



Langley Senior
RESOURCES SOCIETY

2023/2024

Annual Report

604-530-3020
www.lsr.ca



Our Vision

An inclusive community where seniors in Langley are valued and supported to learn, socialize, and thrive.

Our Mission

As leaders in our community, we provide programs, services, and connection through a holistic approach that meets the emotional, physical, and social needs of seniors and their families.

Board President & Executive Director Message

Resilience. This best describes our 2023-24 year. As the senior's population in Langley continues to grow, they are coming to LSRS for recreation activities, learning opportunities, connection and support. To address this growth, we have embarked on an ambitious 3-year strategic plan that will see operational investments made and new partnerships evolve. It is an exciting time in our 42-year history as we set a new course for the future of LSRS.

Our 2024 began with a catastrophic flood, significantly impacting operations and shutting down our recreation centre for 8 long days. It was an unwelcome disruption but, through this crisis, it was clear how important we are to our members, clients, volunteers, and community. We leaned into our values to help us recover and restore, emerging stronger, and more focused than ever.

As we reflect on this past year, we are so grateful and encouraged by our vital community connections and partnerships. Through our programs, events and services, we will continue to invest in the well-being of seniors. We are embracing and boldly stepping into our new role as a community leader and resource hub for older adults in Langley.

Thank you for making this important work, and all that is to come, possible.

Loretta Solomon, Board President
Kate Ludlam, Executive Director



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We are grateful to have the support of government funders, charitable partners, service providers, friends, family caregivers, and more than 170 outstanding volunteers. Our impactful work would not be possible without your meaningful contributions.

Our Impact

For over 40 years, the Langley Senior Resources Society has provided older adults in Langley with innovative recreation, education, and social programs and comprehensive support services helping vulnerable seniors with their housing needs, food insecurity, transportation assistance, and navigating the myriad of bureaucratic systems.

We own and operate the largest free-standing seniors centre in BC and operate the largest Adult Day Program in Fraser Health. We partner with many community organizations to deliver unique programs and services that are designed specifically for seniors.

While LSRS is open to all seniors, we have a strong focus on reaching isolated and low-income seniors who are too often struggling in silence.

In 2023, we served over 5,600 seniors and their families. We know how much older adults in Langley rely on us and, in collaboration with all our partners, we are committed to meeting their unique needs and helping them thrive.

With the seniors demographic growing rapidly, our role in the community has never been more important or needed.



“The best part of LSRS is the socialization and I think the companionship and the exercise. Without LSRS, I wouldn't have much of a life.”

In 2023, our caring staff worked with community partners and over 170 volunteers to improve the lives of Langley seniors.

620

Housing Assistance services provided to seniors experiencing housing precarity.

175

Food Support to low-income seniors who need assistance accessing healthy and nutritious food.

Enhanced Housekeeping and Friendly Visits provided to frail and isolated seniors.

1,948

Transportation services to seniors who have mobility challenges or no longer drive.

1,346

451

Adult Day Program clients and families accessing therapeutic recreation, support, and respite.

864

Wellness Appointments provided to seniors who need specialized footcare and massage.

Income Tax Returns filed by volunteers on behalf of low-income seniors.

342

Recreation memberships including municipal-funded subsidized memberships.

1,004



LSRS Volunteers

For older adults, there are so many benefits of volunteering - it prevents loneliness and isolation, it's great for physical and mental health, it gives a sense of purpose and help older adults connect with each other and new and old interests. As a senior-led organization, LSRS utilizes volunteers in almost every area of our operations, they are critical to our success.

This year, over **170 volunteers** gave their time and talents to better senior programs and services in Langley. They are drivers and visitors, front desk helpers and greeters, cafe servers, library and club leaders as well as giving significant time on our Board of Directors.

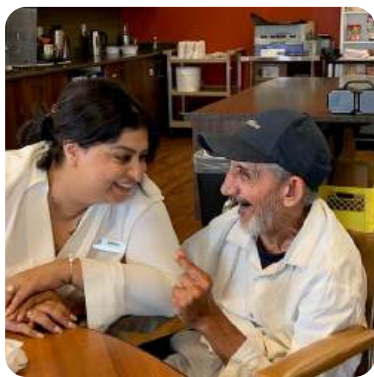
Our social enterprise, the **Tuk Shop Thrift Boutique** is entirely staffed and managed by volunteers. In 2023, this fundraising powerhouse generated almost \$40,000 to support our programs and services.



“After my husband passed, I had to make a new start at life. I love the people here - the volunteers, the friends I meet, and everyone who works here. It's a peaceful, fun, enjoyable place to be. It's my safe place.

Adult Day Program

As the largest Adult Day Program in Fraser Health, our impact is tremendous. Our caring team of recreation programmers and assistants, care aides and nurses provide **therapeutic engagement** for adults with physical and/or cognitive limitations. This provides **meaningful life enrichment** for our clients and **much-needed respite** to families and caregivers, of which many are seniors themselves.



