Sewell of Sage Seniors Association talks about their PEGASIS project

SECTOR REPRESENTATION

ESCC gives voice to seniors issues and strengthens the community-based seniors sector by liaising between organizations and across systems to affect change. In 2018 we were involved with:

CATALYZING SYSTEMS CHANGE

- AHS Complex High Needs Patients Teams Initiative
- AHS Continuing Care Client Family Advisory Council
- Covenant Health Network of Excellence in Seniors' Health and Wellness Innovators' Challenge
- Collaborative Research Initiative on the Impacts of Social Supports (CRIISS)
- Seniors Communication Access Network
- Seniors Information Phone Line
- Smart Cities Edmonton

SHARING KNOWLEDGE OF THE SENIORS SECTOR THROUGH REPRESENTATION ON COMMITTEES

- Age-friendly provincial and national communities of practice
- Edmonton Social Planning Council
- Edmonton Vital Signs

REPRESENTING PERSPECTIVES OF COMMUNITY-BASED SENIORS ORGANIZATIONS

- AHS Community Health Services strategic planning workshop
- Alberta Nonprofit Network
- CARP National consultation
- Non-Profit Collective
- Seniors Centres of the Future framework

VOICING SENIORS ISSUES

- Alberta Education curriculum
- Alberta Seniors Communities & Housing Association
- Bus Network Redesign
- Disabled Adult Transit Service (DATS) review

MEETING WITH ELECTED OFFICIALS

We continue to strengthen relationships with decision makers and share knowledge of key issues and sector involvement.

MAKING CONNECTIONS

Because of our involvement with a wide array of groups, ESCC builds relationships that bridge systems and makes connections that align work on seniors issues.

- Abundant Communities Edmonton
- Age of Wisdom advisory committee
- Edmonton Federation of Community Leagues
- Immigrant Seniors Project (Elder Abuse in Chinese and Indo-Canadian cultures)

PROMOTING MEMBER ACTIVITIES

ESCC expands the reach of our members by helping promote their activities to a wider audience. We coordinate a monthly feature in the Edmonton Examiner Living 55+ section and we also include member activities in our Link Letter newsletter, Recreation and Wellness Directory for Older Adults, website, and social media channels.

WHAT OUR MEMBERS SAY



Much of the outside interest in our programs come from the promotion through ESCC. We appreciate the opportunities.



PARTNERSHIPS & COLLABORATION 2018 HIGHLIGHTS

ESCC FOSTERS AND FACILITATES COLLABORATIONS THAT CREATE SYSTEM CHANGE AND STRENGTHEN THE SENIORS SECTOR

As a backbone organization, ESCC facilitates joint planning and evaluation, guides vision and strategy, facilitates communication and resource sharing, mobilizes funding for collaborative initiatives, and advances policy changes.

SENIORS INFORMATION PHONE LINE

The Edmonton Seniors Coordinating Council (ESCC), seniors centres, and the Canadian Mental Health Association (CMHA) are partners in the Seniors Information Phone Line which is a service of 211 Edmonton. Callers to the phone line are given information about seniors programs, services, and resources in the Edmonton area.

A unique feature of this partnership includes transfers to support workers in community-based seniors organizations when 211 staff realize that senior callers need more support than the phone line can provide. These transfers increased 63 per cent in 2018. Because of their accreditation process, CMHA must have formal signed agreements with organizations when there will be a transfer of a client that requires an additional assessment in order to receive timely support and assistance. ESCC facilitates an annual meeting with partnering seniors organizations and CMHA to review the agreements and ensure the goals and expectations of each partner are being met.

The partnership with CMHA also requires these organizations to ensure

the data they provide to 211 about their programs and services is up-to-date. ESCC works with 211 and organizations on consistent messaging describing programs and services to achieve increased clarity both for the general public and 211 staff.

