



2024

Annual Report To Community





There to care for and enrich the lives of seniors

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for more information visit us at
calgaryseniors.org

Message from the President

“Guided by our commitment to innovation and inclusivity, we’ve continued to build connected communities where everyone—no matter their age—can thrive.”

As Board President, I’m proud of the strides we’ve made in furthering our mission to create, coordinate, and provide personalized, client-centered support that empowers older adults to navigate their aging journey with confidence. Guided by our commitment to innovation and inclusivity, we’ve continued to build connected communities where everyone—no matter their age—can thrive. Our extraordinary staff, volunteers, donors, and partners have been essential in expanding outreach to ensure seniors receive meaningful assistance and the respect they deserve. Looking ahead, we remain dedicated to growing these efforts and making a lasting impact in the lives of older adults.



**Miguel Kanafany,
Board President**

Message from Anna and Joel

“Together, we will continue to celebrate the vibrant lives of our seniors and ensure they feel valued, empowered, and cared for.”

Dear Friends and Supporters,

As we reflect on the past year, we are filled with immense pride and gratitude for the incredible journey we’ve shared. Our dedicated team has worked tirelessly to support our seniors, ensuring they navigate their aging journey with confidence and joy. From launching innovative programs to providing essential services, we’ve made significant strides in creating a vibrant, supportive community where everyone can thrive. Our staff’s unwavering commitment and passion have been the driving force behind our success, and we couldn’t be more thankful for their hard work and dedication.

Looking ahead, we are excited to focus on enhancing human-centered design, cultivating a passionate team, and reimagining aging through positive storytelling. By listening to our seniors and volunteers, streamlining processes, and

fostering a culture of innovation and compassion, we aim to build an even more inclusive and connected community. Together, we will continue to celebrate the vibrant lives of our seniors and ensure they feel valued, empowered, and cared for.

Thank you for being a part of our journey. We look forward to making a lasting impact and creating a future where aging is celebrated and embraced with open arms. We’re proud to be a part of making Calgary a wonderful city to age in.





Seniors Social Supports (S3)

A quote to summarize Seniors Social Supports:

"I never thought I would get old and limit my ability to do things so it makes me feel de-stressed since somebody can do these things for me! I feel so grateful and cared about! It is great that the community offers this service! For the last few years, I was homebound, so it takes you out of isolation and depression. You have no idea how good it feels to have someone come in and be kind and do the work that you need! They are so professional, punctual, and quick! You are all angels to me!"

– Senior Social Supports Client

In 2024, our Practical Supports team made a remarkable impact, providing vital services through programs like Essential Transportation, Pet Assist, Practical Kindness, and Cheer Mail, as well as additional support through our group volunteers. **We are so touched to see how our community's spirit of kindness and support shone brightly this year.**



2,737

rides to seniors through
Essential Transportation



1,420

requests or visits by Pet Assist,
with 25 active matches



578

requests processed by
Practical Kindness



5,049

cards sent out by
Cheer Mail Volunteers



5,452

volunteer hours
contributed from 1,122
group volunteers

Social Connections

Our Social Connections team made a heartwarming impact through programs like Phone Friends, Shopping Companion, Friendly Visiting, Caregiver Kindness, and Holiday Helpers. In managing 375 long-term matches, our team ensured personalized support and connection for seniors. **Together, we continue to foster a vibrant, inclusive community where everyone feels valued and cared for!**

This year we saw **213 new long-term volunteers** joining our ranks! Notably, we saw a heartwarming trend of volunteers seeking community connections, reflecting a desire for togetherness. With volunteers eagerly interacting with us on social media and engaging in training that ripples positively through the broader community, **it's clear that our volunteers are not just helping clients—they're enriching the entire city.**

Here's to another year of making a difference,
one act of kindness at a time!

