



Langley Senior
RESOURCES SOCIETY

2024-25

Annual Report

604-530-3020 | www.lsrs.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.

Our Values

Leading with Heart | Volunteerism | Compassion
Welcoming | Inclusiveness | Innovation | Collaboration
| Integrity



A message from our

Board President and Executive Director



This year has seen profound progress and perseverance as we continue to adapt, innovate, and rise to meet the evolving needs of seniors in our community. During our flood recovery, we witnessed a resurgence of energy, new faces, and new ideas within our organization. From day-to-day operations to special initiatives, we have leaned into our mission and embraced growth and positive change.

Each of these changes brings new momentum – and new possibilities. Our strategic plan is built on 3 themes – being more inclusive and diverse so we look like the community we serve; bringing programs and services into the neighbourhoods of Langley, and being a community leader on issues important to seniors. And we are excited to deliver on these strategic priorities knowing the impact LSRS can make.

While growth brings excitement, change brings challenges. We learned, adapted, and moved forward together – always with our members' and clients' well-being at the center of every decision. As we look to the future, we will continue to foster a vibrant community where all seniors feel welcome, valued, and connected.

Thank you for being part of this journey.

Loretta Solomon, Board President
Kate Ludlam, Executive Director



As we reflect on 2024, we are filled with deep gratitude for the compassion and teamwork that shaped a year of growth for LSRS. Thanks to the incredible efforts of our Board, staff, volunteers, and partners, we've reached important milestones that strengthen how we serve older adults in our community.

About LSRS

Since 1983, the Langley Senior Resources Society has provided older adults in Langley with innovative recreation, education, and social programs and comprehensive support services that help 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 center in BC and operate the largest Adult Day Program in Fraser Health. We partner with many community organizations to deliver programs and services that meet the unique needs of seniors.

We are proud to share our important work, celebrate our achievements, and express our gratitude to our community partners, stakeholders, and donors.

And, most importantly, we are proud to showcase our impact.

In 2024, we served over 9,300 seniors and their families. Many 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.

This has been a year of significant growth and innovation as we adapt to address the increasing needs of the community we serve. We invite you to join us and make a difference in the lives of seniors in Langley.



Our Strategic Goals

Through member, client, and community engagement, LSRS has prioritized and aligned our work under four strategic goals. We are focusing our efforts, allocating resources effectively, and adapting to changing circumstances while staying true to our mission and values.

PURPOSEFUL PROGRAMMING

- Explore innovative and senior-driven program ideas
- Regular member and client engagement and feedback
- Build on Diversity, Equity, and Inclusion initiatives
- Strengthen and grow volunteer engagement

SUPPORTING SENIORS

- Increase role as central resource hub for seniors
- Develop effective community collaborations
- Enhance and expand caregiver resources
- Improve services and supports for vulnerable seniors

COMMUNITY LEADERSHIP

- Cultivate strategic partnerships and strengthen connections
- Advocate for issues important to seniors
- Report impact to funders, donors, and community
- Amplify LSRS's visibility

GROW AND ENHANCE OUR ASSETS

- Establish and implement sound financial practices
- Intentionally grow our catering social enterprise
- Expand charitable giving opportunities
- Invest in employee retention and recruitment

In 2024, we impacted the lives of over 9,300 seniors, here's how.

759

Housing Assistance services provided to seniors experiencing housing precarity.



282

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

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

2,147



Transportation & Shopping services for seniors who have mobility challenges or no longer drive.

1,689

488

ADP clients and families accessing therapeutic recreation engagement, support, and respite.



1,068

Wellness Appointments for seniors who need footcare, massage, and dental services.

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

317

Recreation memberships including municipal-funded subsidized memberships.

1,013



LSRS Volunteers

In almost every area of our operations, volunteers lead and support our important work, and quite simply, we could not do what we do without them. They bring rich life experiences and skills, greatly contribute to our activities, and passionately engage with our members, clients, and people within the community.

This year, over **180 volunteers** gave their time and talents to help LSRS deliver our programs and services. They are drivers and visitors, front desk helpers and greeters, café servers and event helpers, and library and club leaders. We all benefit from our volunteer gardeners, who keep our gardens so beautiful, and our Board of Directors, who give significant time governing our organization.

