

BUILDING A STRONGER COMMUNITY

Spencer House Seniors Centre



2020

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2021-22 BOARD OF DIRECTORS

Maureen Donovan, Chair
Jeanie Burke, Vice-Chair
Ward Skinner, Treasurer
Joanne McKeough, Secretary
Glen Amirault, Director
Mark Dewolf, Director
Matt Gallant, Director
Ellen Pottie, Director
Michael Sherar, Director

SPENCER HOUSE



OUR MISSION

Spencer House's mission is to support the social participation and inclusion of seniors by providing programs and services that help enable older adults to live independently, contribute to their community, and maintain an active and healthy lifestyle. Our services include a weekday drop-in program, a daily low-cost lunch, educational and recreational programming, a computer learning centre, and informal counselling and assistance.

WHO WE SERVE

Spencer House is located on Morris Street, in the historic neighbourhood of Schmitzville, in Halifax. The area has a mixed demographic, with student and rental housing adjacent to businesses, offices, condos, and high-end real estate. Seniors who live in the area have long resided here or have relocated here in search of the housing and amenities that the city offers, including subsidized apartments close to the hospital, grocery stores, and other services. Spencer House is particularly important to many of our senior members as they face low income and poverty and have few social outlets.

Our hot, noon-time meal is important to our members from a nutritional point of view and as a significant social connection. The ability to drop in to a welcoming place to spend a few hours, means people feel less isolated amid the reality for many older folk who can go days without speaking to another person.

WHAT SETS US APART

Spencer House's primary focus is seniors, an equity-seeking group with specific socioeconomic needs. They are the fabric of our community centre. Everything we do comes from the people we serve so we know the programs and services that we offer are what this community needs. Spencer House is often the main source of information and referral to a variety of supports and services available in the community for seniors. Many of our new members are not aware of these services before coming to Spencer House. We bridge the gap and increase social equity for seniors.

Over the past 40 years, we have fostered deep relationships with our community, and we would not exist without them. Spencer House came to be because the residents of the Schmitzville neighbourhood came together to have it built in the late 1970s. We carry this grassroots, community-based beginning with us to this day, seeking input and feedback from the members of the community. We attentively listen to our communities' challenges, stories, and ideas, and ultimately take what we hear and do our best to turn it into a reality.

FROM OUR BOARD OF DIRECTORS

Dear Members of Spencer House, fellow Board Members, Staff, and Volunteers.

As we all know, this past year and a half has been challenging for everyone. I would like to start off by thanking the members, in particular, the volunteers, and staff for their patience and cooperation. I think it's particularly important to recognize that wearing masks for seniors brings a lot more challenges than for the general public, so give yourselves a round of applause for this.

A lot has happened here at the centre since the last AGM. The centre has had a big facelift while it was closed. It's now clean, with improved washroom facilities, and a beautiful new coat of paint. New furniture, new and improved entrance, and more useable space have improved the space for the Members. Particular thanks to Ward, Madge, Glen, and Mark for these improvements.

There are some wonderful new staff members, a huge roster of dedicated volunteers, and of course, our hard-working, very committed Executive Director, Allison Davis. Allison has been busy making excellent staff choices, adding a large number of volunteers, and greatly expanding the programming.

The social media and website are all new and improved. I love seeing all of the social media postings. For those who have not seen these check out the Facebook, Twitter, and Instagram pages. Spencer House has joined this new era!

I would like to highlight the hamper program and care packages which were spearheaded from the outset by Allison and facilitated by the Board and volunteers. I am sure everyone appreciated these beacons of hope in the depths of the lockdown and restrictions. As well, the outreach phone tree program was another way of keeping in touch.

The centre is abuzz with new and old programs, facilitated in part by new equipment. There is a wonderful air of collaboration with our neighbors and other non-profit groups, all of which result in benefits to the Members.

Finally, I would like to acknowledge our dedicated Board Members. These folks are incredible in their dedication to your Members and ensuring that Spencer House will be here for the long term.

I will close with the comment that Spencer House is alive and well. There is a wonderful "can-do" attitude permeating the centre and I know that you can all feel it.

