

GOOD NEIGHBOURS ACTIVE LIVING CENTRE INC.

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ANNUAL REPORTS

FOR

2019 – 2020

“Good Neighbours Active Living Centre Inc. enhances the quality of life for older adults by providing programs, services, and opportunities for social interaction that contribute to overall well-being and a sense of community.”

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GOOD NEIGHBOURS ACTIVE LIVING CENTRE INC

2019 – 2020 EXECUTIVE

President: **Bill de Jong**
2nd Vice President: **Mona Hunt**
Secretary: **Pat Cassie**

1st Vice President: **Ingrid Jarowec**
Treasurer: **Jeannette Golletz**

2019 – 2020 DIRECTORS

Terry Edgeworth
Julie Legault
Jan Stuyck

John Feldsted
Cecelia Stanley

2019 – 2020 COMMITTEE CHAIRS

Accreditation
Finance
Fundraising
Fundraising Dinner
Board Development
Human Resources
Program
Outreach/ Public Relations
Planned Giving
Risk Management
River East - Seniors Resource Finder
Volunteer Advisory Committee

Ingrid Jarowec
Jeannette Golletz
Ron Wally
Sheila de Jong & Mona Hunt
Pat Cassie
Bill de Jong
Jessica Veitch
Jessica Veitch
Cecelia Stanley
Susan Sader
Maria Wasylkewecz
Anne-Marie Dyck

A special thank you to all those who served as committee chairs throughout 2019-20.

2019 – 2020 STAFF

Executive Director:
Program Coordinator:
Coordinator of Volunteers:
Business Manager:
Outreach Coordinator:
Supports to Seniors Coordinators:
Home Maintenance Coordinator:
Community Resource Coordinator
Meal Program Coordinator
Meal Program Cook

Susan Sader
Jessica Veitch
Anne-Marie Dyck
Vanessa Hodgson
Julie Kertesz
Megan Wallace, Regine Genido
Heidi Bartels
Shelley Hillis
Robert Wanner
Maria Toews

GOOD NEIGHBOURS ACTIVE LIVING CENTRE INC

Good Neighbours Active Living Centre Inc. Annual General Meeting Minutes Wednesday, June 19, 2019 At 720 Henderson Hwy

1. Bill de Jong, President, welcomed 59 voting members to the 26th Annual General Meeting.
2. Call to Order
Bill de Jong, President, called the meeting to order at 11:01 a. m.
 - a. Quorum was declared.
 - b. Parliamentary Authority for conducting this meeting was governed by Roberts Rules of Order, 11th Edition. Stricter attention to these rules means that we have some reminders for our procedure this year. For example – reports do not require a mover or a seconder. The chair made reference to the fact that a copy of the minutes is in everyone’s annual meeting package and do not require a motion nor will they be read out.
 - c. Lynda Jones and Ingrid Jarowec are the designated scrutineers.
3. Rules of the Meeting
Notice of the Annual General Meeting was given in writing to each member, each Director, and the Auditor(s) of the Corporation. Only members of the Corporation were allowed to cast their vote. Unless otherwise indicated, a simple majority was required for the approval of motions. The Annual General Meeting for the members of Good Neighbours Active Living Centre Inc. was being held in accordance with Section 127 of the Corporation Act of Manitoba and the Corporation By-Law Article VI.
4. Adoption of Agenda
Motion by: Mona Hunt
Secunder: From the membership.
That: The agenda be adopted.
No Discussion.
Voted.
Result: Carried.
5. In Memoriam- Moment of Silence
Kay Thomson read out the names of the members who have passed on during the period from June 21, 2018 to June 19, 2019. A moment of silence was observed.
6. Approval of Minutes
The past Annual General Meeting minutes from Wednesday, June 20, 2018 were announced to have been circulated. No corrections were made. Minutes were accepted as circulated.
8. President’s Report
Bill de Jong read the President’s Report. (Included in Annual Report)
A question was received from the membership regarding the Bronx Park Community Centre and the Joint-Use Agreement. Bill de Jong advised that due to the confidentiality clause of

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the agreement, GNALC is not at liberty to discuss its details, but he read *A Brief History of GNALC Occupancy at 720 Henderson Highway* (attached) as a response to the question.

9. Executive Director's Report

Susan Sader read the highlights of the Executive Director's Report. (Included in Annual Report)

10. Human Resources Committee Report

Bill de Jong read the Human Resources Committee Report. (Included in Annual Report)

11. Finance Committee Report

Jeannette Golletz read the highlights of the Finance Committee Report (Included in Annual Report).

12. Auditor's Report

Audited financial statements for the fiscal year April 1, 2018 - March 31, 2019 were presented by Dean Austin of the auditing firm Scarrow & Donald LLP Chartered Professional Accountants.

Motion by: Jeannette Golletz

Seconder: From the membership

That: The auditor's financial statements be approved for the fiscal year April 1, 2018 to March 31, 2019.

No discussion.

Voted.

Result: Carried.

13. Motion to appoint auditor

Motioned by: Jeannette Golletz

Seconder: From the membership.

That: The appointment of Scarrow & Donald as the auditor for the fiscal year April 1, 2019 to March 31, 2020 for Good Neighbours Active Living Centre Inc.

No Discussion.

Voted.

Result: Carried.

14. Budget approval

The Centre operating budget for the April 1, 2019 to March 31, 2020 fiscal year was presented by Jeannette Golletz. (Budget included in the Annual Report.)

Motioned by: Jeannette Golletz

Seconder: From the membership

That: The budget for the fiscal year, April 1, 2019 – March 31, 2020 be approved.

Discussion.

Kay Thomson (included in the minutes, as requested) submitted concerns regarding the deficit of this year and the near \$30,000 drop from prior year. She has concerns over the \$5,000 deficit that one of the outreach programs has had as well. Bill de Jong addressed her concerns noting that there was an attendance drop in the last year that we were investigating

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and that the deficit issue is the reason for the proposed price increases as well as inflation. Jeannette Golletz also responded to the project deficit that GNALC is aware and looking closely at the services being offered, as we don't want to cancel if we can help it.

There were questions from the floor regarding the blinds in Hobnobs and the costs associated with the new phone system. Both questions were addressed by staff.

Voted – 1 opposed (Kay Thomson asked to have her name noted in the minutes as opposed).

Result: Carried.

15. Motion regarding action by Directors and Officers of the Corporation

Motioned by: Mona Hunt

Secunder: From the membership

That: all acts, contracts, by-laws, proceedings, appointments, elections and payments enacted, made, done, and taken by the Directors and Officers of the Corporation since the date of the last Annual General Meeting for Good Neighbours Active Living Centre Inc., be approved, sanctioned and confirmed.

No Discussion.

Voted.

Result: Carried.

16. Board Development Committee Report and Election of Officers

Pat Cassie presented the Board Development Committee Report and the nomination slate for the election of officers for 2019 - 2020. (Included in Annual Report)

The present slate includes: Bill de Jong (President) completing third, two-year term; Richard Sawchuk (Director) completing third, two-year term; Jan Stuyck (Director) completing third, two-year term, Jeannette Golletz (Treasurer) completing second, two-year term, John Feldsted (Director) completing second, two-year term, Terry Edgeworth (Director) completing first, two-year term, and Cecelia Stanley (Director) completing first, two-year term.

