



**March 2025
Annual Report**

MISSION

Operation Friendship Seniors offer services without judgement to improve the quality of life for seniors in need over 55 years of age.

VISION

The seniors we care for will live long, healthy, happy and fulfilling lives.

VALUES

Non-judgmental: We believe our clients have a right to live their own lifestyles within legal bounds. Services are offered in a non-judgmental way without expectation of rehabilitation.

Choice: We present healthy alternatives, allowing seniors to make choices to improve their quality of life at their own initiative.

Friendship: We enable clients to establish a supportive, friendly environment.

Dignity: We believe everyone should be treated with dignity, respect, honesty and fairness regardless of their lifestyle.

Safety: We believe that everyone has a right to work and receive services in a safe, secure, and non-violent setting.

Independence: We will offer services to foster independence.

Community: We value our reciprocal relationship with the wider community of Edmonton and the support each provides.

Transparency: We will conduct business as a responsible member of the community, valuing transparency of decision-making and protection of individual privacy and confidentiality.

Diversity, Equity and Inclusion: We respect and include everyone – recognizing that we are all deserving of fair treatment.

PRESIDENT'S REPORT

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“I have learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.”

-Maya Angelou

The Seniors we serve come to us with hope in their eyes and a story to tell. They have led interesting and productive lives and are willing to share their tales. They come from various backgrounds, from oil rig workers to business executives, but they all have one thing in common...they have all fallen on difficult times. OFSS offers services and housing to these lost souls. The Seniors come to us and we give them a warm place with a friendly smile and a gentle hand. I would like to acknowledge the Seniors we have lost this past year and thank them for allowing us to be part of their lives. We are all richer for the privilege.

Our staff give of themselves each and every day and are a huge part of the foundation of this Agency. Thank you for all the ways you make our Seniors feel welcome and valued.

I would like to say a special thank you to the people who help me, beyond measure, in my position on the Board of Directors. My fellow Board members are a group of dedicated people who give freely of their time and energy to a very worthy cause. They are a joy to know and a pleasure to volunteer with.

Thank you to everyone involved with OFSS for this past year and I look forward to exciting things to come for the Agency and the Seniors we serve.

Until Next Time.....

A handwritten signature in black ink, appearing to read 'A. M. ...', written in a cursive style.

President, Board of Directors
Operation Friendship Seniors
Society

EXECUTIVE DIRECTOR'S REPORT

I would like to begin by stating that serving as the Executive Director of Operation Friendship Seniors Society (OFSS) remains an honor. Our objective is to raise the standard of living for seniors living in inner-city Edmonton. It serves as our directive, our primary goal, and driving force behind all of our choices and actions. In order to satisfy the demands of the expanding community around us, the organization has established a network of programs and serves that keep growing and changing. Being able to contribute to the ongoing development of these programs and services is a true privilege.

With over 56 years of dedicated service to Edmonton's elderly population, Operation Friendship Seniors Society (OFSS) is proud to offer not just housing, but a full spectrum of support designed to enrich the lives of seniors. Our commitment goes beyond providing affordable, high-quality accommodations available every day—it's about ensuring dignity, care, and community for each individual we serve.

In the face of growing concerns like homeless encampments, OFSS stands as a pillar of hope and advocacy for vulnerable seniors. Our services are thoughtfully tailored to address the complex needs of this population, including housing solutions, mental health support, and proactive outreach. Our mission is clear: no senior should face homelessness or be left without the care they deserve.

By offering safe, cost-effective housing options and vital services, OFSS empowers seniors to rebuild their lives with stability and confidence. Through compassionate engagement and resource connection, we help individuals regain their footing and restore their sense of dignity. Our work is strengthened by partnerships with government agencies, local organizations, and a network of dedicated volunteers. Together, we embrace a holistic strategy to reduce and prevent senior homelessness, striving to build a city where every older adult has the opportunity to thrive in safety and community.

