



# ANNUAL REPORT

778-215-5247

10080 MAIN ST., LAKE COUNTRY, BC  
[LAKECOUNTRYHEALTH.CA](http://LAKECOUNTRYHEALTH.CA)

# A MESSAGE FROM THE PRESIDENT

2023 has been an exciting year for Lake Country Health! We continue to deliver our senior and caregiver support services, mental health services and community outreach programs. Lake Country Health also plays a significant leading role in a number of services, including meals on wheels, the Senior's bus society and the local ambulance service. These services have continued to evolve and grow. Our website provides details on all of services.

There have been a number of exciting changes and progress since our last report. Firstly, we welcomed our new and energetic Executive Director, Lonna Grange. Lonna brings to us a deep level of knowledge and experience in the medical field. We also held our first annual Gala at Peak Cellar's Winery. By all accounts it was a resounding success and will become an annual event!

As was reported last year, a major accomplishment was securing the approval for funding of a Community Health Centre (CHC) in Lake Country from Interior Health. A CHC is a non-profit primary care organization that provides integrated health care and social services, with a focus on addressing the social determinants of health. Through the efforts of Lonna Grange and our CHC task force we have secured a site and will be retaining an architect and project manager. We are working toward an opening up the fall of 2024! Our CHC will be able to respond to the current health needs and will also provide a foundation to grow and adapt to our future



needs with the goal of preventing illness and promoting wellness in Lake Country.

Two of our Board members, Lisa Rankin and Vicky Bungay have resigned after years of service. On behalf of the Board, I thank them for their dedication and contributions, particularly Lisa Rankin's tireless service as President. I also extend a warm welcome to our new board members and thanks to all the Directors of Lake Country for their dedicated service.

If anyone is looking to get involved and make a difference in our community, we would love to hear from you! We are always looking for volunteers to support our programs and events and for local leaders for Board positions. Please visit our website to learn more. Finally, a big thank you to all the local businesses and community members who have supported us this year with your time and donations!

With gratitude,

**RAY HUPFER**

PRESIDENT, LAKE COUNTRY  
HEALTH

# A MESSAGE FROM THE EXECUTIVE DIRECTOR

I am pleased to present the Annual Report for Lake Country Health for the fiscal year. This report highlights our achievements, challenges, and the impact we have made on the community of Lake Country.

In the face of unprecedented challenges, Lake Country Health continued to thrive and make a positive difference in the lives of our beneficiaries. Our commitment to our mission remained unwavering, thanks to the dedication of our team, the support of our donors, and the resilience of the communities we serve.

This last year we have been able to expand our senior services to support those living at home. Our seniors' transportation program and tax clinic also remain popular. The caregiver supports program continue to support the caregivers in our community, continuing the peer support groups, information and referral, as well as subsidized counselling, also adding an additional group in Vernon. Our mental health support continued with monthly events and presentations throughout the year, including harm reduction, grief support and art for wellness projects.

Lake Country experienced wildfires that raged through our community in the summer of 2023. The lingering effects of the fires posed challenges in program delivery and fundraising. However, our team's adaptability allowed us to pivot swiftly and find innovative solutions to continue fulfilling our mission.



While our financial position remained stable, we faced resource constraints that limited the scale of our impact. Efforts are underway to diversify funding sources and increase our fundraising capabilities.

We extend our deepest gratitude to our donors, partners, volunteers, and the entire Lake Country community. Your unwavering support has been the driving force behind our success, and we look forward to your continued partnership in the coming year.

As we enter 2024, Lake Country Health remains committed to our mission. With your continued support, we are confident in our ability to make an even greater impact and create lasting positive change.

In conclusion, I would like to express my gratitude to the dedicated Lake Country Health team for their hard work and passion. Together, we will continue to be a beacon of hope for those we serve.

Sincerely,

**LONNA GRANGE**

BSCN, RN, CCN  
EXECUTIVE DIRECTOR

2022 - 2023

# SERVICES OFFERED



## SERVICES FOR OLDER ADULTS

- Seniors rides
- Monthly house cleaning
- Weekly lawn care
- Weekly seniors fitness classes
- Tech Angels
- Tablet loans
- Weekly friendly calls
- Christmas hampers
- Aging Well at Home
- Seniors Fitness 2x/week



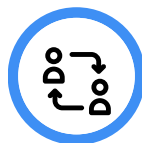
## RESOURCE CENTRE

- Bus tickets and basic needs assistance
- Tenant dispute assistance
- Systems navigation
- Advance Care Planning workshops
- Annual tax clinic
- Community film night
- Community Christmas party



## MENTAL HEALTH SERVICES

- Art for wellness series
- Presentations
- Harm reduction distribution
- Naloxone and drug testing kits distribution
- Public education
- Grief supports



## SERVICES FOR CAREGIVERS

- Biweekly support groups
- Counselling
- Resource library
- Silver Sitters
- Workshops and presentations



2022 - 2023

# Program Highlights

Caregiver Program			
	Kelowna	Lake Country	Vernon
# of meeting	24	23	24
# of interactions for the year	162	84	226

We are currently serving 65 caregiver over all 3 groups



The Silver Sister program was executed with the help of four volunteers who organized a total of 128 meet-ups.

