

Peachland Wellness Centre Society

Vision - People in our community are supported to embrace a happy, healthy and independent life.

2018 ANNUAL REPORT



Mission – The Peachland Wellness Centre (PWC) provides programs and services that connect people through support, education, information, referral and outreach. PWC values volunteers and collaborates with other community members, organizations and the District of Peachland.

President's Report Susan Haglund

An Annual Report is a time for reflection on the successes and challenges an organization has faced over the past year. In 2018, PWC showed a consolidation of programs and services, with a significant increase in the number of volunteers who contribute their time and expertise for the benefit of our wonderful community. The Board extends heartfelt thanks to all our volunteers without whom PWC would simply not be able to function.

Over the past 4 years, this office has reported on PWC's transition from a management Board where Directors were actively hands-on with daily operations to the current policy governance model where the Board establishes and ensures adherence to the mission, vision and strategic direction of PWC. The Board also develops and approves policy, ensures financial oversight and ensures the Executive Coordinator operates the organization in alignment with the approved strategic direction.

I am very pleased to report that the years' long transition from the management model since its inception to full policy governance is now complete. I would like to thank all the current and past Directors who contributed to this significant evolution of PWC and the staff for their patience and continued professional commitment to PWC during this extended period of governance change. While there were a few bumps on the road while we adjusted, discussed, revised and learned, the overall result is an organization that functions well within clearly defined areas of accountability and authority and operates within approved strategic directions and budgets. Our staff are instrumental in making it all happen and deserve high praise for their work under the leadership of Christina MacMaster, Executive Coordinator.

2018 also saw PWC working very closely with the Peachland Seniors' Support Society while they oversaw construction of the new Residence on 6th Street. We were honoured by PSSS's trust in requesting PWC to assist with preliminary processing of applications for their new housing. We look forward to working with PSSS on an ongoing basis as their new tenants will be our new neighbours and, we hope, with them as participants and volunteers in our numerous programs and services.

I would also like to extend my personal thanks to our Directors for their diligence, thoughtful debates, exceptional talents and ongoing support. They are truly an exceptional group of volunteers.

PWC Board of Directors

Susan Haglund	President
Lynn Malinsky	Vice President
Dawna Reinhart	Treasurer
Joey Byatt	Secretary
Bill Dupuis	Director
Kathy Sawchuk	Director
Mike O'Farrell	Director
Kathy Thebeau	Director
Kym Martin	Director



President Haglund expressing gratitude
at the Volunteer Christmas Lunch
January 2018

PWC Staff

Christina MacMaster	Executive Coordinator
Sherry Kendrick	Administration & Program Coordinator
Bea Castellanos	Administration & Program Coordinator
Teri Pentland	Services Coordinator
Jacqui Nuttall	Services Coordinator



PWC volunteer appreciation lunch January 2018!



PWC staff celebrating Christmas 2018!

Executive Coordinator's Report - Christina MacMaster

2018 was an, exciting, active year, from January with the Volunteer Appreciation Christmas Luncheon to the Community Christmas Dinner in December that fed over 100 people.

PWC values the work of many people and working in partnership with other organizations. 2018 has seen many successes thanks to partnerships. One such partnership was with the Peachland Seniors Support Society where we took part in the extensive application process for the new 'Residences on 6th'. This included collecting and compiling 151 applications for the selection committee. Following the laborious work of the Selection Committee PWC took part in the interviewing of individuals who were selected to be in the first-round move in and we continue to work closely with them.

Another successful partnership included the bringing together of 8 groups for Peachland's first Christmas Market Day. This partnership increased advertising and saw a larger number of attendees. Leading this group was rewarding for me, from seeing the financial success of each individual group to hearing how unexpectedly busy some restaurants were. This one-day event was wonderful!

Fundraising, like the Christmas Craft Fair, is always a large part of the work done at PWC to have the funds to operate. This year we added the first annual 'End of Summer Gala'. This successful, sit down dinner with world renowned entertainment, saw members of the community dressed in their finest, enjoying the evening. Volunteers worked hard and did an amazing job on this fundraiser. September 21, 2019 is set for this year's End of Summer Gala.

PWC worked with two students over the summer. One, a Co-op student who did an extensive project searching and reporting her findings on inclusion at PWC. From this work a partnership with Kelowna Community Resources. (KCR) Immigrant Services was developed. KCR now comes to Peachland once a month and is open to seeing new immigrants at PWC on these days. The second, a very adept tech student, through the Canada Summer Jobs Program, helped us get up to date with many of our Social Media platforms.

PWC Programs and Services continue to provide exemplary opportunities through its volunteers. Additions this year include an expanded Excursion Program. The two most successful trips put together this year included a Limo trip to see the Botanical Gardens in Summerland and a visit to the Ad Lib Musical Presentation in West Kelowna. PWC also provides occasional relevant workshops and this year it included a Speakers Series on Frauds and Scams and a presentation on Downsizing. We continue delivering workshops in collaboration with the Alzheimer Society of BC providing workshops on dementia.

Staff changes this year added one new Service Coordinator to job share the position. We now have a staff of 5, 4 part-time and 1 full time. Even at this we are at less than 3 Full Time Employee equivalence. We recognize that everything that happens at PWC for the community is thanks to many volunteers, from the Board of Directors to the ones who volunteer once a year at the Christmas Dinner.

Thank you to the community of Peachland, all the volunteers and staff who support the work of PWC!