While core funding remains essential to our operations, we continuously seek the support of individuals and businesses who align with our mission and wish to help expand the impact of our programs. We extend heartfelt thanks to all donors—individuals, foundations, companies, and organizations—whose generosity makes our work possible and meaningful.

We extend our heartfelt appreciation to the Board of Directors for their passion, insight, expertise, and generous contributions. Your steadfast commitment to driving positive social change for the well-being of older adults is both inspiring and deeply valued.

Our management team and dedicated staff remain unwavering in their mission to provide safe, affordable housing and essential services to seniors in Edmonton's inner city. We are truly thankful for the dedication, compassion, and hard work each team member brings to our shared vision.

Looking ahead, we are placing renewed focus on deepening our support for seniors, strengthening collaboration, and building stronger connections with our stakeholders. These efforts will help us enhance and evolve our programs and services even further.

While health, family, friends, community, and colleagues are all vital parts of life, it is the meaningful relationships we cultivate that truly bring richness and purpose to our journey. It's those connections that make all the difference.

To all the seniors I have come to know, thank you for giving my day purpose.



Leadership Team, 2025

Gail Sopkow

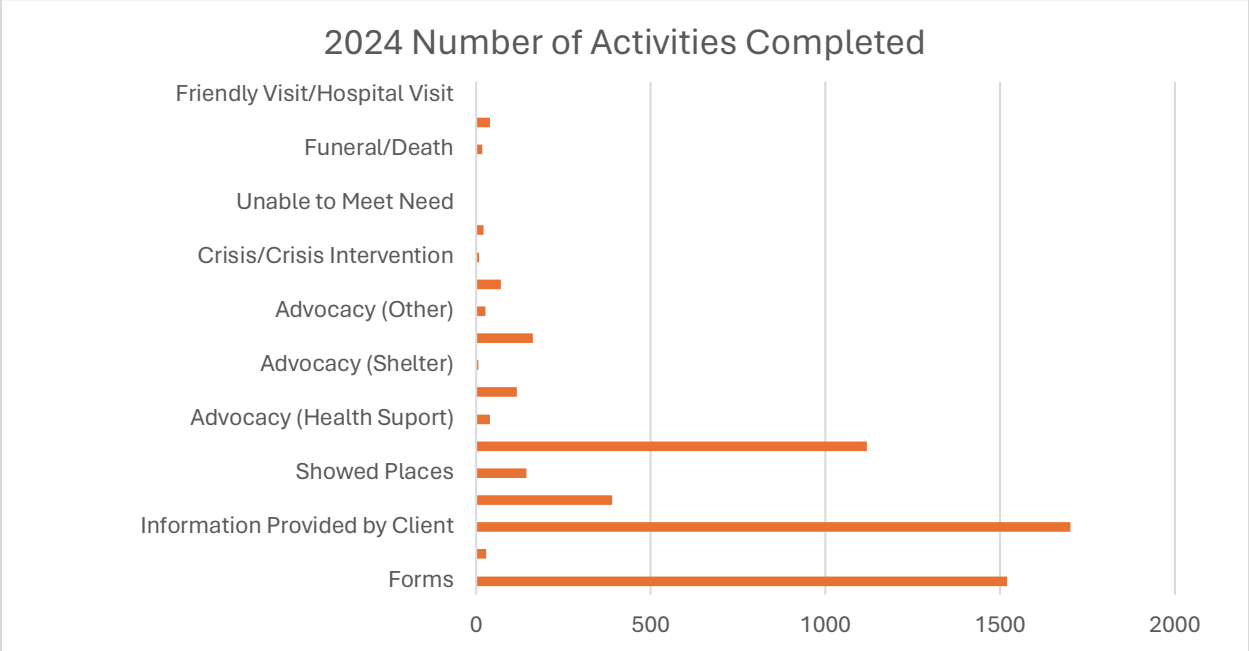
DIRECT SERVICES

The Direct Service Team is led by the Client Services Program Manager who works alongside three Geriatric Community Support Worker. The Direct Service Team continues to provide services to both seniors who reside in OFSS facilities and those residing in the surrounding community.

