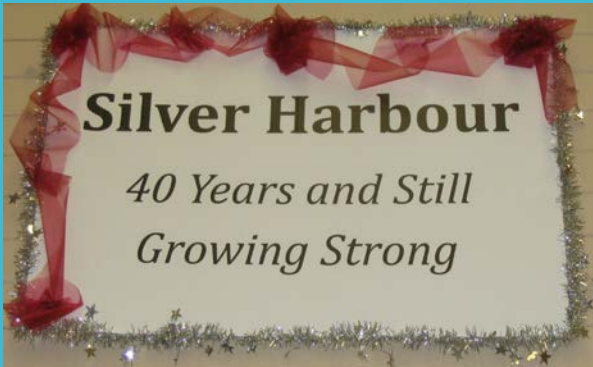


Silver Harbour Seniors' Activity Centre

Directors Report for the 2014 AGM



Silver Harbour Turns 40



- For 40 years, Silver Harbour has offered recreational programs and social services for North Vancouver seniors
- Our activities support physical health, creativity, mental fitness, and socialization
- Our mission is to inspire and enhance the well-being of adults 55 plus
- For the 2nd year running, we were voted Best Seniors' Service by North Shore News Readers

Our Programs & Services



- Silver Harbour has over 70 programs and services and receives over 600 visits a day
- New programs include:
 - Chair yoga
 - Chat Room intimacy discussion group
 - iPad courses
 - Current Conversations
 - Sudoku
 - Tapestry weaving
 - Beginner's Mandarin
 - Wii Bowling
 - Zumba
 - New special events, menus, bus trips, and workshops

Program Evaluations



- Participants say...
 - Our programs are high quality (4.6 out of 5)
 - Our programs are fun, friendly, positive, interesting, and an opportunity for self-expression
 - Program benefits include: inspiration, confidence, new skills, greater mental and physical wellness, new connections and friends, giving back to the community

Our Resources



- The City and District of North Vancouver provide core funding totalling 1/3 of our budget
- Financial support also provided by:
 - Human Resources and Social Development Canada and Western Economic Diversification Canada
 - Union of BC Municipalities
 - PARC Retirement Living
 - Bank of Montreal, CIBC, CUPE Local 389, Imperial Oil, Living Well Home Care, Preferred Nutrition, Royal Bank, Scotiabank, and Telus
 - North Shore Community Foundation, North Vancouver Host Lions, and Sutherland Foundation
 - Silver Harbour Centre Auxiliary (Monday Bingo)
 - Local businesses, members, and other individuals

Our Building



- Fortunately, not as many capital projects as past years
- Ongoing maintenance and repairs
- Seeking cost savings to offset rising utility rates
- Renting meeting rooms and bus to help recoup some costs
- The Board is actively seeking a replacement for our 17-year-old bus

Working Towards a New Building



- City Council has committed to a shovel-ready project for the redevelopment of our neighbourhood by the time William Griffin recCentre re-opens in 2016
- To prepare for this, we are working on:
 - evaluating our programming
 - space planning
 - co-operation with Harry Jerome on events
 - operating revenue, operating expense, and capital expense impacts
 - “writing our story”
 - parking and mobility study
 - engaging professionals as needed

Our Volunteers & Staff



- Hundreds of volunteers log over 40,000 hours a year, equivalent to the work of more than 20 full-time employees
- Volunteers support every aspect of the Centre and its activities
- Our award-winning volunteers have received:
 - North Shore Community Volunteer Spirit Award
 - Simon Fraser University Senior Leadership Award
 - Governor General's Caring Canadian Award
- 2 additions to our small but mighty staff team

Our Community



- Promoting Silver Harbour through:
 - Local newspapers
 - Web, email, social media
 - Posters, rack cards, signs and banners
 - Parades, flashmobs and 40th Anniversary Celebrations
- Cooperation with more than a dozen other senior-serving organizations

Thank you for your support!



SILVER HARBOUR CENTRE

Silver Harbour Seniors' Activity Centre Society

Annual General Meeting

144 East 22nd Street, North Vancouver, BC

Wednesday, June 11th, 2014

1:00 pm

DIRECTORS' REPORT

This past year marked Silver Harbour Centre's 40th year and we are very proud to have been operating such high quality and beneficial programs and services for such a long time. Silver Harbour's story began in the late 1960s with the formation of our society and a proposal to the City and District of North Vancouver to construct a seniors' centre. After tremendous volunteer efforts and with the support of individuals, businesses, and funders, in 1973 the Centre became the go-to spot for seniors' programs, services, and information in North Vancouver. Although many things have changed in 40 years (membership used to cost just \$2!), Silver Harbour remains true to the original spirit of the place: we are a community of caring participants, volunteers, and staff that supports seniors' physical, mental, emotional and social wellness.

Our Programs and Services

Each year, Silver Harbour provides more than 70 programs and services designed to inspire and enhance the well-being of adults 55 plus. And because we plan activities with (and not for) seniors, our programming is responsive and inclusive. Some new programs implemented this past year include: chair yoga, the Chat Room intimacy discussion group, iPad courses, Current Conversations, Sudoku, tapestry weaving, Beginners' Mandarin, Wii Bowling, Zumba, special menus for holidays and other occasions, a Senior Service Provider Expo, and a wealth of special events, bus trips, and workshops.

