



411 Seniors Centre Society **Annual Report**

2025 - 2026



President's Report

My name is Marika Kocaba and I have the privilege of being the President of the 411 Seniors Centre Society. It's been another year of learning, another year of advocating and another year of sharing with our ever growing senior community. It always starts with history, the very proud history of 411 - from its early beginning years in the seventies, through to the present, here at 19th and Fraser. And as much as things have changed, the need for senior connectivity and the needs of a senior remain the same.

With that, I refer to an essential service here at our centre, our backbone, Information and Referral (NPS) services. This past year, I am proud to say that our tax clinic team filed over 2000+ tax returns, and it does not stop there. We keep filing seniors' taxes all year round, all done with a smile and at no cost to the senior.

At 411, we are proud to be part of an alliance with other senior centres, senior groups and organizations - together, we collectively voice "how to improve and make life better for seniors". Respect and dignity are easy asks - but in housing, we seek the support of the city to find and fund housing programs for seniors. The weight of our collective voices allows us to advocate effectively... strength in numbers.

Recognition when working in advocacy is always appreciated; it demonstrates the dedication we have in helping our seniors and their needs. I was very proud to accept the Rentate Shearer Human Rights Award on behalf of 411 Seniors Centre Society. Thank you to the United Nations Association of Vancouver and the BC Human Rights Coalition.

As per usual, the centre hosts a myriad of programs: yoga, arts, music, ukulele, guitar, karaoke, knitting, sewing, a book club, digital learning, ESL classes, and don't forget our Tuesday workshops - educating and teaching our seniors to navigate the changes in their health - both their physical wellbeing and their mental awareness.

I leave you with my last lesson in this year - The bond formed by the collective for a collective purpose is all powerful. It is with respect that I recognize the staff and what they take on each and every day to help this centre be a success. Thank you to our almost new executive director, Murray Mollard, whose leadership, experience and passion is making sure that 411 remains a successful and thriving senior centre. And lastly, thank you to the amazing staff — Monica, Clemencia, Ryan, Veronica, Chloe, and Angie — thank you to the incredible volunteers, thank you to the board, and thank you to all the valued members for their support and commitment.

Again, thank you to all who share the vision and future that 411 Seniors Centre is vital to the community and its needs.

Very much looking forward to another year - to our future potential, for our longevity, our sustainability and our relevance in the community.

Marika Kocaba, President 411

Executive Director's Report

On the eve of our 50th Anniversary, it has been a whirlwind of a first five months on the job for me as the new Executive Director of 411 Seniors Centre. Here's what I've learned:

- We have amazing volunteers that provide so much support to the operation of the Centre. We couldn't do it without you!
- We serve a diverse and always interesting membership that is inspiring. I am grateful for your support in welcoming me into the 411 Seniors Centre community.
- 411 staff care deeply about our members and the Centre. Our staff really give their best to make the Centre a welcoming, inclusive and enjoyable space for everyone. They deserve our thanks.
- The 411 Board of Directors work hard to take care of the 411 Seniors Centre. They give so much of their time, experience and wisdom to guide the Centre to make it a great place for all.
- 411 Seniors Centre is very fortunate to have a new and wonderful space to learn, sing, dance, play, eat and enjoy time together. Let's take care of it.
- 411 Seniors Centre has significant funding challenges. It will take a lot effort, contributions and hard work from everyone – members, staff, the Board, supporters, funders – to make sure we have a stable and healthy organization to serve our community for the next 50 years.

Here's how you can make a difference to 411 Seniors Centre in our anniversary year.

- Invite someone you know to visit 411 for lunch or a program. Tell your network about 411. With more members our 411 community becomes stronger and more resilient.
- Volunteer! As noted, volunteers are crucial to the health of 411.
- Donate! No matter how small or large a donation, it makes a difference. Become a monthly donor. We have a target of 50 monthly donors for 50 years!
- Leave a Legacy. Gifts to 411 Seniors Centre in your will creates a foundation for our future. Let us know if you need assistance to update your will.
- Stay actively engaged with 411 Seniors Centre. Visit regularly!