To help foster a new generation of senior-focused health care workers, we are a **preferred and active teaching site** for practicum students. LSRS partners with local community colleges to provide an engaging and inspirational learning experience. Over the course of 2023, we had 12 students learn about the value of adult day programs and receive hands-on training within our multi-disciplinary team.

Embedded in our ADP is an affordable **Community Bathing** service. As we age, it can be challenging to maintain personal care, and for some of our clients, it may be only time they feel the kind and gentle comfort of human touch. In 2023, we gave 962 baths to our clients.

“On this journey of caring for a loved one with dementia, my spouse and the love of my life, it is with heartfelt appreciation that I had the good fortune to come to ADP to make the journey a little less lonely.”

Programs

LSRS offers over **30 different activities** for fitness and well-being, lifelong learning, and creative expression; a computer lab with Internet access; and lively social events. Last year, we hosted hearing, fall prevention, legal, and flu clinics, as well as ICBC road assessments. We provided **footcare and massage services**, hosted book clubs and music jam sessions, painting classes, a woodcarving group and choir, as well as important **social and support groups**.

LSRS is renowned for our **escorted and inclusive bus trips** providing seniors with fun excursions throughout the lower mainland and beyond. In 2023, we had 15 bus trips where over 300 seniors ventured out to places such as Bard on the Beach, Mayne Island, Christmas at Hycroft Manor, Chihuly Garden and Glass, and a stunning 13-day Rail Across Canada trip.



“ I like participating in the woodcarving group. It allows me to meet people that I would never ever meet and that helps me grow spiritually and mentally. Meeting new people is the best part of coming to the centre.

Programs

Our weekly **Monday Morning Talk Show** is an informative speaker series on topics interesting to seniors. In 2023, we held 42 talk shows on topics such as medicinal cannabis, the BC Gold Rush, elder abuse and fraud, Canada's new Dental Plan, Skytrain in Langley, and understanding the toxic drug poisoning and overdose crisis in BC.

The **LSRS Snooker Club** arguably has the best snooker room in the lower mainland. This room was most affected by our flood, and has been built back to be a comfortable gathering place for professional players and beginners to enjoy the sport.

Our **Caregiver Support Groups** are designed for seniors who are caring for a loved one with a chronic physical or cognitive health condition. They provide an important opportunity to share, learn and support each other.

Christmas at LSRS is a special place - from our famous Holiday Craft Fair to our 5 days of Christmas, it's a joyful time culminating with our wonderful holiday dinner event. This year, we launched our **Season to Share** fundraising campaign that exceeded goal and raised \$52,500!



Season to **SHARE**

Community Services

The seniors population in Langley is diverse. Some have comfortable retirement incomes but many are low-income and at risk. Our wrap-around services provide vulnerable seniors with the support they need, where and when they need it.

Our United Way partnership is one of our most impactful. Through their **Better at Home** program, we supported 208 older adults this year with non-medical, day-to-day tasks so they can continue to live independently in their own homes and remain connected to their communities.

We also received an Emergency Preparedness grant allowing LSRS to provide 120 critical **Emergency Cooling Kits** for seniors with limited mobility living in older apartment buildings.



“Some of the greatest things that happened to me were from LSRS. You are enhancing the quality of life for many seniors. You have done this for me. Thanks to all of you and keep up the great work!”

Community Services

Our **Community Service Navigators and Community Connectors** support seniors who are experiencing housing precarity, to secure stable housing that is appropriate and safe. In 2023, we helped 1,274 seniors navigate through the myriad of government systems and services, ensuring they received the supports they are entitled to.

Our **Social Prescribers** work closely with Fraser Health to ensure frail seniors get the supports they need to live safely at home with opportunities to connect and avoid social isolation.

Our **Meals To Go** program provides healthy meals to seniors at risk of food insecurity. We partnered with the BC Farmers Market to provide nutrition coupons to low vulnerable seniors so they could access healthy locally-grown fruits and vegetables.

A partnership with Revenue Canada allows us to offer a free **Income Tax Clinic** where our trained volunteers file tax returns for older adults with a modest income and simple tax situation.



Events



From our popular pub lunches and dinners to important community outreach and awareness, our events this year provided opportunities for seniors in Langley to learn, connect, and have fun.

Seniors Week 2023 was bigger than ever with daily announcements about new partnerships, initiatives, and grants. We showcased an **intergenerational art project** with Blacklock Elementary, and we had try-it events such as laughter yoga and carpet bowling. We hosted Langley's first **Silver Pride** - a day filled with entertainment, games and activities, and a learning circle with LGBTQ+ trailblazers who shared their journeys.

