



2023 ANNUAL REPORT

Compassionate Neighbourhood
Health Partners Society





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Mission & Vision

Compassionate Neighbourhood Health Partners Society is a charitable organization that is neighbourhood focused and seeks to improve the lives of older adults and their caregivers in our Chilliwack community.

Our Mission: Every older adult neighbour will feel supported in his or her neighbourhood



Senior Connect Cafe - Vedder Legion



Neighbourhood Connector Block Party

A Message from Marian Neels

Interim President



Chilliwack has so many beautiful people and a growing number of them are older adults. Being a small part of their lives as interim board president of CNHPS has been a gift. From the people we serve, to the volunteers, supporters and other board members, it's humbling to see how we are meant to be interconnected and in community with each other in order to thrive. As one of our regular attendees states about the Senior Connect Cafe program: "I moved from Toronto to Chilliwack a few years ago and I love it here. I love staying in touch with people who are dealing with the same things as me." According to one of the largest studies in the world, more than anything else, relationships are what makes a person happier and healthier.

It has been another busy year at CNHPS. Our spring fundraiser was very successful. Our different programs including our Senior Connect Cafe Program and Intergenerational Program continue to flourish. Our Family Caregiver Support and Neighbourhood Connector programs also provide meaningful support for both individuals and neighbourhoods. We would like to invite you to join us as an attendee, volunteer or board member in the coming year. As a volunteer, you will find that you are helping yourself as much as you are helping others. You will discover that the volunteer training program as well as the Neighbourhood Connector workshops are valuable in other areas of your life as well. Our organization is centered around volunteers and we are grateful to all those who have tirelessly helped us this past year.

Our coordinator and founder, Connie, is invaluable, and her mind and hands never sit still. She has such a heart for the older adults in our community. We thank her for another year of dedicated service, always going above and beyond what most people would do.

We would like to thank the board members that are leaving and wish them every success in the future. Thank-you to Danielle Grisnich for being our president this past year. We would also especially like to mention Carla Neels who has been our longest serving board member (6 years) and was president for part of those six years.

It's inspiring to hear stories of how we've made a difference. We trust that we will continue to play an integral and meaningful part in the lives of the older adults in our community again this coming year.

We are very thankful for your support. Your prayers are coveted.

A Message from Connie Stam

Program Founder & Coordinator



With gratitude I thank the CNHPS Volunteers for their dedication and support in making this another successful year in supporting our community seniors and their caregivers. Without the dedicated work of our Volunteers, CNHPS would be unable to offer these various programs in our community.

Throughout this past year, the value that our programs have in our community is evidenced by the increasing number of referrals received from health professionals, community organizations, self referrals or referrals from friends or family members. We have received 187 referrals in this past year. Most referrals were for the Seniors Connect and/or Intergenerational programs with others requesting temporary one-on-one support or wanting an intergenerational connection. There were also 13 referrals seeking support from the Family Caregiver Support Group, both for the in-person and the virtual sessions.

I am grateful for the close collaborative partnerships that we have forged with health professionals and various non-profit community organizations that work with seniors in our community. There is so much need and opportunity, especially as our population is rapidly aging, along with an overburdened health care system. Together we, as non-profit organizations, offer a variety of services, with minimal duplication as we seek to support the older adult and their caregivers in our community.

One example of our collaborative working relationships is with the nine-month Pilot Hospital Discharge Project that was initiated in April of this year with a seed grant from the BC Centre for Palliative Care. In this project, health professionals and 3 community organizations are working together collaboratively to support seniors who lack a community support network, in their transition home from hospital. Please see further details about this project later in this report.

We had another successful Spring Fundraising event. A heartfelt thank-you goes to all our Volunteers and Community Friends that came to lend a hand of help and to the material and monetary support we received from the community and the various businesses and stakeholders. You can read more about this special event later in this report.

As we look to the coming year, we see the need for careful strategic planning, including succession planning. This coming year, I will join the Board while continuing to coordinate the programs, as we carry out this important work. We look forward to a fruitful year in defining the strategic direction of our non-profit organization in its vision to keep every older adult and their caregiver in our Chilliwack community, emotionally and socially connected.

Seniors' Connect Cafe



In the past year, 166 seniors have attended the Seniors' Connect Cafe at least once.