This work also aides in gathering data that provides information on trends, demands, and gaps in the sector. More than 4,500 calls were logged in 2018 and more than 8,200 referrals were provided. While 79 per cent of callers were seniors phoning on their own behalf, it's not only seniors who use the phone line. 15 per cent of callers phoned on behalf of a family member or friend and four per cent of the calls were made by agencies on behalf of clients. The topics most callers inquired about were for financial assistance, housing information, and health care and aging issues.

As a result of calling the Seniors Information Phone Line, 77 per cent of the callers now know how to access the community resources they need and 71 per cent feel connected to and supported by their community.

SENIORS ASSISTED TRANSPORTATION

For the last several years ESCC has been working to gain a systems-level understanding of seniors assisted transportation needs, demands on service providers, and providers' capacity to respond.

Interviews conducted with more than 75 stakeholders who provide, rely on, or advocate for assisted transportation for seniors offered important insights into challenges seniors face in accessing services, barriers that limit service providers from growing, and policies that impact the sustainability of assisted transportation services. Alberta Seniors and Housing supported this project which culminated in the *Building a Sustainable Assisted Transportation Service: A Collaborative Approach* report.

The project not only expanded ESCC's knowledge of the issues surrounding assisted transportation services, it also laid the groundwork for continued networking among stakeholders through a community of practice. The Assisted Transportation Network Alberta (ATNA) provides resources and opportunities for stakeholders to come together to collaborate, share knowledge, and find solutions to common issues.

ESCC worked with the Medically At Risk Driver Centre (MARD) to develop the community of practice website to strengthen organizations' ability and capacity to provide services. Consultations with stakeholders identified topics that will enhance the knowledge and skills of service providers. ATNA will provide research, resources, tools, networking opportunities, and education sessions to meet these needs.

In May, ESCC hosted a learning and networking event that brought together a diverse group of stakeholders including transportation providers, municipal and provincial government representatives working in transportation, and organizations that advocate for seniors. Edmonton Transit Service (ETS)

provided an overview of their new transit strategy with proposed changes in ETS service routes and schedules. Municipal Vehicle for Hire and DATS representatives along with other municipal and provincial representatives were available to answer questions. The event provided a valuable opportunity for government representatives to gain an understanding of seniors' needs and challenges, and for service providers and seniors organizations to ask questions about policies affecting seniors transportation.

In addition to our work with MARD on ATNA, we updated the *Assisted Transportation Volunteer Driver Program Toolkit* originally developed in 2011. This guide helps in the planning, development, and audit of volunteer driver programs. The checklists, samples, and forms act as a reminder of the components required to manage a successful program.

ESCC also continues to be actively involved in the provincial government's Alternate Transportation for Seniors Advisory Committee to move issues forward at a policy level.



Assisted transportation learning and networking event

SENIORS HOME SUPPORTS PROGRAM

ESCC has facilitated the Seniors Home Supports Program (SHSP) since 2015 in partnership with seniors organizations in six districts across Edmonton.

This collaborative initiative continues to support seniors in living safely and independently in the community. The program experienced a 108 per cent year-over-year growth in 2018 with 1,959 client interactions reported. It is attracting new seniors (1,418 new client intakes) and also supporting existing clients (28 per cent had used the program before). The largest demographic user groups continue to be those age 70-79 and 80-99 (72 per cent of program users). However, in 2018 the age 60-69 grouping grew 84 per cent compared to the previous year.

In 2018, the scope of services covered by the program was broadened to accommodate seniors' requests. Seniors can now request referrals for snow removal, yard help, home repair and maintenance, housekeeping, personal services, and moving help. The most requested service referrals were for housekeeping and snow removal.

The City of Edmonton, including bylaw officers, stressed the importance of meeting the needs of low-income seniors. Financial assistance for snow removal began as a pilot in 2018. ESCC, with the assistance of a consultant, facilitated development of this pilot by bringing people together to determine eligibility criteria, creating processes for home supports staff, and amending the database.