Managed entirely by a dynamic volunteer team, our social enterprise, the **Tuk Shop Thrift Boutique**, accepts donations of gently used items year-round. In 2024, our Tuk Shop volunteers helped raise close to \$33,000 to support our programs and services.

Impact Story Thomas



When Thomas came to LSRS, he had just retired and had a strong desire to give back to his community. At our greeters desk, Thomas' warm smile and friendly manner has welcomed guests for almost 5 years. Recently, he expanded his volunteer role to include front desk reception, and he's joined our LSRS Ambassador team, representing LSRS and helping make connections in our community.

"I really enjoy how friendly the staff, members, and other volunteers are," he says. "It makes me feel good knowing I can make a difference in the life of a senior, and it's fun!"

Adult Day Program

LSRS operates the largest Adult Day Program in Fraser Health. Our caring team of recreation programmers and assistants, care aides and nurses provide **therapeutic engagement** and **meaningful life enrichment** for adults with physical and/or cognitive limitations, such as early on-set dementia. Our ADP is known for being client-centered where families and caregivers, of which many are seniors themselves, can access and receive **much-needed respite**.

We provide engaging and inspirational **training and educational experiences** for future senior-focused health care workers. This year, 26 practicum students joined LSRS to learn the value of adult day programs and get hands-on training from 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 the only time they feel the kind and gentle comfort of human touch. In 2024, we gave 1,003 baths to our clients.

Impact Story Nigel & Heather



Changing healthcare issues required a relocation from the Sunshine Coast to Langley, a prudent family decision for Nigel and Heather. Impressed by the many facilities, parks, and recreation opportunities in Langley, they found a wonderfully caring community, especially at LSRS.

"LSRS and the Adult Day Program has been a lifeline, providing us with programs and services that have greatly reduced our anxiety and helped us manage the outcomes of getting older. For us, LSRS has been instrumental in helping us navigate these challenging times."

Programs

LSRS offers over **50 different activities** for fitness and well-being, lifelong learning, and creative expression. Last year, we held hearing, fall prevention, legal, and flu clinics. We provided footcare and massage services, held book and chess clubs, music jam sessions and painting classes, hosted over 10 card groups, a woodcarving group and choir, as well as fostered important **social groups** like Circle of Friends, Flying Solo and Changing Gears.



Our **Monday Morning Talk Show** speaker series is open to the public and provides a free learning opportunity. Topics included artificial intelligence, bat conversation, frauds & scams, sexual health for seniors, green burials, and numerous talks on aging. In 2024, we held 44 talks shows with a total attendance of 1,320.



Our **Caregiver Support Groups** provide a safe and compassionate opportunity for seniors caring for a loved one to share their insights, learn about resources, and support each other.

Our **lively social events** included a Canada Day BBQ, Oktoberfest and St Patrick's Day pub dinners, and our incredible 5 Days of Christmas. From table tennis to Spanish lessons, hearing clinics to clinical counselling workshops, a walking group to knitting to choir, our recreation, education and social programs offered something for everyone this year.



Programs

Once flood repairs were complete, the **LSRS Snooker Club** launched a ladies-only club with existing members acting as coaches and mentors. For the first time in many years, LSRS hosted a snooker tournament welcoming participants throughout the lower mainland. Word is out - LSRS has the best snooker room in the Fraser Valley.



We are renowned for our **escorted and inclusive bus trips** providing fun excursions throughout the lower mainland and beyond. In 2024, we had 24 bus trips where over 480 seniors ventured out to places such as the Southern Gulf Islands, Chinatown Storytelling Center, a performance of Cirque du Soleil's ECHO, the Chemanius Theatre Festival, and a memorable 7-day trip to Haida Gwaii.



Impact Story

Al & Sally



For long-time members, Al and Sally, LSRS has been a place for fitness, social events, and friendships.

They initially came to LSRS looking for suitable fitness classes and are now regulars at our Fit n' Fab class. As they got to know fellow members, friendships formed and their commitment deepened. Today, they are regular guests at our social functions, volunteer at community events, and Al is one of our walking group leaders, helping coordinate the walk routes throughout Langley. "We've come to really appreciate the many friends we've met at LSRS, it has been an added bonus for us and Sophie too."