The bi-weekly luncheons continue to have the largest attendance and we would like to thank the Better at Home program, the Dogwood Monarch Lions Club, the Chilliwack Community Response Network, the Chilliwack Chartwell group and a generous anonymous donor for donating the cost of one, several, or many meals. Because of this generosity, these luncheons continue to be available for our seniors twice each month. We are also able to provide coffee time with snacks and fellowship each week between the lunches, allowing the seniors to gather every Thursday morning.

We started this fiscal year with three different venues at various locations in Chilliwack to, hopefully, provide access to seniors who would rather attend an event closer to home.



We use the Chilliwack Seniors Activity Center, and the Legion Hall on Vedder Road. Up until a few months ago, we also used a room in the Sardis Sports Complex for one week each month. And, in the weeks in the summer that there are not luncheons, we meet in Gwynne Vaughn park.

One of the important ways to combat social isolation and loneliness, in general, but especially for seniors, is the ability to offer transportation support for those who use mobility aids or do not drive. CNHPS thanks the Chilliwack Community Social Prescribing Program for helping pay for taxi rides when HandyDART was on strike and through the remainder of the year.

Forty-three seniors have received taxi rides throughout the year, with twenty-two seniors needing regular support through the time of the HandyDART strike.



Seniors' Connect Cafe Testimonials

This is what some of the older adults had to say about the Senior Connect Cafe:

"It's an incentive to get out and I really like the company and meeting people. Connie is really concerned about us and very helpful." (Shirley)

"I like having something to look forward to and we get information that we wouldn't [get] otherwise. I also really appreciate the free meals." (Amber)

"I like coming to the Seniors' Group because we are treated so well by the people who are helping, Connie especially." (Lynda)

"I just love the company. I have mobility issues so cannot come every time but I wish I could." (Istvan)

"This is a very friendly group" (Helen)

"Connie is amazing. I think all the time that she is like Mother Teresa. She loves to help us and shares so much important information with us. She has great compassion and does so much for us." (Nadira)

"The first thing I want to say is 'Connie' because I don't know where we'd be if we didn't have her. She cares about us so much and helps us with all kinds of things. God is definitely on her shoulders. I appreciate all the friendly volunteers, too." (Colleen)

"I like to get together and get out of the house. The topics are quite nice. I really like getting the free lunches." (Agnes)

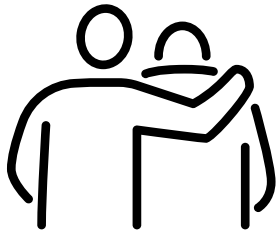
"If I didn't have this, I would stay home and watch TV all the time. I love being with other people and doing this makes me relax." (Bessie)

"I have only come a couple times but I like getting out and meeting new friends." (Jerzy)

"The information we get about seniors is very helpful. This group is an outlet where we can enjoy each other's company and make new friends." (Dianne)

One-on-one Older Adult Support Program

In this past year, fifteen youth volunteers have attended weekly in-person or virtual conversations with twenty-two seniors, who are often unable to get out and into the community for activities. In addition, fourteen adult volunteers have weekly in-person, telephone or virtual conversations with twenty-four seniors. In this way, CNHPS, is able to provide weekly, individual support to a total of forty-six seniors in our community at this time.



"The telephone conversations are interesting and informative. You must love the people a lot and I just want to say Thank You." (Lynda, Senior)

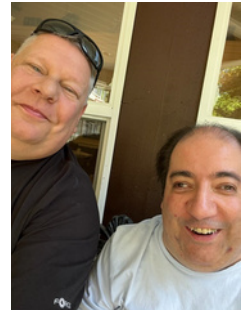
"I am so grateful to have such a pillar of support in someone who was able to listen to the stories I had to tell." (Senior)

"I formed a strong bond with her and am eternally grateful to have this experience aiding her through the different phase of life. She is now like family to me and has shown me love and support throughout my graduating year." (Rida, volunteer)

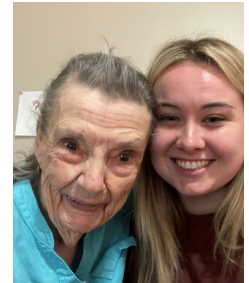
"I've been volunteering with CNHPS since October of last year. I've spent a couple of hours each week visiting two lovely ladies, Peggy and Colleen. Throughout this time spent building relationships with these two individuals, I have learned just how much value there is in listening. Being able to provide a comfortable environment for these ladies to talk to me and let me know what is on their minds has been a wonderful experience for myself, and hopefully for them as well. I look forward to continuing my visits and making a positive change in the community!" (Hailey, volunteer)



Brien & Greg



Nelson & Lawrence



Colleen & Hailey

Intergenerational Program



Intergenerational conversations, board games, and monthly crafts are activities that the twelve to thirty seniors who attend the bi-weekly in-person sessions enjoy. Three to seven youth, who are mostly from Grade 11 or 12, are volunteers for these events, and often want to do this to accrue volunteer hours for future employment or educational pursuits. Great bonds are formed between the seniors and the youth when they participate in these mutually beneficial activities.