Seniors reported many positive outcomes of using the program:



SAFETY

"I feel safer and happier to get all repairs done in my home."



INDEPENDENCE

"You helped me keep my house clean, because I cannot do it anymore."



PEACE OF MIND

"I have peace of mind knowing the providers are screened."



BELONGING

"I am happy that you remember me and are following up."

ESCC also worked on securing continuing funding for the program. We submitted a proposal to Family and Community Support Services (FCSS) and beginning in 2019 they will provide funding through their collaborative stream. Increasingly funders expect sector collaboration and the SHSP is an example of the sector collaborating to achieve a wider impact. To receive the funding, we had to demonstrate the effectiveness of the collaborative model in the delivery of the service. Our developmental evaluation assisted us with that. ESCC will be the signing body for the collaborative funds, acknowledging the important backbone role we play in supporting the program.

ESCC's role in the SHSP continues to be chairing and providing administration support for committees, preparing reports, updating the program manual, leading and supporting the developmental evaluation, leading the shared promotion and advertising, facilitating connections, and sharing resources among partners.

PAN-EDMONTON GROUP ADDRESSING SOCIAL ISOLATION OF SENIORS

January 2018 marked the half-way point in the first three formative years of the collective impact Pan-Edmonton Group Addressing Social Isolation of Seniors (PEGASIS) initiative. Collective impact models typically take 8-10 years to achieve widespread impact on complex societal issues such as social isolation of seniors. The first few years entail start up, early experimentation, learning, and adjustments.

As the backbone for this initiative, ESCC has been supporting our funded partners with project evaluations, evaluating the collaborative overall, and working to ensure the sustainability of impacts beyond the funding window.

The evaluation team focused on two streams of inquiry this year. Firstly, facilitating a process by which the partners identified intended shared outcomes across the disparate projects. With six organizations implementing unique services, decisions around cross-agency shared measures are challenging. ESCC then planned and conducted customized data collection for each project.

The second focus of inquiry was documenting learnings around adjustments (pivots) to initial project plans. Pivoting decisions were made for various reasons – feedback from participating seniors, human resource challenges, and emergent opportunities to leverage knowledge and/or resources. These learnings and case story examples were shared with our funder in October and with community stakeholders at ESCC's Seasonal Gathering in December.

Overall, the PEGASIS initiative has connected with and served more than 5,000 low-resourced seniors in two and a half years which exceeds the initial estimated numbers of seniors we expected to reach.

Trusting relationships are vital to every successful partnership and every healthy community. In 2018, our backbone team fostered and leveraged trusting relationships in several ways. We worked to strengthen relationships among community partners and develop new relationships with researchers, health care providers, government, and non-government agencies. We piloted networking events to bring medical health providers together with staff from community-based services who want to collaborate with clinicians to support their older patients. We worked more closely with the Edmonton Federation of Community Leagues and Abundant Community Edmonton to promote and strengthen neighbourhood asset-based supports for seniors.

We also hosted a strategic leadership workshop that brought together agency leaders and project leads from our PEGASIS partners, the City of Edmonton, Alberta Health Services, and the Office of the Seniors Advocate to look at some of the broader challenges and opportunities that have emerged with this collaborative project.

In December, we led a major collaborative effort to respond to a Call for Concepts from our funder. This much anticipated sustainability opportunity could allow Edmonton to grow the early positive impacts of the PEGASIS initiative for many years to come.

AGE FRIENDLY EDMONTON

In 2018, ESCC, in partnership with the City of Edmonton, embarked on phase two of the Age Friendly Edmonton (AFE) initiative.

Feedback from stakeholders and public engagement sessions in 2017 informed the decision to focus efforts in phase two on four priority areas: Reducing Ageism, Supporting Aging in Place, Promoting Intergenerational Connections, and Responding to Diversity.

Much of our work in 2018 focused on getting a foundation in place to support work on these priorities.

