

MINUTES CHA ANNUAL GENERAL MEETING (Draft)
WEDNESDAY 12 January 2022 at 10AM via ZOOM

1. Call to order at 10:04 & Welcome, including Unceded Territory Acknowledgement by CHA President Sandra Keayes
2. Attendance: 50 members / 6 staff
3. Adoption of agenda
MOVED by Donald Bonokoski, Seconded by Marlene Enns **CARRIED**
4. Approval of 8 January 2021 Minutes
MOVED by Anne Ladouceur, Seconded by Carole Wylie **CARRIED**
5. In Memoriam of members who passed in 2021 by Joy St. John
6. President's Report by Sandra Keayes (see Appendix 1)
7. Treasurer's Report including Unaudited Financial Statements for 2021
Revenue Century House Association:
Personal Donations \$5769.25
Wills and Estates \$10,000.00 from the estate of Elsie Ansdell
Grants \$15,000.00 from United Way for online courses
Senior Peer Counselling:
Personal Donations \$1077.97
Donation from Thornebridge \$10,000.00 to assist with training
Expenses:
Website and Computer Expense – Zoom account plus \$3,000.00 deposit for the design of the new website.
We are in the process of changing to a newer version of our accounting software which will now include the Senior Peer Counselling accounts, financial statements and assets. These will be included in our annual Charity Report for 2021.
Receipt of Treasurer's Report **MOVED** by Gloria Haug, Seconded by Donald Bonokoski. **CARRIED**
8. Policies & Procedures (sub-committee of CHAE – Century House Association Executive) Report by Carole Wylie
The 2021 CHAE created and/or modified Policy on COMMUNICATIONS,

FINANCES, MEMBER PARTICIPATION, EXECUTIVE DUTIES

The CHAE created a Policy on STANDING COMMITTEES and named three:
Bursary, Communications and Governance

The CHAE created a Policy on AD HOC COMMITTEES and created an Event
Planning Committee.

Thank you to all CHA members who assisted in this work by sharing their
expertise, experience, and opinion.

9. Year-end Activity Reports from CHA Activities Groups and Committees (see
Appendix 2)

10. Staff Report by Jacklyn Altamura, Recreation Supervisor-Seniors (see
Appendix 3)

11. Election of Executive Officers (Election Chair Jay Young - Manager
Recreation Services

President: Sandra Keayes

Nominated by Carole Wylie, Seconded by Anne Ladouceur ELECTED

Vice-President: Joy St. John

Nominated by Carole Wylie, Seconded by Anne Ladouceur ELECTED

Treasurer: Gloria Haug

Nominated by Carole Wylie, Seconded by Anne Ladouceur ELECTED

Secretary: Lanta Meng

Nominated by Anne Ladouceur, Seconded by Carole Wylie ELECTED

Members-at-Large (2)

David Marcantonio

Nominated by Carole Wylie, Seconded by Anne Ladouceur ELECTED

Betty McGee

Nominated by Carole Wylie, Seconded by Anne Ladouceur ELECTED

12. Participation Prizes: 3 certificates for 2 cinnamon rolls
Sandra Keayes announced the 3 winners

13. Adjournment at 10:55 MOVED by Kathy Lynn, Seconded by Joan Duffy.

Appendix 1: PRESIDENT'S REPORT

Last year President Frances Blake said in her report that the pandemic had taken us into a technical world that perhaps we weren't quite ready for and now isn't it amazing that for a lot of us Zoom is an everyday word. Here we are on Zoom again for our 2022 AGM. We are fortunate that we have some people who do a great job of keeping us informed and connected.

I would like to thank Tim Hicks for all his work on the website keeping us up to date as things change at Century House.

There is a link for Talk New West on our website where Curt interviews members and others and gets their stories etc. Thank you Curt for hosting this.

The Good Cheer Group on our Facebook page where we can share good news and have some laughs.. I like that name; it is so appropriate.

The SET group for your technical knowledge and help.

And of course, the City Parks and Recreation staff who make sure we know what's happening at Century House and keeps us involved via Zoom with various workshops and discussions.