Motioned by: Board Development Committee

No Secunder Required.

That: The following individuals be nominated for election to the stated positions:

- Ingrid Jarowec (1st Vice-President) – Third, two-year term as First Vice-President.
- Mona Hunt (2nd Vice-President) – Third, two-year term as Second Vice-President.
- Pat Cassie (Secretary) - Second, two-year term as Secretary.
- Julie Legault (Director) – Second, two-year term as Director.

No Discussion.

Voted.

Result: Carried.

Let it be known that the Board of Directors for Good Neighbours Active Living Centre for 2019-2020 is as follows:

Bill de Jong (President)

Ingrid Jarowec (First Vice President)

Mona Hunt (Second Vice President)

Jeannette Golletz (Treasurer)

Patricia Cassie (Secretary)

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John Feldsted (Director)
Julie Legault (Director)
Richard Sawchuk (Director)
Jan Stuyck (Director)
Terry Edgeworth (Director)
Cecelia Stanley (Director)

17. New Business

By-Law Changes - The proposed change to Article V, Number 10 of Good Neighbours By-Laws. The reason for the change is to shorten the names of three of Good Neighbours Governance committees. (Included in Annual Report)

Motioned by: Ingrid Jarowec.

Secunder: from the membership.

That: The membership approve the proposed changes to the By-Laws.

No Discussion.

Voted.

Result: Carried.

19. Adjournment

Bill de Jong thanked everyone for their attendance and participation.

Motioned by: Terry Edgeworth

No Secunder required.

That: The 26th Annual General Meeting for Good Neighbours Active Living Centre Inc. be adjourned.

No Discussion.

Voted

Result: Carried. Meeting adjourned at 12:15 pm.



Pat Cassie, Secretary
GNALC Board of Directors

GOOD NEIGHBOURS ACTIVE LIVING CENTER INC.

PRESIDENT'S REPORT

As at year-end, March 31st, our Centre at 720 Henderson Highway has been in a state of shutdown which started on March 15th. Other than for administrative purposes, programming has come to a halt. Thankfully, our off-premises community outreach programming continues to go forward on a full speed ahead basis. Due to the present Corona Virus crisis, this community program is more important than ever.

Thanks to the government's wage subsidy program we have been able to maintain our administrative staffing. We have also been able to take advantage of their bridge financing program to off-set our collapse of revenue last March 15th. Both of these measures should help us weather the storm pending our start up once the Corona Virus crisis comes to an end.

Next I should comment on the status of our community outreach program financing. These problems, to some degree, continue to persist but again, once this Corona Virus crisis is dealt with we will continue to pursue the necessary solutions. It would, however, be remiss of me if I did not acknowledge here and now the excellent support we have enjoyed during our shutdown from stakeholders such as the United Way, The Winnipeg Foundation, Winnipeg Regional Health Authority and the Manitoba Health, Seniors & Active Living.

Last of all, of course, is the issue of our future here at 720 Henderson Highway. As you will recall, we were ready to launch our campaign to persuade the City of Winnipeg to fulfill the promises that were made back over the past 15 years. Under the circumstances we had to put that matter aside during the Corona Virus issue. Once we are back to normal, we have every intention to proceed at the earliest opportunity.

Again, this year as your president, I would like to thank our Board, our outstanding professional staff, our hard working army of dedicated volunteers and our supportive membership for their faith in our organization.

Respectfully submitted,

Bill de Jong
President

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EXECUTIVE DIRECTOR'S REPORT

Good Neighbours Active Living Centre (GNALC) had another busy and successful year. Our centre continues to be a leader in active living centres for those aged 55+ in our province with an average membership of 1120. Towards the end of our fiscal year, GNALC was thrown a curveball, as was most of the world, with the COVID 19 pandemic. Our centre closed on March 16, 2020 and as I'm writing this, has yet to reopen. The usual work of GNALC came to a halt, and we had to adapt to our new reality. This report will highlight the work that was done to meet the priorities of our strategic plan, and will provide some information on how our work changed due to the pandemic.

The Board of Directors approved a new three-year strategic plan in November 2019. Below are the priorities identified in the strategic plan, and the work completed to the end of March 2020:

Priority 1 - Marketing

- a) Key messages to raise awareness of GNALC's contribution to well-being.
- b) Key messages for potential and current programs/services users developed.
- c) Key messages for potential and current funders developed.
- d) Internal and external communication plans (utilizing key messages) developed and implemented.

Completed Tasks

- Terms of reference for Marketing Committee completed.
- Recruited volunteers with experience and/or interest in marketing for committee – three volunteers with marketing experience, two with an interest in marketing.
- Ensured representation from Program, Fundraising and Corporate Donations/Sponsorships Committees on the Marketing Committee.

Priority 2 – Space

- a) Existing (and intended) program and service provision reviewed to determine feasibility given available resources including availability of adequate space.
- b) Based on review, future space and resource needs determined.
- c) Options for additional administrative space (staff and volunteers) identified.
- d) Options for program space and delivery explored, including weekend programming, partnership opportunities, and efficiencies within current space.

Completed Tasks

- Analyzed 2019 member survey to identify potential programs that would require space, including resource needs.
- Space audit completed – rooms used, number of participants, times programs offered – to determine if we can create space for additional programs.
- Transitioned Thursday Afternoon Social Program to 1630 Henderson Highway Congregate Meal Program. Challenges arose, and exploring the feasibility of moving this program to 220 Oakland is underway.
- Implemented additional two programs in MPR on Thursdays, and also use space for presentations

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- Explored ideas for social programs in Hobnobs on Tuesday and Wednesday afternoons – trying Scrabble on Wednesdays.
- Identified options for additional administrative space and determined two spaces that could potentially be used as a GNALC office.

Priority 3 – Internal Capacity

- a) Commitment to equity lens clarified and implemented.
- b) Program manuals that include evaluation plans, budgets, job descriptions, policies and procedures developed.
- c) Succession plans for key positions developed.
- d) Compliance checklist developed and utilized.

Completed Tasks

- A plan to undertake addressing equity issues re: limited financial means is in development. We are researching other organizations that charge for programs/memberships to see how they handle requests by people with limited financial means.
- All staff are in the process of developing and/or reviewing and revising their operational manuals, for their positions or for their program.

Priority 4 – Customer Relations Management

- a) Data integrity – process, training and communications for assuring the correctness of the data.
- b) Simplicity – ease of use through programming and step-by-step procedures.
- c) Integration – A system that works well with other systems and creates efficiencies and effective work flow, and facilitates both internal and external communications.
- d) Security – Maintaining the privacy of our contacts.
- e) Vision – Achieving GNALC’s vision to be a leader in our field.
- f) Build relationships – Create a system that facilitates two-way communication and helps us better understand our membership/donors.

Completed Tasks

- Researched merchant accounts for set up.
- Process for online membership renewal has been developed.
- Issues surrounding log-ins and passwords have been addressed.
- Membership page has been completed and will be reviewed.

I’d like to thank our staff and volunteers for all the work they have done in moving our new strategic plan forward.

