



411 Seniors Centre Society

Annual Report 2022-2023



3502 Fraser Street, Vancouver, BC V5V 4C5

www.411seniors.org

President's Report

This year has been a time of transition - We have moved from our long-time location on Terminal to a temporary and cramped office at Glad Tidings Church and finally into our brand new seniors centre...

The move to our new location has taken more than ten years of effort and credit has to go to former and current staff and Board members who worked so hard on this and who had the foresight and tenacity to focus on our need for a new purpose built seniors centre. Credit needs to go to former 411 Board Presidents Elsie Dean and Stuart Alcock and our former Executive Director Leslie Remund.

We have also had a transition with our Executive Directors. Leslie Remund, who was our Executive Director for almost all of my tenure on the Board has left and is replaced

by Michael Volker who brings experience and enthusiasm with him.

I need to thank both of them.

The staff of 411 continues to be the wonderful backbone of 411. They are so generous in offering their warmth, hard work, time, caring, ideas, commitment, assistance and so much more to our Centre. We could not function without you and you deserve my heartfelt thanks. The 411 Board has been amazing. They have shown time and time again the ability to work together and discuss hard issues in a friendly and respectful manner. Their work

in helping get the new Centre working has been monumental. Your efforts at the Board level, the committee level, and in just helping when needed has made me so proud.

The 411 volunteers have shown up and done all types of work ranging from reception, to Information and Referral, to just helping when needed. It is so clear that 411 could not run without your phenomenal efforts.

Last year one of our focuses was on fundraising and thanks to an anonymous matching donor we took in more money than the previous year. Thank you to the matching donor whomever she/he/they may be. It is so clear one of the priorities of 411 has to be a

continued focus on fundraising. We have also met with politicians on all levels to talk about the need for funding for seniors centres. Our efforts gained some traction when in her September 2022 report "BC Seniors Falling Further Behind" the BC Seniors Advocate recommended that the BC Government should "Develop a comprehensive plan to build the capacity of seniors' centres across BC to better support social engagement and help and support older people access the supports and services they need to live independently."

Lastly, I want to thank all of you – the members of the 411 Seniors Centre – who have made me feel included and part of a wonderful project and journey.

Marion Pollack
411 Seniors Board President



Executive Director's Report

Hello Members, Staff, Volunteers, Stakeholder, Guests and Donors,

Thank you for joining us here today in the first AGM to be held in our new Centre. What a trip or dare I say roller coaster ride it has been and I have only been here for the home stretch. Even today as we stand in this beautiful space, we are still going through the final processes and challenges to complete all the paperwork and get all the financial obligations sorted out with our construction partners etc. This may be a gross understatement but this construction project has been extremely technical on a number of levels.

So, I want to thank all that have been involved from my predecessor, Leslie Remund, to the Board of Directors, to Community partners, to all the vendors and most importantly to the staff that have been patiently awaiting our opening on March the 6th.

There is one staff member in particular that I would like to single out as being particularly integral in the process of helping see this large complex project over the finish line and that is Maggie Taylor. Maggie has been the accountant at 411 for 3 years and I am sure none of them

tougher than this past year. Maggie has been an incredible support to me the staff and the board. I would like to acknowledge her amazing work. Unfortunately, for the society and myself Maggie will be leaving at the end of this month.

As well, the end of this month marks the departure of Hannah Shin who has been managing our Senior's Service programs which includes our Information and Referral Services and our free Tax Clinic. Hannah and Maggie have been wonderful to work with and we wish them all the best in their future endeavors.

As one door closes another opens. So, it is my pleasure to welcome Sam Badiei and her team at Lilaac Accounting. They will be taking over the majority of the accounting work that Maggie has been doing. I would also like to also welcome Dilpreet Thiara who will be starting next week, June 26th, as our new Seniors Service Coordinator taking over the duties of our flagship program from Hannah.

I am sure that most of you are well

aware to the trials and tribulations the Society has gone through over the past few years moving locations, getting the new home built and all that goes with a global pandemic and its impact on the social service sector. So, I am not going to revisit the past but rather focus on the future and what lies ahead for us at 411.

I am very excited and as Marion's puts it enthusiastic about our future. I can see through the efforts of Monica and Clemencia and our wonderful interns and volunteers that the future is very bright.

There is an atmosphere and spirit here in the Centre that is contagious we are seeing significant increases in membership. We are seeing

programming numbers that are pushing capacity. We are seeing participation at special events hitting the maximum numbers allowable. In other words the first few months of the new Centre has been wonderful.

So, as a person, that sees the glass as half full, I am very encouraged by the future of 411. We are just at the beginning of the newest chapter in the life of the society a new chapter that will be defined by our new home and by our staff and by most importantly; our future will be defined by our lifeblood and that's our volunteers and of course the membership. So, thank you everyone that's here today (or reading this) - with your help we will write this next chapter in the book of the 411 Seniors Centre Society.

Michael Volker
411 Seniors Executive Director



A Heartfelt Thank You to our Generous Donors who gave through the 411 Foundation

April 1, 2022 through March 31, 2023

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A Heartfelt Thank You to our Generous Donors who gave through the 411 Seniors Centre Society

April 1, 2022 through March 31, 2023

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Maxine Kennedy
Kirsten Dunbar
Caridad Pascasio
Suzi Kennedy
Rodger Ricker
(on behalf of Leslie
Remund)
Tim Hurley
Margaret Taylor
Ruta Mendoca
Kirsten Dunbar



Honorary Lifetime Members...

The 411 Seniors Centre's Board of Directors bestows the award of Lifetime Membership to members who have given long and effective service to the Society. We honor the following Lifetime members:

Stuart Alcock	Jackie Hooper	Eunice Pearen
Louise Amero	Ann Hyldtoft	Archie Pechet
Ruth Armstrong	Victor Jamieson	Edward Pedersen
Chuck Bayley	Jack Jarnett	Setty Pendakur
Rupert Cameron	Shams Jilani	Elizabeth Porteous
Dorothy Cerney	Margaret Kocuiba	Linda Quilty
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Rose Fourchuk	Bill Lim	Rose Smith
Dorothy Gallagher	Marianne Maier	Rosita Taruc
River Glenn	Amal Marrache	Joseph Vannini
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Magdaleno Gomez	Ethel Matlyn	Daisy Webster
Mohinder Grewal	Brian McCaughey	
Jim Hahn	Audrey McLeod	
Muriel Hankey	Virginia Moro	
	Mary O'Neill	

A special thank you to our newest lifetime members:
Stuart Alcock, David Handelman, Maggie Taylor and
Gwen Willox

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& Northern Vancouver Island



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