



# ANNUAL REPORT

2015-2016

# creating impact

In 2015-16, we completed our Strategic Plan (2016-18), maintained all programs and received new funding to expand our wings. We welcomed back the Nickle Family Foundation & their support for school programs and were grateful for new support from the Galvin Family Foundation. We found creative new ways to meet increased demands for programs. For the first time, we actively pursued the use of interns. The SCiP program and the Alberta Youth Internship Programs (YIP) combined provided us with 6 interns who took charge of IG Day events and helped launch 2 successful initiatives, Seniors Secret Valentines and MusicLINKS. The latter was so successful that it attracted further financial support from Agrium and the Society for Canadian Studies and Youth Enrichment. In 2015, Elizabeth Bowes visited us from Canmore. She wanted us to know that when a good friend of hers passed away, the pastor was able to deliver her friend's eulogy using our Biography Guide. Ever since then she has been passionate about sharing our Biography Guide with her community in Canmore! Our work in the East Village also began to bear fruit; new seniors attended events and a core group of them now feel sufficiently confident to organize a Seniors Council so that their voices are heard in the community. During the year, we also witnessed the most profound impact of our work in the form of a beautiful young person named Regina. An alumni of our intergenerational school program 9 years ago, Regina helped establish the LINKages U of C Chapter and later joined the LINKages Board as Board Secretary. She became so inspired by LINKages' potential that she resigned her Board position to become a staff member. She was particularly inspired by MusicLINKS and its life-changing impact on seniors and youth wellness. Tragically, in June 2016, we lost Regina to a road accident at the young age of 24. Her loss will forever be felt at LINKages, but her legacy lives on.

In 2016-17, we look forward to new collaborations with the Government of Canada, Canadian Heritage, Alberta Health Services, expansion of MusicLINKS and supporting seniors in the East Village to be active contributors to their community. We will continue to innovate, improve impact and be thought leaders in intergenerational programs and practices.

Sophie Sapergia | Board Chair President

Mae Chun | Executive Director  
*LINKages Society of Alberta*



## Board of Directors

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Maria Block  
*Director*

Sheryl Philips  
*Director*

Mae Chun  
*Executive Director*

# School Programs

TOTAL STUDENT VOLUNTEERING HOURS

7200



## IMPACT

363 STUDENT PARTICIPANTS

161 SENIOR PARTICIPANTS

710 STUDENTS ATTENDED INFORMATION SESSIONS

50+

ADULT VOLUNTEERS

476 STUDENTS APPLIED

### 2015 - 2016

Our school programs impacted and transformed more than 500 students and seniors. We were deliberate in creating activities and content to ensure that students remained engaged and seniors felt a sense of contribution, value and belonging. Our efforts were rewarded when, at the end of the school year, we received the following feedback:

OLDEST VOLUNTEER IS

98 YEARS OLD

YOUNGEST VOLUNTEER IS

11 YEARS OLD

PARTICIPATING SCHOOLS & CARE CENTRES

15

MONTHS OF COMMITMENT

8

### School **Liaison**

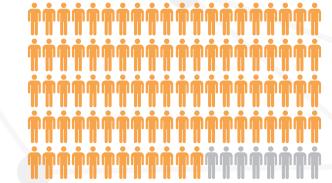
When school liaisons were asked, "Have you noticed positive growth and development in the students?", 92% answered YES. One comment was, "Some students found "extended family" in their seniors and it gave them a sense of purpose, value and belonging. It developed a deeper appreciation between the generations, promoting patience and understanding, as well as a broader view of their worlds".

### Care Centre Liaison

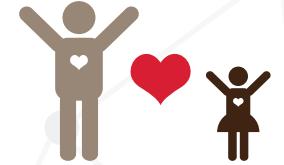
From a care centre liaison who answered the question, "Have you noticed improved sociability and general well-being in the residents?" The response was YES for 89% of respondents and one comment was, "Yes! It did increase the sociability in certain residents that were refusing to engage in other programs. And in some residents it appeared to improve their mood and general well-being after a visit with the students. They really looked forward to the visits."