The situation with COVID 19 has impacted the progress of our strategic plan. As of March 16, we had to quickly change direction and figure out what we needed to do to support our members, clients and volunteers. From March 16 – March 31 2020, the following took place:

- Resource information was sent to members several times a week. Feedback was that members appreciated the contact and found the information to be helpful.

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- An email was sent asking our volunteers if they would be willing to phone seniors who were at risk of social isolation and have let us know they would like a social phone call. We had 25 volunteers who replied that they were willing to do this. We anticipated referrals would come from the Supports to Seniors (STS) staff, as well as from the Outreach in Elmwood program, and the River East Seniors Resource Finder. A letter was sent to our members, and also asked those interested in phone calls to let us know.
- Through Facebook, we launched the Good Neighbours Members Network, a group forum for Good Neighbours members. It was developed as a place where our members could connect and share ideas, tips, etc.
- The congregate meal programs continued without the congregate aspect. Meal Coordinator Robert Wanner continued cooking the meals and the staff took turns delivering meals. A protocol was developed to do this as safely as possible. The meal program participants were very grateful and continue to be. Meals are delivered in 1080, 1100, 1590, 1630 and 1660 Henderson Highway. The STS staff also promoted the meal program in 210/220 Oakland and are doing those deliveries.
- Work began on a May/June newsletter. It was important that we continued to communicate with our members during this difficult time. The newsletter included a lot of resource information.
- We implemented a credit system for those who have paid for programs that were scheduled for the spring.
- We continued to ensure we stayed current with COVID information, as it was changing almost daily.
- The STS and Outreach staff continued to support their clients. They no longer could do home visits but instead connected by telephone. Much of the work was focused on ensuring their clients had what they need to get through this time.
- The Home Maintenance Program developed a process to ‘triage’ requests for service so that we were only providing workers for urgent home maintenance issues, eg., plumbing. We asked those with less urgent requests to hold off until the situation improved.

More than ever, I’d like to express my thanks to our phenomenal staff. It has been a very challenging time, and the staff rallied to ensure we were doing everything we could to support our members, clients and volunteers, and to keep our centre going. We are all so fortunate to have this caring, dedicated and hard-working team.

I’d also like to thank the GNALC Board of Directors. Their commitment and support is always appreciated. Our board cares deeply about our centre, and its members and clients. They too have been working to make sure we weather the pandemic storm, and are dedicated to ensuring Good Neighbours is ready to open its doors again.

I also want to thank our members for their donations during this challenging time. So many of you have told me how much Good Neighbours means to you, and how much you miss it. We truly appreciate the financial support you have provided, and continue to provide.

As part of our year-end review, it’s important to take a look at statistics. In the 2019/20 fiscal year, GNALC had:

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- Individual contacts – 15,220 (decrease of 23%) – this is in large part due to our members becoming more comfortable with technology and going to our website and others' for information.
- Group sessions – 2,342 (decrease of 4.7%) – Due to COVID 19, we had to cancel two weeks' worth of programs – otherwise we would have had a slight increase
- Group participants – 32,541 (decrease of 11.6%) – As above, due to COVID 19 we had to cancel two weeks' worth of programs
- Volunteer Hours – 20,955 (increase of 8.5%)
- Average Membership – 1120 (decrease of 2.3%) – work has been put into increasing the number of GNALC members. The membership in April 2019 was 1090, and by the end of the fiscal year (March 31) it was 1137. We are moving in a positive direction.

I would like to thank our funders whose support is vital to the success of our centre and is greatly appreciated. Thank you to:

- **Winnipeg Regional Health Authority** – provide some operational funding to Good Neighbours and contribute funding to administer the **Supports to Seniors Program**, and the **River East – Seniors Resource Finder** and its two congregate meal programs.
- **Manitoba Health, Seniors and Healthy Living** – provide funding to administer the **Home Maintenance Program, Prevent Elder Abuse Manitoba, and World Elder Abuse Awareness Day.**
- **United Way of Winnipeg** – provide funding to administer the **Outreach in Elmwood Program.**

I would encourage you to read the project reports in the Annual Report. They have all achieved so much over the past year and have significantly impacted the lives of older adults in our community.

Respectfully submitted,

Susan Sader

Executive Director, Good Neighbours Active Living Centre

HUMAN RESOURCES REPORT

Committee Members: Bill de Jong, Sheila de Jong, Joyce McGee, Julie Legault, Cathy Phillipson, Shirley Godfrey, Mona Hunt, Susan Sader (staff), and Vanessa Hodgson (staff)

Our committee this past year has been primarily involved with updating and reviewing existing regulations governing staff (and in some cases volunteers) employed in our day to day operations.

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This review included job descriptions, salary reviews for Centre staff, job safety and facility efficiency.

Unfortunately what we, as a committee, can change or manage does not extend fully into the compensation of our Outreach staff. This issue can only be negotiated with program funders.

I would like at this time to thank our committee members for their care and attention to this most important facet of our Good Neighbours' operation: Mona Hunt, Shirley Godfrey, Cathy Phillipson, Joyce McGee, Julie Legault, Sheila de Jong and our staff members Susan Sader and Vanessa Hodgson.

Respectfully submitted,

Bill de Jong
Chair, Human Resources Committee

FINANCE COMMITTEE

Committee Members: Jeannette Golletz (Chair/Treasurer), Bill de Jong, Terry Edgeworth, Olga Hazelwood, Cecelia Stanley, Bruce Wagg, Ron Wally, Susan Sader (ex officio), and Vanessa Hodgson (ex officio)

The purpose of the Finance committee is:

- to monitor GNALC's financial situation
- to prepare and implement the annual budget
- to oversee reporting from the Fundraising Committee and its sub-committees

Good Neighbours has to work diligently to raise the 85% of our operating costs which are not covered by grants. The United Way increased our grant by \$1600 which is our first increase since 2013. The WRHA grant has remained at \$ 50,136 since 2016.

To allow a more thorough oversight of our finances, the Finance Committee now meets one week prior to our regular Board meetings. This allows us to distribute the financial reports to the Board members ahead of the Board meeting and gives the members more time to review the reports. Previously, the Board received the financial reports at the Board meeting. In October, Good Neighbours successfully passed a CRA audit of our payroll numbers.

Fundraising Committee (Members: Ron Wally (Chair), John Feldsted, Mona Hunt, Barb Siemans, Dan Sitar, Cecelia Stanley, Bruce Wagg, Anne-Marie Dyck (ex officio))

The Fundraising Committee organized many successful events which included Spring and Christmas teas, twice weekly summer BBQ's, selling Grey Cup tickets and wine raffle tickets, Thursday Crib Nights and the Fundraising Gala. Both the Spring Fashion Show tickets and the fall Craft Sale tables were sellouts. New events this year were the selling of Fundscrip gift cards,

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the Muddy Waters Gold Band concert and a Coffee House. These events were in addition to the on-going operation of Hob Nobs, the Bookstore and the 50/50 draws.

The Corporate Donations and sponsorship Committee has been formed as a sub-committee of the Fundraising Committee. This committee will focus on raising funds from large corporations.