Geriatric Community Support Workers work alongside seniors in our community by providing guidance and support, through advocacy, information, referrals, and the completion of forms, in meeting the senior's identified needs. The Outreach team also assists seniors looking for housing. The housing needs of each senior are assessed: while some may choose to have their names placed on a waitlist for our facilities, others may choose to access other community housing options with assistance from the worker in making connections and completing applications.

The focus of the programs is to proactively prevent crises, improve quality of life, and foster independence and autonomy in the lives of those with whom we work. The Geriatric Community Support Program has served 1643 service users this past year.

Many thanks to the incredibly hard-working Direct Service Team in their continued commitment and dedication to the seniors in our community!



Cecilia Romero
Client Services Program Manager.

VOLUNTEER PROGRAM

2024 was a year of continuous growth for the volunteer program. It has now been 5 years since Covid, and we are finally seeing the volunteer program getting back to normal. We have worked hard to work with our volunteers and groups to find alternative ways to continue to help our agency. Not everyone likes change, but we have listened to everything in order to find what they are looking for and what they want to get out of volunteering. The volunteer program is always thinking outside the box and looking for new and fun ways to get our volunteers involved. Finding out what our groups, senior volunteers and community volunteers are passionate about is the key.

The volunteer program is thriving in new projects that will help us grow and build in 2025. We continue to have the #OFSSBottleDrive that was started before the pandemic. Other campaigns include #StockingStuffersforSeniors, #OperationUndies and #Socktober – We now have groups and individuals that get super excited about these campaigns and look forward to them every year. We continue to get out in the community and get people excited about everything we do during the year. We also have a strong social media presence online and have many friends in media to help spread the word. No matter what is on the calendar or what is going on with our agency, it's the excitement and passion that brings our volunteers together wanting to make a difference not only for our agency but the community.

We are also very excited to continue to work with the CSL Program at the U of A, giving students a chance to do their practicum with our agency. They get to experience everything from our community projects, to helping with the recreation program, to helping at the distribution center and our other buildings. They come in with smiles, positive attitudes and a zest for life. We also find that a lot of them are continuing after they are done their practicum hours with us. Staying on because of the experience they have had through school which is so cool to see.

This past year has come with many changes to the agency, but with change come exciting new opportunities. We are excited to grow the volunteer program and take it to a place that it has never been before. Volunteering is the greatest gift you can give, and we are so blessed to have the most amazing volunteers and support from our groups. From the bottom of our hearts, we thank them for what they do for our agency and for our seniors.



Jimmy Morrison
Community Relations Manager
Facebook – Operation Friendship Seniors
Society (OFSS)
Twitter - @OFSS1969



HOME CARE SERVICES

Program at Operation Friendship Seniors Society (OFSS) has experienced an exciting and productive year, marked by significant positive changes and growth. These improvements have directly enhanced the quality of care and services we provide to the seniors in our community.

Since OFSS signed a new contract with Alberta Health for the Homecare Program in January 2024, we have made important updates to our staffing model, allowing us to expand and strengthen our team. We are proud to now have three full-time Licensed Practical Nurses (LPNs) working alongside our existing staff. This increase has enhanced both our clinical support capacity and our ability to respond effectively to the complex and evolving needs of our residents.