I look forward to celebrating our 50th Anniversary with you.

Murray Mollard, Executive Director



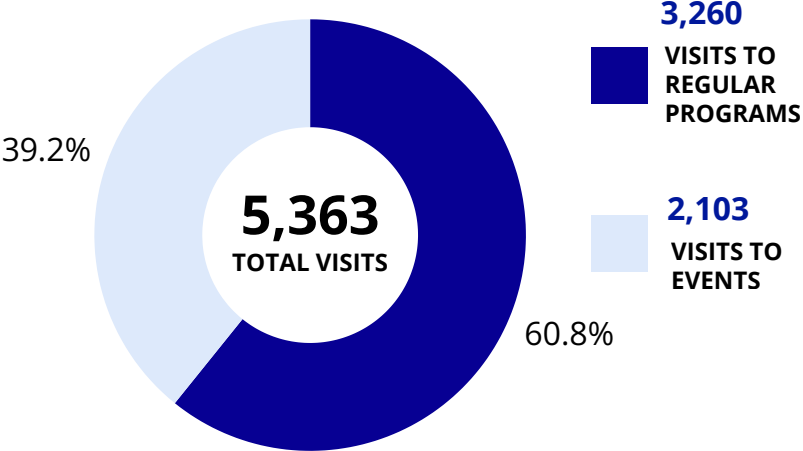
Community Programs

Dear Members, I am Clemencia Gomez, Community Developer and Program Coordinator. I'm happy to share with you our Community Programs Report for this past year which was a wonderful year for our 411 Seniors Centre. Our programs and events gave seniors many ways to stay active, keep learning, make friends, and feel part of the community. I would like to recognize all the amazing volunteers that contribute to the success of these programs and events including our instructors, facilitators, greeters and receptionists.

OUR YEAR AT A GLANCE



WHERE OUR VISITS CAME FROM



MOST POPULAR PROGRAMS

Fitness, exercise, and wellness programs were the most popular. Educational programs were close behind.



THANK YOU!

We appreciate our members and volunteers for making this year such a success.

This year, we offered 27 regular programs and held 79 events. Together, they brought in 5,363 visits, 3,260 to our regular programs and 2,103 to our events. These numbers show just how much our members enjoy staying connected and active. These numbers also demonstrate a strong level of engagement and the value of maintaining a diverse range of accessible community activities. Members really enjoy and look to the centre for a balance of physical and/or mental health, cognitive stimulation, and social interaction.

Our fitness, exercise and wellness programs were the most popular. Educational programs were close behind, and our Educational Workshops were also the most popular type of event.

Looking ahead, we want to keep offering the programs members love most: wellness, learning, arts, social activities, day trips, and special events, so there's something enjoyable for everyone.

We will keep listening to our members and paying attention to what works best, so our programs stay useful, welcoming, and fun for years to come.

On September 1st, 2025, we undertook a survey. We received feedback from 73 participants collected over a 49-day period.

The following is what those seniors said about the impact of the programs in their lives:



Words from Our Seniors

Participating in programs, has increased my sense of belonging and connections by getting out, talking with people and participating in the programs and activities that the centre provide.

I feel included by just being part of the group and by the friendliness and welcoming environment of the peoples in the centre.

I feel a sense of belonging and connections, I feel that I am not alone anymore. Some members and volunteers have become my friends. My race is not a barrier to being part of the community.

By participating in workshops, classes, and volunteer work, I feel included.

I get to do the stretch I love.

The classes are enjoyable, friendly, and affordable.

I increased my mobility.

I get motivated to get out of the house.



Senior Services

411 Seniors Centre is unique. We are an activity centre offering so many programs and workshops to keep older adults physically, socially, emotionally and intellectually engaged. Whether you come for the belly dancing, eukelele, bingo, philosophers club, language classes or lunch, we will feed your body, mind and spirit with activities for your wellbeing.