At the September Chairs meeting funding was approved for the contract with White Shirt Design and Development to redesign our website at a cost of \$6500 + GST.

A lot of the activities started up again. Card groups, Crafts, Quilting, Exercise classes. We even had a **Line Dance class** outside in Moody Park. Only in dry weather of course but it was a lot of fun.

DRAMA group continued to put on some very humorous shows via Zoom. I hope you got a chance to take some of them in.

A Bingo machine with cards and balls was bought to replace the old one which needed some repairs. A budget of \$1500 was approved at the chairs meeting on November 3rd.

Tai Chi started up again with some of the other registered programs in September. One was a 3:30pm exercise class.

And of course, we had our 2021 BIRTHDAY PARTY in December. This was for anyone who had a birthday in 2021. It was a lot of fun and we had an excellent entertainer.

A huge thank you to Maureen and Diane and their helpers who made some spectacular lunches for us. The lounge just buzzed with people chatting away. It was nice to see people socializing again.

Frances Blake had to resign as president due to family circumstances and as I was 1st VP I was elected to president. I have been very fortunate in having a fantastic team on the executive. Thank you so much for all the help and support.

We worked very hard in getting some Policies and Procedures put together. Carole Wylie was the prime on this and did a great job of keeping us on track. She and Anne Ladouceur reached out to most of the activity groups to get feedback on how the CHA can support the groups and see what changes need to and can be made.

One of the big issues was the Financial Policy. A HUGE thank you goes to Tania Cernezel who unfortunately had to resign from the board but as a CPA was able to steer us in the right direction on our financial affairs (and keep the CRA happy!!). Our treasurer Gloria has done a fantastic job of putting it together.

So I hope that this year will see us up and running again with all our activities and support groups.

I wish all of you the best of health for 2022.

Appendix 2: Activities Groups Reports

BID EUCHRE submitted by Mary Gagnon

The Bid Euchre group are missing our chairperson, Lois Reid, who moved to Edmonton during the pandemic break. Joan Duffy and Mary Gagnon, co-chairs of the group, have been filling in until such time as the next group elections take place.

We resumed play in September, after the pandemic-forced recess. Our group asked that all members be vaccinated prior to attending, even though vaccinations were not, at first, required by Century House. We have also been wearing masks to keep each other safe as well as comply with other City requirements. Our playing start time was adjusted to later in the afternoon, and the time allotment was reduced by 30-60 minutes. This has resulted in a wider range of end scores and less even competition. However, we do understand the reasons for the need to change and reduce times and are just happy to be able to play!

We have gained 3 new players since September and there are a few more folks waiting for lessons which will be offered again as soon as the teachers feel comfortable enough to resume teaching in light of omicron numbers, or whatever new variations happen to come along.

Our executive group decided to remain "on hiatus" after the Christmas break until the current pandemic situation begins to subside. We are re-evaluating every 2 weeks

Plans for 2022 include:

1. Making decisions regarding what the structure of our leadership group should be, considering the review of group structure undertaken by CHA Executive members over the past year; we will require assistance from CHA to accomplish this.
2. Participating in annual group leadership elections.
3. Continuing to offer lessons to all who would like to learn to play – regardless of “card sense” or previous experience.
4. Providing a pleasant, relaxed atmosphere in which to enjoy social interaction with our peers as well as stretching our brains just a tiny bit.

Thank you to Century House Association for providing our group with this wonderful opportunity to play a game we love in a safe, inclusive environment. We welcome all those who would like to learn to play to join us for a social, entertaining and mind-exercising few hours each week!

BINGO submitted by Gladys Cheng

Bingo started up again in January with 24 people the first week, 29 the second and 33 the third.

BURSARY COMMITTEE submitted by Wenke Hogg

It was decided at our November 2021 meeting that we offer 3 bursaries of \$700 each

this school year. We are still unable to have any of our fundraising events due to covid and are relying on donations received from generous Century House members. Thank you to everyone who donated.