Our current Homecare team consists of:

- 1 Homecare Manager
- 3 Full-Time LPNs
- 2 Casual LPNs
- 11 Full-Time Health Care Aides
- 2 Part-Time Health Care Aid
- 6 Casual Health Care Aid

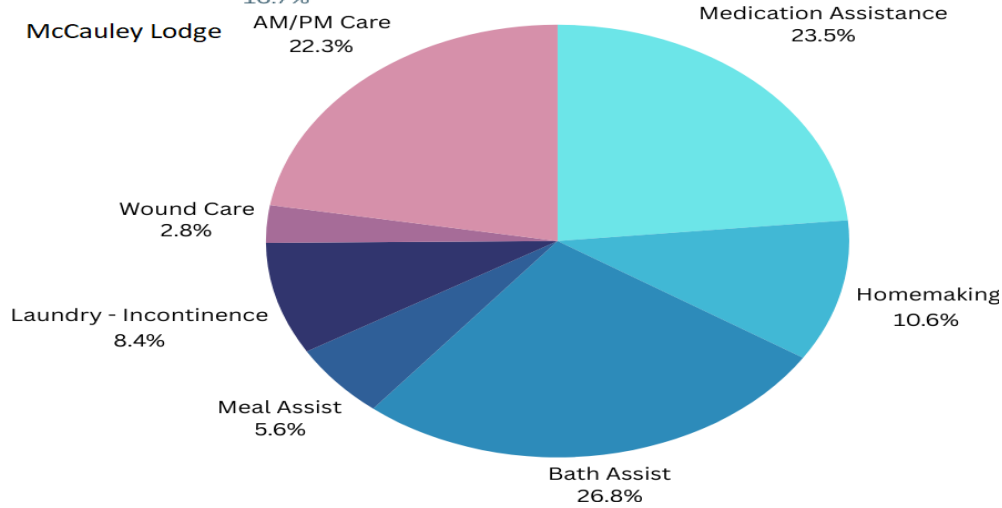
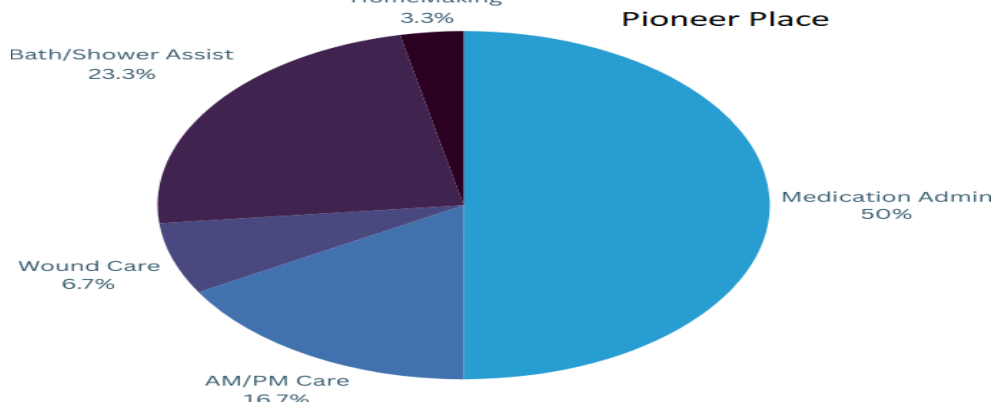
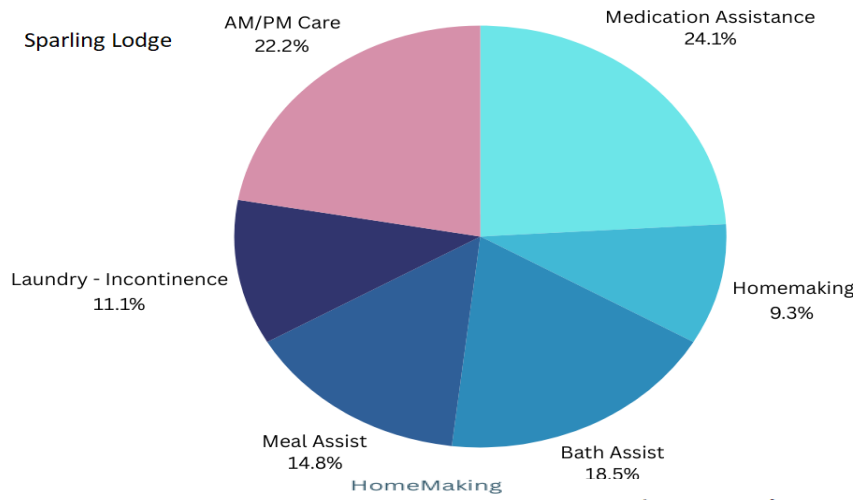
Together, this skilled and compassionate team provides comprehensive care to residents living at Pioneer Place, Sparling Lodge, and McCauley Lodge, with services available daily from 7:00 a.m. to 11:00 p.m. This schedule ensures that our clients receive consistent, reliable, and timely support throughout the day and evening.