Planned Giving Committee (Members: Cecelia Stanley (Chair), Jeannette Golletz, Ingrid Jarowec, Bruce Wagg, Ron Wally, Susan Sader (ex officio), Vanessa Hodgson (ex officio))

This committee established the Good Neighbours Active Living Centre Endowment Fund to ensure that Good Neighbours can provide programs, services and opportunities well into the future. It was determined that this committee had completed its mandate; therefore, it was disbanded in September. The remaining activities (promotion of the fund, donor recognition, fundraising) have been transitioned to the staff. Oversight of the Endowment Fund is now the responsibility of the Fundraising Committee. The balance in our Endowment Fund at the end of our current fiscal year was \$95,740 which is an increase of \$11,196 from last year end.

Respectfully submitted,

Jeannette Golletz
Treasurer /Chairperson, Finance Committee

BOARD DEVELOPMENT COMMITTEE

Committee Members: Pat Cassie (chair), Jeannette Golletz, Julie Legault, Terry Edgeworth, Barb Gemmell, Edna Walpole, Anne-Marie Dyck (staff)

The terms of reference state that the purpose is to ensure effective governance and leadership for GNALC through succession planning and development of Board members. The Board of Directors has 12 members. Each member serves two years to complete a term. There is a maximum of three terms eligible for a total of six years in a director position.

The Board Development Committee is responsible for nominating of new Board Members. Our orientation process allows new members to acquire knowledge of GNALC's policy and procedures. Recruitment should ensure candidate diversity.

Thorough out the year our committee has offered guidance to our Board Members by Presenting workshop Governance 101, Recruitment of Board Members, Board Performance Evaluations, and Strategic Planning with Succession Planning, including improving leadership skills. The Board Development Committee has dedicated its time to the review and revision of the role of the Board with respect to decision-making in an effort to increase its efficiency.

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The proposed slate for officers/directors of Good Neighbours Active Living Centre (GNALC) for the fiscal year 2020-2021 is as follows:

Board Members (continuing 2nd year of term)

Ingrid Jarowec	1st Vice-President	3 rd term
Mona Hunt	2 nd Vice-President	3 rd term
John Feldsted	Director	3 rd term
Julie Legault	Director	2 nd term
Pat Cassie	Secretary	2 nd term
Jeannette Golletz	Director	1 st term

Nominations for continuing terms required for 2020-2021

Bill de Jong	President	4 th term
Cecelia Stanley	Treasurer	1 st term
Terry Edgeworth	Director	2 nd term

Nominations for new Director Positions will be posted at Annual General Meeting when the date is confirmed by present Board of Directors. Nominees submitted are Philip Veness and Ron Wally for Director 1st term 2020-2021.

Respectfully submitted,

Pat Cassie
Chair, Board Development Committee

PROGRAM COMMITTEE

Committee members: Roland Gibson, Jean Hansen, Gladys Jenkinson, Peter Manastyrsky, Sonia Rogowski, Richard Sawchuk, Phil Veness, Jessica Veitch (Chair),

Over the past year, the fitness, creative expressions, music, and educational programming at Good Neighbours continued to attract new people to the Centre. At the end of August, we held another well-attended open house. We highlighted 26 of our programs, which were offered for free to encourage participation. The event was an overall success, bringing in many new members during the registration period.

Many exciting presentations and workshops were enjoyed by our members. Some of these well attended events were: various Travel Talks, Decluttering, Winnipeg General Strike, History of Theatres Estate Planning, Fraud Prevention, Art Workshops, and Meditation. Numerous outings were also enjoyed by our members. Some highlights include: Celebrations Dinner Theatre, Art in Bloom, Arborg Heritage Village, Folklorama, and Cooks Creek Fall Supper

In addition, a variety of special events were offered to our members. These events include: movie afternoons, Trivia Afternoons, Mixed Company Breakfasts, spring and winter concerts by GNALC music groups, as well as Nosh & Knows and Lunch & A Movie days in partnership

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with the meal programs. Two Afternoon Dances were also enjoyed by members and friends, but due to the decrease in attendance over the past years, future dances were cancelled indefinitely.

A challenge that was faced this year was the lack of available space to implement new programming. Previously, space audits were conducted to ensure that the space available was being used in the most efficient way before the implementation of new programs over the past three years. Further evaluations will take place to make sure that the spaces currently in use are still meeting the needs of the programming. Additionally, the COVID-19 pandemic resulted in a disruption to our programming and closure of the Centre. All classes, presentations, workshops and events were cancelled for the last 2 weeks of this fiscal year.

Looking ahead, some of our future goals for programming will be to offer more programming for men, continued education and social programming. A further goal is to sustain a diverse range of educational, technology and health related presentations and workshops topics, to reevaluate and maximize space within the Centre, and to continue to explore new opportunities for partnerships.

Respectfully submitted,

Jessica Veitch
Chair, Program Committee

ACCREDITATION COMMITTEE

Committee Members: Ingrid Jarowec (Chair), Pat Cassie, Bill de Jong, Jan Stuyck, Kay Thomson, Ron Wally, and Susan Sader (staff)

In May 2014, Good Neighbours Active Living Centre received accreditation status with Imagine Canada. Accreditation was given based on GNALC meeting 73 standards in five key areas: board governance, financial accountability and transparency, fundraising, staff management and volunteer involvement. Accreditation was for a five-year period. The Committee continues to review and revise if required the policies, terms of reference, position descriptions, etc., both governance and operational. The Committee also researches and writes new policies. Any new policy or revisions made to existing policies require Board approval. Members can view these policies by requesting to see the Policy Manual located at the front office.

Meetings were held monthly prior to March 2020, and hopefully will be resuming soon.

This year, GNALC reapplied for accreditation status with Imagine Canada, which was received on July 19, 2019.

It has been a pleasure chairing this Committee. A big thank you to Committee members for their time and valuable input, and in particular our Executive Director.

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Respectfully submitted,

Ingrid Jarowec
Chair, Accreditation Committee

VOLUNTEER ADVISORY COMMITTEE

Committee Members: Sheila de Jong, Bernice Honke, Fran Howard, Julie Legault, Kay Thomson and Anne-Marie Dyck (Chair)

“The volunteer program exists to empower Good Neighbours Active Living Centre to achieve its mission statement efficiently and successfully, while providing meaningful ways for individuals to contribute to society to their own unique way.” Volunteers play such an important role at Good Neighbours in so much that the centre could not exist without them. The centre has 250 active volunteers involved in every aspect of the centre in over 30 different volunteer positions, contributing 20,955 hours from April 1, 2019 – March 31, 2020. In addition to Good Neighbours members, we have special needs volunteers referred by various organizations. The centre advertises volunteer positions on the Volunteer Manitoba website as well. A number of these volunteers are new immigrants to Canada who are looking to acquire experience in the work force and develop their English skills in order to search for employment in the future. We are very excited that we are continually attracting new volunteers. This past year over 40 new energetic volunteers joined our ranks to help us to achieve our mission. We regret that some of our volunteers are no longer able to volunteer with us, due to illness and to changes in their life situations. We are so very thankful that they were able to contribute their time and talents.

“Volunteers, Manitoba’s Heroes” was the theme of Good Neighbours annual volunteer appreciation event, which was supposed to be held on Wednesday, April 29. Unfortunately the event had to be cancelled due to COVID-19. A thank you letter was mailed to every volunteer.