A new governance structure was developed to allow for more community involvement. A Leadership Table provides support and guidance and advises on strategic priorities in Action Hubs that correspond to the four priority areas. Within each Action Hub, Changemakers will take action on specific projects they believe will have an impact. Transition Ambassadors who were involved with AFE during the first five years of the initiative contribute a valuable historical perspective.

The administration team made up of ESCC and City of Edmonton staff worked diligently to recruit people who are passionate about improving the lives of seniors and who could move the initiative forward. They are leaders, advocates, and organizers in our community, and their innovative thinking and commitment to change will guide the next phase of the initiative.

At the IGNITE conversation cafe in November, seniors, government representatives, and community leaders confirmed that the four Action



Hubs are of the highest priority and that keeping the movement on track with community engagement will build momentum and help to focus on the most important needs of seniors. The event explored ways to increase awareness of AFE to the broader community and generated excitement about AFE moving forward.

2018 WAS ALSO A TIME TO CELEBRATE THE SUCCESSES OF THE FIRST PHASE OF AFE

A report to the community – *Age Friendly Edmonton, The First Five Years* – highlights the stories of how Edmontonians have come together to build a city that is inclusive for all. Through the collaboration of a broad diversity of stakeholders, AFE has spurred significant awareness of the needs of seniors and the work accomplished has given us a rich bank of research, resources, and programs to draw upon.

Storybooks featuring four initiatives that are making our community a place that values, respects, and supports the well-being of seniors were also produced.

By sharing these stories, we celebrate what's been accomplished and aim to inspire a greater participation in the age-friendly movement for the next five years.



INFORMATION SHARING 2018 HIGHLIGHTS

ESCC INCREASES PUBLIC AWARENESS OF SUPPORTS FOR SENIORS AND SHARES RESEARCH, TRENDS, AND RESOURCES THAT ASSIST OUR PARTNERS IN PLANNING AND DECISION-MAKING.

LINK LETTER

One of our strengths is sharing information, and one of our most valued services is Link Letter.

This weekly e-newsletter connects seniors with opportunities by providing information on activities, news, and resources.

Link Letter also helps seniors organizations get new ideas, build capacity, and make effective decisions by sharing sector news, research on seniors issues and industry trends, resources, and learning opportunities.

ESCC UPDATES

Through our ESCC Updates e-newsletter we inform members and stakeholders of ESCC initiatives that build capacity in the Edmonton seniors sector and enhance programs and services for seniors.

PROMOTION OF SECTOR INITIATIVES

We produce and distribute information on the Seniors Information Phone Line and Seniors Home Supports Program to the public, referral agencies, and community organizations to increase awareness of supports for seniors.

RECREATION AND WELLNESS DIRECTORY FOR OLDER ADULTS

ESCC compiles activities offered by our members and other community organizations into a convenient and comprehensive directory that outlines arts, fitness, technology, health and recreational activities for adults 55+ in Edmonton.

In 2018, ESCC made enhancements to the directory to make it even easier to search for activities of interest.

A new online platform with full screen layout and large print makes the information much easier to read. Enhanced search functions allow seniors to search and filter results by area of the city, topic, activity name, and organization.

We also made improvements to the print version of the directory. We heard in focus groups that the area of the city in which an activity is offered is an important factor for many seniors, so additional navigation tools that emphasize an activity's location have been incorporated into the directory.

WHAT OUR MEMBERS SAY



Being able to promote our activities and find out what other organizations offer (and us being able to promote that) has been really useful to our membership. It provides wider opportunities for our members to participate in activities/sessions that we may not offer and it may bring someone to our facility to participate in an activity that we offer.