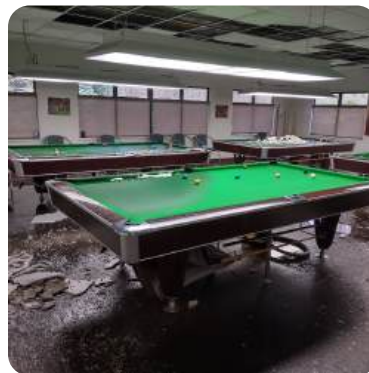
We frequently and intentionally participate in **research projects** and **advocate on issues important to seniors**. This year, we worked with academic partners University of Victoria, Simon Fraser University, and Qu Biologics who conducted a study on the immune system of older adults. We worked with all three levels of government, the Office of the BC Seniors Advocate, and United Way on issues important to seniors.

In 2023, LSRS participated in a variety of **community events** including the Langley Walk, Arts Alive!, GlobalFest, the Fort Langley Historic Half Marathon, and the Fort Langley National Historic Site Scarecrow Contest.

Flood 2024

On January 15, 2024, our recreation centre suffered a catastrophic flood. After the initial clean-up, our staff team developed a move-forward plan, and worked tirelessly to find alternate locations for our social groups to continue to meet. We repurposed areas unaffected by the flood and reopened in 8 days. With help from our partners, we found new spaces in Langley so all our groups could continue to meet.

We learned how important LSRS to seniors in Langley and we were heartened and deeply moved by the outpouring of community support.



LOVE ♥ LSRS
FLOOD RECOVERY FUNDRAISER
Wednesday, February 14
4:00 pm - 8:00 pm
 Call 604-530-3020 for reservations

Steve Elliot
 "Elvis Live!"

Alyssa Nielsen

MENU
 Maple Mustard Glazed Bone-In Hens
 Crisp & Creamy Scalloped Potatoes
 Sauteed Seasonal Vegetables
 Crisp-Cheese Stuffed
 Warm Dinner Roll
 Dessert

Members \$45 Non-Members \$50

*Please do not reserve until Feb 14th or earlier!
 *Please respect our staff's time and honor of reservation.



“ Staff and volunteers are working effortlessly to bring programs and support to seniors while doing above average work. There are not enough words to express the wonderful people here. It shows this is a family.”

Financial Overview

April 1, 2023 - March 31, 2024

REVENUE BY SOURCE

Adult Day Program **\$ 1,539,914**

Community Services **\$ 72,892**

Food Services **\$ 121,705**

Fundraising **\$ 287,961**

Grants & Foundations **\$ 683,783**

**Membership &
Program Fees** **\$ 332,248**

Other* **\$ 62,030**

TOTAL **\$ 3,100,533**

EXPENSES

Administration **\$ 565,418**

Facilities Costs **\$ 238,210**

Food Service costs **\$ 163,934**

Operational costs **\$ 172,685**

Program costs **\$ 170,937**

Wages & related costs **\$ 1,864,938**

Other* **\$ 12,239**

TOTAL **\$ 3,188,361**

*Other revenue includes facility rental, filming fees, and interest.

*Other expenses include flood related costs.

Funders and Partners

We could not do our important work without the support from many funders and community partners. We are grateful for their commitment to help seniors in Langley thrive.



Judy De Vries

Rono Holding Company Ltd.

- Arlin Foundation
- Avalon Gardens
- BC Association of Community Response Networks
- BC Housing
- Bellevue Park
- Black Press Media – Langley Advance Times
- Brella Community Services
- Bria Communities
- Canada Revenue Agency
- Chartwell Retirement Residences
- COSCO – Council of Senior Citizens’ Organization of BC
- Dignity Memorial – Henderson’s Langley Funeral Home
- Downtown Langley Business Association
- Ears Hearing Clinic
- Fraser Health – Older Adult Mental Health
- Fraser Valley Regional Library
- Gateway of Hope
- Greater Langley Chamber of Commerce
- Inclusion Langley Society
- Ishtar Women’s Resource Society
- Langley City Fire Rescue
- Langley Community Services Society
- Langley Division of Family Practice
- Langley Food Bank
- Langley Hospice Society
- Langley Lodge
- Langley Meals on Wheels
- Langley RCMP
- Langley Seniors in Action
- LEPS – Langley Environmental Partners Society
- Lookout Housing and Health Society
- MacCallum Law Group
- Men’s Shed Langley
- National Association of Federal Retirees
- Province of BC - Ministry of Social Development and Poverty Reduction
- Raphael House
- Ratzlaff & Co.
- Ron Cares Society
- Rotary Clubs of Langley
- Seniors First BC
- Shervin Communications
- Soroptimist International of the Langley’s
- Stepping Stone Community Services Society
- The Video Agency
- United Churches of Langley

Board of Directors

Loretta Solomon, President

Sherry Tingley, Vice-President

Lee Douglas, Secretary/Treasurer

Marlene Best, Director

Michael Chang, Director

Lorna Dysart, Director

Management Team

Kate Ludlam, Executive Director

Brandon Judd, Facilities Manager

Alicia Koback, Adult Day Program Manager

Janet Madden, Member Services Supervisor

Wendy Rachwalski, Community Services Manager

Boni Thomas, HR Coordinator

John Zaminskis, Kitchen and Catering Services Manager



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