CANASTA submitted by Elaine Piovesan

Since starting Canasta activities again on July 19, 2021, I am proud to report the attendance of 190 players for the period ending December 31, 2021. We are fortunate to have two new players in our group. Looking forward to 2022, we are hopeful to increase attendance. We play the "Hand and Foot" version of Canasta. New players are welcome to sit in and watch while they learn the game.

CARPET BOWLING submitted by Linda Wilson

Jeannine Hyndman, our former chairperson was in hospital with a heart problem. Weather kept our attendance down – met 3 times with a total attendance of 24.

CENTURY DRAGONS submitted by Marlene Enns

Due to Covid we were unable to start January training at the Richmond Oval but our coach Judi Clark held twice a week mobility and fitness classes via Zoom to the end of June. As some Covid restrictions were lifted, many team members attended fitness classes at Century House. Following strict Covid protocol we returned to paddling on July 12 with the boat at half capacity and returned to a full boat at the beginning of August. We competed in the Concord Pacific regatta on September 25, winning a bronze medal.

Our executive held 3 meetings in 2021, discussions revolved around:

VACCINATION PROTOCOL: at our last meeting team manager Sandy Kretsch presented a Century Dragons Covid 19 policy and waiver form that each member must complete and return to us.

HEALTH AND SAFETY: we require each member to complete a PAR-Q form and return it to our manager. We also discussed acquiring better quality FOX 40 whistles, the whistles we have are not loud enough.

FUNDRAISING AND GRANTS: our bottle drive is consistent, but our annual bake sale and pub event cannot occur, also obtaining sponsorship is difficult right now. Anne Ladouceur met with 3 of our executives in December and has offered to help us. The help is much appreciated. Also, our uniforms are getting ratty, Anne has offered to help find options for us to raise funds for new shirts and jackets.

REGATTAS: Fees paid in 2019 were carried over, if regattas go ahead this year the fees may be higher and may require topping up.

MEMBERSHIP: We currently have 23 members on our roster with 3 unsure if they will return. It's difficult to recruit new paddlers with Covid still around. Annual Membership fees will remain the same at \$300.00 and paddlers may pay in 2 instalments.

RESIGNATION: We are sad to announce our Chairperson Bev Bickert has resigned from the team and her position. Terry Rammell has been appointed to the position.

CENTURY HOUSE PLAYERS submitted by Claudette Campbell

In spite of the pandemic, the Century House Players managed to meet virtually almost every week, either socially or to rehearse. Thanks to the usage of Zoom through Century House the group presented several productions including: The Dingle Dangle Double D's, Flying High, Buying a computer, and Action Auction. These have been available for viewing by members on YouTube or the Clarion. Our Drama group welcomed members twice in November to view various offerings in person.

CENTURY HOUSE SINGERS submitted by Don Northup

This long-running and enthusiastic group was forced to cease activities in March of 2020 due to the coronavirus pandemic. We are still waiting to resume. With such a long interruption there are bound to be changes. We have two new co-chairs replacing Shirley Bakker, who has quietly but effectively led our group for the last five years or so. We are also looking for a new director and accompanist to step in when our group reassembles post-pandemic. We gather for the love of singing and all are welcome, whether you sound like Buble or a banshee. And we take our program out into the community several times a year representing Century House. Our usual time slot has been Mondays from 1:00 to 3:00 pm in the Oak Room, the perfect space for us, but it remains to be seen whether that will have to change once we resume.

CONVERSATION FRENCH submitted by Pauline Joyce

The French Activity Group meets on Wednesday afternoons from 1:30-3:00 p.m. We also have another small group (4-6 persons) that meets via Zoom on Friday mornings at 10:00 am for approximately 40 minutes. Our format is a general discussion of current events, what we like to cook, our favorite ice cream flavor, etc. The more fluent French speakers are very helpful to the beginners and there is excellent camaraderie in the group. New members are always welcome!

CRIBBAGE submitted by Gladys Slotylak

We meet every Monday afternoon at 1:00, play 6 games and finish around 3:00. The fee is \$2:00, with cash prizes for 1st, 2nd, 3rd and low. Being a "drop-in", the number of attendees varies between 8 and 20.