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PRESENTATIONS

Because of our knowledge of aging issues and community supports for seniors, ESCC staff are frequently asked to share this information with community groups and organizations. In 2018 we conducted presentations for:

- Age Friendly Provincial Community of Practice
- Alberta Seniors Communities & Housing Association convention
- Canadian Association on Gerontology national conference
- Canadian Mental Health Association – Distress Line Volunteers
- CN Rail Vets
- Edmonton Public Library seniors program
- Institute for Continuing Care Education and Research
- MacEwan University School of Social Work
- Revera Retirement Living residence
- Seniors Housing Forum
- Westend Seniors Activity Centre Business Connector School
- Seniors United Now

LIVING 55+

Since 2009 we've coordinated the monthly Living 55+ section in the Edmonton Examiner which features information on activities, events, and services for Edmonton seniors.

RESOURCES

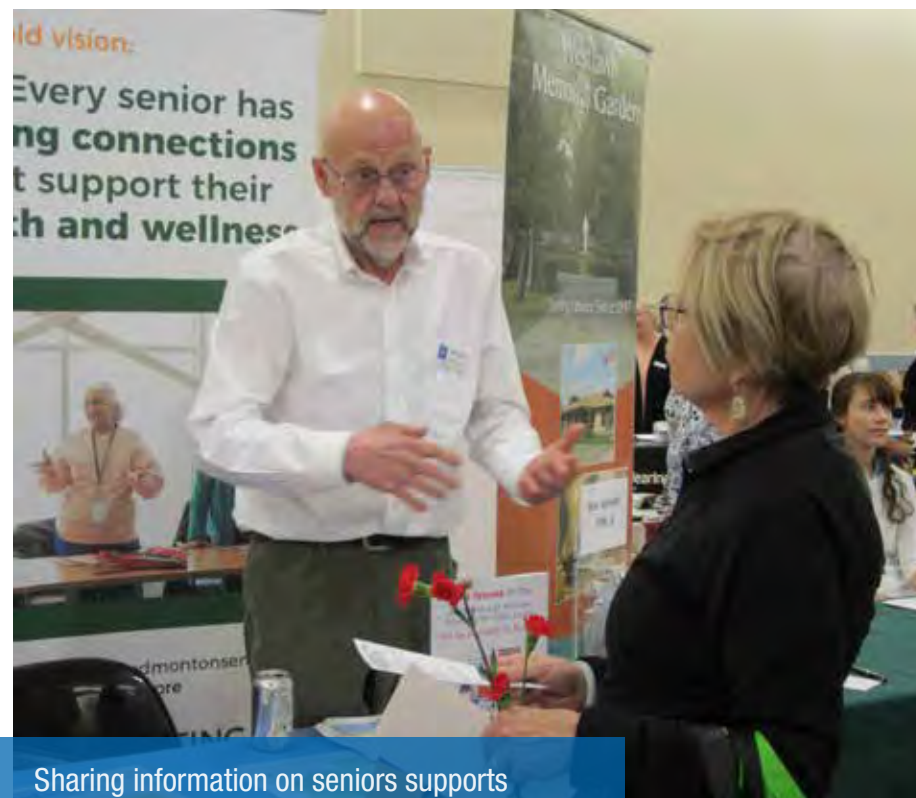
ESCC also produces resources that help member organizations, stakeholders, and seniors such as:

- *Outreach Toolkit*
- *Assisted Transportation Volunteer Driver Program Toolkit*
- *Helping seniors make the best connection* postcard that outlines helpful information phone numbers such as 211, 311, and 811.

COMMUNITY FORUMS

We provide information on sector initiatives at community forums to help seniors and those who care for them navigate supports offered by seniors organizations. In 2018 we participated in:

- Alberta Retired Teachers' Association conference
- North Edmonton Seniors Association Health and Wellness Fair
- Older, Bolder, Better! TM
- Seniors Health and Wellness Forum
- Seniors Housing Forum
- South West Seniors' Pancake Breakfast
- St. Andrews Info Fair
- Twin Parks Fun Daze



Sharing information on seniors supports

ESCC MEMBERS

The Edmonton Seniors Coordinating Council brings together organizations which provide community support to seniors.