Community Services

The seniors population in Langley is diverse. Some have retirement savings but many are low-income and at risk. Our client-focused 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 474 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.

Social isolation can be detrimental for frail seniors and this year, we were a pilot site for a new United Way program called **Enhanced Housekeeping**. Our trained housekeepers provide light housekeeping services and then a social visit - fostering connection is the goal.

This year, we created the **HOPE Fund** - Helping Older People Excel. This special fund allows LSRS to help seniors in crisis. This could be home repairs, medical supplies, or an urgent need like a refurbished laptop so a senior can stay connected with their family. Thanks to our HOPE Fund donors, we were able to help over 100 seniors this year.



Community Services

Our **Community Service Navigators and Community Connectors** support seniors experiencing housing precarity, and help secure stable housing that is appropriate and safe. In 2024, we provided 1,997 navigation services assisting seniors access the supports they need.

Our partnership with Revenue Canada allows LSRS to offer a free **Income Tax Clinic** where our trained volunteers complete and file tax returns for older adults with modest incomes and simple tax situations. Assisted by our knowledgeable volunteers, we helped 317 seniors file their taxes.

We are seeing more and more seniors at risk of food insecurity. Our **Meals To Go** program ensures healthy meals are available to those who need it. We also worked closely with our partners Langley Meals on Wheels, Langley Food Bank, and Raphael House to support at-risk seniors. This year, we again teamed up with the **BC Farmers Market** to provide nutrition coupons to low-income seniors so they could access healthy locally-grown fruits and vegetables.

Ray has been an LSRS Volunteer Driver for over 5 years, helping vulnerable seniors with errands and appointments. He values the social time with clients and has made many new friends. This year, he found himself in a situation where he needed support and turned to LSRS for housing assistance.

"It's hard finding affordable and safe housing right now, I was in a bit of a pickle. There just aren't make options out there, and I struggled to find anything. I am grateful for the help getting my new apartment and some furnishings too, so I can get back to my volunteering," says Ray.

Impact Story Ray



Events

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



This year, we hosted a **Repair Cafe**, a spectacular **Chinese New Year** celebration, and our **Seniors Week 2024** was jam-packed with learning opportunities, try-it activities, and special events – all celebrating older adults. For the 2nd year, LSRS hosted our **Silver Pride** in partnership with the LSRS Senior Pride Social Group.

In 2024, LSRS participated in a variety of **community events** including the Langley Walk, City of Langley Community Day, GlobalFest, Langley RibFest, International Overdose Awareness Day, and the City of Langley Resource and Referral Fairs.

Academic Partnerships

We intentionally participate in **research projects** relevant to the needs and issues of older adults. Our goal is to develop an LSRS Research HUB, including a Research Working Committee, where our members will guide the process and identify research priorities.

This year, we worked with **academic partners** University of British Columbia, Trinity Western University, University of the Fraser Valley, Stenberg College, CDI College, Douglas College, Sprott College, Western Community College, and Simon Fraser University on a variety of projects including how seniors centers impact the health of older adults.



Cafe & Catering Services

Our **cafe** is a place for friends and members to gather and share a meal, have a visit, and support one another. Whether it's enjoying a coffee, a soup, sandwich or lunch special, or picking up a Meal To Go, our friendly staff and caring volunteers are ready to serve.

This year, we re-launched our **catering services**. As a "caterer for a cause", all net proceeds are re-invested into our operations so we can continue to expand our much-needed programs and services.

We welcomed many new catering clients including the Brookwood Senior Centre, City of Langley, Lookout Housing & Health Society, PLEA Community Services, and Willows Family Life Center. We also hosted many friends and families who came together in celebration and remembrance to mark significant life events.



