



Kerby Centre

Annual Report 2010

Our Mission

**To assist older people
to live as well as possible
for as long as possible
as residents in the community.**

Our Vision

A happy, healthy senior population

1133 - 7th Avenue SW Calgary Alberta T2P 1B2 403-265-0661
www.kerbycentre.com

Board of Directors:

Hank Heerema, President	Lilo Bahr*	Charles Hotzel
Maureen Wills, Past President	Bruce Cairns	Jennifer Hawthorn
Larry Allen, Vice President	Marilyn Carter	Cynthia Malliah
Cecile Montpellier, 2nd Vice President	Geoff Elliott	Marion Narum
Amir Bhaloo, Treasurer (until December)	Robert Elsworthy	Aziza Kotadia (Ismaili representative, non-voting)
Jerry Thompson, Treasurer (December)	Richard (Dick) Hehr	
Kathleen (Kitty) Brenner, Secretary		

*reflects member left prior to the end of the year

Committees:

Downtown West Community Association	Museum
ElderNet	Nominations
Finance	Personnel
Membership	Seniors Police Advisory Membership

Personnel (as of December 31, 2010):

Administration:

Luanne Whitmarsh CEO
Bob Andrew Senior Manager
Lynn Podgurny Senior Manager
Chad Geiger Senior Manager
Brenda Hill Senior Manager
Wendy Rodger Senior Manager
Valerie Ying Manager
Helene Nicholson Manager
Priscilla McGuire Support
Jeanne Pollock Support
Holly Swift Support

Centre of Excellence:

Dorothy Dooley Manager

Kerby News:

Barry Whitehead Manager
Winifred Ribeiro Manager
Ted Dare Sales
Jerry Jonasson Sales
Anton Strilchuk Support

Information:

Siobhan Van Duzen Manager
Laura Wang Assistant
Joanna New Assistant
Patricia Wozak Assistant
Elizabeth Majczak Assistant

Philanthropy:

Darryl Wernham Co-Manager
Sandra Wernham Co-Manager

Housing:

Melinda Bain Manager
Pia Lutzen Brown Assistant

Kerby Rotary House Shelter:

Tariq Darr Manager
Sherryl Bohna Counselor
Chau Ngo Counselor
Meadow Dann Counselor
Valerie Bilinsky Support
Joanne Boley Counselor
Ailian Liu Counselor
Alison Mapp Counselor
Candace Martens Counselor
Amanda Spence Counselor
Carol-Lyne Carter Counselor
Lynda Gardiner Counselor
Jacelyn Plemel Counselor
Pamela Cameron Counselor
Devon Eisentrager-Read Counselor
Laura Simonsen Counselor

Education & Recreation

Tara Kadlec Manager
Christie Braun Assistant

Maintenance:

Van Le Manager
Mark Paul Assistant
Peter Tran Support
Van Tran Support
Ray Vantomme Woodworking

Food Services:

Garrett Palmer Manager
Susan Barwise Support

Volunteers:

Krista Brown-Chasse Manager
Sara Jessup Assistant
Anne Prystupa Support

Grocery Delivery:

Beverly Leonard Manager
Kathleen Saunders Assistant
Susan McPhee Support

Adult Day Support Program:

Minky Leba Manager
Kayla Kjersteen Assistant
Yvonne Diaz-Wilkins Support
Dorothy Guedes Support
Jean Stevens Support
Bukurije Lumi Assistant
Marlene Wenzel Support
Ann Wright Support

Wellness Clinic:

Minky Leba Manager
Ann Honke Assistant
Margaret Caparini Support
Marie Walker Support



Message from the President

My first year as President of Kerby Centre has been a most rewarding experience in being an active participant in most of the decisions and events that are shaping the future of Kerby Centre in Calgary. I have appreciated working with our Board of Directors on the many challenges that are facing Kerby Centre now and in the future.

Our CEO Luanne Whitmarsh has been instrumental in making many changes both physically in the building and functionally in the operation of Kerby Centre.

Change has occurred and will continue to occur to meet the needs of our members and participants to the best of our abilities.