Although we initially approached these staffing changes with some uncertainty, the results have been overwhelmingly positive. The additional staffing has significantly expanded our capacity to offer more services and deliver personalized care to our residents. More staff means more time, more attention, and better responsiveness to the unique needs of each client. We have already seen how these changes have improved both the quality of life and overall wellbeing of the residents we serve.

We are also very pleased to have recently welcomed Dr. Rose to our care team. Dr. Rose visits once a month to attend to unattached clients — those without a family physician. This valuable service ensures that no resident is left without access to essential medical care, further reinforcing our commitment to comprehensive, inclusive, and accessible support for all seniors in our programs.

Additionally, we're proud to report that our Homecare Hours have finally reached the level necessary to meet the growing demands of our program. This milestone ensures that we can consistently deliver the right amount of care and attention to support residents safely and comfortably within OFSS's lodges.

These achievements reflect the dedication of our team and the ongoing commitment of Operation Friendship Seniors Society to improving the lives of seniors in our community. We are extremely proud of the progress made this year and look forward to building on this momentum in the year ahead.



miranda hawkins

Miranda Hawkins
Homecare Manager

COMMUNITY DISTRIBUTION CENTRE

Our Distribution Centre continues to assist community seniors by providing necessities such as clothing, toiletries, footwear, blankets and housewares. Meeting new seniors within the community also offers an opportunity to reach out and refer them to our Outreach team for other services as needed that they might not know are available. Our seniors have received much-needed items, and we know that there is a real need for this service for seniors from all socio-economic backgrounds.

Within the Centre, we have amazing volunteers! These are individuals, groups, and seniors who give their time and energy to help staff at OFSS and the clients that we serve-we recognize their importance to our success and would like to say thank you!!

Our Community Distribution Program continues to grow and expand and within this program we have been able to meet and collaborate with other inner-city and area organizations such as The Norwood Family Resource Centre, St. Nicholas J.H.S., St. Faiths Anglican Church, The Bissell Centre, Urban Manor and the Royal Alexandra Hospital.

Our Centre relies on donations year-round. From community members and groups-many people reach out because they want their donations to support seniors specifically and many have been supporting us for years. We are grateful, and we know the seniors are too! Donations and funding to OFSS support this program and allow us to continue serving Edmonton's seniors.

We are lucky and thankful to work with such supportive donor partners: Alberta Retired Teachers Association, Alberta Realtors Foundation, Deloitte, The Rotary Club, Enbridge, Community Avenue Living Foundation, U of A, EPCOR, Shell, Save On Foods, ABLE, City of Edmonton, London Drugs, The Kinsmen and Kinnette Clubs, TD Bank, Scotia Bank, Eddie Bauer, Royal Glenora Club, Remax, Rise Republic, Miseracordia Nutrition Services, Ottwell United Church, Craft YEG, as well as countless others-thank you to all for your support!



A handwritten signature in black ink, appearing to read 'Karen Almas'.

