



**ElderCare**  
EDMONTON

2022 Annual General Meeting

Reporting 2021

# ElderCare Edmonton

ElderCare Edmonton is a non-profit, community-based organization serving clients in Edmonton since 1980. We provide therapeutic recreational adult day programs focused on a client– centered approach.

Our programs foster independence to improve the lives of seniors affected by social isolation, reduced cognitive function and reduced mobility.

## Mission Vision and Values

### Mission Statement:

“To strengthen seniors and their caregiver’s independence and quality of life through excellence in recreational programming”

### Vision:

Meaningful living for all seniors.

### Values:

Teamwork  
Caring and Empathy  
Integrity  
Inclusion  
Fiscal Responsibility  
Individual Worth

## ElderCare Edmonton Board of Directors

Donne Wulf – Board Chair

Andrew Abey – Director

Sandra McFadyen – Secretary

Alyshah Nurani – Director

Tarick Fadel – Treasurer

Karim Khamisa – Director

Curtis Dorfman – Director

Dr. Shayan Poursharif – Director

## ElderCare Edmonton Office Staff

Krista Mulbery – Acting Executive Director

Melanie Estacio – Office Administrator

Jennifer Brownridge – Bookkeeper

Katelyn Poulin – Daybreak Program Manager

Kelsey Taylor – Vitality Program Manager

Karrie Tollenaar – Connections Program Manager

## ElderCare Edmonton Program Facilitators

Leah Anthony

Insun Kim

Jane Tirol

Eden Pullona

Esther Valera

Jessica Greene – Maternity Leave

Bethany Dupuis

Dorothy Beck – Kitchen Facilitator

Jenny Tapia

Yulia Shepel – Casual

Johanna Izteck

Tsion Abuhay – Casual

Ramandeep Kaur

Sofia-Rose Breier – Casual

Srey Neath Sring

Aarika Harpe – Casual

Leah McKinney

# ECE Annual Report 2021- Board Chair, Donne Wulf.

Looking back on 2021, I feel a profound sense of relief as circumstances changed and alleviated a significant portion of the uncertainty and fear faced in 2020. Although the specter of Covid-19 continued to shadow the world, the much-anticipated vaccine brought hope and reassurance to the goal of defusing a volatile disease. Progress has been slow but steady and positive, and we acknowledge the tremendous work done by Alberta Health Services to chart and support our resumption course.

As 'lock-down' status morphed into modified in-person programming the clients and staff were delighted to be 'out' and reconnecting again. Weekly virtual Internet programming, telephone contact, and workbook activities continued throughout 2021 as the preferred operations model to support the majority of our clients and caregivers and address their evolving needs while still off site. Building on the past years' experience we fine-tuned and customized the recreational activities to ensure our physically isolated clients remained connected, engaged and safe. We sincerely acknowledge the dedicated, positive support and caring attitude our staff brought into clients' homes. Evidenced by the creative and upbeat programs, activities and entertainment, staff have remained resilient and strong through a year of continued uncertainty and upheaval. In tandem with AHS guidelines we will continue to welcome our clients back to a safe, stimulating, and familiar environment with their friends.

A side benefit was the opportunity to share both our passion for engaging seniors in socialization activities, and our virtual programs with a much broader sector of the community at large. This enabled us to further develop, expand and solidify our partnerships and network connections with other seniors and senior-serving services and agencies. We will continue to work collaboratively with our partners to advocate for the safety, independence and wellbeing of all senior's.

We respectfully acknowledge the ongoing funding support and guidance from Alberta Health Services whereby we were able to effectively provide recreational and social programming to isolated clients and seniors. This has been a relatively long-term relationship that we hope will continue, and we will work diligently to maintain the trust and respect of AHS by meeting our commitment to seniors seeking to remain in the community.

While volunteers have been notably absent at the program sites, the Board volunteers have been very engaged in activities at many levels. I wish to thank them for their time and dedication to the organization, their passion for seniors rights and wellbeing, and their concerted efforts that ensured a safe and successful end for a journey through a challenging year.

