



2020/2021

ANNUAL REPORT

LAKE COUNTRY HEALTH SOCIETY



MESSAGE FROM THE PRESIDENT

During my first year as Lake Country Health (LCH) Board President, we faced unprecedented challenges as a community and as an organization. Despite this, LCH continued to deliver our services and connect our community members to the services they need. In a time of shifting landscapes, I'm grateful to everyone who ensured that LCH remained a constant our community could count on, under the skillful leadership of our Executive Director, Melissa, and with the support of our employees, volunteers, board members and partner organizations.

Over the past few years, we have seen significant growth in Lake Country, resulting in more complex and emerging community health needs. Our Board spent the better part of 2021 developing a new strategic plan, to prepare for continued growth. The upcoming year will see our focus shift to fundraising and community engagement.

This year we bid farewell to two long-time Board members: Shannon Paul-Jost and Lynne Blake. Their contributions to LCH are immense and innumerable. On behalf of the Board, I thank them both for their contributions to the organization, and especially to advancing our ability to bring a Community Health Center (CHC) to our community. I also extend thanks to all the Directors of Lake Country Health for their dedication to our organization, as well as our partners for their ongoing support.

Our team of devoted employees continued to lead programs amidst the pandemic - pivoting whenever necessary. Melissa has also been working closely with Interior Health and the Ministry of Health as LCH prepares to establish our CHC. A highlight this year was the timely programming Melissa initiated to promote mental health, as well as harm reduction awareness and education, including a well-received Speaker Series. This speaker series will continue into 2022 and I encourage you to visit our Upcoming Events page on our website for more information.

Opening a CHC will bring new opportunities and challenges - I believe we are poised to meet these with the support of our community and partners. I feel fortunate to volunteer alongside such a committed group of people. Thank you again to all of those who have supported us over the past year and best wishes for a healthy 2022!

-Lisa Ranken

WHERE WE STARTED

1980

A group of women concerned about "welfare, health and education" in Lake Country, formed a committee to address the issues.

Started the first "Wheels to Meals" and "Meals on Wheels" program and the Seniors Bus Society in Lake Country.

1986

Lake Country Health Planning Society successfully lobbied to get ambulance services in Lake Country.

1990

The Society recieved their first grant, to help assist with costs of their meal programs.

2020

Lake Country Health employs four professional staff and 17 volunteers, who provide services to over 150 clients.

The organization begins to offer a number of new programs, and initiates the search for a new Community Health Center location.



2021 HIGHLIGHTS

126

Rides provided for seniors, to medical appointments and errands, helping them maintain their health and independence.

17

Caregivers received ongoing services, and support through our holistic Caregiver Support Program.

16

People were connected to supportive or affordable housing services through our office.

36

People had their tax returns completed for free, and were as a result were able to access government supports.

22

Seniors were taught how to use a laptop or tablet, and helped to get online during the isolation of COVID lockdowns.

40

People who were residing as migrant farm workers in Lake Country were supported in access medical care, translation, or basic personal items, like clothes.





OUR PROGRAMS

The community of Lake Country has been changing and growing steadily over the last five years, and Lake Country Health remains committed to meeting the needs of the evolving community.

This year, Lake Country Health expanded the operating hours of the resource center office, which is now open Monday to Friday, 9:00-4:30.

LCH began offering a tax clinic program, whereby lower income residents could have their tax return completed for free by trained volunteers.

LCH continues to offer seniors fitness classes, changing it up this year by doing both indoors and outdoors classes.

LCH has started to support migrant farm workers this year, providing translation, hygiene items, and rides to medical appointments.

LCH also began offering mental health programming, including expert speakers and workshops, and peer support groups.

LCH is well recognized as a trusted provider of services for seniors, through programs like "Better at Home," or our volunteer rides program. We continue to offer low cost transportation, housecleaning and yard work.

We also began offering online programs for seniors, including social time, games and speakers. We also developed online fitness classes.

Lake Country Health helps seniors get connected online, through one on one Tech Angels training and a tablet loan program.

If there is a need in the community, LCH continues to be willing to try new initiatives to meet those needs.



OUR PARTNERSHIPS

Lake Country Health Society is fortunate to work with a number of volunteers and other organizations. People who are passionate about helping our community thrive. Here are some highlights from recent collaborations.

The United Way of British Columbia funds a number of the programs we offer, and also provides staff expertise and regional networking.