# School Programs

POSITIVE GROWTH AND DEVELOPMENT IN STUDENTS



92%



IMPROVED SOCIABILITY AND WELL-BEING IN RESIDENTS

89%



# School Programs

## MusicLINKS

MusicLINKS is a music-based intergenerational program where students create a customized collection of songs for their senior friend through regular engagement, interaction and exploration over a period of time. As a result, seniors are able to enjoy their favorite tunes, downloaded on an iPod, at all times.

In 2015-16, LINKages piloted MusicLINKS successfully at the St. Stephen School & AgeCare Glenmore care centre with 20 students and 10 seniors. Through this pilot, staff and students were able to witness the powerful impact music has in bringing joy and improved well-being to seniors.

"I couldn't live in a world without music" said John, 85 year-old senior participant.



Beloved **Regina Huh**



From school program participant  
To LINKages Board member  
to LINKages staff  
who started MusicLINKS  
Deeply missed 1992-2016

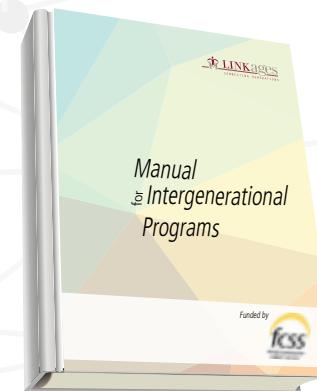
# School Programs

## LINKages Intergenerational **After School Programs**

Funded by FCSS, LINKages provided structured & impactful intergenerational after-school activities for both junior and senior high school students in Calgary. Research has demonstrated the critical importance of providing high quality after-school programs for youth. In particular, *"intergenerational programs have been found to increase personal and social development, decrease social isolation, and reduce negative stereotypes and attitudes for both seniors and younger generations."*



## Manual for **Intergenerational Programs**



Thanks to funding from FCSS, LINKages had the opportunity to revise and update its Manual for Intergenerational Programs, a popular guide for starting IG programs, from recruitment to training, to program delivery and evaluations. The new manual features new content targeted towards serving the vulnerable youth population, along with new activity ideas and best practices in IG programming that produce impactful and long-lasting outcomes for both youth and senior participants.

# Community Initiatives



## 5th Annual Intergenerational Day

June 1, 2016

**350+**

CALGARIANS ENJOYED OUR  
INTERGENERATIONAL DAY  
CELEBRATION @ STEPHEN AVE.

Featuring Bow Valley College volunteers, a seniors' jazz band, the Harmonaires, First Nations dance and flute entertainment and a U of C youth band.

**150+**

SENIORS ENJOYED OUR  
INTERGENERATIONAL DAY  
CELEBRATION @ EAST VILLAGE

Featuring more than 30 U of C volunteers who treated the seniors to a fun-filled day of music, entertainment, prizes, socializing and an outdoor barbeque!

## Community Initiatives

### IG\* 101

Thanks to funding from **The Calgary Foundation**, we were able to connect more than 100 youth and seniors through individual visitations and other social activities.

**Impact:** A social worker knew of an isolated German-speaking senior who lives in the Shawnessy area and asked if we could find her a German-speaking visitation partner. To our amazement, we found a U of C student who lives in that area and who is also desperately trying not to lose her German roots and culture! Ursula and Anya have been visiting regularly since.

Social interactions are an important component of IG\*101 since having interactions with the larger community complements individual visitation.



### LINKages University of Calgary Chapter

Hosted 11 events, beginning with Games & Mingle and ending with a hugely successful potluck social that was attended by more than 100 seniors. Thank you **United Way**, for making this possible.

**257** STUDENT VOLUNTEER  
HOURS

**346** SENIORS EXPERIENCED  
IMPROVED  
SOCIALIZATION

**11** EVENTS HOSTED



### Canada 150

Courtesy of funding from **Canadian Heritage**, LINKages is proud to be part of Canada 150 through the Youth Take Charge program where youths of all ages take a lead role in organizing and implementing intergenerational learning activities and events to celebrate the history and heritage of Canada.



