



# 2025

Annual Report To Community



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## Enriching the lives of seniors

## Message from the President

*“What stands out to me most is how much important groundwork was laid behind the scenes.”*

As Board President, I am proud to reflect on a year that showed the strength and resilience of Calgary Seniors.

2025 was not without challenge. Like many organizations, Calgary Seniors saw donations, major gifts, and grant revenue decline in a difficult economic climate. The year ended with a deficit, but that deficit was driven by reduced revenue, not by overspending. Expenses were managed carefully, and leadership stayed focused on stability, transparency, and thoughtful stewardship throughout the year.

What stands out to me most is how much important groundwork was laid behind the scenes. Calgary Seniors continued to strengthen internal systems, advance its outcome framework, improve alignment across programs, and build a clearer foundation for the future. This kind of work is not always the most visible, but it matters deeply. It is the work that helps an organization serve well, adapt well, and move forward with integrity.

**Miguel Kanafany,  
Board President**



## Message from Anna and Joel

*“...we are stepping into the next chapter with energy, humility, and hope.”*

Dear Friends and Supporters,

When we look back on 2025, one phrase comes to mind: we built the ground beneath our feet.

This was the first year of our 2025 to 2027 Strategic Plan, and much of our work focused on strengthening the foundation that makes good work possible. We clarified roles, rebuilt systems, strengthened internal processes, advanced our outcome framework, and began reshaping how seniors move through the organization through a more connected intake and triage approach. None of that work is flashy, but it matters deeply. It helps create a more consistent, human-centered experience for seniors and a stronger organization for the future.

At the same time, the heart of Calgary Seniors was easy to see all year long. In 2025, we supported 3,094 seniors across our programs with the help of 1,731 volunteers who contributed 51,877 hours of service. Those numbers tell part

of the story. The fuller story is one of rides to appointments, friendly visits, practical help, emergency supports, steady problem solving, and people showing up for one another with real care.

This year asked a lot of our team and our community. Even with real financial pressure, Calgary Seniors remained strong, focused, and full of momentum. We deepened partnerships, sharpened our story, and kept building toward the kind of organization we believe seniors deserve.

To our staff, volunteers, donors, board members, and community partners, thank you. Thank you for staying with us, building with us, and believing in what older adults deserve. Calgary Seniors is stronger because of you, and we are stepping into the next chapter with energy, humility, and hope.





**2,582**

rides for seniors through Essential Transportation



**2,072**

requests or visits by Pet Assist, with 39 active matches



**887**

<sup>6</sup> requests processed by Practical Kindness



**4,358**

cards sent out by Cheer Mail Volunteers



**2,530**

volunteer hours contributed from **573** group volunteers



### Seniors Social Supports (S3)

*"I am so impressed with everyone. I love getting the cards. It was such a full-circle moment for me because I used to be a social worker and often wondered how it would feel to receive those cards. Now that I do, it truly feels like a full-circle moment. The whole agency has been so wonderful, and the volunteers are so lovely. The giving heals everything. The last card I received said "queen-bee" on it. It reminded me of when I lived in England and had a friend who used to write me notes saying "from one queen to my queen-b." It was crazy because everything aligned, and it felt like such a small world. Your agency takes care of us, and I am so happy that you are all there."*

- Senior Social Supports Client

In 2025, our Practical Supports team continued to make a meaningful impact by completing 12,017 requests, providing essential services through programs like Essential Transportation, Pet Assist, Practical Kindness, and Cheer Mail, along with additional support from our dedicated group volunteers. We are deeply grateful to see our community's spirit of kindness and generosity shining through once again this year.

Our Social Connections team made a meaningful impact through programs such as Phone Friends, Shopping Companion, Friendly Visiting, and Caregiver Kindness. **In 2025, the team facilitated 350 long-term matches and completed 1,022 match assessments**, ensuring seniors received personalized connection and ongoing support. Together, we continue to foster a vibrant, inclusive community where everyone feels valued, supported, and cared for.