As the Covid-induced landscape evolves, so will the challenges facing us in 2022, and we will need to be flexible, intuitive, and prepared to adapt in order to effectively conduct our business. While some goals remain in place such as ensuring fiscal sustainability, seeking opportunities for increased networking and public awareness, and mitigating risk, our approach going forward must be carefully evaluated for efficacy and benefit-to-client considering the social, economic, and legislative changes encountered over the past 2 years. We will ensure both clients and staff are successfully reintegrated back to the programs, complete a holistic environmental scan to review trends emerging post-Covid and their potential impact on our clients, and continue to research and harness opportunities arising from some amazing technology linked to evidence-based practice and maximum client benefit. We look forward to an exciting and healthy future for our seniors.

We very much appreciate your interest in ElderCare Edmonton, and thank you for joining us today.

Respectfully submitted by:

Donne R. Wulf



# 2021 Acting Executive Director Report

2021 was a year unlike no other at ElderCare Edmonton! The whirlwind of changes brought by the Covid-19 pandemic presented our organization with many unique challenges, first and foremost the health and wellbeing of our clients, caregivers, and team at ElderCare Edmonton.

2021 began with the continued closure of in-person programs and despite being unable to meet in-person, staff continued connecting with clients through wellness telephone calls, weekly activity books, and our Well-Connected Online Day Program in collaboration with Caregivers Alberta. Through these programs, staff were able to provide social engagement, cognitive activities, exercise programs and assess the needs of our clients. ElderCare Edmonton was honored to received the New Horizons for Seniors Grant, enabling the purchase of an additional 9 Tablets for client use and to enhance virtual programming.

After a long awaited 15-months, in July of 2021, ElderCare Edmonton once again opened our doors to offer in person Day Program Services. The changing Covid-19 virus and power of vaccinations provided us with the ability to finally re-connect our clients with one another and with our day program staff. The resumption of programs also returned much needed respite services for many of our caregivers. I would like to thank Alberta Health Services and the Day Programs Referrals Office for their support and guidance in establishing our safe return to programs plan. As we began our program re-launch, additional measures to ensure the safe operation of programs were implemented along with smaller client capacity to reduce risk of transmission.

In the background we continued to build relationships with our many community collaborators and as our programs adapted, introduced new initiatives such as the ElderCare Edmonton monthly client newsletter.

I wish to extend a huge thank you to our Board of Directors, management team, bookkeeper, office administrator and to all of our amazing, courageous and valued day program staff. We could not have done it without you all. I could not have done it without you.



As we look to the future, we are excited to see what the year ahead has in store. Client attendance continues to increase, new and exciting projects are the works and while the pandemic still remains, we hope we see the light at the end of the tunnel.

Lastly, I want to thank each and every individual who has worked tirelessly over the past year contributing to the safety and wellbeing of one another. At times this felt like an extremely challenging task, but one that had the ability to save lives. I am honored to look back at the past 2 years, and say with confidence, we have made it through!

**MORE RESILIENT, STRONGER and most importantly TOGETHER.**

Respectfully Submitted:

*Krista Mulbery*

# 2021 Nominating Committee Report

Report prepared for the ElderCare Edmonton Annual General Meeting on March 21, 2022

As the Nominating Committee progressed through the 2020-21 year, we continued to experience challenges presented by the persistent spectre of Covid 19. Over the past year a singular challenge to our board-building goal has been the reduction of membership through the loss of several exceptional individuals who participated in vital discussions, planning and activities in support of our organization. We acknowledge and respect the need for them to prioritize their time to address and deal with the most critical components of their lives and wellbeing. We are sad to lose the passion, inspiration and enthusiasm for seniors issues that was integral to the perspectives and contributions from Arzina Allibhoy, Nichole Aichinger and Eun Jin Kim. They will be missed.