Other volunteer appreciation events this past year included: A Stroll and Sundaes and Christmas Lunches.

Good Neighbours implemented Better Impact, a new volunteer management software program in 2019. This program has been extremely beneficial in scheduling, tracking volunteer hours and communicating effectively with volunteers.

Two very deserving volunteers who have regularly given selflessly of their time, talent and energy to GNALC were selected to receive the “Above and Beyond” Volunteer awards. These volunteers are Linda Small and Jessie Reidke. These awards were scheduled to be presented on April 16 at the Annual Fundraising Dinner. Due to COVID-19, presentation of these awards has been postponed to a later date.

Special thanks to the members of the Volunteer Advisory Committee. Each member of the committee reports on their area of involvement, Bookstore, Hobnobs, Front Desk and Programs.

GOOD NEIGHBOURS ACTIVE LIVING CENTER INC.

They have their finger on the pulse of the organization and are very helpful in evaluating the volunteer program so that the volunteers can continue to serve the members of this community with excellence. It is such a privilege to work with such amazing volunteers. They truly care about the seniors in this community and regularly go above and beyond the call of duty.

GNALC volunteer activities ceased on Monday, March 16, due to COVID-19. We are looking forward to when we can resume operation at the centre and we look forward to seeing you all again.

Respectfully submitted,

Anne-Marie Dyck
Chair, Volunteer Advisory Committee

OUTREACH/PUBLIC RELATIONS COMMITTEE

Committee Members: Sandra Bauldic, Diane Edgeworth, Shirley Godfrey, Kathi O'Shaughnessy, and Jessica Veitch (Chair)

The Outreach/Public Relations Committee developed, implemented and evaluated strategies and initiatives to pursue new members. In addition, the committee strived to keep the membership and the community informed about the centre.

The committee attended events and expos to promote GNALC, including:

- May 1- GNALC Health Fair
- May 29- A&O Housing and Active Lifestyles Expo
- June 8- Happy Days on Henderson

Shortly into this fiscal year, the committee was disbanded for restructuring. Part of the 3 year Strategic Plan included the creation of a Marketing Committee that would cover a wider range of activities, including outreach and public relations initiatives.

Respectfully Submitted,

Jessica Veitch
Chair, Outreach/Public Relations Committee

OUTREACH IN ELMWOOD

As Outreach Coordinator during the past year, before the Covid-19 outbreak, there were many outings, activities, and information sessions provided. There were outings to the Assiniboine

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Park Zoo, Bird's Hill Park, The Forks, Kildonan Park, shopping trips down Regent Avenue and Polo Park, and walking groups. There were barbecues held at 505 Munroe and 53 Stadacona. These were funded by the City of Winnipeg through Per Capita Grants. Christmas and Easter Dinners were also held at 505 Munroe, 53 Stadacona and 821 Golspie. There were games also being enjoyed at the senior's blocks, which included ladderball, cornhole, kite flying, and playing cards and bingo.

A number of presentations/information sessions were held in seniors' blocks in Elmwood. Topics included; fire safety, meal planning, budgeting, neighbourhood safety, medication safety, exercise, meditation/mindfulness, abuse, addictions, income tax information, library resources and information on transportation options.

I continue to sit on social committees for seniors housing buildings in Elmwood. Meetings were held regularly to plan events, outings and ideas for presentations.

The Thursday Social Afternoon transitioned from 720 Henderson Highway to the 1630 congregate meal program. There were some unanticipated challenges with the relocation of this program. We are currently working on moving the program to the Supports to Seniors space at 220 Oakland.

A great deal changed when the pandemic affected us in Winnipeg. Like many others, I suddenly had to take on new responsibilities for the community members and our centre services, including grocery shopping, delivering meals and needed supplies, as well as offering support to those in need. I also went door to door distributing pamphlets, reaching out to new seniors, who were unaware of the services available through community outreach programs.

It's been a crazy, busy time and I look forward to getting back to being able to, once again, take the seniors on outings and provide more social activities.

Respectfully submitted,

Julie Kertesz
Outreach Coordinator

SUPPORTS TO SENIORS

The 2019-2020 year was amazing and certainly provided some challenges for us to work around. This year we did a little more research and applied for a number of grants; our most successful results came from the United Way and Royal Bank of Canada (RBC). United Way worked with us on a number of projects, providing care packages, volunteers and funding. One of the projects was the "Day of Action" where we worked with Powerland (170 Marion St) volunteers and United Way to supply over 400 seniors with care packages containing items such as activity books, Kleenex, hand soap, and much more. They later partnered with us for our two Christmas teas that are held at 1100 Henderson Hwy and 220 Oakland Ave. organizing volunteers and

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providing funding. These teas are well attended and a highlight of the year. We had Mr. and Mrs. Claus (Megan's parents Brad & Roxanne Wallace) show up and hand out gifts. RBC sent volunteers each day to help with food prep and provided funding that helped us with the gifts given out that day; mugs with hot chocolate, cup-o-soup and some candies. Community volunteers that gave their time and hearts to help these days were: Momentum Healthware (131 Provencher Blvd Unit 308) and Price Waterhouse Cooper (1 Lombard Pl Suite 2300).

Other activities throughout the year we were able to offer due to valuable partnerships were Frauds and Scams by the Winnipeg Police, Cannabis education by Delta 9, Suicide Awareness with Klinik, blood pressure clinics with Sobeys Pharmacy and Rossmere Pharmacy, flu shot clinics with Ebbeling Pharmacy, a zoo trip as United Way provided free entrance passes, Canadian Museum for Human Rights trip as they provided free passes for our seniors. The Nelson Mandela display was on at the time and was truly a moving and humbling experience.

Our year was truly full. We did many other activities (trips, bible study and exercise groups), these are also not accomplished without our own group of volunteers; Gail, Marian, Doris, Sheila, Nick, Bernice, Sandy, Connie, Krista, Edie, Carol, Shirley, Dale, Doug and a variety of other helping hands that pitch in when they are needed. We are blessed to be surrounded by these amazing individuals.

First and foremost however, are our clients. We are thankful to Edison Properties for providing space at 220 Oakland Ave so that we can be close to those we are committed to assisting. Thank you to the tenants who trust us with their privacy and welcome us into their lives so that we may find solutions to a variety of needs and challenges.

Lastly, the year ended with COVID-19. We made many adjustments to work through this challenge, which we will surely talk about in the 2020-2021 report.

Respectfully submitted,

Megan Wallace and Regine Genido
Supports to Seniors Coordinators

HOME MAINTENANCE PROGRAM

The Home Maintenance Program is a city-wide program that assists people age 55 and over with various types of help around the home. Our service providers do a variety of work including handyman and yard work, housekeeping, meal preparation and much more. Through the program we also provide a registry to those over the age of 50 who are interested in being service providers. The Home Maintenance Program is fully funded by the Manitoba Seniors & Healthy Aging Secretariat.

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The Home Maintenance Coordinator is responsible for doing interviews, reference and background checks on all individuals we add to our referral list. This year the Home Maintenance Coordinator attended numerous community fairs, the 55+ Housing Expo, and the Palliative Care Conference, in addition to giving community presentations about the program.