Karen Almas
Community Distribution Centre Manager

HOUSING FACILITIES



1. Sparling Lodge
2. Hutton Place
3. McCauley Lodge
4. Alliance Manor II
5. Alliance Manor I
6. Pioneer Place

ALLIANCE MANOR

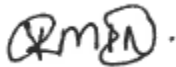
It is very important that we recognize the organizations and individuals that once again come through with donations and financial support to maintain and improve the services for our tenants. We would like to thank London Drugs and their extremely generous customers for all their support for our seniors this year. They filled stockings for all the tenants at Alliance Manor Apartments.

Big thank you to Vets Group and 1095607 Alberta LTD. for maintaining the regular maintenance and repairs to our buildings and Orkin Canada deserves acknowledgement, for providing us with proper pest control. We also appreciate Dial Locksmith for all our lock and door repairs. As well as Crystal Glass for all our window replacements and repairs. Another thank you to Berretta Security for keeping our buildings safe after hours.

Alliance Manor Apartments had repairs done to damaged windows, window cranks, handles, screens, doors and locks. We also replaced and repaired some refrigerators, stoves, sink faucets, lights, and many other minor repairs. Our tenants are very pleased with the work that has been done.

I want to thank our custodian for his hard work and efforts in keeping the buildings clean and safe.

We look forward to the upcoming year and are delighted to have the opportunity to continue to work towards new goals and new ideas in trying to reflect our name in everything we do.



Carmine Antonucci
Site Manager

MCCAULEY LODGE

Throughout the fiscal year, our team members have put their best effort to deliver services to our residents including meals and snacks, housekeeping, maintenance, welfare checks, mail and client trust, and recreation. All assistance was provided, nurturing independence and presenting a choice of better quality of life to fulfill our Agency mandate.

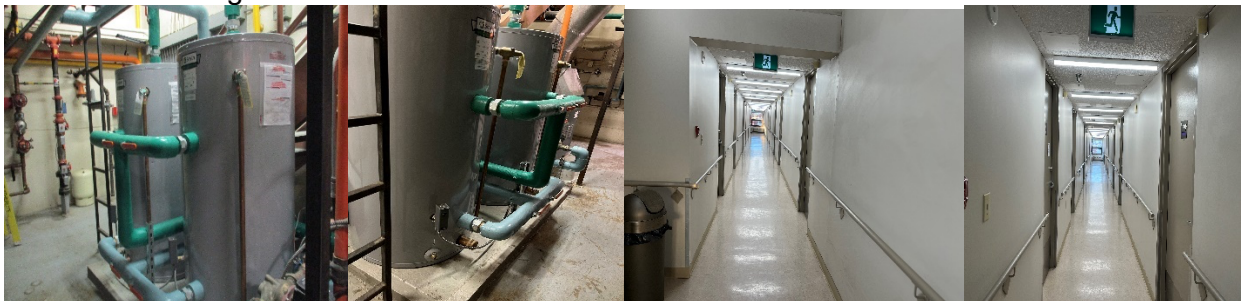
One of the most popular recreational activities was the free haircuts at The MC College Beauty School downtown. The staff at this great organization took the time and work to stimulate our residents' self-image by providing professional haircuts.



The volunteers' groups have done a wonderful job by sponsoring meals. This past year we had the Ansgar Lutheran and Grace United Churches funding stew lunches. And the Rotary Club of Edmonton Riverview funded a Christmas ham meal and delivered gifts for the residents.



The most significant maintenance related building improvements completed around the end of the year were the replacement of the domestic hot water storage tanks and the fluorescent light fixtures for LED light fixtures.



A handwritten signature in black ink, appearing to read 'W. Maravilla'.

William Maravilla
Site Manager

SPARLING LODGE and HUTTON PLACE

The time has flown by. We have made it through another year. Very much the same as last year we saw some long-time residents move on or pass away changing the dynamics of our little lodge. Some new residents have posed some challenges but working with the support of the management team we are getting through it. We have a lot more readers and jigsaw puzzle enthusiasts. It is nice to walk into the dining room and see it being used for recreation purposes.