Thank you,

Maureen Donovan

Chair, Spencer House Board of Directors

FROM OUR EXECUTIVE DIRECTOR

The past year and a half has been a challenge for all of us, and especially for our senior friends and neighbours. Despite the ongoing challenges the global pandemic has presented us, Spencer House is experiencing a time of growth and excitement about the possibilities for the future. We have been welcoming many new members to the Centre and our activity calendar is full. We have seen a steady 10% increase in both program attendance and meals served, each month since June 2021.

The past two years have seen a shift in staff members and staffing approaches for the Centre. At present, we have Erin Stacknick coordinating our drop-in program, Natalia Gomez Escorcia leading our communication and social media, and Shivani Narayanan, a Co-op student from Acadia University, working on community development. Johanne Lafleur is cooking delicious meals for us. Jenny Gagnon and Trish Erskine, our custodians, keep our Centre clean and tidy.

Another shift to our operations has been with the significant contributions of our volunteers, commonly known as our Spencer House Family. Volunteers provide support to our meal program, organize our reception desk, lead social activities, and sit on our board of directors. We currently have over 40 volunteers who work at the Centre in a month. We have a number of folks who have been volunteering with us for over ten years, many of them seniors themselves, who hold the experience and collective history of Spencer House. We also have high school and university students who bring new joy and enthusiasm to everything they do. Because of their commitment and tireless efforts we are able to provide a wide variety of programs and services.

Spencer House is extremely fortunate to have many generous donors who support the work we do at Spencer House. Our partnership with Home Instead Charities and their GIVE65 Event has been extremely successful in helping us raise money these past months when in-person events were not possible.

We continue to receive funding from the Department of Community Services for our meal program. This year we were again successful in our application to continue to partner with United Way Halifax. The HRM has been supportive in offering affordable rent for our Centre and updating our building, including electric, accessible doors and ramp to the front and accessible washrooms. With a redesign and improvement to the Spencer Park laneway and parking lot, we have secured five much-needed parking spaces. With a grant from The Windsor Foundation, we updated all our technology at the Centre, including computers, large screen tv, and audio equipment.

It has been a joy to serve as your director and I am excited about the future of Spencer House.

Allison Davis
Executive Director

OUR IMPACT



A SAFE & INCLUSIVE SPACE FOR SENIORS

An average of 26 members and guests are attending our drop-in program daily and an average of 15 members enjoying lunch daily. 16 different programs for seniors each month.

FOOD SECURITY: EMERGENCY RESPONSE

In 2020, Volunteers delivered food hampers every 2 weeks for 6 months - that's over 2000 meals!



CHRISTMAS 2020

In partnership with the Atlantic Jewish Council, our annual Christmas Dinner and Gathering for seniors alone on the holidays moved to delivery. Gifts provided by Home Instead's "Be a Santa to a Senior" program and "Santas for Seniors" were delivered to more than 90 seniors.

VOLUNTEERISM

45 monthly volunteers working at our centre, many of them seniors themselves.



COMBATING ISOLATION

36 weekly calls reaching out to seniors who are shut in at home.
370 Cheer Packages delivered at Christmas, Valentine's Day, Easter, and Summer/21

PROGRAMS

16 different programs a month.



PANDEMIC RESPONSE

In March 2020, public health introduced measures amid the global pandemic and Spencer House had to close its drop-in centre. The pandemic provided us with many opportunities to think differently about how we reach out to older adults in our community and learn how to provide services that meet the changing needs of an aging population. With every wave of Covid-19, we pivoted in our approach to working in the community and how we could best serve our aging friends and neighbours, with the core mission of the social inclusion of older adults.



We quickly responded with phone trees to keep friends connected to each other, as many of our members were not online or connected to the internet. Phone calls also served as valuable support to help combat the extreme isolation some members were experiencing. To help support senior folk with barriers to cooking at home, we began a food hamper program as an emergency measure. With the help of the Lawson Foundation and Atlantic Compassion Fund and many generous gifts from organizations and community members, we delivered frozen meals made in our kitchen, fresh fruits and vegetables, and personal items. Volunteers delivered hampers every two weeks. We delivered over 2000 meals during the first wave.