2018 Statistics Summary from PWC 2018 Evaluation Report

Statistics for the year (from office records)

178 volunteers provided 5616 hours of direct service for the community through PWC
395 individuals participated in PWC programs
19 programs; 441 program sessions; 576 individual participants; total attendance 5634
107 individuals participated in PWC services (note some people receive more than one service):
28 people utilized Outreach Services
45 people utilized Better at Home Services
7 people utilized Friendly Visitor Services
3 people utilized Helping Hands Services
58 people received 504 transportation for appointments and errands from volunteer drivers

Program Participant Feedback (from 2018 Participant Feedback Questionnaire N=62)

93% of respondents rated program facilitators or leaders as excellent or very good.
89% of respondents rated program organization as excellent or very good
84% of respondents rated program activities as excellent or very good.
Comments from respondents: *"(PWC) is doing a great job; the programs fill a very important need; thank you for the great service; Peachland is very fortunate to have the Wellness Centre; great to see friendships develop between young and old; everyone is there for me; facilitators are open and honest; I realize I am not alone; good peer support; learn new skills for everyday life; everyone is always welcome; really enjoy friendship."*

Outcome Evaluation Results (from 2018 Participant Survey N = 48)

63% of respondents indicated they improved their social health
60% of respondents indicated they improved their emotional health
60% of respondents indicated they were going out more
61% of respondents indicated they made new friends
88% of respondents indicated they gained new information about resources

PWC 2018 Evaluation Report is available from PWC office upon request.



Thank you to all the
volunteers who spend
countless hours and give of
their hearts in so many
ways.



PWC Financial Highlights for the year ended December 31, 2018 – Dawna Reinhart

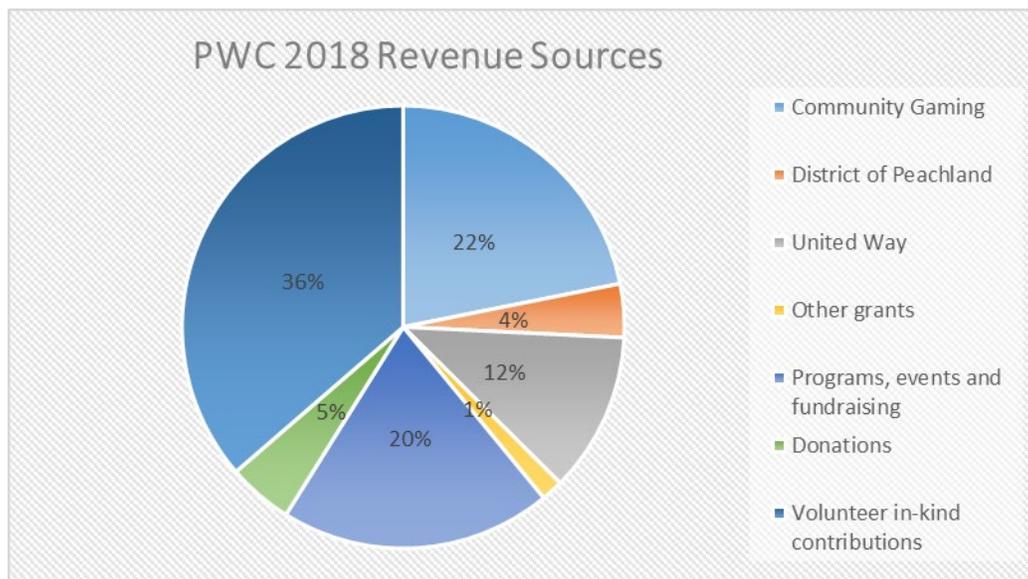
<u>Revenue source</u>	<u>2018</u>	<u>2017</u>
Community Gaming	\$65,000	\$55,000
District of Peachland	11,608	23,921
United Way	34,717	29,068
Other grants	4,742	21,581
Programs, events and fundraising	59,042	20,789
Donations	14,161	10,574
Volunteer in-kind contributions	108,031	<u>80,565</u>
Total revenue	<u>297,301</u>	<u>241,498</u>
Total revenue before in-kind	<u>\$189,270</u>	<u>\$160,933</u>
<u>Expenses</u>		
Administration	120,798	\$103,638
Programs, events and fundraising	69,740	51,408
PWC endowment	2,000	2,000
Other program support costs	10,511	<u>10,563</u>
Total expenses	<u>\$203,049</u>	<u>\$167,609</u>
<u>Net Income (loss)</u>	<u>-\$13,779</u>	<u>-\$6,676</u>

The summary financial information presented here is derived from the Peachland Wellness Centre Society's comparative financial statements for the year ended December 31, 2018.

PWC revenues increased in the current year mainly due to the Government Gaming Grant funding increase and the incurrence of the partnership with the Peachland Seniors Support Society and the new Active Aging program.

PWC thanks their funders, the District of Peachland, the Province of BC, the Government of Canada and the United Ways of the Central and South Okanagan and the Lower Mainland. Thanks also to the many local supporters which include the Peachland Legion, Branch #69, TNI the Network Inc and many other local businesses and individuals.

Complete financial statements for 2018 and prior years are available upon request.



Peachland Wellness Centre Society

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The Network Inc.



United Way
Central & South
Okanagan Similkameen


— CENTRAL OKANAGAN —
FOUNDATION

empowering generations to give.



United Way helping seniors
remain independent.



United Way