126

active Phone Friends matches

79

active matches through the Shopping Companion program

158

requests brining job via Holiday Helpers

12

new Caregiver Kindness matches

122

active Friendly Visiting matches



A Story From the Field



Laurette is a 71-year old senior, who we've been lucky to support through our Essential Transportation program for the past 6 years! She has received over 100 rides with our volunteers and we couldn't be happier to be able to support her! "You have really saved my life, after all I have gone through in my life, you and your volunteer drivers always come through for me!" says Laurette. There are many unknowns in life, we are glad that Laurette can always count on us to provide her ride support through our volunteers! "I have poor vision, it helps so much when they come and get me at the door and walk with me to the car! It's not just the ride, it's the consideration, the efficiency and the kindness of you all makes a difference!"

- Essential Transportation Client

37%

rise in volunteer inquiries

33%

rise in volunteer interviews



Social Work

“Calgary Seniors is the backbone of the city in supporting seniors. You have done so much for us and we sing your praises wherever we go!”

– Social Work Client



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Isn't that amazing to have a university student who goes to school, teaches skating, and still takes care of me, a senior? It's a privilege receiving support from Calgary Seniors'. It's just wonderful.

- Calgary Seniors Client

In 2024, our social work department made tremendous strides in supporting our community through the SeniorConnect, Outreach, and In Place programs. We welcomed a total of 1,625 new clients, addressing critical issues such as housing, financial support, and transportation. Together, these programs provided 130 food hampers—the highest number ever—along with pet hampers, gift cards, and emergency funding to prevent evictions and utility disconnections.

Overall, our social work department's dedication to improving lives and fostering a supportive community is evident in the data and outcomes from 2024. With a cheerful and hopeful spirit, we are excited to continue our mission of spreading positivity and making a difference.



1,153

SeniorConnect referrals



686

new clients supported by SeniorConnect



862

new clients supported by Outreach



77

new clients helped by In Place

A Story From the Field

An Outreach Worker was assisting a **98-year-old mother and her 72-year-old daughter**, who struggled with mobility in their inaccessible apartment. The mother's isolation impacted her health, while the daughter felt overwhelmed as a caregiver. The worker helped them apply for affordable senior housing, secure funding for medical supplies, and access volunteer support services

through the S3 program. **Within a few months, the mother and daughter transitioned to an accessible home, transforming their daily lives.** They now experience greater independence, reduced stress, and a renewed sense of dignity and connection.

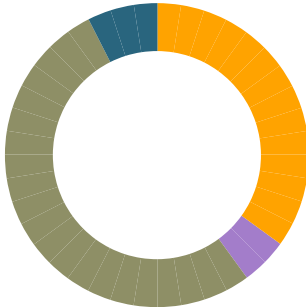
To Our Supporters

We couldn't have done it without you! A huge thank you to our incredible donors, whose generosity keeps our mission alive and thriving. To our wonderful senior clients, your resilience and spirit inspire us every day. And to our amazing volunteers, your dedication and hard work make everything possible. Together, we've created a community of support and care that's truly something special.



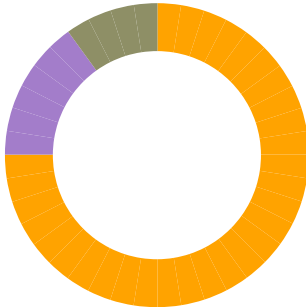
Financial Report

Revenues: **\$2,939,525**



- Family and Community Support Services
\$1,068,534
- Donations
\$169,775
- Designated Grants
\$1,472,163
- Other Revenue
\$229,053