DARTS submitted by Mike Wilson

The Darts Group was advised by CHA they could return to their activity on October 21st. To the end of December 2021, we had a total of 8 Darts Group Members come to play a

total of 32 time. Of those (4) were new members to our Group. The wintery weather kept the numbers down the end of December and early January. It looks like at least 2 of them will return in January. We are waiting for Jean Hayes-Brown, our Group vice chairperson to receive some long-awaited knee surgery.

ENGLISH CONVERSATION PROGRAM submitted by Wanda Madokoro

Seven facilitators with three having one student each, two with two students and three with three or more. All groups but one meet once a week, all via Zoom. The exception meets twice. No foreseeable changes in the future.

SENIORS GAY STRAIGHT ALLIANCE submitted by Rob Hughes

We continue to meet on Zoom. I appreciate the support I have received from SET in learning new skills for better presentations on Zoom. On April 14, 2021 we viewed a brief video documentary released in February on LGBTQ seniors called "Not Another Second", followed by a discussion. It is part of a traveling exhibit of photos and videos featured in an ABC news article at <https://abc7ny.com/notanother-second-lgbtq-lgbt-seniors/10249279/>

We had an excellent meeting May 12, 2021 with Pat Hogan sharing her experiences working on women's, lesbian and LGBTQ+ issues followed by a lively Q&A session. On Jun 9, 2021 we explored "Reconciliation with Indigenous Peoples". We viewed a video welcome to their territory from Chief Rhonda Larrabee of the Qayqayt First Nation, followed by a radio interview about what being a two-spirited person means to Indigenous author and elder Ma-Nee Chacaby. Our next Zoom meeting will be a follow up to our learning about two-spirited identities on Wednesday, September 14th at 1:00 pm. Our speaker is Tuma Young, QC, a member of Eskasoni and Malagawatch First Nation. Tuma has recently been appointed the first Indigenous president of the Nova Scotia Barristers Society and is a researcher and an assistant professor in Indigenous studies/political science at Cape Breton University (CBU). At CBU, Tuma also has a pro bono law clinic for students, staff and community members where he provides free initial advice and, if necessary, referrals to outside lawyers. As with all SGSA events, everyone is welcome. Contact Rob at outlawimmigration@me.com for the Zoom link.

KEEP IN TOUCH submitted by Annette Oakes

Keep in Touch sent out in 2021

35 Condolence cards

31 Get well cards

We received 3 thank you notes

LOW VISION submitted by Barb Gordon

As a result of the Covid 19 pandemic, it was considered unsafe for our group to meet

until November of 2021. It was the first meeting since March 2020. It was great to re-connect and the members were glad to be back. In December, the group enjoyed a visit by part of the ukulele group. It was fun to sing Christmas carols accompanied by the ukuleles.

As for plans for 2022, the group hopes to return to monthly meetings. Since the initial suspension of the group, at least four of our members have passed away and a few more are no longer able to attend. We hope to get the message out to other seniors with low vision, who might also be interested in attending. In addition to providing support, we hope to have guest speakers. It will depend on the interests of the group, who we might approach to present. In addition, we plan to have time for socializing and some games.

PARKINSON SUPPORT GROUP submitted by Kathy Lynn

Due to health issues of our members along with the pandemic we have not often been able to meet over the past year. However, we did have a Zoom meeting and one outdoor meeting.

Our current facilitator Shirly Oda, stepped down and Kathy Lynn took over as chair of the group in the Fall. We want to thank Shirley for the work she has done to keep connected to our group members. She has been a real asset to the group and will be remaining as a member.

We supported the BC Parkinson Society annual fundraiser with a Super Walk around Moody Park. We hope, in 2022 to have a larger group and have some profile in the community.

We currently meet on the first Tuesday of the month at 2:30. When the pandemic does not permit an in-person meeting we arrange to have a Zoom meeting.

SCRABBLE submitted by Ingrid Hedin

Scrabble resumed on July 23, 2021 to the joy of its members. We met 21 times with a total attendance of 128. We were able to contribute \$40 to the Century House Association. Although some of our pre-Covid participants haven't returned, we do have three new members. In 2022 we intend to enjoy our games and attract some new players.