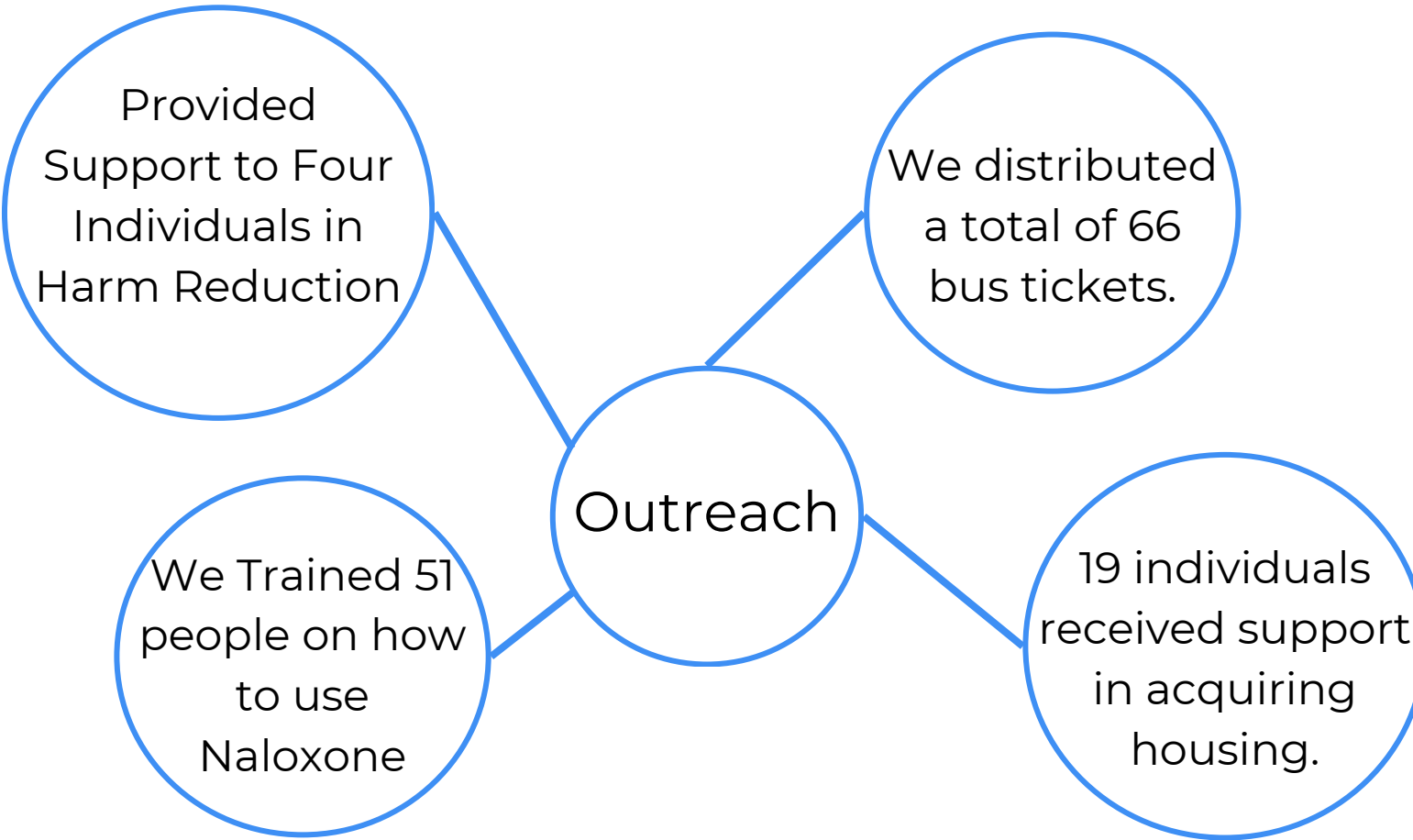


We helped 14 people complete there advanced care planning

2022 - 2023

# Program Highlights

Mental Health support groups			
	Grief support Group	Art for Wellness	Cancer support group
# of clients	21	19	6
# of interactions for the year	102	74	20



2022 - 2023

# Program Highlights

## Senior Programming

	Rides	House cleaning	Yard Maintenance	Friendly Visits/Calls	Tablet Loans	Tech Angel	Coffee Group	Fitness
# of clients	31	16	3	7	9	6	11	23
# of interactions for the year	98	120	36	164	N/A	32	231	149



Assisted by six volunteers, we provided free tax assistance to 90 individuals.



Delivery of 7 pre-made meals is carried out every week to six seniors, which adds up to a total of 406 meals per year!

**2022 - 2023**

# Program Highlights

In the last twelve months, we successfully hosted fourteen events and presentations. During this time, we welcomed a total of 273 attendees with diverse interests. Our events covered a wide range of topics, from sound therapy to learning about menopause to better planning for our estates and wills.



Monthly Overview of Our Interactions with Clients and the Community.