The impact of the construction of the LRT station in front of Kerby Centre has been and will continue to be a serious issue. A new access to our building with the construction of a vestibule has been approved by the City but progress on this commitment has been slow and frustrating. The new entrance will not be completed until fall of this year. Kerby Centre enjoys a good relationship with all levels of government and has been able to bring our issues and concerns forward in a constructive way.

Kerby Centre has no plans to relocate at this time but we are completing due diligence for potential locations in the city in case we are no longer able to function in our present location. We have been told that our parking lot will not be available to us in the coming years and we need to be prepared to face that when it happens.

Amidst all this I encourage our members to use the Centre and all the services, programs and events we offer in spite of the disruptions we will be experiencing for the next year or longer.

Respectfully submitted

Hank Heerema, President, Board of Directors

A Message from the Chief Executive Officer

Another amazing year; more amazing successes for older adults and Kerby! In the past year we have significantly increased the volume of contacts rising to 182,810 from 125,000 the previous year! With the increase in contacts comes the increase in the amount of work completed by the staff team – we are all working flat out assisting older adults in all capacities. The team at Kerby is now fully integrated with volunteers, staff, Board Members, members and participants all focusing on the health and well-being of older adults. Whether a person needs information, housing, wellness, shelter, day program options or if they have a need or want to learn, participate, research and play – then Kerby is the place to be. We do what we love and we love what we do – and it shows! When we are met with a challenge – we are solution focused; when we are met with successes – we celebrate in any way we can! Relationships in the agency and beyond to the community are strong, vibrant and ever-lasting. We are a proud group here at Kerby – we are resilient!

Respectfully submitted

Luanne Whitmarsh, Chief Executive Officer



Program Summaries

Administration:

This team assists with all aspects of office support. They provide support to the Agency as a whole. There were 18,134 contacts (phone calls and in person).

Adult Day Support Program:

ADSP is a much needed community program, funded by Alberta Health Services, consisting of a multi-disciplinary team of nurses, health care aides and recreational therapists, who provide health monitoring and assist clients with activities of daily living, increased socialization and respite for their loved ones. ADSP participants gain new friendships through many of the volunteers who provide their valuable time in assisting everyone in the program with activities, crafts, baking, exercises and games. In September ADSP was accredited through Alberta Health Services. The program supports 75 people weekly. Throughout the year 112 individuals were assisted with 3079 days of programming provided.

Centre of Excellence:

The opportunity to raise grant money for research has been hit hard with the economic downturn. We continued our positive efforts partnering with University of Calgary, Mount Royal University and many other institutions and organizations to better understand, support and serve the growing older adult population.

This year the manager's role expanded to enhance the fund development team in connecting with potential funders.

Education and Recreation Department:

Education and Recreation met the social and learning needs of 657 seniors this past year through offering 198 courses with 1633 registrations. Drop-in activities such as badminton, cribbage, Spanish conversation and the Artists Group continued to be popular. New courses such as Zumba have been a major success bringing in more than expected participation. Lectures by the Airplane Guy on Calgary's aviation history also proved to be popular. The Wii Balance Project, funded through the Alberta Centre for Injury, Control and Research, continues to be successful in improving balance and enhancing awareness of risk factors for the 30 participants in the project. The Maunders McNeal Foundation continued their support of programs for the frail elderly which included four exercise and two music programs. The exercise courses were fully subscribed as the need for this type of programming increases. The pilot project, Inergy Mind Spa, a form of relaxation therapy was offered throughout 2010. Those seniors who tried it, enjoyed the experience. The Movie Festival, sponsored by Diversicare continued to bring seniors together to watch old and new films. A department needs assessment was completed in 2010 by a University of Calgary practicum student and the results will be applied to programming in 2011.

Food Services:

36,270 client contacts were tracked in Food Services providing coffee, sweets and meals. In the latter part of 2010, Food Services placed an emphasis on preparing fresh food and avoiding as many preservatives as possible. The focus was to create a menu that is full of healthier, leaner, and more nutritiously valuable choices; placing the upmost emphasis on quality, taste and customer satisfaction.