Expenditures: **\$2,718,655**



- Charitable Activities
\$2,086,934
- Admin
\$378,012
- Fundraising
\$253,709

Total Revenues

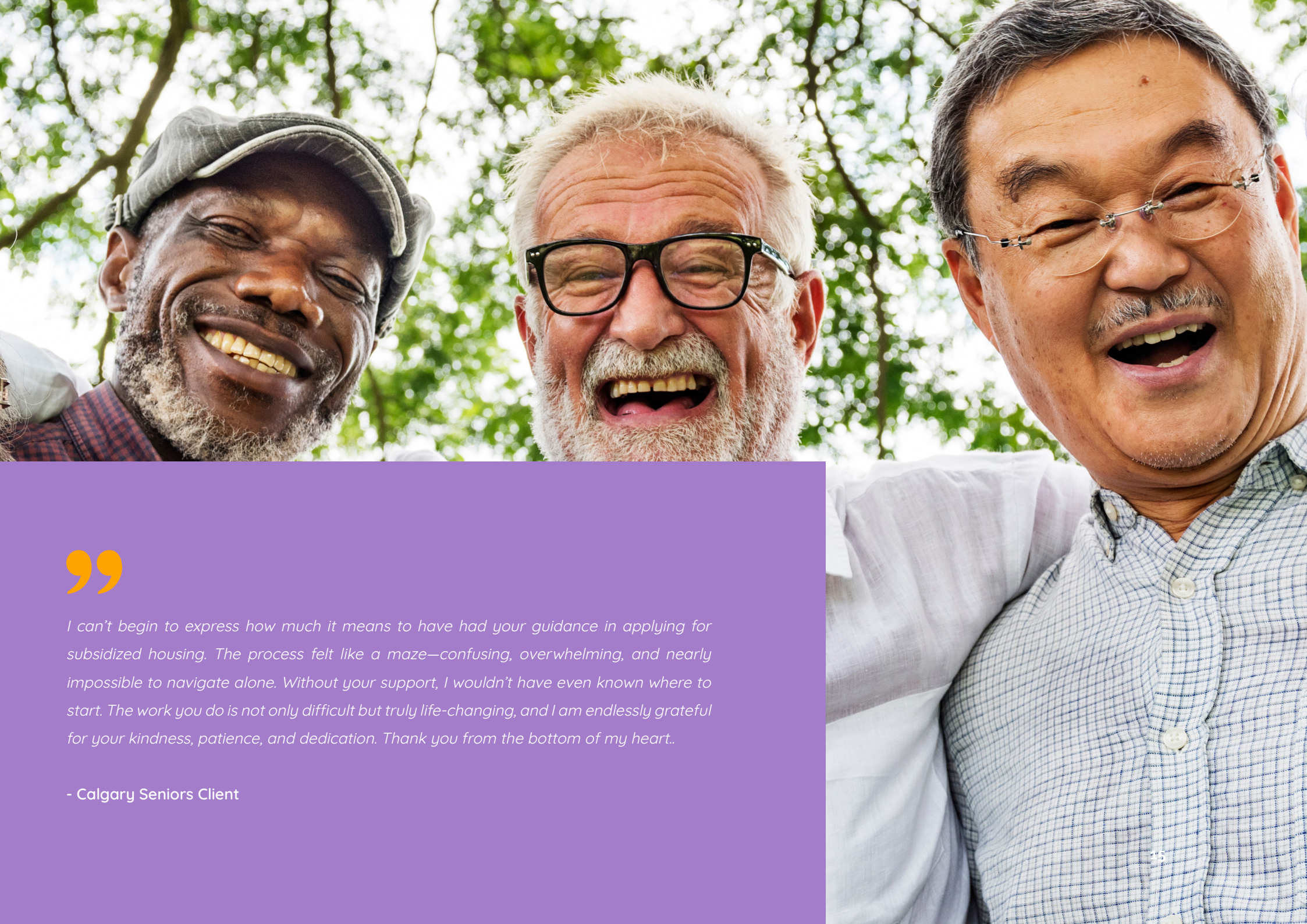
2024	\$2,939,525
2023	\$3,271,372

Total Expenditures

2024	\$2,718,655
2023	\$3,157,258

Excess / Deficit

(2024)	\$220,812
(2023)	\$114,114



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I can’t begin to express how much it means to have had your guidance in applying for subsidized housing. The process felt like a maze—confusing, overwhelming, and nearly impossible to navigate alone. Without your support, I wouldn’t have even known where to start. The work you do is not only difficult but truly life-changing, and I am endlessly grateful for your kindness, patience, and dedication. Thank you from the bottom of my heart..

- Calgary Seniors Client



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