Year In Review

Highlights of 2024-25



- Thanks to our gift in kind donors, COBS Bread Cloverdale and 1 Fish 2 Fish, we offer seniors fresh bakery items at low or no cost, and use quality seafood products in our prepared meals.
- Our “Be a Santa to a Senior” Christmas gift hamper program delivered 127 hampers to seniors in need.
- LSRS hosted our 2nd annual Silver Pride celebrating the past, present, and future for 2SLGBTQIA+ seniors and allies.
- An agreement with New Vista Housing Society allows LSRS to operate 5 suites, and support our tenants, in two Langley City apartment buildings.
- Advocacy efforts were made with various levels of government officials to designate HandyDART as an essential service for Adult Day Programs.
- Our New Van Campaign raised \$40,000 from community donors such as Harrison Pointe, IWL Film Works, Next Chapter Senior Services, and Debbie Mozelle Designer Eyewear.
- LSRS partnered with Service Canada for efficient access to financial supports for older adults, streamlining service delivery for Community Services clients.
- LSRS presented at the BC Non-Profit Housing Conference to share our experience providing navigation services to community services clients.
- Created accessible computer station in lounge; launched Tech Help for Seniors.
- Despite a Canada Post strike, our Season to Share holiday campaign raised a record \$57,000.
- LSRS secures annual catering contract from Lookout Housing to provide daily meals to their Glover Road Shelter.
- A partnership with Langley Dance Connections provides adults with developmental disabilities a joyful and themed monthly dance event.
- LSRS celebrated Chinese Lunar New Year with the Langley Chinese Cultural Association where guests enjoyed a colourful and theatrical variety show.
- A grant from SPARC BC allowed LSRS to provide no-cost cell phones to unhoused seniors in Langley.
- A new Community Resource Guide for Seniors was created in partnership with the Langley Division of Family Practice and the Langley Advance Times.

Financial Summary

April 1, 2024 - March 31, 2025

REVENUE BY SOURCE

Adult Day Program \$ 1,662,888

Community Services \$ 78,312

Food Services \$ 219,419

Fundraising \$ 253,486

Grants & Foundations \$ 792,477

**Membership &
Program Fees** \$ 387,205

Other* \$ 99,938

TOTAL \$ 3,493,725

EXPENSES

Administration \$ 441,973

Facilities Costs \$ 212,860

Food Service costs \$ 206,631

Operational costs \$ 199,709

Program costs \$ 199,906

**Wages
& related costs** \$ 2,215,660

Other* \$ 28,469

TOTAL \$ 3,505,207

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

*Other expenses includes flood-related costs.

Heartfelt Gratitude to our Donors

LEADERS \$25,000+

BC Lottery Corporation - Community Gaming Grant
City of Langley
LSRS Tuk Shop
Senior Services Society of BC - SHINE Program
Township of Langley
United Way

BENEFACTORS \$10,000 - \$24,999

Judy De Vries
Gulf & Fraser Foundation
Kemp, Estate of Susane Elaine
Rono Holding Company Ltd.
Willoughby Community Hall

PARTNERS \$5,000 - \$9,999

Arlin Foundation
Bria Communities
Debbie Mozelle Designer Optical
Philip Derksen
Gateway Casinos and Entertainment Ltd.
Harrison Pointe Inc.
Industrial Works Ltd.
Living Waters Church
Next Chapter Senior Services
Loretta Solomon
Soroptimist International of the Langleys
SPARC BC Social Planning & Research
Council of British Columbia Society

COMPANIONS \$1,000 - \$4,999

Anonymous (4)
1096243 BC Ltd.
Maureen Adamson
BC Association of Farmers' Markets
Kelly Blouin
Gary Bonderud
Krista Budlong
Stacey and Matt Buss

Chartwell Retirement Residences
Coastal Luna Care
CPAC Chartwell Langley Gardens
Irene Dawson
Dolden, Estate of Elsie
Ears Hearing Clinic
Glenys Eis
Fortis BC
Alfred and Sally Frost
Bruce W. Jensen
Langley Rotary Clubs Charitable Foundation
James Mackenzie
Diane Miki
Morningstar Homes Ltd.
Decia Pennington
Race Roster North American Corporation
Rotary Club of Langley Sunrise
Leone Scott
Joanne Skeates
The Langley Foundation
The Shewan Foundation
The United Churches of Langley
Sherry Tingley
UA Local 516 Promotion Fund
Pam Wetzel

SUPPORTERS \$500 - \$999

Anonymous (3)
Beverly Hughes
Margaret Baker
John Bonthuis
Rick and Elizabeth Cenaiko
Linda Davies
Lee Douglas
Karen Dyck
Liz Ferguson
Shawna Frankelson
Alysse Frazer
Leslie Anne Gaudette