Another individual retiring from the Board after 7 years of service is our long-term Treasurer and advisor in all financial matters, Curtis Dorfman. His commitment to ensuring financial stability for ECE and adherence to all fiscal regulations is deeply appreciated and respected. His dedication to seniors, historical knowledge of ElderCare, positive and careful approach to issues has been a stabilizing influence during discussions and events over the years. His efforts contributed to a better board and stronger organization.

As Chair of the Nominations Committee, Eun Jin Kim effectively and successfully guided potential applicants through the admissions and interview process, and worked to revise and improve the Recruitment Plan. This plan will continue as a work in progress as the planned revision of the Strategic Plan will identify the experience, expertise and skills that will be needed to facilitate the organizations future directions. In addition, there is still work to be done to revise and improve the onboarding of new board members.

In our search for new membership and renewal for succession, we have had the honour and privilege of meeting several applicants that will be presented at this AGM for nomination onto the Board.

The Nominating Committee is pleased to present the slate of Board Directors and Nominees for the 2021 AGM.

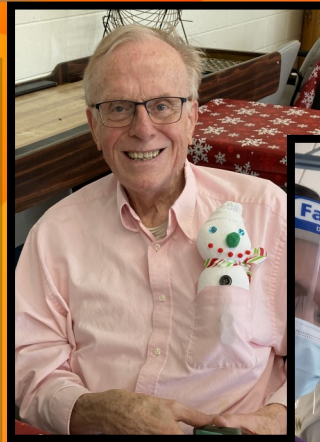
The Board Directors remaining: Donne Wulf (5 years), Andrew Abey (4 years), Sandy McFadyen (1 year).

It is my honour to introduce the following names of new directors to be formally inducted. Please welcome Tarick Fadel, Alyshah Nurani, Karim Khamisa, Dr. Shayan Poursharif, and James Simone.

Respectfully submitted by Donne Wulf for Eun Jin Kim, Chair, Nominating Committee.

# Connections Day Program

What a year we have had at ElderCare Connections!! We started the year off still in the middle of a pandemic, online with our Well-Connected program and wellness calls. The wellness calls were a great way to really get to know our clients better through fun conversations about literally everything. With every conversation, the one question asked every day was “when can we return to the program?” On July 5<sup>th</sup>, 2021 we opened our doors to the lovely faces of our wonderful clients!



Opening back up came with some challenges. Masking and maintaining a safe distance didn't make catching up with old friends easy. Despite this, we were all just so happy to be back and in person. For many of our clients this was the first time they had been able to return to a social setting in almost 2 years!!! And what better time to be in person than in July! The sun was shining, and the grass was green, bringing opportunities for some outdoor programming. The clients really loved being able to walk outside, taking in a little bit of nature, playing games, and making art OUTSIDE!!! One of their favorite activities was Pour Painting in the parking lot of the school. Each client chose a cup full of their favorite color paint, then poured/ dripped it onto the large canvas. The painting turned out AWESOME!!

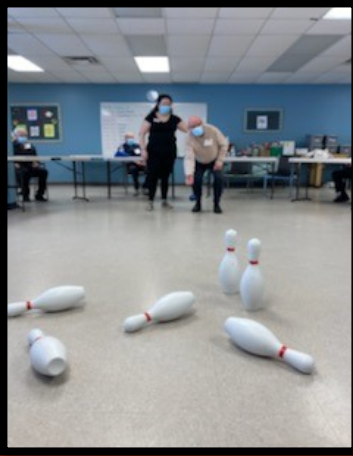
The rest of the year was spent reconnecting with friends, getting back to “normal”, and back to our most loved site traditions like Carnival week and celebrating our favorite holidays. While the programming looked a little different last year, the results remained the same. We have observed huge positive changes in the mental and physical health of our clients since returning to now, showing the impact and importance of in-person socialization and programs.

While 2021 came with many challenges, we look forward to the coming year and everything 2022 has in store!

*Karrie Tollenaar*



# Daybreak Day Program



2021 was nothing short of eventful for us at the Daybreak Program. Together we overcame the challenge of supporting our clients through both virtual and in-person programming.