Each year the school's coordinator of the youth volunteers, awards us with a thank-you plaque..

A virtual evening session was offered from late fall to early Spring with a small group of four to ten senior attendees and one to three youth. These times of virtual connection included guests that presented topics that were of interest to the senior attendees.





Intergenerational Program Testimonials

Here are some remarks made by people who participate in this program:

"Come and join us at the intergenerational activities twice monthly. I attend to meet young people, who have extended their kind hearts to play cards, arrange activities, sing, and laugh with isolated seniors. We enjoy a cup of tea, a chat, and endless laughs. Please give us a call at 604-798-2023. We would love to welcome you. Assistance is available if a ride needed. I hope to see you soon!"
(June, Senior)

"I enjoy the Intergenerational activities because it involves the participation of volunteer high school students. They take out their own time to teach and show us things we probably wouldn't think of doing on our own at home: how to draw and paint a picture on a canvas; origami, the art of making small paper creatures; making a bracelet with beads; just to name a few examples. How about knitting, playing cards or checkers? We need the students to participate with, and bring back fond memories of our younger years of fun and games. We get to teach and they teach to learn."
(Richard, Senior)

"I love the crafts that we do on Monday afternoons. It was very special for me when the students taught me how to knit again."
(Gerry, Senior)

"I am waiting to join the group meetings after the summer break, to return to the same familiar faces and meet new ones. It was my favorite way to meet with some young, talented people who encouraged us to learn new skills like painting and origami. Also, meeting some younger and older persons to play my favorite game, cribbage, which still is a good way to have fun with math. I never missed a Monday PM meeting to socialize in a friendly atmosphere where happy volunteers knew my name, and were ready to serve us a welcome treat of coffee and fresh pop corn. Yeay! Connie and crew! Thanks for all your thoughtful planning & generous time to organize these events."
(Zorine, Senior)

"I want to say thank-you to you [Connie] and all the volunteers who run the Intergenerational Group for our Older Adult Clients of Chilliwack Mental Health. Our clients who attend the group suffer with dementia and often struggle with depression and isolation, the group allows folks to meet new people and socialize in an inviting environment. I know the folks I attend with have expressed they enjoy participating in the variety of activities the groups provide. They have also expressed appreciation for providing them with new knowledge of community resources and other information the groups provide. I am hopeful the Intergenerational group will continue to provide this valuable service to our Clients."
(Holly, HCW)



"I am grateful for the Intergenerational program connecting me with seniors of the community who I don't get a chance to socialize with regularly. The program has taught me the different walks of life everyone has experienced, and how we can find similarities between how the different generations viewed the world. The seniors never failed to put a smile on my face and I am grateful to be a part of the program."
(Sassy, Student)

"I've been volunteering with the CNHPS Intergenerational program for over a year now, and have found the program extremely rewarding. I enjoy spending time with the seniors and hearing about their lives and their history. It is a privilege to work with, teach, and communicate with the seniors and likeminded volunteers in my community."
(Hannah, student)



Financial Report

Compassionate Neighbourhood Health Partners Society Balance Sheet as of 31 August 2023

Assets	Year-end 31 Aug 2023	Year-end 31 Aug 2022
Cash and Cash Equivalents	\$ 41,901	\$ 25,828
Restricted Cash and Cash Equivalents	\$ 25,721	\$ 31,513
Capital Assets, net of accumulated depreciation	\$ -	\$ 629
	\$ 67,622	\$ 57,970
Liabilities & Fund Balances		
Deferred Revenues	\$ 25,721	\$ 31,513
Deferred Capital Contribution	\$ -	\$ 629
Operating Fund	\$ 41,901	\$ 25,828
	\$ 67,622	\$ 57,970

Total grants received during the fiscal 2022-23 year = \$34,814

Total donations and funds raised for fiscal year 2022-23 = \$35,885

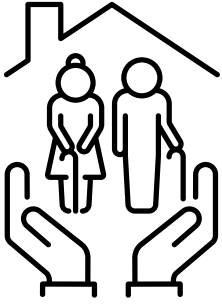
Senior Connect Cafe



Intergenerational Program



Family Caregiver Support Program



Eighteen caregivers of older adults have attended the weekly in-person Family Caregiver Support Program sessions through the year. Of these, eight have lost the loved ones that they were caring for but desire to remain in the group to use their insights and experiences to provide support for those in the group who are caregiving.