Grocery Delivery:

2010 was an exceptional year for the Seniors Grocery Delivery Program. The first volunteer with the program, Anne Hartley, received the 2010 Minister's Senior Service Award on June 9th. There were 383 individuals on the Seniors Grocery Delivery Program. 4561 volunteer hours were accumulated with 1,731 shopping trips. The dedicated volunteers also spent approximately 1,114 hours visiting with clients as part of the new Senior Connect component of the program. Referrals to the program increased from 90 in 2009 to 130 in 2010. Kerby Centre staff and volunteers partnered with Secret Santa to deliver 270 gifts between December 13th and 22nd. This year the Calgary Herald Christmas Fund provided funding to support the 'friendly visitor' program in which volunteers who deliver groceries also monitor the safety and well-being of the senior.

Housing:

The Housing Department continues to focus on assisting seniors and their families to find the most appropriate housing for their situation. In 2010, the department received 11,699 calls/office visits to discuss housing. This is a decrease of approximately 11% over 2009. The majority of the clients assisted were single with 14 families being assisted. 93% percent of the clients seeking assistance were 65 years of age or over. The major reason for seeking housing continues to be affordable accommodation with subsidized units being the most commonly requested. The Housing Directory continues to provide a comprehensive directory for all housing options in Calgary and the surrounding areas.

The department anticipates a busy year for 2011 with the first 'baby boomers' turning 65.

Information:

The Information Department in 2010 had 24,855 contacts, accessing information about all types of community and government services for seniors. Within those contacts the following are noted: The Alberta Seniors and Community Supports office was very active assisting 4,658 seniors to complete applications and provide information on provincial pensions and grants. An Assistant to Personal Decision Maker started at Kerby Centre in June and has since tracked 2,748 contacts. This program assists adults aged 18+, write a personal directive and assists individuals with Guardianships issues and applications. The Department completed 3,752 tax returns during tax season with an additional 346 contacts throughout the rest of the year. The Seniors Directory of Services was updated and 50,000 copies were published and distributed throughout Calgary and the surrounding areas.



Kerby News:

We continue to produce the Kerby News – a monthly newspaper that specializes in any information, activities and opportunities for those 50+. There are 30,000 copies distributed monthly – mostly to doctor's offices and store racks, resulting in more than 55,000 people monthly reading the Kerby News.

Kerby Rotary Shelter:

2010 proved to be a year of great and positive change within the Kerby Rotary House (KRH). The year started off with a substantial partnership with ABRI Seniors Housing that created a complimentary transitional housing program to the already existing domestic violence program. This new program funded 6 beds for seniors who were homeless or at great risk of homelessness. To date, this program has successfully provided shelter for 21 seniors (both men and women). The domestic violence program has also supplied help and lodging to 41 individuals over the past year for a total of 61 seniors who have been helped compared to 44 seniors in 2009 - an increase of 70%. The crisis line itself received 958 calls throughout 2010.

The Kerby Rotary House also continued its practice of providing practicum placements for students. In 2010 the KRH accepted two students from Mount Royal University and the Riel Institute who successfully completed their practicums.

The Kerby Rotary House made strides to increase its revenue and to maximize its useable space. An organization rented office space and provided a source of income for the shelter for much needed repairs.

Maintenance:

This is the team behind the scenes that you never see. The Maintenance department is directly responsible for all of the building preparation, setup, and takedown for all classes, special events, and meetings held within Kerby. The Maintenance department along with the valuable skills of those in the Woodworking Shop are directly involved in maintaining a clean, efficient and safe environment for all users in our ever evolving facility.

Facility Management:

This area is responsible for the functions of the building and its related systems. Cooperating with Alberta Infrastructure, Housing and Urban Affairs and Edon Management, the department oversaw all contracted work, long term rentals, and equipment purchases. In 2010, 857 chairs and 177 tables/desks were upgraded through Community Facilities Enhancement Program and New Horizon's funding. We had over \$17,000 of in-kind donations.