With subsequent public health closures in the community (Dec 2020 & May/June 2021) we again quickly responded with increased phone calls and delivery of cheer bags to folks isolated at home. In partnership with the Atlantic Jewish Council, our annual Christmas Dinner and Gathering for seniors alone on the holidays moved to delivery. Gifts provided by Home Instead's "Be a Santa to a Senior" program and "Santas for Seniors" were delivered to more than 90 seniors.

Many services in our community amid the pandemic moved online. With a majority of our senior members not connected online and in need of in-person connection, we made the decision to focus on providing a safe space for folks to gather and have a meal amid the threat of COVID-19. With the support of the NS Small Business Grant, we hired MarkedSafe to develop a full operational plan for our Centre to function throughout the pandemic. We knew this approach would be risky and would certainly be affected by future closures with public health restrictions, but we were confident that it was the best way to meet the needs of the seniors we serve. Now that the community is slowly moving back to in-person activities and events, we are able to minimize the transition period and operate at full capacity.



Over the past sixteen months, we redesigned the inside of the Centre to increase its capacity to align with ongoing public health measures and to meet the increased demand for social activities and affordable homemade meals. We established a permanent PhonePal program to keep isolated and home-bound seniors connected with their community and especially Spencer House.



LOOKING TO THE FUTURE

The pandemic has shone a bright light on the need for safe and accessible community spaces that emphasize the importance of the social inclusion of our aging friends and neighbours. Spencer House is committed to providing that.

In the spring of 2021 with the support of an Age-Friendly Communities Grant, we partnered with the team from Cities & Environment Unit to begin a community engagement process, **For the Community, By the Community**, designed to re-imagine, re-design, and re-build our outdoor space. This will provide more opportunities for seniors to engage with their community, including the children of the daycare, our neighbours, and friends in the community. We are currently seeking funding to proceed with the project.

You can see our community engagement results and Age-Friendly Community Space proposal at <https://www.spencerhouse.ca/community-engagement>

THE PROCESS



WE WANT YOU TO
BE INVOLVED

by the community, for the community

WE ARE REIMAGINING OUR OUTDOOR SPACES



DREAM WITH US!



FROM OUR TREASURER

For the year ended December 31, 2019, we recorded a profit of approximately \$8,400. This was largely due to a very successful fundraiser that raised about \$33,000. Our other revenue and expenses were in line with expectations.

The 2020 year was, of course, unlike any other due to the lockdown as required by the Covid 19 restrictions. Here are some of the highlights.

1. Lunch sales dropped to about \$7,000 compared to a “normal” year of about \$30,000.
2. We received from the federal government wage subsidies of about \$13,000.
3. Due to the shutdown, we took the opportunity to do a lot of upgrading of our premises. This meant that our repair and maintenance expenses went from a “normal” year of, say, \$8,000 to \$15,000.
4. HRM did not charge us rent while we were closed such that our rent expense went from \$8,200 in a normal year to \$2,900.
5. We received almost \$7,000 from the United Way to fund our food hamper program.
6. Our staffing was at a minimal level for a lot of the year such that these costs were about \$5,000 lower than other years.

The overall result is that we had a profit for the year of about \$12,000. When you add in the wage subsidy the profit is about \$25,000. Our balance sheet is healthy with a cash and investment balance of about \$130,000.

The shutdown also allowed us to clean up and modernize our back office. The highlights are as follows.

1. Virtually all of our paper files have been eliminated and replaced with digital files. Going forward we have virtually no paper files.
2. We replaced our old computers with new ones.
3. We migrated all of our old computer programs, including email, to Microsoft. This means every program is up to date and all our staff uses the same programs.
4. We activated and organized our digital shared file. This means that all of our activities are now captured in one place and easily accessed by any of our staff.
5. We looked at every expense to see that we were buying what we needed and that we were paying the least amount possible. This resulted in savings in such areas as telephone and waste management.
6. We now pay all of our bills electronically which saves time and expense.
7. We have worked with our accountant to develop a system that allows us to keep accurate accounting records on a timely basis at a reasonable cost.

The result of these and other changes that I can report that our financial systems and results have never been better.