SENIORS EMBRACING TECHNOLOGY(SET) submitted by Tim Hicks

SET is a group of members who are keenly interested in helping other members become comfortable with their electronic devices. SET members are continuing with 1-1 support and educational presentations, on Zoom and gradually in person as well. Demand for our assistance remains steady, and we're getting good feedback. We are steadily increasing our crew of support helpers.

We have completed data collection for our survey, with 131 responses, and analysis is done. Next step is processing all the requests to start or stop receiving email. We are also continuing research into new applications of technology (such as Zoom and video) to support CHA activities. A subcommittee of SET is now working with a local designer to give the CHA website a new look. We hope to start user testing of the new look in late January, with implementation this spring. We'll have information sessions and training for it.

SENIOR PEER COUNSELLING (SPC) submitted by Elizabeth Philip

During 2021, it felt like the "COVID finish line" kept getting moved further away. It was both an exciting yet challenging year for the Century House Peer Counselling Group. Look forward to a new Peer Counselling webpage. This is all part of the ongoing Century House Website Refresh project.

We did manage to find time to organize two in-person social events: the "Picnic in the Park" in August and then the Christmas "Jingle Mingle". Both events were well attended, and a good time was had by all.

This was a very successful year for receiving funding from Grants for our projects. We were successful with our applications to the New Horizon Seniors Program, the Community Social Services Training Fund (CSSTF), and the New Westminster Community Grant. We also thank Thornebridge Gardens for their continued financial support for our programs.

Our main project this year was to rebuild the Peer Counselling Training program from being in-person to being available on a virtual platform. This included the Training Program for new volunteers as well as ongoing training for existing volunteers. In October we welcomed MaryAnn Becher as our new Coordinator/Professional Counsellor. MaryAnn will help manage ongoing projects and support the volunteers. We currently have ten (10) new volunteers who will be going through our new training program starting in January 2022. Bi-weekly sessions for our existing volunteers will be led by MaryAnn and will also start in January 2022.

Thank you to all the experienced Peer Counsellors who continued to work during 2021 to answer those calls for help. Thank you to the Century House Association executive and Century House Management and Staff for all your support throughout the year. For 2022, it's all about remaining flexible and adaptable to weather the disruptions and surprises.

SNOOKER submitted by Ted Grewcut

On Friday, December 24, 2021, executive liaison Carol Wylie, Jacklyn Altamura, Ted Grewcutt and Jack Cooper held a short meeting to discuss the current Province Health Orders regarding the snooker room. As stated by the Provincial Health Order, you need to show proof of vaccine at the front door; and masks are mandatory in the Snooker room. The snooker room is now open 5 days (Monday to Friday) 9 A.M. to 4 P.M. By

being open 5 days a week we can keep existing members as well as increase the membership. The reopening plan has been working well and we are positive that our club can keep moving forward.

As far as we know there will be no league play this year, but it has been suggested that maybe we could have an in-house tournament. We have had about 30 people returning for 2021 after re-opening in July, and we expect that 2022 will be the same or better this year. Everyone is welcome to come and play, 3 times complimentary then an annual fee of \$40.00 as well as a century house membership will be required.

TUESDAY CRAFTS submitted by Dianne Clark

After being closed because of COVID since March Tuesday Crafts came together on August 10, 2021. Janice, our Treasurer, agreed to open up while I was away for several weeks. Thank you, Janice!!!!

We continued to meet during August, September, October, and November. During these months we met 16 times with a total attendance of 113 members.

On November 30th, our group gathered together for our annual Winter Break lunch at The Waffle House. All of us were vaccinated and healthy. It was so nice to get together and share a meal and wish each other a Happy Winter Holiday. We continued to knit, crochet and cross stitch and kept our space in the Display Cabinet filled with our endeavours. We began the new year with gathering together on January 4, 2022. We are all hoping that 2022 will be a healthy, productive and profitable year for Century House.

Ukele Group submitted by Shirley Miller

Outdoor activity: several gatherings were held beneath the trees back of Century House during the summer.