We welcomed some familiar faces and even made some new friends. Offering virtually programs gave us the opportunity to support our clients, work alongside Norquest Students and opened the door for community partnerships.



In July we were able to resume in person programming, with that came a lot of happiness and excitement.

Clients had the opportunity to reconnect and form meaningful and lasting relationships. Throughout the remainder of the year we introduced a variety of new interactive games and activities, including new musical entertainers! We enjoyed some sing-a-longs, celebrated birthdays and created art and even tried Tai Chi as a new form of exercise. We ended the year with a wonderful week of Christmas parties which included some fun gift exchanges, dancing, and delicious treats. As we head into 2022 we are excited to explore new opportunities and can't wait to experience all the wonderful things to come!



*Katelyn Poulin*



# Vitality Day Program



2021 was an eventful year for the Vitality program as we re-opened our doors in July following the COVID-19 pandemic closure. Since re-opening, we have welcomed new clients, reconnected with old friends and welcomed our new Program Manager Kelsey Taylor. Vitality has continued to host our virtual Well-Connected programming every Wednesday morning, as well as offer Wellness Calls once a week for those who are still not able to return to the program due to the pandemic. We have shared all about our Programs through education sessions with NorQuest College and have since welcomed back in-person entertainment.



Vitality brought in new in-person activities for client participation such as wood working, refurbishing and upcycling our new site bookcase and making concrete gnome houses. We introduced an engaging armchair travel program for clients to see the world from the comfort of their own seat. Christmas was celebrated in a big way with lots of food, music, and gifts!

We are excited and looking forward to what 2022 has to bring!

*Kelsey Taylor*

# Participation By The Numbers

Client Wellness Calls  
January– December 2021

3777

Activity Books Distributed  
January– August 2021

2717

Well-Connected Sessions Held  
January– December 2021

110

Well-Connected Attendance  
January– December 2021

456

In-Person Programs Attended  
July– December 2021

1683



# Client Feedback

## Well-Connected

“This program is a life saver for me, I live alone and some days seem so empty. Therefore being able to look forward to programming is very important.”

**96%**

of clients reported feeling happier after attending Well-Connected

**81%**

of clients reported feeling less isolated after attending Well-Connected

**70%**

of clients reported feeling less depressed after attending Well-Connected

## Wellness Calls

“The phone calls help me to feel connected”

**96%**

of clients reported that conversations were engaging and meaningful

**70%**

of clients reported feeling happier after receiving a wellness call from staff.

## Activity Books

“The Activity Book is awesome! So well put together.”

**94%**

of clients reported the activities were relevant, useful and engaging.

**78%**

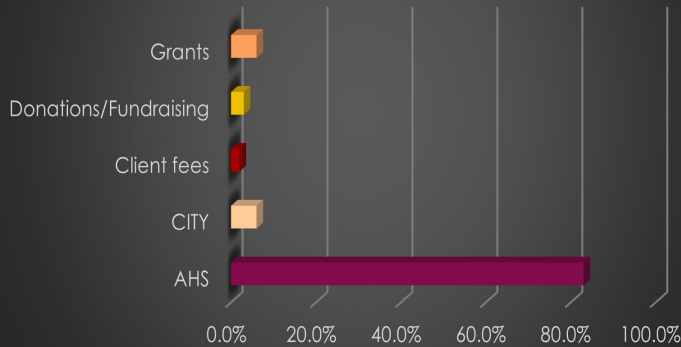
of clients reported that the activity books gave them increased confidence.

**61%**

of clients reported seeing a cognitive improvement since receiving activity booklets.