Four caregivers of older adults attend the monthly virtual evening session. Those that attend either the in-person or the virtual sessions have often expressed their gratefulness for the support they receive through these sessions.

Family Caregiver Program Testimonial

"Serving as a family caregiver, whether during a health crisis or chronic illness is a magnificent act of love. But caregiving can also be relentless, isolating and sometimes scary to have so much responsibility. So those who know the work offer their experience to help you navigate.

My husband was diagnosed with Parkinsons in 2017. His condition progressed slowly but then we were faced with a move which involved downsizing and making decisions that were stressful. Stress affects so much of our health and I noticed a gradual increase in my husbands symptoms.

I talked to my doctor about it and he said I needed a plan going forward. I kinda had a plan in my head but realized that I had a lot of questions and didn't know who to ask.

I saw an article in a seniors flyer about the Compassionate Neighbourhood Health Partners Society in Chilliwack. This sounded like the place I needed to get help.

I attended the first meeting and immediately felt welcomed. These ladies all have their journeys. They were all handling stress and had lots of advice. I love this group because I have learned so much from just listening. I have heard so many good suggestions that I never even thought about. When you are a caregiver, you feel so isolated but this group made me feel like we are all in it together. I love the fact that that we all laugh together and cry together. They understand." (Shirley)



Volunteer Appreciation BBQ - Aug 25, 2023

Connie posing at Hofstede's when they hosted a Breakfast Fundraiser for CNHPS in April, 2023.



Appreciation for our Volunteers

CNHPS can only provide community services to our seniors and their caregivers when it has a faithful and dedicated staff of volunteers. Each CNHPS Volunteer is valued and very much appreciated.

We would like to especially recognize Darlene for taking the overall lead in the purchasing and serving of refreshments in the Seniors Connect, the intergenerational, and the Family Caregiver Support Group events. We also recognize Chuck for faithfully helping at each Seniors Connect and Intergenerational event.

This year Marcia is lending her support with the organizing of the taxi rides for the seniors who do not drive. With the extended HandyDART strike, this has become a huge undertaking. Thank-you so much Marcia for your hours of service, connecting with each senior each week, to confirm their need for the weekly taxi ride to our social events.

We also want to recognize Marjorie for the many hours of telephone service she provides in making weekly calls to 4 different seniors. I have heard how much this is appreciated by these seniors. As one senior stated: "She is not a Volunteer, she is my friend."

A special thank-you to Joan for her faithful help until recently with the social events but especially for her dedication in facilitating the Family Caregiver Support Group sessions.

The administrative support from Sandra in this past year, in the areas of graphics, posters, and the collating of the volunteer hours, has been a special blessing. We especially thank her for the countless hours she dedicated in making the graphics, posters, signs, labels, etc. for our second Spring Fundraiser, along with coordinating the children's games section and the prize draws. These posters and signs provided a 'professional appearance' to this year's fundraiser, and we could not have done it without this support!

We give a special thank-you to the Senior High School and University students that supported our Intergenerational program with your talents in leading the monthly intergenerational crafts and having a friendly intergenerational chat or board game with a senior. You have enhanced the lives of the seniors attending and of those you visited weekly either virtually or in-person! A special thank-you to Sassy for also taking over the writing of the name tags and certificates. Your calligraphy skills are amazing, and we will miss you! We want to also recognize Hannah, for her painting and drawing skills, and for wanting to take on a Board position and to be the voice of the youth volunteers on the Board.

We thank each of the Board members for their time of service and dedication to the matters of CNHPS. For those of you completing your time of service, we wish you well in your future endeavors.

Sincerely, Connie Stam

Volunteer Hours from Sept 1, 2022- Aug 31, 2023 Recorded by Category

Seniors Connect Café	1247
Intergenerational Program	474
Family Caregivers Support Group	203
Serious Illness & Short-term Support	36
Meetings and Training for all Programs	185
Fundraising Activities	421
Administrative Work	1149

Total Volunteer Hours 2022-23 is 3715 hours!

VOLUNTEERS NEEDED



CNHPS always welcomes new volunteers!