Lynne Olive Gibbons
Patricia Greenlay
Judith Hutmacher
Terrie Judson
Pauline Koch
Kate Ludlam
Alastair Murdoch
Jack Nazaroff
Craig and Wendy Rachwalski
Royal LePage Wolstencroft

FRIENDS \$100 - \$499

Anonymous (19)
Ana Maria Abella
Maureen Airey
Carole Albertson
Manuela Alves
Sylvia Anderson
Peter Arnett
Timothy Babiuk
Kathleen Banziger
Margot Bauer
Bill Beadle
Celia Brown
Jared Buss
Kathryn Cameron
Betty Carlson
Hedy Cassap
Roy and Ching Fong Chen
Carole Chesham
Lynda Christensen
Joan Christensen
Brenda Church
Micky Coulter
Labib Dawood
Sheila Dewar
Julie R. Dickey
Lutz and Karin Dornblut
Denise Douglas
Joyce Douglas
Lea Dowhal
Dundee Eckersley
Lois Edwards
Heather Engquist

Silvia Fassler
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Barbara and David Fisher-
Fleming
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Janis Gauthier
Robert Gillies
Maureen Goss
Grant Sauer Notary Public
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Raphael Jallot
Dennis Jeffels
Mike and Val Johnstone
Fay Keller
Yvette King
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Christine Laborde
Tracey Lane
Langley Environmental
Partners Society
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Mary Gail Legge
Carol Lemieux
Donna Lonneberg
Donna Lutek
Scott MacMillan
Laura Nan Maione
Lucienne Manly
Jana-Lee Mann
Beverley Marinello
Wayne and Lynda Markel
Bonnie McDonald
Shirley McGonigal
Judith McLeod
Helen McTaggart
Karoline Messmer
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Raymond Miller

Genny Milligan
David Montgomery
Lorna Neuman
Brenda Ormond
Vivenciana Padernal
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Mahmoud Saleh
Jake Schellenberg
Marlene Schick
Aubrey Searle
Doreen Searle
Gerhard Seifert
Joy Sentes
Sandy Shaw
Tamara Skladowski
Vern Sorensen
St. Georges Anglican Church -
Anglican Church Women
Bernice Stacey
Otto Stern
Marthe Tetrault
Norene Thomson
Diane Tomlinson
Dale and Patricia Trentini
Triumphant Tribal
Adrian Trombley
Joanne and Stan Twerdoelib
Peter Van Seters
Patricia Walker
Waterstone Law Group LLP
Cyril and Margaret White
Hilary Wiebe

Funders and Partners

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



1 Fish, 2 Fish
 BC Association of Community Response Networks
 BC Housing
 Bellevue Park
 Black Press Media–Langley Advance Times
 Brella Community Services
 Buddy With A Truck
 Canada Revenue Agency
 COBS Bread, Cloverdale
 COSCO–Council of Senior Citizens’ Organization of BC
 Dignity Memorial–Henderson’s Langley Funeral Home
 Downtown Langley Business Association
 Ears Hearing Clinic
 Fortis BC
 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
 IWL Film Works
 Langley City Fire Rescue
 Langley Community Action Table
 Langley Community Services Society
 Langley Division of Family Practice
 Langley Dance Connections
 Langley Food Bank

Langley Hospice Society
 Langley Lodge
 Langley Men’s Shed
 Langley Meals on Wheels
 Langley Pride Society
 Langley Primary Care Network
 Langley RCMP
 Langley Seniors in Action
 Langley Environmental Partners Society
 Lookout Housing and Health Society
 Lower Fraser Valley Aboriginal Society
 MacCallum Law Group
 Men’s Shed Langley
 National Association of Federal Retirees
 New Vista Healthcare & Housing
 Oi Marketing
 Province of BC–Ministry of Social Development
 and Poverty Reduction
 QMunity
 Raphael House
 Ratzlaff & Co.
 Ron Cares Society
 Rotary Clubs of Langley
 Seniors First BC
 Stepping Stone Community Services Society
 The Village Langley
 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

Leadership Team

Kate Ludlam, Executive Director
Sunny Choung, Accountant
Brandon Judd, Facilities Manager
Alicia Koback, Adult Day Program Manager
Sherri Martin, Programs and Member Engagement Manager
Wendy Rachwalski, Community Services Manager
John Zaminskis, Kitchen and Catering Services Manager