But we are so much more than just a drop-in centre. We offer critical, sometimes life-saving, services that assist our members and the public with resolving difficult problems and challenges in their lives. It might be ongoing disputes with your landlord that threaten your housing situation. Or it could be challenges you have with securing critical income assistance to ensure you can enjoy life without worrying about money. The issues can vary widely. Sometimes it might be you just need someone to listen to you and provide suggestions. At other times, you need an advocate in your corner to make sure you are treated fairly and with dignity.

Whatever the challenge or need, 411 Seniors Centre provides various services to help you maintain and attain wellbeing.



Our **Navigation and Peer Support** (NPS) service is long standing service to provide older adults with support on a wide range of topics. From filling in forms to calling Service Canada to resolve an issue, we can help. This past year, we assisted almost 1,000 seniors with support which included 395 cases involving income benefits, 417 cases relating to housing while helping our clients to complete 271 applications. 411 Seniors Centre is recognized for its expertise in providing a model program delivered by volunteer seniors themselves. We estimate that our NPS volunteers contribute approximately 800 hours a year to assist our clients.



Our **Community Volunteer Income Tax Program** helped seniors file 1,771 tax returns last year. We estimate for every tax return we help to file, on average our clients receive \$644 in a refund. Filing taxes also ensures that seniors who are eligible can receive various income benefits they are entitled to receive such as the Canada Pension Plan (CPP), Old Age Security (OAS), Guaranteed Income Supplement (GIS), Canada Groceries and Essentials Benefits (CGEB), and Canada Carbon Rebate, where applicable. Other benefits include Provincial benefits/credits, such as the BC Senior's Supplement. The value of these benefits for our clients is difficult to estimate but likely runs into the millions of dollars. Financial health is critical to seniors' wellbeing. Again, 411 Seniors Centre is fortunate to have many volunteers who provide approximately 703 hours to prepare these tax returns.



Finally, we also provide pro bono (free) legal advice at our **411 Legal Advice Clinic** to our clients often involving wills and estates matters. This past year, we assisted 94 clients with legal issues. And again we rely on volunteers to provide this assistance.

The line that runs through all 411 Seniors Services is that volunteers provide the front-line service to our members and clients. We are so grateful to the many hours they give to support the community. In the past year, we estimate that our Seniors Services volunteers provided nearly 1,200 hours of time at a value of almost \$30,000. Their return on their time to seniors' lives? Invaluable!

We look forward to continue providing these key services to you in the years to come.

Chloe Strauss, Seniors Services Manager



Membership and Volunteers

411 Seniors Centres members and volunteers are the heart of our organization. We exist to serve our members. Our volunteers provide incredible contributions to support 411 programs and services. We wouldn't exist without our members and volunteers. This past year has focused on strengthening member engagement, volunteer support, communications, and the quality of our data. As our use of the myseniorcenter platform has become more established, we have continued improving membership and volunteer records while using the system to support registrations, renewals, participation tracking, and day-to-day operations. Please check in with your key tag when you visit 411.

SUMMARY 2025-2026



During the 2025-2026 fiscal year, there were 775 paid-up 411 Seniors Centre members. We also continued efforts to improve direct communication with members through our Email Collection Campaign. Emails are a critical pathway to connect, engage and communicate with 411 Seniors Centre members as we send out information about our programs, services, special events, volunteer and donor opportunities. By August 2026, we now have 787 member email records, an increase of 53 email records from earlier in 2026. When you drop-in to 411, please make sure you update your member information including your current email address!