SENIOR-SERVING ORGANIZATIONS 2018

Alberta Council on Aging
Alzheimer Society of Alberta and Northwest Territories
Ashbourne–Garneau United Assisted Living
ASSIST Community Services Centre
Canadian Hard of Hearing Association – Edmonton Branch
Canterbury Foundation
Caregivers Alberta
Catholic Social Services – Immigrant and Settlement (Sr Council)
Central Lions Seniors Association
Drive Happiness
Edmonton Indigenous Seniors Centre
Edmonton Korean Seniors College Society
Edmonton Lifelong Learners Association (ELLA)
Edmonton Meals on Wheels
Edmonton Seniors Centre
ElderCare Edmonton
Good Samaritan Telecare
Greater Edmonton Foundation Seniors Housing

Ital-Canadian Seniors Association
Jewish Family Services
Jewish Senior Citizen's Centre
Mill Woods Seniors Association
North Edmonton Seniors Association
North West Edmonton Seniors Society
Operation Friendship Seniors Society
Sage Seniors Association
Senior Citizens Opportunity Neighbourhood Association (SCONA)
Seniors United Now (SUN)
Society of Seniors Caring About Seniors
South East Edmonton Seniors Association
SouthWest Edmonton Seniors Association
South-West Senior's Outreach Society
Strathcona Place Society
The Shaama Centre
Westend Seniors Activity Centre

SUPPORTIVE ORGANIZATIONS 2018

A Helping Hand Services
Canadian Accreditation Council
Care at Home by Exquisicare
City of Leduc, Seniors Outreach, FCSS
Comfort Keepers
Commissionaires Northern Alberta, Northwest Territories and Nunavut Division
Council of Somalia We Care

Edmonton Mennonite Centre for Newcomers
Edmonton Southside Primary Care Network
Home Care Assistance Edmonton
Home Instead Senior Care
Lifestyle Options Ltd.
Multicultural Health Brokers Cooperative
National Association of Federal Retirees
Town of Beaumont, FCSS

ESCC also has a number of non-organizational members at large.

SUMMARIZED STATEMENTS 2018

Edmonton Seniors Coordinating Council
Summarized Statement of Financial Position
December 31, 2018

| | 2018 | 2017 |
|------------------------|-------------------|-------------------|
| Assets | | |
| Current | | |
| Cash | \$ 342,608 | \$ 319,164 |
| Accounts receivable | 8,107 | 24,536 |
| Prepaid expenses | 615 | 615 |
| | 351,330 | 344,315 |
| Equipment | 7,262 | 10,208 |
| | \$ 358,592 | \$ 354,523 |
| Liabilities | | |
| Current | | |
| Accounts payable | \$ 35,187 | \$ 10,470 |
| Deferred contributions | 281,350 | 299,503 |
| | 316,537 | 309,973 |
| Net Assets | 42,055 | 44,550 |
| | \$ 358,592 | \$ 354,523 |

Edmonton Seniors Coordinating Council
Summarized Statement of Operations
For the year ended December 31, 2018

| | 2018 | 2017 |
|--|------------|------------|
| Revenue | | |
| Grants - core | \$ 279,603 | \$ 274,094 |
| Grants - projects | 346,907 | 301,151 |
| United Way | 21,848 | 21,741 |
| Donations, memberships and fundraising | 24,053 | 23,134 |
| | 672,411 | 620,120 |
| Expenses | | |
| Advertising and promotion | 174 | 231 |
| Amortization | 2,946 | 2,821 |
| Communications | 8,912 | 4,731 |
| Occupancy | 23,528 | 22,821 |
| Other expenses | 56,383 | 51,707 |
| Project expenses | 337,524 | 302,296 |
| Purchased services | 20,233 | 16,365 |
| Salaries and benefits | 225,206 | 210,558 |
| | 674,906 | 611,530 |
| Excess of revenue over expenses | \$ (2,495) | \$ 8,590 |

The audited financial statements are available on request by contacting the Executive Director.

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