Indoor activity: began September 8, 2021 and is continuing in 2022. Protocol: masks at all times including singing. Social distancing with a limit of 20 people. Our highlight of the year: September 29, 2021 when we celebrated Kevin McKay's retirement and thanked him for his encouragement to form an activity group (2007) and his continuing support with his picture taking, and Talent Show to name a few. Two other highlights: 5 of us were able to entertain the Lo-Vision group with a sing-a-long: we had them doing a rousing good shaking of bells and cymbals and some energetic singing of a whole lot of well-known Christmas Carols. Our other highlight was a similar experience at Irving House with young and adult singers and shakers. Bells were ringing, children singing, while we ukeled in joyous accompaniment. We met 17 times with a total attendance of 217. We are now back to meeting on Thursday mornings from 9:30 to 11:30 AM.

Zoom Ukele: Joy St. John is responsible for getting our zooming group going and we have been zooming every Thursday morning (52 times) in 2021 and we are continuing

in 2022. We are now Zooming every Tuesday morning from 10-11:30AM. Our attendance for the past year has been 540. Zooming saves us travel time and travel costs. It gives us social contact in spite of the weather and pandemic restrictions. It keeps us singing, keeps us playing our ukes: giving us exercise for our brain and our body (fingers, arms), oxygen for our health. Gives us leading experience as everyone but the performer is muted. We've been learning new songs and checking up on one another all year long.

Benefits of Century House? Immense generosity and encouragement!! The ukulele instrumentalists and singers are super happy to have a place to practice, perform together, get that oxygen into our systems and adrenaline flowing. The laughter, the ear-to-ear smiles are all benefits we receive from being at Century House. The good food, coffee, tea. The hellos and happy greetings from the staff, volunteers. It is truly amazing how many activity groups are supported by Century House. I believe that Century House is the best Senior Centre in all Canada: where else do you find a Senior Center that includes the seniors themselves in the running of the Centre through an association of the seniors that take part in the activity groups.

WALKING CLUB submitted by Richard Nazarewich

Following the cautious easing of public health restrictions in the summer our Executive met in early August to map out the first walking schedule in 16 months for September and October.

Walking was easy during balmy September in New West not far from the Fraser and on a foray into Burnaby. As usual, the stroll along tree-lined Brunette Creek refreshed and uplifted us. The ever-popular private sculpture garden off Armstrong drew a sizeable, enthusiastic crowd of walkers. Deer Lake drew few while Port Royal and Burnaby Lake drew double digits, as did November's walks to Robert Burnaby Park, Beresford Trail, Fraser Cemetery and Victoria Hill.

In December, a busy month for many, total participation plummeted. While the early to mid-month West End and various park walks each attracted 7 to 9 walkers, the "Mystery" decorated homes tour attracted none on Dec. 24th and only 2 to Queen's and Albert Parks on Dec. 31st.

We look forward to walking in close-to-seasonal temperatures over the balance of January and in February. A February highlight will be the Annual Lunch, this year in Sapperton. As Spring approaches and, we hope, Omicron wanes, we anticipate extending our walks to further points in Metro Vancouver as was common in years past.

WEDNESDAY CRAFTS submitted by Elizabeth Christie and Gwen Dumfries

Number of Times Met: 27 Total Attendance: 223

Comments: We averaged over 8 people per week and enjoyed viewing each other's projects. The focus this year has been on creating items for sale in the window. About 50 hats and scarves were donated to a New Westminster charity.

Appendix 3: Jacklyn Altamura – Supervisor Report

2021 gave us a mix of everything. Public Health Order eased mid-year to allow most of our programs to return. Unfortunately, the challenges associated with Covid-19 continued and we all had to be flexible with the ongoing changes that were brought our way. As I've said many times since we started on this journey together, we have resilient members, staff and volunteers who pulled together during the constant "curve balls" thrown our way.

I would like to share with you now some updates and highlights from the past year.

