



**SQUARE ONE**  
**SENIORS WELLNESS**  
**SERVICES**



## ANNUAL REPORT 2013

*Square One Seniors Wellness Services*  
*100 City Centre Drive, P.O. Box 2214 Mississauga, ON L5B 2C9*  
*Tel: 905-615-3207 Fax: 905-615-3455*  
*Email: [squareonesws@rogers.com](mailto:squareonesws@rogers.com)*  
*Website: [www.sq1oac.com](http://www.sq1oac.com)*  
*Charitable Registration Number: 81959 5893 RR0001*

### **Mission Statement:**

Square One Seniors Wellness Services (SOSWS) is a charitable organization serving the community of Mississauga. We provide quality health and wellness services in partnership with Square One Older Adult Centre.

### **Vision Statement:**

Achieving optimum health and wellness for seniors.

### **Core Values:**

1. We believe that people from all backgrounds can gather, share and learn from one another.
2. We provide services that are:
  - Community focused
  - Accessible
  - Informative and educational
  - Of the highest quality
  - Compassionate
3. We believe that the people we serve are entitled to:
  - Respect and dignity
  - Informed choice and opportunity
4. We believe that our organization must:
  - Reflect our community
  - Maintain stewardship of our resources

## **Strategic Priorities:**

1. A range of quality, responsive and accessible health and wellness programs, events and services.
2. An organization to provide opportunities where seniors can gain a sense of belonging and cope with social isolation.
3. Programs and services offered in partnership with other organizations.
4. Skilled and effective volunteers, staff and board members.
5. A fiscally responsible organization with increasing financial resources.

**President's Message to Members:**

### **Resource Development Manager's Message to Members:**

2013 was a beehive of activity! We had an explosive growth in health and wellness programs, services and participants - up 59%! Thanks to Green Shield Canada, we added free dental hygiene clinics, in response to several requests from older adults.

Our Deaf Seniors Group was very active with many events thanks to the extension of funding from the Pendle Fund at the Community Foundation of Mississauga. The extension allowed us to provide events, interpreters and participation in regular Centre activities. Now that this funding has concluded, we are pleased to announce that new funding has been received from the Rotary Club of Mississauga for 2014.

The Telephone Reassurance Program continued to be a success. In 2013, 24 emergency contacts were notified, potentially reducing more critical situations from arising. Our renewed funding request has been approved and will continue until 2017, thanks to Peel Senior Link, our paymaster for the Ministry of Health LHIN.

Thank you to our dedicated volunteers, members, partners, donors, funders and staff, because we truly could not continue to provide the much needed programs and services without you. Feel free to drop by if you have any suggestions on how we can better serve you.

Yours in Health and Wellness,

*Laurie Docimo, Resource Development Manager*

**2013 Volunteer Board of Directors:**

Esther Williams	President
Alice Dods	Vice President
Robert Lomon	Treasurer
Manuel Castellino	Director
Po Ping Ngai	Director

**Staff:** *\*Provides support to SOSWS*

Laurie Docimo	Resource Development Manager
Karmela Buzdon*	Volunteer Coordinator
Anne Goldspink – Norman*	Administration and Facility Coordinator
Lina Zita*	Marketing and Community Development Coordinator

## 2013 Highlights

- **1585 program participants compared to 998 in 2012!**
- **Telephone Reassurance Program** (Free) – provided to 50 seniors by 18 volunteers, supervised by Square One Older Adult Centre's Volunteer Coordinator. Wellbeing was monitored, isolation and loneliness reduced, thereby enabling seniors to remain secure and independent in their homes. 24 emergency contacts were made; 19,376 phone calls (up from 18,055 in 2012); 2050.75 volunteer service hours provided (up from 1,890.8 in 2012).
- **Counselling Program** (Free) – for 75 seniors (up from 65 in 2012).
- **Peer Support Group Programs** (Free) – served 179 seniors.
- **American Sign Language Classes** (Free) – 33 people trained (2013-14).