**This year, we welcomed 210 new volunteers to our community.** Many shared that their experience has been both meaningful and fulfilling, describing their work with seniors as essential, rewarding, and impactful. Their reflections echo what we see every day: volunteers are a vital part of how care shows up in our community. Through their commitment and generosity, seniors experience connection, and Calgary becomes a more welcoming place to age.

We are looking forward to another year of creating meaningful impact for seniors across Calgary!

**5,948**

calls in Phone Friends

**2,949**

shopping trips in Shopping Companion

**156**

requests brining joy via Holiday Helpers

**708**

visits in Caregiver Kindness

**6,327**

visits in Friendly Visiting



## Timeless Kindness, Meaningful Impact

For many of our seniors, a ride is more than just transportation. **It is also an opportunity for connection.** Emma shared how much she enjoys her Essential Transportation rides with volunteer Kathy, not only because she gets to her appointments, but because of the meaningful chats along the way. *"I like it when Kathy drives me because she has traveled all over the world and shares stories about her vacations. I used to travel a lot, so I enjoy hearing about her trips. She is always in a good mood and relaxed, and I always look forward to seeing her. She teaches me something new every time!"* It warms our hearts to hear how seniors and volunteers form meaningful connections during a simple drive, helping each other feel more connected to their community in Calgary.



**210**

new volunteers

**336**

volunteer interviews

**276**

new clients



## Social Work

*“I have recommended Calgary Seniors to several of my friends, I enjoyed my experience, the staff were knowledgeable, helpful and polite. I am now set up and ready to enjoy my year of being 65 with no stress.”*

- Social Work Client



“

*You have no idea how much you mean to seniors, especially those of us on our own. Thank you, Calgary Seniors! You are so kind and valuable. It's comforting to know that there are still good people out there.*

- Calgary Seniors Client



In 2025, our Social Work Department continued to make meaningful progress in supporting seniors through the SeniorConnect, Outreach, and In Place programs. **Throughout the year, we welcomed 1,064 new clients,** responding to critical needs related to housing stability, financial support, and transportation. Together, **these programs provided a record breaking 216 food hampers,** along with pet supports, gift cards, and emergency funding. This helped seniors stay housed,

keep the lights on, and navigate challenging moments with dignity and care. The results from 2025 speak volumes. They reflect a team that shows up, responds creatively, and delivers support when it matters most. With strong momentum and an unwavering commitment to community, we're excited to keep building connection, reducing barriers, and making a real difference, one senior at a time.



**978**

SeniorConnect inquiries



**393**

program clients in SeniorConnect



**185**

clients supported by Outreach



**86** NEW RECORD!

new clients helped by In Place

## Support that steadies

A 70-year-old client living alone with no nearby support was referred to SeniorConnect and supported by a Response Worker to address her short-term urgent needs while preparing for extensive eye surgery and a long recovery period. The client faced financial and logistical barriers to safely managing her care at home.

The Response Worker coordinated with her surgical team and set up essential supports, including homecare services, housekeeping through Fair Entry, transportation to appointments via Essential Transportation, and emergency funding for prescription eye drops not covered by insurance. She was also referred to the Nourish & Connect program, which provided 30 days of free meal delivery, ensuring she

had nutritious meals during her recovery. Once her urgent needs were stabilized, the client was referred to the TWIN outreach program for ongoing social work support to maintain her independence and well-being.

These supports had a significant impact, allowing the client to recover safely at home without financial or emotional strain. She could focus on healing, avoid potential complications, and maintain her independence. She expressed her gratitude, saying, *“I have been taken care of really well, especially with the meals, and you got the ball rolling for all these supports.”*



12



13

“

*“Without your services, I know we wouldn’t feel so confident and comfortable staying in our own homes.”*

- Calgary Seniors Client

## To Our Supporters

Your generosity is not simply a financial gift. It is a commitment that no older adult in Calgary should ever feel invisible, isolated, or unsupported. Because of your belief in this mission, our teams were able to answer calls for help, provide rides to medical appointments, send cards to those living alone, match volunteers with seniors who needed a friendly voice, and open doors to housing, food, and essential services for those facing impossible choices.