Philanthropy:

Thanks to funding from Wild Rose Foundation we have been able to pursue Kerby's objective of creating a "Culture of Philanthropy". The funding allowed us to secure the services of Hal Button, a local expert in the field of philanthropic and financial planning. The ultimate intent of our work in this area is to create an awareness/knowledge about philanthropic planning and the role that each person in this organization plays in securing the financial resources necessary to keep Kerby Centre moving forward successfully. To accomplish this all stakeholders including board members, senior staff, program/administration staff and Kerby members have been or will be introduced, through a series of seminars, to philanthropic planning. This includes what it means to Kerby, and how each member of the Kerby community can contribute to the overall financial health and well-being of this very necessary seniors' organization.

Technology:

Hank Heerema continues to work tirelessly to maintain and upgrade all of the technology in the building. He is very patient with all of the staff and volunteers and our many, many questions. Hank has been training a couple members of our staff team so that they are able to assume the technology responsibilities.

Volunteers:

In 2010 we had 416 volunteers supporting our programs and special events at the Kerby Centre. This number reflects a decrease in the overall statistics due to program closures. In 2011 we have contracted an external review of this area so that future planning can occur.

Wellness Centre:

The Kerby Centre Wellness Clinic has had many transitions this year. Our mission is to continue to enhance the health and wellness of seniors by providing excellence in care. Services provided include vital sign assessment, blood glucose testing, body weight measurement, First Aid/CPR, as well as health information. The nursing staff attended 38 nurse alerts in the building assisting people in medical distress. Our core service is foot care and we keep very busy. Our volunteers dedicated countless hours of service. For the first time we had LPN and HCA students completing their practicums with us. A crucial research project was embarked upon by 13 enthusiastic University of Calgary Nursing students. They were asked to analyze the sustainability of the Wellness Clinic as a community based program. This 3 month project gave us great insight into what was needed, where the gaps were, and how to implement the necessary changes.

In 2010 we had approximately 918 clients resulting in 15,840 contacts. Presentations on various health subjects were offered and this is an important area of focus for 2011. Alberta Health Services continued to offer their Nutrition Screening program and a dietician was available for those seeking information on how to manage their diet. Kerby Centre flu clinic resumed with 450 people receiving their vaccinations.



Committees and Special Events:

7th Avenue property and LRT

Many hundreds of hours have been dedicated to understanding and mitigating the impacts of the LRT extension. The construction began this year, when easy access to Kerby was lost and the large machinery moved in. Many hours of negotiation and looking at blue prints have resulted in an agreement to have a new vestibule built in 2011. Our research demonstrates that seniors are not as excited as others with the LRT being built outside Kerby as more than 75% of our user group still drive their vehicles.

Events

This was another successful year for seniors to enjoy the beautiful music provided by Calgary Philharmonic Orchestra and Silver Stars Revue! The Kerby Chorus were the entertainment for last year's annual general meeting and we are pleased to have them back again this year!

Kerby Globe Trotters:

The volunteers act as 'finders' for licensed travel agents. There were 105 travelers this year. Additionally, 166 people attended presentations on a variety of destinations.

Membership:

Membership in Kerby enables people 55+ to get a reduction in fees for many programs, and a free copy of the Kerby News delivered to their home. Kerby appreciates the support and confidence of it's 3269 members

Money Matters:

Anne Hartley, our dedicated Money Matters volunteer, passed away this year. Her commitment to helping seniors maintain their financial safety was appreciated across the province. This program will be revamped this year.

Museum of Fashion:

This Fashion Show has entertained service clubs, hospitals, schools and nursing homes in Calgary and the surrounding area for many years! In the past year, 760 people enjoyed the show! Sadly, the Fashion Shows have ended their run. With the dwindling number of models available, we have taken this opportunity to reevaluate the Museum. More will come in 2011!

Rotary Christmas Dinner:

Once again the Rotarians and Kerby Centre teamed up to provide a tasty Christmas meal for low-income seniors. This year's event was excellent – and we appreciated all the help from the Calgary Stampeders Football Club!

Stampede Breakfast

This annual event is a must-attend every year! The western clothes, music and of course pancakes makes it is a swinging good time! This year 725 people enjoyed the festivities.

Trade Show

'Aging with Attitude' was this year's Expo theme and we extended the evening hours so working older adults could drop in. Over 1,750 people attended this amazing 2-day event.