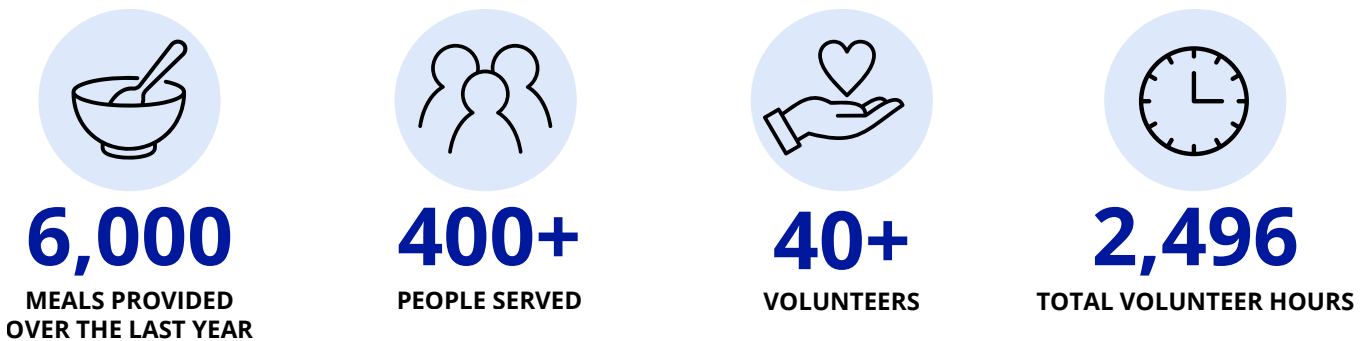
Volunteers are vital to 411's operations. During the fiscal year, 84 volunteers contributed 8,680.25 hours, with an estimated value of \$193,068.45. 411 volunteers provide assistance with reception, greeter services, Navigation and Peer support, the kitchen, thrift store, tax clinic, programs, administration, and special events. 411's volunteer program includes recruitment, orientation and training, as well as scheduling ongoing support and recognition. Staying in touch with our members and volunteers is so important. Via meetings, the 411 Weekly, our seasonal newsletter Our Voice, email notices, posters, event promotion, and direct outreach, we strive to keep our community informed, connected, and engaged. Stay tuned in the future for opportunities to provide feedback through member and volunteer surveys.

Coordinating membership, volunteers, and communications continues to be both a responsibility and a rewarding opportunity to see how strong communication, reliable information, community partnerships, and volunteer dedication come together to create a welcoming and vibrant 411 community.

Monica Murguria, Membership and Volunteer Coordinator

Food Services Report

Nutritious, healthy food is a key ingredient to living life well. 411 Seniors Centre’s food services program seeks to provide our members and guests with at least a daily meal at an affordable price to make sure that our community is well fed and cared for. Food provides the spice of life. But it is not only the food itself that makes a difference in our lives but the conversations, camaraderie and relationships that come with sharing a meal together. Sharing food and stories helps to reduce social isolation that many seniors experience.



NUTRITIOUS, HEALTHY FOOD FOR AFFORDABLE PRICES



Reducing social isolation through shared meals.



Building community care and camaraderie.

OUR FOOD PARTNERS



Nester's Market (Main Street)
Save-on-Foods (Kinggate Mall)

In the coming year:
88 Supermarket
Save-on-Foods (King Edward Avenue)

Over the past year, 411 Seniors Centre provided 6,000 meals to over 400 people. Food has become increasingly expensive since the COVID pandemic. Recent trade tensions with the United States make it even more challenging to keep the cost of a meal affordable to our members and guests. Many thanks to our food partners for helping us to maintain affordable prices for our meals: Nesters Market (Main Street) and Save-on-Foods (Kingsgate Mall) for providing us with food donations. In the coming year, we will also be working with 88 Supermarket and Save-on-Foods (King Edward Avenue). Their and other organizations’ food donations also helps to reduce food waste.

And thank you to our many food service volunteers who provide their time and experience in the kitchen to feed our community. We’ve had 40+ volunteers that helped prepare and serve meals dedicating a total of 2,496 hours to feed our community. Your contributions are much appreciated.

Angie Austria

Facility & Operations

Hello 411 Seniors Centre community members! We are Ryan your Facilities and Maintenance Lead and Veronica, 411 Office Manager. We are fortunate to have an almost brand new facility thanks to the many who worked long and hard to make 411 Seniors Centre on Fraser Street a reality. But three years into our operations, we need to ensure we maintain a facility that is safe, comfortable and running smoothly.