Ward Skinner
Board Treasurer

FINANCIAL STATEMENTS

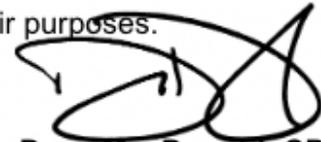
Notice to Reader

On the basis of information provided by management, we have compiled the statement of financial position of Spencer House Seniors Centre as at December 31, 2020 and the statement of operations for the year then ended.

We have not performed an audit or a review engagement in respect of these financial statements and, accordingly, we express no assurance thereon.

Readers are cautioned that these statements may not be appropriate for their purposes.

Halifax, Nova Scotia
January 31, 2021



Dave MacDonald, CPA, CA
Chartered Professional Accountant



Ward Skinner
Treasurer

**Spencer House Seniors Centre
Statement of Operations**

(unaudited - see notice to reader)

For the year ended December 31	2020	2019
REVENUES	\$ 154,300	\$ 164,664
COST OF GOODS SOLD		
Luncheon	16,120	23,719
Activities	364	3,653
Fundraising	-	3,046
	16,484	30,418
GROSS PROFIT	137,816	134,246
EXPENDITURES		
Salaries and benefits	77,170	78,488
Repairs and maintenance	15,075	6,623
Office and administration	9,077	9,309
Utilities	6,674	7,548
Professional fees	4,877	6,098
Telephone and utilities	3,372	3,188
Rent	2,896	8,171
Insurance	2,567	2,783
Property taxes	1,488	1,488
Advertising and promotion	1,079	994
Supplies	636	423
Interest and bank charges	212	704
Travel and automotive	11	28
	125,134	125,845
EXCESS OF REVENUES OVER EXPENDITURES BEFORE AMORTIZATION	12,682	8,401
Amortization of property plant and equipment	(6,246)	(6,933)
COVID Benefits - CEWS	13,006	-
Amortization of deferred contributions	5,003	4,603
EXCESS OF REVENUES OVER EXPENDITURES	\$ 24,445	\$ 6,071

**Spencer House Seniors Centre
Statement of Financial Position**

(unaudited - see notice to reader)

December 31	2020	2019
ASSETS		
CURRENT		
Cash	\$ 122,749	\$ 82,521
Contributions receivable	-	20,521
Inventory	500	500
Prepaid expenses	653	372
HST receivable	1,468	2,866
	125,370	106,780
Investments	10,484	10,303
Property, plant and equipment (note 1)	4,244	10,490
	\$ 140,098	\$ 127,573
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	\$ 3,499	\$ 10,416
Deferred revenue - Community Services	15,100	15,100
Deferred capital grant - HRM	5,000	5,000
Deferred capital grant - Windsor Equipment	4,244	9,247
	27,843	39,763
Balance, beginning of year	87,810	81,739
Excess of revenues over expenditures	24,445	6,071
Balance, end of year	112,255	87,810
	\$ 140,098	\$ 127,573

Spencer House Seniors Centre
Note to the Financial Statements

(unaudited - see notice to reader)
 December 31, 2020

1. Property, plant and equipment

	2020		2019	
	Cost	Accumulated amortization	Cost	Accumulated amortization
Equipment	\$ -	\$ -	\$ 1,308	\$ 1,308
Computer equipment	-	-	7,044	7,044
Kitchen Equipment	13,303	13,303	13,303	11,303
Windsor Equipment	23,887	19,643	23,887	15,397
	<u>37,190</u>	<u>32,946</u>	<u>45,542</u>	<u>35,052</u>
Net book value	<u>\$ 4,244</u>		<u>\$ 10,490</u>	

Schedule 1

Spencer House Seniors Centre
2020 Revenues

(unaudited - see notice to reader)

For the year ended December 31	2020
REVENUE	
Community Services	\$ 60,400
Donations	33,583
United Way	25,269
Other Fundraising	11,158
Food Hamper	6,846
Lunch Sales	6,545
Helpage Program grant	4,000
NS Small Business	2,736
Community Link	1,000
Home Instead Foundation	542
In House Games	592
Merchandise	467
Membership	260
Interest Income	259
Programs	250
Room Rental	150
Other Income	105
Misc. Activities	101
Charity Group Fund	23
Special Meals	15
	<u>\$ 154,301</u>