Kerby Assembly
Statement of Financial Position (audited)
at December 31, 2010

Assets	
Current	
Cash	\$ 290,414
Short term investments	2,430,053
Accounts receivable	77,245
Inventory	6,241
Prepaid expenses	<u>21,069</u>
	2,825,022
Property and equipment	<u>1,491,279</u>
Remainder trust	<u>188,021</u>
	\$ 4,504,322
Liabilities and Net Assets	
Current	
Accounts payable and accrued liabilities	\$ 144,532
Deferred revenue	<u>710,659</u>
	\$ 855,191
Net Assets	
Unrestricted funds	847,558
Restricted funds	1,310,294
Invested in property and equipment	<u>1,491,279</u>
	<u>3,649,131</u>
	\$ 4,504,322

Kerby Assembly
Statement of Operations
for year ended December 31, 2010

Revenue	
Government grants	\$ 1,514,147
Services	1,731,099
Donations	1,570,978
Investment Revenue	<u>55,355</u>
	4,871,579
Expenditures	
Salaries and benefits	2,359,231
Services	630,704
Administration	484,395
Amortization	<u>76,886</u>
	<u>3,551,216</u>
Excess (deficiency) of revenue over expenditures	\$ 1,320,363



Donations and Funding:

Corporate

Achilles Foot Clinic
Albi Renova
Alloy Restaurant
Arega Design
Atco Gas
Atco Pipelines
Atco Structures
Balancing Pool
Barrick Energy
Black Hills Estate Winery
Bloomberg L.P.
Bonaterra Trattoria
Bontorin Law Office
Bridgeland Sport & Spine
Bridges Project marketing
Brooks & Dodd Consulting
Burstall Winger
Calgary Co-operative Association
CanEison Drilling Inc.
Chevron Canada Resources
David Tano Professional Corp.
Dixie Bain Real Estate
Dome Britannia Properties Inc.
Fairborne Energy Ltd.
Fairway Divorce
Fort Calgary Resources Ltd.
Freehold Resources Ltd.
Imperial Oil Foundation
Investra Ltd.
Jan Wittig Project Mgt. Consulting
Janet Horbacio Photography
KICO Investments Ltd.
Lombard North Group (1984) Ltd.
Louise Campbell Professional Corp.
McLeod & Company LLP
Micasa Photography
Moss Print Project Management
NAPAJA Enterprises Ltd.
Nose Creek Dental Centre
Opus Corp.
Original Joe's Franchise Group
Post Production Services
Pro Graphics
RBC Financial
Redcliffe Exploration Inc.
Regan Productions
Revera Retirement LP
Rush Restaurant
Schulman Design Inc.
Shell Canada Limited
Team Telus Cares
Telus World of Science Calgary
Thermae Medical Aesthetics
United Parcel Service Canada Ltd.

Individual Donations

2,094 Individual donors contributed \$101,032.73 to Kerby Centre.
In addition 3 Individuals left bequests totalling \$1,307,545.27

Group/Foundation

604 (Moose) Royal Canadian Air Cadet Squadron
Alumni Crafts
Associated Canadian Travellers
Calgary Foundation
Calgary Herald Christmas Fund
Calgary Philatelic Society
Canadian Progress Club
Canadian Women's Foundation
Cenovus Employee Foundation
CNR Retired Vets
Elda Daniels Group
Encana Cares Foundation
Federal Superannuates National Assoc.
Highwood Senior Ladies
IODE, Lady Lougheed Chapter
Knox United Church
Mary Tidlund Charitable Foundation
Maunder McNeil Foundation Inc.
Royal Canadian Legion #1 Branch
The Belmont Foundation
United Way

Grants and Government

Alberta Health Services
Alberta Seniors & Community Supports
Alberta Centre for Injury Prevention
Alberta Government - CFEP
Alberta Government - CIP
Alberta Government
- Office of the Public Guardian
Alberta Government
- Community Spirit
Canadian Government
- Citizenship & Immigration
Canadian Government
- New Horizons
City of Calgary - FCSS
The Calgary Foundation