# Community Initiatives

## Seniors Secret Valentine Project

The valiant efforts of 2 SCiP interns from the U of C made it possible for LINKages to deliver a deeply impactful Valentine's day surprise for some 129 seniors in Bowness. They crowdfunded, sourced for donations, rallied their peers and exceeded all expectations! Community Natural Foods donated over 600 bars of organic soap; Bow Valley students helped with assembling gift bags; youth from the Boys and Girls club spent a fun-filled afternoon with the seniors and musicians from the University of Calgary provided uplifting tunes that seniors and youth danced to!



## LINK

### Linking Intergenerational Needs & Knowledge (since 2004)

Courtesy of funding by Cenovus and Husky, LINKages IG trainers were able to share intergenerational practices with service providers in Bonnyville, Cold Lake, Bassano and Grande Prairie.



# Capacity Building

The last fiscal year was one of consolidation and strengthening after successfully completing a year of transitions, reorganization and renewal. The following organizations played a pivotal role in our transformation:

### Social Venture Partners

Provided operational funds as well as innumerable resources for all areas of LINKages operations from Governance, HR and Sustainability to IT, Finance and Programming. Through SVP, we achieved staffing stability, strong governance, improved programming impact, streamlined operations and increased revenues.

### The United Way GAIN team

With help from the United Way GAIN team, we received full and continuous support in the development of our new Strategic Plan for 2016-2018. Additionally, the Executive Director received year-long, executive coaching from its executive coaching team.

### First Calgary

With funds provided by First Calgary, LINKages was able to engage an external consultant to guide LINKages Board and Management through successful strategic planning sessions and eventually created a brand new Strategic Plan for 2016-2018.

## LINKages Audited Financials

### Statement of Operations Year ended June 30, 2016

	2016		
	General Fund	Restricted Fund	Total
<b>Receipts</b>			
Foundation and Agency Donations	\$ 160,891	\$ -	\$ 160,891
Government Grants	72,259	-	72,259
Corporation Donations	50,536	-	50,536
Individual Donations	3,297	-	3,297
Donation in kind	2,330	-	2,330
Interest Revenue	972	-	972
Care Centre Donations	-	-	-
Casino Revenue	-	75,295	75,295
	<u>290,284</u>	<u>75,295</u>	<u>365,579</u>
<b>PROGRAM EXPENSES</b>	303,327	-	303,327
<b>GENERAL AND ADMINISTRATIVE EXPENSES</b>	28,659	26,616	55,275
<b>TOTAL EXPENSES</b>	<u>331,986</u>	<u>26,616</u>	<u>358,602</u>
<b>EXCESS (DEFICIENCY) OF RECEIPTS OVER EXPENSES</b>	\$ (41,701)	\$ 48,679	\$ 6,977

# Thank you

Each year we benefit from the generosity of funding partners with whom we work collaboratively to achieve lasting impact. Apart from the organizations below, we are also extremely grateful to donations from **individuals** and **family foundations** whose support meant that we could invest resources in innovation, impact measurements and reaching out to under-served areas. On behalf of the youths and seniors whose lives have measurably improved as a result of your support, WE THANK YOU!

Canada 



United Way  
Calgary and Area



THE CALGARY  
FOUNDATION  
FOR CALGARY FOREVER



nexen  
A CNOOC LIMITED COMPANY

cenovus  
ENERGY



Calgary  
Poppy  
Fund



Human Rights  
Education and  
Multiculturalism  
Fund

Travel  
Alberta  
Canada 



SVP  
SOCIAL VENTURE  
PARTNERS

Husky Energy



THE MANOR VILLAGE  
LIFE  
CENTERS

Alberta Health  
Services



Innovation, Science and  
Economic Development Canada

Innovation, Sciences et  
Développement économique Canada



ATA Local 55

Agrium

NICKLE FAMILY  
FOUNDATION



FRIENDS  
of the  
COLONEL  
BELCHER  
SOCIETY

FOUNDATION FOR  
SENIORS' CARE  
"Hearts of Excellence"



Roman Catholic Diocese of Calgary

Alberta 

firstcalgary  
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