Wear and tear on equipment, doors, walls, furniture, floors can take its toll on our physical environment. From April 2025 to March 2026, the Centre had about 33 service calls that range from repairs on kitchen equipment, the lift, doors and plumbing as well as preventative maintenance. It is becoming more expensive to operate the Centre. We have had to increase our annual budget for repairs and maintenance by 300% as our budget went from \$2,000 last fiscal year (April 2024 to March 2025) to \$8,000 this fiscal year (April 2025 to March 2026), not to mention Common Area Maintenance costs we share with our landlord, Community Land Trust.



300%

Increase in Repairs & Maintenance Budget



118%

Increase in rental revenue



239

Total rentals this fiscal year

We appreciate the support of our funders like the City of Vancouver from whom we receive a small capital grant to address identified repairs (pipes and electrical) and upgrades (a new water fountain).

We also rent the 411 Seniors Centre to generate revenue. In 2025-26, we had over 239 rentals that generated over \$43,082.95 an increase of 40% in number of rentals and 118% in rental revenue from the prior year.

411 Seniors Centre is your home and we encourage every member and visitor to take proper care of your home when you move around the Centre and use your facilities. Proper care in maintaining the Centre will assist to prolong the good look and feel of the Centre to continue to make it a welcoming place for everyone.

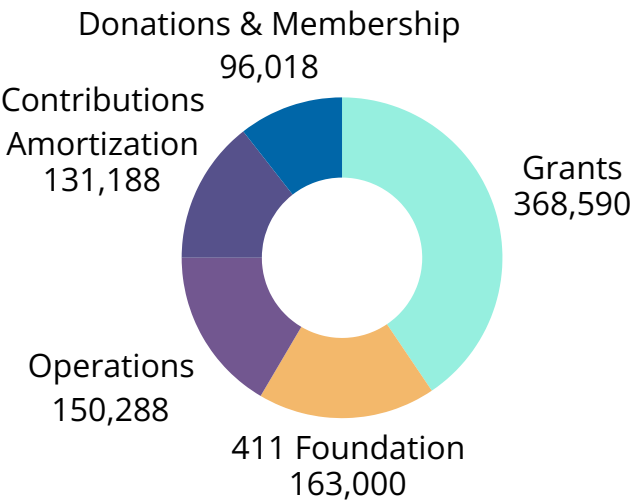
Financial Report

411 Seniors Centre Society is fortunate in many ways. First and foremost are the people who drive our purpose – to serve seniors. Our volunteers, staff, donors and members are at the core of what we do and why we do it. But, like any enterprise, it takes significant funding to operate an organization that serves so many people in so many ways. Our new facility, though beautiful, is expensive to operate. We require a core staff to ensure that our programs and services are supported and sustainable.

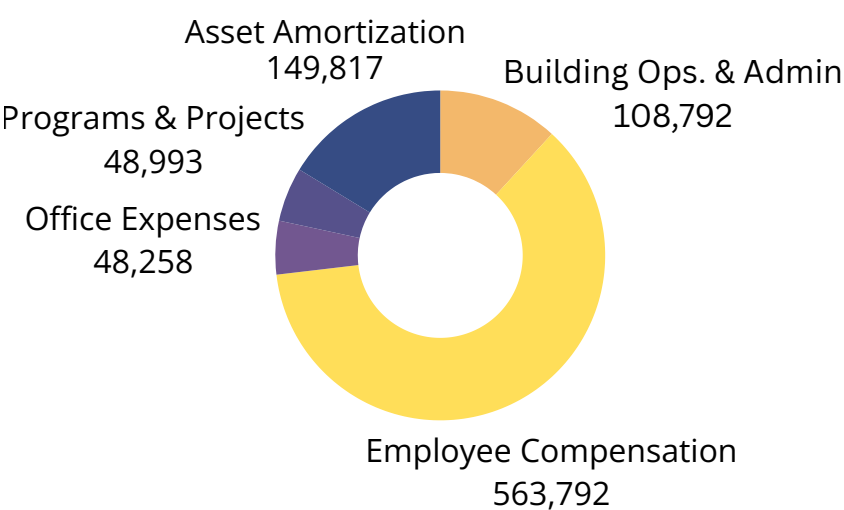
For too many years, 411 has operated with a structural deficit as we focused on securing a new home. Though we’ve been fortunate that funds from the 411 Foundation have covered these deficits, this is not sustainable. In 2025-26 alone, the Foundation covered \$163,000 of our deficit. In our 50th year, we need to improve revenue streams in all areas: new core grants, more donors, more corporate support. We need to review our member and program fees, the lowest in Metro Vancouver. We look forward to your support to ensure 411 Seniors Society has a financially sustainable future for the next 50 years!