1. Facility Updates:

- The kitchen equipment has been upgraded. A new oven, range, warming table, dishwasher hood and cooling system for the walk-in cooler were installed.
- A new Peer Counseling office has been constructed

2. Staffing updates:

- In May 2021 we welcomed Jill Howey to the team as the Volunteer Coordinator
- Kevin McKay, Assistant Program Coordinator, retired in September. We have filled his role with the newest member of our Team, Hannah Glavin. She joined the Century House team in December.
- I would also like to acknowledge Century House staff for continuously rolling with the punches and providing outstanding service to patrons.
- Erika Nikula and Ruby Grewal keep the front office running smoothly and are keeping patrons informed about everything from memberships to Vaccine Clinics. People coming to Century House often comment on how comforting it is to see their familiar faces and hear their voices over the phone.
- Mandeep Cheema continues to keep us all safe by keeping up with the cleaning and disinfecting standards as well as adapting to the changing Provincial Health Order requirements.
- Shelly Schnee continues to think of innovative ways to keep seniors active and connected through the challenges of the ongoing pandemic.
- The CH staff team continues to pull together through challenging times to support each other.
THANK YOU.

Program & Service Highlights:

3. Food Services

- Karima Manji has been on an extended leave. Diane McQuade and Maureen Brown have been filling her role over the past 8 months and they have done a marvellous job.

- Diane and Maureen, with help from our Kitchen Volunteers, have served over 2,832 entrees, 1,192 cinnamon buns and 631 scones.
- They have revamped our menu providing delicious meals using high quality fresh ingredients. The feedback received have all been excellent.
- As Special Events were restricted this year, Take away meal kits were available. This year, 236 Hot Turkey Holidays meals were sold. An additional Celebration 124 meals kits were sold throughout the year.

4. Volunteers

We have gradually brought back many volunteers as the COVID restrictions were eased. Jill brought us onboard to Better Impact, an online database that is used for applications, scheduling, reports and communication to volunteers. It has been a big job getting all volunteers signed up. The next steps will be to help volunteers to record their hours!

- The free evening meal program ended October 1st
- CH Association Volunteers (Activity Group Leaders) with 81 registered volunteers.
- Food Service Volunteers started returning in August. We now have 27 volunteers.
- Office volunteers returned in October with 8 volunteers now helping out.
- Concierge Volunteers. We have 14 volunteers whose assignments kept changing over the year to keep up with the changes to PHO. Thanks for being so flexible!
- Senior Peer Councilors welcome a new group who begin their training this week bringing the total to 15.
- Seniors Embracing Technology (SET) has a team of 7 to help others with their devices and technology questions.
- Thanks To Tim for keeping the website updated and Curtis for his important role in Talk New West. As well, THANK YOU to various other volunteers who have helped with special events and projects

5. Programs

We continue to offer online and virtual programs and did manage to reopen most in-person programming until the middle of December.

Highlights in 2021 includes:

- Octopus 2.0 – Continuation of our webinar series. This was made possible through a United Way – Healthy Aging Grant.
- SCAMPS – Summer Camp and Moody Park Seniors, an outdoor Summer Camp where participants experienced different activities with Art. We hope to expand this in 2022.
- Expanded drop-in fitness to include an afternoon class
- Coffee Break continues and has seen an increase in participants in recent weeks.

We also continue to reach out to the greater community to find resources we can use at Century House which have resulted in some really good partnerships like:

- Advanced care workshop (Fraser Health), online
- Food Skills (Centre for Disease Control), online and in-person
- UBC Pharmacy Department – online workshop

These are the highlights of 2021. This is not an exhaustive list as I know that we experienced many more over the course of the year!

10. Thank-you to the Executive

- I would like to recognize our Executives for their dedication, energy and hard work. Last year, I said that 2020 had been a year like no other but 2021 surely has taken that title this year. Your Executive works on your behalf with a spirit of collaboration, always looking to the best interests of the membership.

On behalf of the Century House staff, Thank you

Sandra Keayes, Joy St. John, David Marcantonio, Anne Ladouceur, Gloria Haug, Carole Wylie and Frances Blake.

I look forward to the good work we will continue to do together in 2022.