• • •  
American Sign Language  
Class Provided by the  
Pendle Fund

• • •

- **Clinics** (mostly free) – including Dental, Blood Pressure, Diabetic Consultations, Hearing, Pharmacist Advice, Foot

Care (minimal fee), Eyeglass Repair and Adjustments, Walker & Wheelchair Repair, Haircuts (minimal fee).



**Free dental hygiene clinics, provided by Access Dental Care,**

- **Health Lectures, Sensible Living Series, Community Displays** (Free) – including Aging Problems in the Eye; Brain Health; Everything about Hormones; Music for Life; Confluyentes; Cancer Display; Liver Health Display; Emergency Display; Osteoporosis Display; Dental Hygiene and Older Adults; Effective Estate Care; Financial Tools for Seniors; Flower Arranging; Getting Organized: Estate Planning; Funerals, Finances and Family; Government's Seniors' Strategy Lecture; Healthy Hearing; Healthy Lifestyle Tips for Cancer Prevention; Over-the- Counter Medications Can Help or Harm Lecture; Personal Safety; Preserving Your Wealth; Prostate Cancer; Senior Debt; Taking Control of Your Health.



- **Deaf Seniors Group** (Free) – 326 participants socialized and participated in various accessible activities and events.



• • •  
 Group members participating  
 in the Christmas Centerpiece  
 workshop



- **Seniors' Month Event in June** (Free) – 76 participants attended the informative event, “Food Choices – When Money is Tight” (compared to 13 in 2012).



- **Drug Awareness Event in November** (Free) – 85 participants increased their awareness of unintended drug interactions and substance abuse in older adults, enjoyed community agency booths, presentations and refreshments; held in partnership with Peel Regional Police.



## **Partnerships:**

- Access Dental Care
- Always Best Care Senior Services
- Bayshore Home Health
- Family Services of Peel
- Lakeshore Foot Clinic
- Listen Up! Canada
- MEDlchair
- The Mississauga Food Bank
- Mobile Hair and Spa Services
- Peel Senior Link
- Remedy's Rx Spadina Medical Pharmacy
- Scott Funeral Home
- Sears Optical
- Square One Older Adult Centre – coordinated and delivered all SOSWS programs, services and events.
- Target Pharmacy, Square One Shopping Centre
- Over 15 other community organizations provided resources for health lectures, health clinics, presentations, courses and support groups.

**Supporters:**

**Individual Supporters(Over\$100)**

Farida Alexander

Ann Allen

Saeed Ashrafi

Thelma Bauman

Fay Burton

Karmela Buzdon

Lyla Calder

Silvana Campea

Richard Chen

Kim Cicchino

Anita Cripps

Veneranda Cruz

Tuula Davies

Laurie Docimo

Alice Dods

Silloo Dubash

Grace Eng

Leon Eng

Monica Evans

E. Victor Fung

Ryan Fung

Clarine George

Rahma Goldberg

Dulcie D. Grant

Tina Harper

Lloyd Henderson

Sue Hesjedahl

Zono Hew

Doreen Howell

Noreen James

Kirstie Latti

Mary Lawrence

Pearl Lee

Avelina Lwin

Barbara Martyn

Francis McDonald

Edna Michelin

Ken Peter

Sheila Rahim

Hazel Salman

Foutna Thakib

Richard Vlotman

Esther E. Williams

Judy Willson

Cam Woledge

**Corporate:**

The Erinview by Sifton

Expo Cruises and Tours Inc.

Evergreen Retirement Community

Green Shield Canada

Investors Group – Amy Ozamiz

**Non-Profit:**

Mississauga Central Lions Club

Peel Senior Link

Pendle Fund at the Community Foundation of Mississauga.

**3<sup>rd</sup> Party Event:**

Tupperware Party – Joan Crews and Emily McKiernan

**Financial Statements:**

A copy of the complete Audited Financial Statements will be provided upon request.

**Management's Notes Pertaining to Statement of Revenue and Expenses:**

We continue the process of creating the infrastructure through tenuous times that will take us to a long term sustainable future, so we can continue to serve the health and wellness needs of Mississauga's older adults