FINANCIAL HIGHLIGHTS (2026)

REVENUE



EXPENSES



Our Partners



Working with communities in BC's Interior, Lower Mainland, Central & Northern Vancouver Island

Donor Message

TRACY CROMWELL

411 Seniors Centre Member and Director on the 411 Board of Directors, has recently signed up to be a monthly donor.

411 Seniors Centre Society is celebrating 50 years in 2027. We look forward to serving the community for the next 50 years! To ensure that we have a strong and financially stable organization to serve you, 411 Seniors Centre has a campaign goal of securing *50 monthly donors by 2027*. A monthly donation is a great way to support 411 because it provides a reliable, consistent stream of funding that allows us to plan for programs and services. Monthly donations also help to reduce the administrative cost of fundraising while helping donors to better plan for their tax savings.

411 Seniors Centre Donor Profile



Becoming a monthly donor is easy. You can contribute via [411's Canada Helps monthly donor portal](#). Or ask to see Murray or Veronica at the Centre.

Other ways to support 411 Seniors Centre includes making a [one time donation](#), making a [donation of securities](#) or [Leaving a Legacy \(bequest in your will\)](#).

However you support 411, we thank you! Your gift makes it possible to serve our community now and for the next 50 years!

Q&A

1. What motivates your charitable giving?

I love the idea of being part of something bigger than I could accomplish on my own—being part of a community of givers. But I'm also motivated by the cause. It has to be meaningful to me. It feels good to know I can make a difference even in a small way.

2. Why is the mission of 411 Seniors Centre meaningful to you?

From the first time I visited 411, I felt like there was a real sense of warmth among the people. Then as I explored a bit more and discovered everything that was going on to encourage resilient and independent seniors, I was even more impressed. With my experience as my mother's caregiver and my own lived experience, I've seen two different sides—both what older people need and what they have to offer. 411 looks at both of these sides as well. Their mandate of “for seniors, by seniors” is powerful.

3. Why did you decide to give on a monthly basis?

It's easy to set up and easy to change if I need to, and it's better for my monthly cash flow than a lump sum once a year. Also, next year, 2027, will be 50 years since 411 started and as part of the celebration we want to have 50 new monthly donors to mark the anniversary, so I wanted to join the party.



411 Seniors Centre Society provides senior-led programs and services that mobilizes older adults' diverse strengths, talents, interests and expertise to the benefit of fellow older adults and the community at large, and in collaboration with like-minded Organizations.

Board of Directors

Marika Kocaba President	Jane Belanger	Parvana Bolbolan	Tracy Cromwell
Rose Cupello	Gaye Ferguson	Lisa Hall Secretary	Gary Horswell First Vice-President
Suzanne Jenkins	Terri Nicholson Treasurer	Marion Pollack	Kanwarjit Sandhu
Kevin Smith Second Vice-President			

Staff

Murray Mollard Executive Director	Monica Murguia Membership & Volunteer Coordinator	Clemencia Gomez Community Developer
Ryan Natividad Facilities & Maintenance Lead	Chloe Strauss Seniors' Services Manager	Myia Wilhelm Seniors' Services Coordinator
Veronica Ahumada Office Manager	Angie Austria Food Service Coordinator	Chloe Stauss and Trudi Silva On Leave

Contact Us

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Annual Report compiled by Angela Zhang - made possible by all the members of 411.

The 411 Seniors Centre Society operates on the traditional, ancestral, and unceded territories of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh Úxwumixw (Squamish), and səliłwətał (Tsleil-Waututh) Nations.