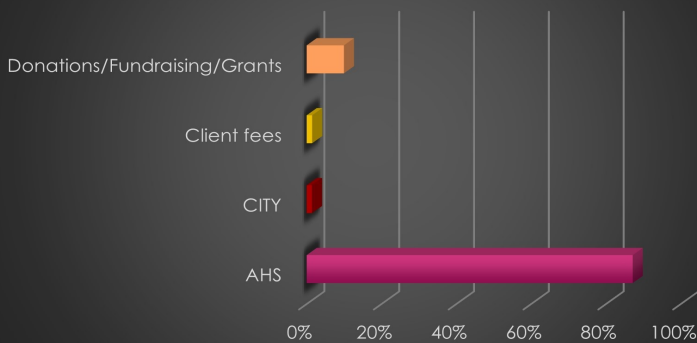
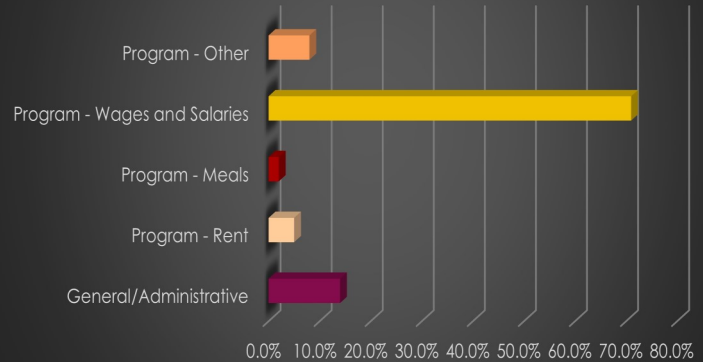


# Financial Overview



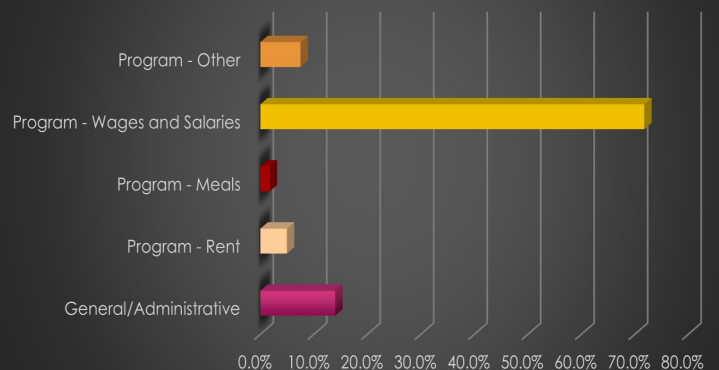
**2020 Total Operating Revenue**  
**\$1,205,933**

**2020 Total Operating Expenses**  
**\$1,008,869**



**2021 Total Operating Revenue**  
**\$1,159,112**

**2021 Total Operating Expenses**  
**\$ 954,337**



\*Financial Statements audited by *Peterson Walker Chartered Accountants*, who expressed an unqualified opinion on the draft Financial Statements. Financial Statements are available upon request.

ElderCare Edmonton is extremely grateful for all of those who provided their support in 2021!

The support we receive from our community allows us to continue developing and expanding services to the health of seniors in Edmonton. Your investment in our agency is an investment in your community.

Thank you for your generosity, and we look forward to strong partnerships in the future.

## 2021 Individuals

Fraser Armstrong	Robert Zubick	Ashley Morgan	Kevin Cove
Donne Wulf	Paul Zubick	Janine Koller (Doreen Rennie)	Maya Davidow
Pamela Shapka	Marc Zubick	Suzanne Aberdeen	Charmain Hagel
Rolanda Patton	Sandra McFadyen	Sunshine Pawchuk	

Individual and Anonymous Donations made through:



## 2021 Funders



Government of Canada

Gouvernement du Canada



City of Edmonton, Community Investment Operating Grant (CI OG)  
New Horizons for Seniors Grant  
Alberta Gaming, Liquor and Cannabis Commission

## 2021 Community Collaborators



Central Lions Seniors Centre





**Office:** (780) 434 - 4747

**Fax:** (780) 433 - 3758

Jerry Forbes Center  
#23 12122 -68 Street NW  
Edmonton, AB T5B 1R1

**[www.eldercareedmonton.ca](http://www.eldercareedmonton.ca)**