The volunteers working with the program are dedicated, hardworking women who do their best to assist clients, often going above and beyond their duties in order to help. We have added 1 additional volunteer this year to help with the increase in email service request volumes. Our volunteers currently answer the calls received Mondays, Tuesdays, Thursdays and Fridays. In order to ensure the satisfaction of our clients, we also have one volunteer dedicated to following up with our clients on their results using our program.

Over the past fiscal year, the Home Maintenance Program:

- Provided services to 812 clients.
- Added 6 service providers to the registry.
- Provided referrals to 1,718 individuals

We would like to take this time to say thank you to the amazing volunteers who support our program. Our volunteers play an important part in our program by connecting seniors to service providers and checking in with seniors who received referrals to ensure they were happy with the service they received. This year Heidi Bartels has continued as Program Coordinator for the Home Maintenance Program and is currently filling in for our volunteers while the centre is closed.

Respectfully submitted,

Heidi Bartels
Home Maintenance Program Coordinator

RIVER EAST SENIORS RESOURCE FINDER

The River East Seniors Resource Finder Council is a non-profit, community-based organization that acts as an information and referral hub linking adults 55+ residing in Elmwood, East Kildonan, and North Kildonan, with community resources to help them maintain as independent a lifestyle as possible. The Council focuses on information-sharing about the needs of older adults, including any emerging issues affecting seniors within the northeast sector of Winnipeg, identification of service gaps, and the development and provision of a variety of programs and services that meet the needs of older adults in the River East area.

The Council membership consists of the Seniors Resource Coordinator – Shelley Hillis, and representatives from a number of senior-serving organizations located in the River East community, as well as several community members. Council meetings are normally held monthly between September and June with guest speakers frequently invited to inform or update Council members about their services. This past year, however, the RESRF Council has not been able to function as it normally does. Due to a combination of unfortunate and unpredictable

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circumstances, the RESRF Council, like most other organizations during the COVID-19 pandemic, has had to put its meetings on hold. Irregular attendance at meetings has led to discussions between the Council Executives about the need for recruitment of new Council members as a means of revitalizing the Council and improving attendance.

The day-to-day management of all Council programs remains with Shelley Hillis. The RESRF Council runs two seniors congregate meal programs; coordinates the Rides for Seniors escorted transportation service; distributes Emergency Response Information Kits (ERIK); and provides information and referral.

The Council's two congregate meal programs are situated at 1100 and 1630 Henderson Highway. Three home-cooked meals per week are provided at each site. Periodically an interesting "Lunch and Learn" or a games session is held during the lunches. I would like to thank our meal coordinator, Rob Wanner, for the excellent job that he has been doing, not only in preparing the meals with a corps of devoted volunteers, but also in continuing to provide the meal service under the trying circumstances that the Council has faced this year with Shelley's absence, and in forwarding creative new ideas for the meal programs such as a Mother's Day brunch or the roast beef evening dinner.

Transportation is one of the most requested services offered by the Council. The Council is most grateful to our group of dedicated volunteer drivers who are part of the Rides for Seniors program. The program provides transportation for medical appointments, banking, and grocery shopping amongst others. Shelley books and coordinates the rides and the users pay individually. Shuttle services are also offered twice per month from designated apartment blocks to the meal program at 1100 Henderson Highway.

On behalf of the RESRF Council, I would like to express my sincere appreciation to all of the many, hard-working and committed volunteers who give of their time and effort at the meal programs, driving seniors to appointments, phoning, assembling ERIK kits, and helping out in the office, as well as participating on the Council. Your ongoing support and assistance with running our programs has truly been a blessing. Thank you!

Thank you to the RESRF Council members for your input, expertise and commitment to the Council. It has been a privilege working with you.

Thank you to Shelley for the warmth and friendliness that she extends in all her dealings with volunteers, Council members, community seniors, and the many agencies that she works with on our behalf. Finally, I would like to thank Susan Sader, Executive Director of Good Neighbours Active Living Centre, for stepping in while Shelley was on leave, and coming up with ways to keep the Council programs running.

Respectfully submitted,

Maria Wasylkewycz

Chair, River East Seniors Resource Finder Council

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PREVENT ELDER ABUSE MANITOBA

Prevent Elder Abuse Manitoba (PEAM) acts as a central point of contact in the province related to abuse of older adults. PEAM provides support to regions and communities throughout Manitoba by sharing knowledge, education and resources to support those who respond and are concerned about the issue. In March 2017 PEAM's role as a network was redefined as a program and a program description was approved and adopted to guide PEAM's work.

PEAM's new program description remains focused on strategy to develop project teams to achieve specific goals a significant change from standing committees with a broad focus. Continued effort is required to engage and get input from the PEAM team about gaps, key issues, initiatives and projects through a variety of channels.

PEAM educators deliver elder abuse presentations throughout the province. This model has been both efficient and effective in managing the requests we received for Police Academy for Older Adults, World Elder Abuse Awareness Day (WEAAD), Senior and Elders Month and Financial Literacy Month. Northern Health held elder abuse training in four locations (Thompson, The Pas, Flin Flon and Snow Lake) in the fall. PEAM developed and shared all of the presentation materials including: It's Not Right!, Financial Protection for Older Adults and How to Engage the Community in Prevention efforts. We also supported and shared key documents and templates to assist in the planning such as survey, resources for distribution and marketing and communication templates.

PEAM provided a letter of support to Northern Health, one of our regional partners, who succeeded in securing a New Horizon for Seniors grant to support elder abuse education in their region. Through this initiative the number of individuals in northern and remote communities who can deliver elder abuse prevention education has increased.

Manitoba credit unions continue to support WEAAD. This has remained consistent for the past few years. The Canadian Credit Union Association (CCUA) continues to be supportive of WEAAD. We will continue to encourage employees to take the course *Financial Abuse of Older Adults: Recognize, Review and Respond* as well as engage them as PEAM educators.

PEAM believes our ability to develop partnerships with key professional or industry associations could be a strategic opportunity. A letter of support was provided to the University of Manitoba for the tri-provincial research study to explore the context and reasons for under-reporting in cases of abuse against older adults. The findings will be used to develop recommendations to improve services in the Canadian Prairie provinces for older adults as these relate to reporting abuse, as well as developing new strategies for intervention and prevention.

World Elder Abuse Awareness Day (WEAAD) continues to be an important awareness opportunity across the province of Manitoba with 52 events planned in 35 towns and cities. This was a slight decrease over last year's total of 64. It is difficult to pinpoint one reason for this, but PEAM provided fewer prompts and encouragement to register events, the site has not updated or added new resources since 201, many of those registering may have a surplus from previous year's events, especially because most events are registered by the same organizations and communities. The site was launched in 2012 and continues to be effective in promoting and

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creating a database. One trend regardless of the number of events registered is that we suspect more and activities are happening every year than what are registered. It is interesting to note, that despite the downward trend in events, the number of towns and cities registering events has increased from 22 last year to 35 – thirteen additional town/cities.