The security measures implemented last year seem to be effective, and we have less unwanted guests jumping the fence. We are still experiencing mailbox vandals and side door "abuse".

VETS continues their excellent work with the all-over building maintenance of both Sparling and Hutton. Their staff are always courteous, respectful and are always patient with the residents.

The big projects for the Sparling Lodge this last year were new furniture, new dining room chairs, and new tabletops. It really makes the place look smart. We added a new wall to the dining room making an unloved place into a functional and much needed storage unit. Most people mention that it looks like it should have always been there and blends in well. We made some adjustments to the space beside the nursing office and have turned that area into a bright library complete with book-themed decor and signs. At Hutton, we have now completed all the flooring renovations in the suites replacing the old tile or damaged linoleum or repairing the newer flooring where needed. To keep the building secure we removed a main floor window that overlooked the back alley.

Bed bugs and cockroaches. Sparling remains, for the most part, bed bug free and cockroaches are a very minimal problem. Hutton had two months of inspections with no activity. So, while it is something we will always have to deal with, the attack strategy we have employed seems to be effective.

We are looking forward to the summer and getting out into the backyard for planting and recreational activities. Some of our new residents at both Sparling and Hutton have expressed interest in gardening and it is nice to see the enthusiasm. I like to encourage the mingling between the two buildings. It has also been nice to see visitors coming for special events from the other facilities as well.

A handwritten signature in black ink, appearing to read 'Emma Hardy', written in a cursive style.

Emma Hardy,
Site Manager

PIONEER PLACE

Pioneer Place currently houses 170 seniors, and over the past year, we welcomed twenty-nine new tenants! The vacancy rate in 2024 has remained low and the request for housing is constant, this is the result of less affordable housing in this community.

The home care services, the Outreach, and recreation programs offered at Pioneer Place continue to be very instrumental to management in providing tenants with the extra support needed to maintain their independency.

The volunteer program organized a winter carnival which had a good turnout, the idea is to continue every winter. Also, Kingsmen has been sponsoring some special meals for our tenants. During the annual suites and building inspections, the building continues to be in good condition despite its age, our maintenance has been keeping up with the repairs needed.

The service agreement with VETS continues to be of great value for management, and their prompt, knowledgeable and professional services are greatly appreciated.

Some of the projects we were able to complete this year: lights were replaced with LED on the main floor common areas and hallways. Upgraded and installed more surveillance cameras. The parking lot and the backyard fence were upgraded.

Once again, the Rotary Club donated funds to purchase flowers for the summer.

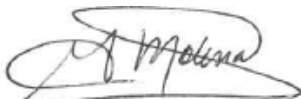
We continue to provide our tenants with security services in the evenings and 24 hours on weekends. As well as our partnership with the Crime Free Multi-Housing Program continues.

I would like to acknowledge Pioneer Place staff; for their exceptional effort and dedication in keeping Pioneer Place clean and well maintained and for always treating tenants with courtesy and respect.

My deepest gratitude to our dedicated volunteers who put many hours of their time either shoveling snow, watering the plants, picking up outside garbage, helping prepare and serve meals.

Most of all, our gratitude to Pioneer Place residents for making our job a pleasant one! As one tenant describes our building, "Wonderful place to live, lots of activities and very friendly environment."

I am very much looking forward to another fulfilling year.