The Kelowna Community Resource center (KCR) creates publications and networking, to help residents access programs. KCR also hosts the online 'Volunteer Connector,' where our organization recruits most of our amazing volunteers.

The Lake Country Alliance Church has been a flexible ally this year, renting LCH space and supporting several programs.

The federal New Horizon grant program has also been instrumental in helping LCH to offer programs for seniors.

The Family Caregivers of British Columbia has been a great support in the development of caregiver programs.

The District of Lake Country is an essential partner in the operations of Lake Country Health. The municipality provides the office space for the resource center, and a grant that helps staff the center.

BC Gaming also provides an essential grant that enables our staff to provide community services at the center,

Lastly, Community Action Initiative (CAI) provides funding for our mental health supports and harm reduction work, helping us provide for vulnerable community members.



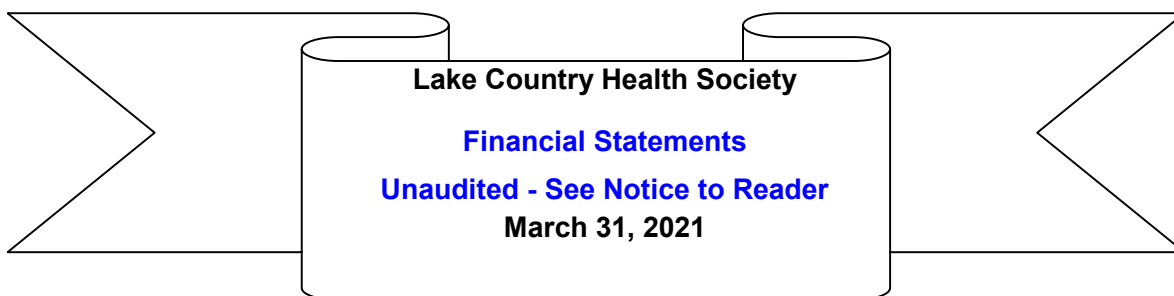
WHERE WE ARE GOING IN 2022?

Lake Country Health Society has been working in the community of Lake Country since 1980, and for many years advocated for additional health services to be offered locally in the community. The organization is now working with the Ministry of Health and Interior Health to create a Community Health Center in Lake Country.

The Society is working hard to develop a facility that will meet the health care needs of our community. We are excited to open a health center and look forward to working with community partners to make this long term vision a reality.

In addition to developing the Lake Country Community Health Center, our organization also recognizes the community of Lake Country is growing and changing. We will adapt and be testing out new programs to meet the needs of our evolving community. We welcome the many new residents to the area and look forward to working on building community, and fostering health and wellness in the community that we love.

If you love this community and want to contribute, we would love to work with you as a volunteer or to help put your donation to work to helping Lake Country thrive.



Prepared by Ledgers Canada on behalf of:

Ledgers (Kelowna), Jean-Marc Lacasse
210 - 347 Leon Ave. Kelowna BC V1Y 8C7

2021 Fiscal Year

NOTICE TO READER

We have compiled the balance sheet of Lake Country Health Society as at March 31, 2021 and the statements of Revenues and Expenditures and the Statement of Fund Balances for the year then ended from information provided by management. We have not audited, reviewed or otherwise attempted to verify the accuracy and completeness of such information

These Statements have been prepared for the use of internal management only, and are not for intended for distribution to third parties

Ledgers Canada
16-Dec-2021

Lake Country Health Society**BALANCE SHEET**

As at March 31,	2021	2020
(Unaudited - see notice reader)	\$	\$

ASSETS**CURRENT ASSETS**

Cash	150,119	155,372
Accounts receivable (Note 2)	648	-
Prepaid expenses	1,124	-

	151,891	155,372
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Capital Assets (Note 3)	4,584	7,669
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	156,475	163,041
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LIABILITIES**CURRENT LIABILITIES**

Accounts payable and accrued charges (Note 4)	21,062	32,258
Deferred revenue	68,992	113,772

	90,054	146,030
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Long-Term Debt (Note 5)	12,057	-
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	102,111	146,030
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MEMBERS EQUITY

Accumulated Surplus (Deficit)	54,364	17,011
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	156,475	163,041
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Approved:

Director

Lake Country Health Society**STATEMENT OF REVENUES AND EXPENDITURES**

Year ended March 31, (Unaudited - see notice reader)	2021 \$	%	2020 \$	%
Donations & Pledges	82,337	19%	52,407	20%
Government Contributions	347,483	80%	206,791	80%
Interest & Other Income	3	0%	5	0%
Grants & Subsidies	5,150	1%	-	
	434,973		259,203	
Direct Program Expenditures				
Program Expenses	41,380	9.51%	-	
Other Direct Expenses				
Subcontracts	2,137	0.49%	-	
Gross Surplus (Deficit)	391,456	90.00%	259,203	100.00%
Administrative & General Expenses				
Accounting & Bookkeeping	4,864	1.12%	-	
Advertising & Promotion	31,778	7.31%	7,862	3.03%
Amortization - Capital assets	3,086	0.71%	1,754	0.68%
Fees / Dues / Subscriptions	1,459	0.34%	-	
Insurance	1,585	0.36%	-	
Occupancy Costs	28,855	6.63%	50,800	19.60%
Office Supplies and Printing	4,579	1.05%	7,839	3.02%
Professional fees	15,330	3.52%	2,742	1.06%
Salaries - Office	224,922	51.71%	205,047	79.11%
Salaries - Taxes & Benefits	23,752	5.46%	-	
Telephones / Fax / Internet	8,167	1.88%	-	
Travel and Accommodations	4,952	1.14%	3,854	1.49%
Vehicle Expenses / Mileage	1,026	0.24%	-	
	354,355	81.47%	279,898	107.98%
Financial and Other Expenses				
Interest on short-term financing and bank charges	(252)	-0.06%	234	0.09%
Current Year Surplus (Deficit)	37,353	8.59%	(20,929)	-8.07%

Lake Country Health Society**STATEMENT OF FUND BALANCES**

Year ended March 31,	2021	2020
(Unaudited - see notice reader)	\$	\$
BALANCE, beginning of year	17,011	37,940
Current Year Surplus (Deficit)	37,353	(20,929)
BALANCE, end of year	54,364	17,011

Lake Country Health Society

STATEMENT OF CASH FLOWS

Year ended March 31,

**2021
(12 months)**

(Unaudited - see notice reader)

\$**OPERATING ACTIVITIES**

Net Income (Loss)

37,353

40,439

INVESTMENT ACTIVITIES

Decrease (Increase) in Accounts Receivable

(648)

Decrease (Increase) in Prepaid Expenses

(1,124)

Increase (Decrease) in Accounts Payable

(11,196)

Increase (Decrease) in Deferred Revenue

(44,780)

(57,749)

FINANCING ACTIVITIES

Increase (Decrease) in Directors Loans

12,057

12,057

Net Increase (decrease) in Cash & Equivalents

(5,253)

Cash and Cash Equivalents, beginning of year

155,372

Cash and Cash Equivalents, end of year

150,119

Additional Information to the Statement of Cash Flows

Lake Country Health Society

NOTES TO FINANCIAL STATEMENTS

As at March 31, 2021

(Unaudited - see notice reader)

1 - SIGNIFICANT ACCOUNTING POLICIES

These Financial Statements have been prepared in accordance with Generally Accepted Accounting Principles (GAAP)

Capital Assets

Capital assets are accounted for at cost

Amortization is based on their useful life using using the following methods and rates:

	Methods	Rates (/ periods)
Furniture and equipment	Declining balance	20%
Computer hardware	Declining balance	55%

2 - ACCOUNTS RECEIVABLE

	2021	2020
	\$	\$
Operating accounts		
Tax credits recoverable	648	-
	648	-

Lake Country Health Society**NOTES TO FINANCIAL STATEMENTS**

As at March 31, 2021

(Unaudited - see notice reader)

3 - CAPITAL ASSETS

			2021	2020
	Cost	Accumulated amortization	Net book value	Net book value
	\$	\$	\$	\$
Furniture and equipment	4,819	2,232	2,587	3,234
Computer hardware	7,495	5,499	1,996	4,435
Motor Vehicles	1	-	1	-
	12,315	7,731	4,584	7,669

4 - ACCOUNTS PAYABLE AND ACCRUED LIABILITIES

	2021	2020
	\$	\$
Operating accounts		
Accounts payable (non-related parties)	12,459	32,258
Salaries, withholding taxes, taxes and contributions	6,349	-
Credit Cards Payable	2,254	-
	21,062	32,258

5 - LONG-TERM DEBT

	2021	2020
	\$	\$
Amounts due to directors	12,057	-
	12,057	-