Credit unions across Manitoba continued to access the online course *Financial Abuse of Older Adults: Recognize Review and Respond*. 66 employees from Manitoba and 227 across Canada have taken the course since the last report (April 2019– March 2020). In total, 1804 employees from Manitoba and 3683 across Canada have taken the course since it was launched in November 2014. Qualitative reports remain positive as learners report significant increase in their ability to spot abuse, understanding of their role in prevention as well as a better understanding of the community resources available to assist them in responding to situations of abuse.

A more informal stewardship strategy was deployed to thank and acknowledge the work of individuals and community members engaged in elder abuse prevention. A thank you email was sent and continues to be an important acknowledgement to individuals, organizations and communities who plan events.

PEAM educators continue to deliver one or more of the following presentations throughout the year.

- *It's Not Right: Neighbours, Friends and Families for Older Adults*
- *Financial Protection for Older Adults*

Respectfully submitted,

Dara Maternick
PEAM Coordinator

GOOD NEIGHBOURS ACTIVE LIVING CENTRE DONORS

April 1, 2019 –
March 31, 2020

Abrahams, Grace	Chartrand, Margaret	Harvey, Kathleen
Advanced Dental Arts	Checkley, P. Lynn	Hawkins, Brenda
Ancel, Barbara	Clark, Sylvia	Hayles, Hilary
Anderson, Sylvia	CN Railroaders	Hickman, Karen
Anderson, Timothy	Dalke, Donna	Hildebrand, Freda
Anonymous (1)	de Jong, William	Hodgson, Vanessa
Armstrong, Adeline	Debrecen, Karen	Holben, Jack
Arnold, Janet	Denesiuk, Valerie	Holben, Janet
Aronec, Cathy	Derksen, Herta	Home Instead Senior Care Winnipeg
Avant Insurance	Douglas, Joanne	Hopman, Barbara
Bahr, Elizabeth	Dueck, Nettie	Horton, Mildred
Bailey, Dorothy	Dyck, Anne-Marie	Howard, Frances
Bainard Acheson, Peggy	Edgeworth, Diane	Howard, Frances
Bartlett, Judith	Edgeworth, Terry	Hrabluk, Victoria
Bastl, Josephine	Erhart, Judy	Htody, Saimi
Bastl, Judi	Eustache, Lucille	Hughes, Marie
Bell, Barbara	Ezinicki, Ken	Hunt, Mona
Bernardin, Maurice	Feicho, Aileen	Huot, Kendra
Bilinsky, Virginia	Fenning, Alberta	Hussey, Betty
Bilous, Anita	Ferriss, Donna	Isaac, Sandie
Blaikie, Daniel	Field, Mary	Isaacs, JoAnn
Blakeman, Bernice	Fill, Carol	Issak, Jonathan
Bone, June	Free, Gloria	Issak, P. Charles
Borodenko, Linda	Friesen, Dorothy	James, Margaret
Boroski, F. Heather	Froese, David	Jarowec, Ingrid
Boyes, Jean	Froese, John	Jenkinson, Gladys
Bradley, Duane	Funk, Elsie	Jentsch, Lynne
Brown, Colette	Gemmell, Barbara	Johnson, Don
Bucek, Magdalena	Goetz, Anne	Johnson, Patti
Buchkowski, Helen	Golletz, Jeannette	Jones, Doreen
Bulandra, Emilia	Goodwin, Chris	Jones, Kenneth
Burns, William	Gorcie, Gloria	Kauenhowen, Sarah
Buschau, Marcia	Gosselin, Victoria	King, Donald
Caseburg, Gerda	Graf, Jim	King, Shirley
Casselmann, Harold B.	Graf, Maureen	Klassen, Jake
Cassie, Patricia	Grammer, Hilary	Klemetski, Diane
Chamberlain, Susan	Grenkiw, Eugene	Konchuk, Brenda
Chambers, Rosemary	Hansen, Jean	Korman, Audrey
	Harms, Erika	

GOOD NEIGHBOURS ACTIVE LIVING CENTRE DONORS

April 1, 2019 –
March 31, 2020

Korman, Richard
Kory, Adele
Krenz, Eleanor
Kruse, Cheryl
Kuchar, Beverley
Kusyk, Darlene
Kwiecein, Richard
Labine, Joseph
Lafreniere, Cecile
Lafreniere, Joanne
Lang, Dorothy
Lay, Lorraine
Lee, Patricia
Legault, Julie
Lewis, Richard
Lewkiw, Sandra
Liggett, Mary
Lipp, Janice
Loewen, Gertrude
Lopata, Vince
Lovel, Joan
Macdonald, Joan
MacKay, Carleen
MacKinnon, Ferne
MacIver, Kathy
Maki, Diane
Mandzuk, Agnes
Manwaring, Joyce
Margulius, Bev
Martin, Gail
Martin, Janet
Maruca, Peter
Matheson, Linda
Mazur, Gwen
McCosh, Audrey
McDonald, Lillian
McGifford, Art
McKenzie, Sandra
McMillan, Donald

Michalchuk, Pauline
Miller, Sheron
Miller-Williams, Jean
Mills, Kim
Mislawchuk, Marianne
Moreau, Mona
Mucz, Ruby
Nazeravich, Frances
Nerman, Wendy
Newman, Connie
Newmann, Alice
O'Donnell, Anita
Odway, Gloria
Olfert, Harry
Paluch, Robert
Park, A. Marlene
Parker, Erika
Pashniak, Linda
Patterson, Carol
Patterson, Gloria
Patzner, Elizabeth
Paulick, Janice
Pauls, Angela
Pawlik, Sylvia
Peachell, Carolyn
Pelland, Theresa
Penneys, Doreen
Peters, Ruth
Pickering, Ruth
Picur, Grace
Pihulak, Linda
Pismenny, Lorrie
Pomeransky, Sam
Ponchon, Grace
Prymak, Andrea
Pschulski, Hubert
Reid, Dorothy
Rerick, Lorraine
Robinson, Leona

Rogan, Donna
Rudnicki, Jean
Rudniski, Hazel
Ruivivar, Elena
Ryback, Olga
Sader, Susan
Sangster, Margaret
Sawatzky, Ruby
Sawchuk, Martha
Sawchuk, Richard
Schick, Donna
Schram, Simon
Schreyer, Lillian
Scott, Beverley
Scott, Mervin
Sealey, Gavin
Shames, Terry
Shoppers Drug Mart
Life Foundation
Sitar, Daniel
Skrepetz, Frances
Small, Linda
Smith, Brad
Smith, Curt
Smith, Judy
Smith, Rae
Smyth, Joyce
Stacy, Verna
Stefanyshyn, Connie
Stelmack, Eleanor
Stewart, Elizabeth
Stromberg, Robert
Struch, Beverly
Stuyck, Janice
Szach, Eugene
Taylor, Allan
Taylor, Barbara
Tellier, Donna
Thomas, Gladys

GOOD NEIGHBOURS ACTIVE LIVING CENTRE DONORS

April 1, 2019 –
March 31, 2020

Thomas, Lillian
Thompson, June
Todd, Gay
Todd, Susan G.
Trager, Iris
Trumper, Shirley
Turnbull, Ruth
Turney, Carol
Typa, Eugene

Unger, Barbara
Unruh, David
Viola, Ruth
Wagg, Bruce
Watkins, Elizabeth
Watts, Lois
Wensel, Florence
Wiebe, Barbara
Wieber, Alvin