In 2025, your support made possible moments that may seem small but are transformative: a senior laughing over lunch at a brunch event surrounded by community; a caregiver finally catching their breath because a volunteer arrived to help; a person navigating aging with confidence because they knew Calgary Seniors was in their corner. These moments are your legacy.

**To every individual, foundation, and organization who gave, at any level, you are part of this story. We see you. We thank you. And the seniors of Calgary thank you, too.**



## The Kindness Circle

### *Our Monthly Giving Community*

To our monthly donors, you are the heartbeat of Calgary Seniors.

When you set up a recurring gift, you made a promise, not just to an organization, but to every senior in Calgary who might one day need a ride, a friendly voice on the phone, a helping hand, or someone to advocate on their behalf. You made a promise that we would be there. And because of you, we were.

Monthly giving is transformative in ways that one-time gifts simply cannot replicate. Your predictable, ongoing support allows us to plan ahead, launch new programs, and respond quickly when a senior in our community reaches a crisis point. You give us the ability to say “yes” when it matters most.

**Your monthly gift - every single month - changes lives.**



### 2025 Kindness Circle Members

Anonymous  
Andrea Gould  
Anna-Mariska Hemens  
AutoGraphics Inc  
Barbara Frizzell  
Carolyn Ryder  
Clarende Duby  
Claudia Simonelli  
Cliff Thompson  
Dianne Cooper-Ponte  
Elaine M Friedt  
Elise Vogels  
Emily Smith  
Eva Kwan  
Garett Kutcher  
Hayley Kenyon  
Hayley Shelvey  
Jessica Mayor  
Jill Hagel  
Jody Perley  
Kim Polvi  
Lauree Owchar  
Melinda Bennett  
Nicole McRae  
Pamela Fry  
Robyn James  
Roswitha Ehmann  
Shannon Low  
Susan Tyrrell  
Teresa Hiser  
Tricia Wagner

## Be Kind, Rewind 2025

### *A Celebration of Connection, Community & Kindness*

On a sun-warmed morning at the iconic Heritage Park Historical Village, Calgary Seniors gathered volunteers, clients, and community supporters for the 2025 Be Kind, Rewind Brunch, and what a gathering it was!

Against the backdrop of Heritage Park's Gasoline Alley, guests were treated to an afternoon that was part celebration, part reunion, and wholly joyful. The nostalgic setting was the perfect canvas for what the event is truly about: slowing down, looking around at the people beside you, and remembering that connection is one of the most powerful gifts we can offer one another.

Seniors who had been supported through our programs sat at tables with the volunteers who had driven them to appointments, walked their dogs, or simply called on a Tuesday afternoon just to chat. Community members who had given from afar were finally able to see, face to face, the impact of their investment. Stories were shared. Laughter echoed. Plates were filled, and filled again!

**It was more than a brunch.** It was a reminder of why we do this work.



## Thank You to Our 2025 Event Sponsors

The generosity of our sponsors made it possible to bring even more clients and volunteers to the table, literally. Their investment directly translated into filled seats, shared stories, and celebrated lives. We are deeply grateful.

Dianne Cooper-Ponte



## Our Supporters in 2025

At Calgary Seniors, our donors are the heart of everything we do. Your generosity fuels our mission and allows us to spark joy, foster connection, and empower older adults to live with dignity and confidence.

As one of our donors beautifully expressed: "Giving isn't just about making a donation. It is about making a difference."