Gladis Molina,
Site Manager

SCHEDULE OF DEPARTMENTAL REVENUES AND EXPENSES - CURRENT YEAR
(Schedule 1)
YEAR ENDED MARCH 31, 2025

	Programs (Schedule 3) \$	Housing Facilities (Schedule 4) \$	Total 2025 \$
REVENUES			
Rentals, utility recoveries and other	2,400	2,385,709	2,388,109
Alberta Human Services	-	1,305,830	1,305,830
Alberta Health Services	1,386,611	-	1,386,611
Alberta Seniors - Facility	39,200	1,351,479	1,390,679
Meal income	-	409,923	409,923
Family and Community Support Services	222,883	-	222,883
Designated grants	-	65,960	65,960
United Way	56,544	-	56,544
City of Edmonton - Seniors Operating Grant	40,000	-	40,000
Southminster United Church	4,500	-	4,500
	1,752,138	5,518,901	7,271,039
EXPENSES			
Wages and benefits	1,592,453	2,110,252	3,702,705
Minor equipment, repairs and maintenance	5,500	1,182,907	1,188,407
Telephone and utilities	8,629	572,060	580,689
Food, recreation and related supplies	20,165	428,184	448,349
Security personnel	-	291,561	291,561
Office, postage and bank charges	96,225	81,570	177,795
Professional fees	134,387	13,289	147,676
Insurance	39,276	87,966	127,242
Amortization	-	114,973	114,973
Rental	60,000	13,880	73,880
Designated grant expenditures	-	65,960	65,960
Automotive and travel	6,471	11,115	17,586
Conferences, training and dues	4,752	8,039	12,791
Advertising, promotion and public relations	2,899	3,148	6,047
Mortgage interest	-	5,779	5,779
	1,970,757	4,990,683	6,961,440
OTHER REVENUES			
Investment income (loss)	-	202,419	202,419
Donations and fundraising	63,014	-	63,014
Bingo and casino	22,613	-	22,613
	85,627	202,419	288,046
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES FOR THE YEAR	(132,992)	730,637	597,645

OPERATION FRIENDSHIP SENIORS SOCIETY
SCHEDULE OF DEPARTMENTAL REVENUES AND EXPENSES - PRIOR YEAR
(Schedule 2)
YEAR ENDED MARCH 31, 2024

	Programs (Schedule 3) \$	Housing Facilities (Schedule 4) \$	Total 2024 \$
REVENUES			
Rentals, utility recoveries and other	750	2,074,791	2,075,541
Alberta Human Services	-	1,305,830	1,305,830
Alberta Health Services	939,591	160,732	1,100,323
Alberta Seniors - Facility	-	1,012,353	1,012,353
Meal income	-	413,909	413,909
Family and Community Support Services	225,028	16,299	241,327
Designated grants	-	184,326	184,326
United Way	111,637	-	111,637
City of Edmonton - Seniors Operating Grant	40,000	-	40,000
Southminster United Church	4,500	-	4,500
	<u>1,321,506</u>	<u>5,168,240</u>	<u>6,489,746</u>
EXPENSES			
Wages and benefits	1,424,113	2,108,290	3,532,403
Minor equipment, repairs and maintenance	545	935,484	936,029
Telephone and utilities	11,783	531,101	542,884
Food, recreation and related supplies	736	384,892	385,628
Designated grant expenditures	-	184,326	184,326
Office, postage and bank charges	87,698	43,031	130,729
Security personnel	-	120,128	120,128
Insurance	27,837	88,149	115,986
Amortization	-	113,380	113,380
Professional fees	105,759	3,919	109,678
Rental	60,000	23,919	83,919
Conferences, training and dues	2,750	12,270	15,020
Capital replacement fees	-	14,971	14,971
Automotive and travel	4,908	6,020	10,928
Mortgage interest	-	7,371	7,371
Advertising, promotion and public relations	3,511	139	3,650
Allocation of administration costs	(256,920)	256,920	-
	<u>1,472,720</u>	<u>4,834,310</u>	<u>6,307,030</u>
OTHER REVENUES			
Investment income	-	185,652	185,652
Donations and fundraising	73,741	-	73,741
Bingo and casino	32,302	-	32,302
	<u>106,043</u>	<u>185,652</u>	<u>291,695</u>
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES FOR THE YEAR			
	<u>(45,171)</u>	<u>519,582</u>	<u>474,411</u>

Contact Us:

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