We also heard from our program evaluations that participants judged our programs to be either very good or excellent, as well as fun, friendly, positive, interesting, and an opportunity for self-expression. Participants said they received many different benefits from our programs, including: inspiration, confidence, new skills, greater mental and physical wellness, new connections and friends, and giving back to the community.

Our Resources

Silver Harbour is extremely grateful for the resources we have and we certainly recognize the importance of being good stewards of them.

Our largest funders continue to be the City and District of North Vancouver, who provide core operating grants that cover one third of our expenses. We are very thankful for this important support and are proud to have reduced the percentage of expenses covered by municipal grants from 45% to 33% over the last decade. Additionally, this last year we have received financial support from:

- Human Resources and Social Development Canada and Western Economic Diversification Canada,
- The Union of BC Municipalities,
- PARC Retirement Living,
- Bank of Montreal, CIBC, CUPE Local 389, Imperial Oil, Living Well Home Care, Preferred Nutrition, Royal Bank, Scotiabank, and Telus,
- North Shore Community Foundation, North Vancouver Host Lions, and Sutherland Foundation,
and
- our Silver Harbour Centre Auxiliary, who operate our Monday Bingo.

We also receive much appreciated support in the form of donations from local businesses, from our members, and from other individuals in the community.

The resource that houses our programs and services, our building, is certainly challenging. Thankfully, this past year has not seen as many capital projects as previous years but we have nonetheless been busy with smaller maintenance and repair projects. Thanks to Canada Summer Job grants, we are able to engage students to do painting and gardening work, to try to keep our building

and grounds looking fresh and appealing. We have been able to realize some small cost savings in building contracts and supplies, and hope to achieve more savings in coming years to help offset rising utilities costs. We also put our physical assets to work for us by renting out some meeting rooms evenings and weekends and renting our bus as well. The board is actively seeking a replacement for our 17-year-old bus, in conjunction with Lynn Valley Seniors Association.

Since our building presents problems in both its upkeep and its suitability for accommodating programs and people, we are naturally looking forward to a new building. City Council has committed to a shovel-ready project for the redevelopment of our neighbourhood by the time William Griffin recCentre re-opens in 2016. To prepare for this, we are working on the following projects:

- evaluating our programming and planning for spaces in a new building,
- continuing our co-operation with Harry Jerome staff in planning special events,
- developing a set of potential impacts to our operating revenues and expenses in moving to a new building as well as considering capital impacts of a new building,
- “writing our story,” that is, we are creating information tools that will tell others about the essence of Silver Harbour, our programs and services, and how we work with others,
- completing a parking and mobility study to better understand how people access Silver Harbor, and
- engaging professional services as needed.

In speaking of our resources, it is important to recognize and celebrate the tremendous impact of volunteers on our Centre. We continue to log more than 40,000 volunteer hours per year, equivalent to the work of more than 20 full-time employees. Volunteers support every aspect of the Centre including board governance, program development and leadership, building maintenance, fundraising, administration, and much much more. Our volunteers have won awards for their skill, hard work, and dedication, including the North Shore Community Volunteer Spirit Award, the Simon Fraser University Senior Leadership Award and the Governor General’s Caring Canadian Award.

Joining our volunteer resources is our small but mighty staff team. We are privileged to have skilled and dedicated staff charged with the operations of our Centre. This year saw a change in two roles: we welcomed Andrea to our front desk and Angela to provide bookkeeping services to our organizations.

Our Community

We know that Silver Harbour doesn't operate in isolation and we're very fortunate to have around us a caring community of individuals and organizations.

We reach out to seniors and volunteers of all ages through the North Shore News and, until recently, the North Shore Outlook. We continue to improve our online and social media presence using our website, emails, Facebook and Twitter to inform people about our Centre and its activities. We also are grateful to those who help us get posters and information cards out into community and business locations around North Vancouver and who tell their friends about Silver Harbour. Our parade entries, two new videos, participation in the Seniors Flash Mob, and 40th Anniversary celebrations certainly exposed lots of new people to our Centre. Word of mouth also works very well and we're happy to show newcomers around during our monthly tours.

Silver Harbour also regularly cooperates with other organizations on the North Shore to raise issues, plan and implement programs and services, and spread information. This year we have worked with such organizations as the City of North Vancouver, the District of North Vancouver, the Government of Canada, Lionsview Seniors Planning Society, Lynn Valley Seniors Association, National Seniors Council, North Shore Community Resources, North Shore Keep Well Society, North Shore Multicultural Society, North Shore Neighbourhood House, North Vancouver Lawn Bowling Club, North Vancouver Recreation Commission, and West Vancouver Seniors Activity Centre.

In conclusion, Silver Harbour continues to be known for our high quality and beneficial programs and services, and for the tremendous support of funders, volunteers, staff, and other community-based organizations. Thank you to all of you for your support.