Because of you, we can provide the essential programs, compassionate care, and meaningful support that change lives every single day. And as another dedicated supporter shared: "I know that each and every day Calgary Seniors staff make a difference in someone's life. Monthly giving is easy to budget, and I know I am helping them to make that difference."

**Thank you for standing with us. Together, we are creating a community where every senior feels seen, valued, and supported.**



## A Gift That Grows

### *Heather Poole's Long-Term Legacy*

Some gifts meet an immediate need. Others help shape the future.

In 2025, volunteer and donor Heather Poole made a generous \$10,000 gift to launch Calgary Seniors' endowment fund with The Calgary Foundation. Her gift marked the beginning of a new chapter for our organization, one rooted in long-term sustainability and the belief that support for older adults must be built not only for today, but for the years ahead. The launch of the program was met with strong early enthusiasm, and Heather's leadership helped turn an important idea into something real.

Heather's generosity reflects the kind of community spirit that makes Calgary Seniors so special. As a volunteer and donor, she understands that meaningful care is built through both practical action and lasting commitment. We are deeply grateful for her belief in our work and for helping plant something that will continue to grow in support of seniors for years to come.

**“** I originally reached out to Calgary Seniors as a result of my Mom's aging and independent living in Vancouver. While I helped as much as I could from afar, I wanted to support making community connections with seniors in Calgary, like so many had done for my Mom and her friends. I saw how important it was to all involved, not only making a true difference for seniors in their day to day lives, but also building community for people like me who don't have family living close by. I get a better understanding of aging challenges, but also learn and enjoy the time spent together, whether it's walking dogs or on our way to and from appointments.”

- Heather Poole



# Thank you to all our 2025 donors

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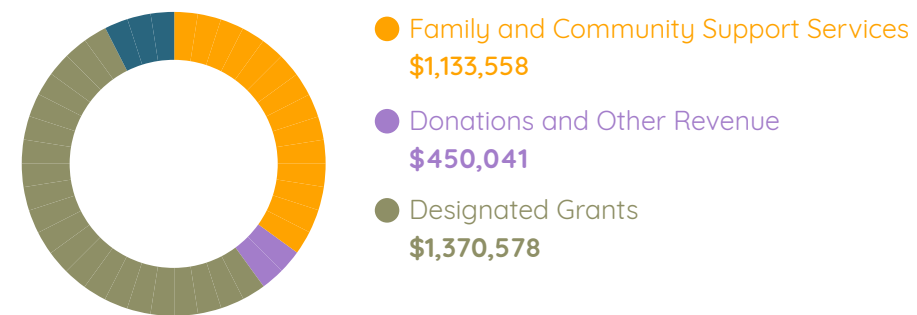
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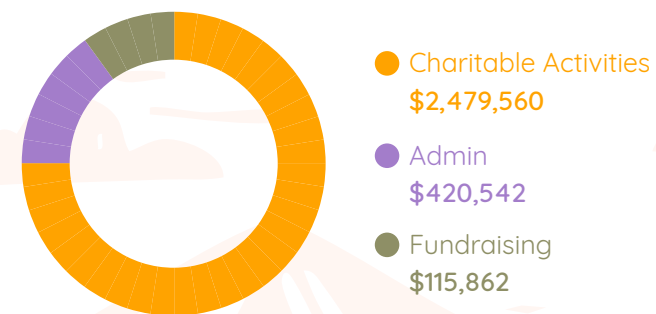


# Financial Report

Revenues: **\$2,954,177**



Expenditures: **\$3,015,964**



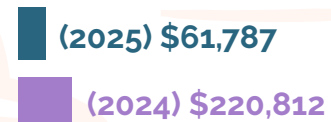
## Total Revenues



## Total Expenditures



## Excess / Deficit



“Getting help that I thought I would not normally be able to get, has been huge for me. Being able to get my groceries, go to the bank, and do the little things has made a difference in my life. My volunteer is such a positive part of my life, we have formed a connection that is meaningful to me.”

- Calgary Seniors Client





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