Woodrow, Robert
Wright, Joy
Yahiro, Joan
Zacharias, Helen
Zachary, Maureen
Zink, Howard

GOOD NEIGHBOURS ACTIVE LIVING CENTRE DONORS

April 1, 2019 –
March 31, 2020

Endowment Fund

Donors

Anderson, Jacqueline
Anonymous (2)
Clusiault, Claudette R.
de Jong, William & Sheila
Doering, Bonnie K.
East Kildonan Garden
Club
Golletz, Jeannette M.
Good Neighbours Active
Living Centre Inc. (4)
Lorenz, Gail
Phillipson, Catharine
Pritchard, John
Sader, Susan
Schou, Christian
Shortridge, Heather A.
Sutton, Judith
Thomson, Kathleen A.
Zahedi, Hamid

Governance Committees
April 1, 2019 – March 31, 2020

Accreditation Committee

Ingrid Jarowec (Chair)

Pat Cassie
Jan Stuyck
Kay Thomson
Ron Wally
Susan Sader (Staff)

Finance Committee

Jeannette Golletz (Chair/Treasurer)

Bill de Jong
Terry Edgeworth
Olga Hazelwood
Cecelia Stanley
Bruce Wagg
Ron Wally
Susan Sader (Staff)
Vanessa Hodgson (Staff)

Board Development Committee

Pat Cassie (Chair)

Jeannette Golletz
Julie Legault
Terry Edgeworth
Barb Gemmell
Edna Walpole
Anne-Marie Dyck (staff)

Fundraising Committee

Sub-committee of Finance Committee

Ron Wally (Chair)

John Feldsted
Mona Hunt
Barb Siemens
Dan Sitar
Cecelia Stanley
Bruce Wagg

Human Resources Committee

Bill de Jong

Sheila de Jong
Joyce McGee
Julie Legault
Cathy Phillipson
Shirley Godfrey
Mona Hunt
Susan Sader (staff)
Vanessa Hodgson (staff)

Operational Committees
April 1, 2019 – March 31, 2020

Fundraising Dinner Committee

Sheila de Jong (Co-Chair)

Mona Hunt (Co-Chair)

Teresa Lopata

Cecelia Stanley

Kay Thomson

Bruce Wagg

Ron Wally

Susan Sader (Staff)

Risk Management Committee

Susan Sader (Staff & Chair)

Anne-Marie Dyck (Staff)

Shelley Hillis (Staff)

Vanessa Hodgson (Staff)

Ingrid Jarowec

Julie Kertesz (Staff)

Jessica Veitch (Staff)

Megan Wallace (Staff)

Outreach/Public Relations Committee

Jessica Veitch (Staff & Chair)

Sandra Bauldic

Diane Edgeworth

Shirley Godfrey

Kathi O'Shaughnessy

Volunteer Advisory Committee

Anne-Marie Dyck (Staff & Chair)

Sheila de Jong

Bernice Honke

Julie Legault

Key Thomson

Program Committee

Jessica Veitch (Staff & Chair)

Roland Gibson

Gloria Gorcie

Gladys Jenkinson

Leona Podolecki

Sonia Rogowski

Richard Sawchuk

Philip Veness

Peter Manastyrski

Operating Budget – 2020/21 - Final

REVENUES	Y/E 2020	Budget 2019/20	Budget 2020/21
Grants			
WRHA Grant	\$ 50,136	\$ 50,136	\$ 50,136
Career Start	\$ 6,207	\$ 6,450	\$ 6,450
Miscellaneous Grants	\$ 10,421	\$ 600	\$ 86,850
Donations	\$ 34,507		
Individual Donations	\$ 25,157	\$ 25,000	\$ 27,000
Corporate Donations and Sponsorships	\$ 9,350	\$ 15,000	\$ 10,000
Activity Program Revenue	\$ 146,494	\$ 180,069	\$ 97,300
Membership	\$ 36,645	\$ 34,000	\$ 20,000
Fundraising	\$ 42,854	\$ 47,000	\$ 31,500
Book store	\$ 8,663	\$ 8,500	\$ 4,250
Hobnobs	\$ 47,642	\$ 52,000	\$ 32,700
Interest Income	\$ 4,269	\$ 4,140	\$ 5,225
Advertising – Newsletter Revenue	\$ 8,400	\$ 10,250	\$ 9,000
Other	\$ 7,151		
Rental Income	\$ 4,000	\$ 3,900	\$ 2,500
Catering	\$ 2,813	\$ 3,000	\$ 2,500
Miscellaneous	\$ 338	\$ 1,000	\$ 1,400
Administration Revenue Incl. Projects	\$ 31,710	\$ 31,750	\$ 33,250
Total	\$ 435,099	\$ 472,795	\$ 420,061
EXPENSES			
Advertising and Promotion	\$ 9,067	\$ 8,500	\$ 5,300
Amortization	\$ 5,007	\$ 6,000	\$ 6,000
Facility Expense	\$ 1,712	\$ 8,000	\$ 8,000
Professional Membership Fees	\$ 1,452	\$ 1,300	\$ 1,500
Hobnobs Supplies	\$ 27,107	\$ 34,100	\$ 20,800
Fundraising	\$ 21,343	\$ 23,000	\$ 14,950
GST Expense	\$ -	\$ -	\$ -
Insurance	\$ 4,921		
Insurance	\$ 1,917	\$ 1,700	\$ 2,000
Liability Insurance	\$ 1,864	\$ 1,900	\$ 1,900
Interest and Service Charges	\$ 1,140	\$ 1,000	\$ 1,000
Miscellaneous	\$1,519		
Miscellaneous	\$ 1,038	\$ 2,500	\$ 200
Catering	\$ 481	\$ 700	\$ 450
Office and Sundry	\$ 19,051		
Office Supplies	\$ 8,610	\$ 10,000	\$ 10,000
Postage	\$ 7,053	\$ 5,000	\$ 7,000
Photocopies	\$ 3,387	\$ 5,200	\$ 5,000
Meeting Expense	\$ 408	\$ 800	\$ 500
Professional Fees	\$ 33,384	\$ 29,725	\$ 55,000
Activity Programs (Inc. instructor fees and program supplies)	\$ 93,023	\$ 109,600	\$ 51,450
Staff Development	\$ 195	\$ 200	\$ 1,000
Telephone & Internet	\$ 10,428		
Telephone	\$ 2,088	\$ 1,545	\$ 2,100
Computer & Network	\$ 8,340	\$ 9,825	\$ 8,500
The Winnipeg Foundation	\$ 987	\$ 1,000	\$ 1,000
Travel and Mileage	\$ 420	\$ 500	\$ 500
Van Expenses	\$ 2,457	\$ 2,500	\$ 1,700
Volunteer Program	\$ 5,515	\$ 4,600	\$ 2,500
Wage and Employee Benefits	\$ 187,304		
Salaries & Benefits	\$ 180,429	\$ 203,500	\$ 228,620
Career Start	\$ 6,875	\$ 6,900	\$ 6,900
Reserve			
Total	\$ 425,300	\$ 481,395	\$ 443,870
Surplus/Deficit	\$ -	\$ (8,600)	\$ (23,809)