Call **Connie** at **604-798-2023**
if you are interested



Neighbourhood Connector Program

Many wonderful connections are taking place in various neighbourhoods in Chilliwack but it seems that the amount of time it takes to become a Neighbourhood Connector is challenging for people to commit to at this time. CNHPS is very thankful to those Connectors who have continued this work in their neighbourhoods. CNHPS has offered a 15-hour workshop series in this past year in our community, thanks to the help of the First West Foundation grant. Another of these workshop series is being planned for October, 2023.



Workshop attendees with completion certificates



Jamie (L); Cindy (R)



"I really appreciated that both visual and audio instruction were used to cover the material. The mix of learning styles made learning the concepts engaging. I also appreciated that the workshops were limited to two-hour segments, which were spread over time. This helped with processing what we learned. There was a lot of good information and the presentations were very professional. I'd encourage anyone to attend." (Jamie Nicol)

"I was impressed with the scope of the material presented in the workshops. I particularly appreciated the focus on assessing the needs of neighbours who may be struggling with stress/distress, grief, or a serious illness journey. Learning what services are available to address such needs and how to provide appropriate referrals gives me the confidence to be a more engaged, compassionate neighbour. Overall, I learned the value of Neighbourhood Connectors in creating strong, healthy neighbourhoods. I'm very glad I took the time to attend the workshops. I'd highly recommend others do the same." (Cindy Coles)

Special 9-month Pilot Project

The Hospital Discharge Project

In conversations with Leila, Chilliwack's Senior Community Connector, we heard about the challenges faced by seniors that have been hospitalized and must transition home without a support network in the community. The key areas of concern were: 1) not having a community social support system that would provide a daily friendly check-in service in the initial weeks post discharge as longer-term supports are established, and 2) not having a community member able to help in purchasing some basic food supplies.

The BC Centre for Palliative Care was offering a seed grant for innovative ideas in supporting vulnerable seniors in the community. We were successfully awarded this grant to initiate a pilot project that would address the above listed concerns.

This project is carried out in partnership with 1) the Chilliwack General Hospital Complex Discharge Team, 2) Leila from the Chilliwack Community Services Social Prescribing Program, 3) the local Cherish Project who are providing the volunteers, and 4) CNHPS was awarded the grant and has the general oversight of the project, provides the training for the volunteers, and will undertake the evaluation and end reporting of the project.

This pilot project will evaluate if these simple interventions would enhance the successful transition home for vulnerable isolated seniors, after a shorter or longer hospital stay, and improve their emotional and social well-being. This project was initiated at the end of April and will continue till mid December. So far 16 seniors have been supported through this project.



Sandra

"As one of the founding members of CNHPS, I have been delighted to be able to be involved as a volunteer again after having to step back for a few years. I am amazed at how far this society has branched out and how many seniors in the community benefit from these events that facilitate connections with other seniors as well as with the volunteers. It is so wonderful to see that the original mission and vision for this society is being met every week, at every event, all year long! Connie has done outstanding work! Her drive and passion for this society, and, more importantly, her care and advocacy for the seniors on a variety of fronts, is exemplary and I applaud her for this. It's no wonder that the older adults in our community appreciate her and this society so much!. I currently participate in the Connect Cafe's, the one-on-one adult support program and serve as an administrative assistant." (Sandra, volunteer)

Spring Fundraiser

On **June 3, 2023**, we held our 2nd annual Spring Fundraiser. It was a beautiful sunny day, which we really enjoyed, considering it was rainy last year. This year our fundraiser included: a BBQ Lunch, Bake sale, refreshments, Garage sale, Children's Activities, Refundables, Plant sale, Door Prizes, Guessing jars and 'Cake/Donut/Toy' walks.

This event depended strongly on sponsors, donations, and volunteers so we would like to thank everyone who contributed in any of these ways as that helped us raise \$25, 000, which was half way to our \$50, 000 goal! That will go a long way toward making a difference in the lives of seniors in Chilliwack!



Lunch



Balloon Animals



Garage Sale



Garage Sale Cashiers



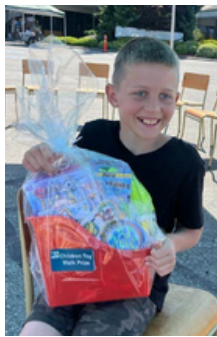
Ticket Table



Bake Sale



Cake/Donut/Toy Walk Winners



One of our Door Prize Winners



Mikki selling popcorn



Children's Activities