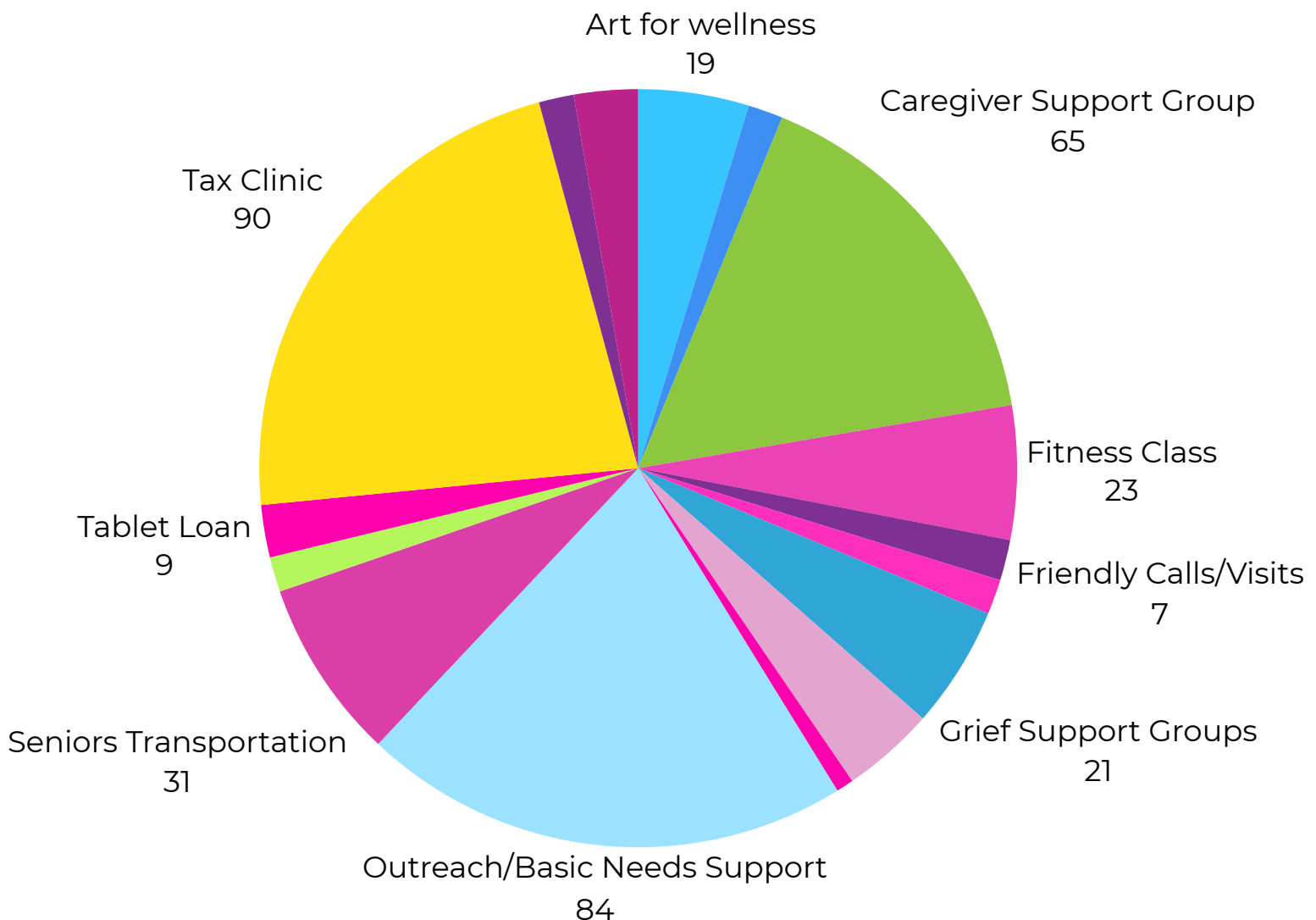




**2022 - 2023**

# Lake Country Health Clients

- Art for wellness      ■ Cancer Support Group
- Caregiver Support Group      ■ Fitness Class
- Friendly Calls/Visits      ■ Frozen Meal Delivery
- Grief Support Groups      ■ House Cleaning
- Yard Maintenance
- Outreach/Basic Needs Support
- Seniors Transportation      ■ Silver Sitter
- Tablet Loan      ■ Tax Clinic      ■ Tech Angel
- Coffee Group



2022 - 2023

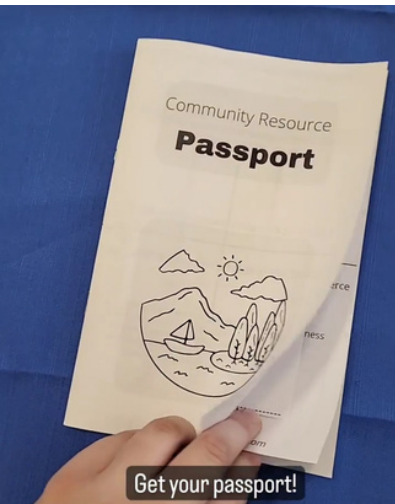
# EVENT MEMORIES





2022 - 2023

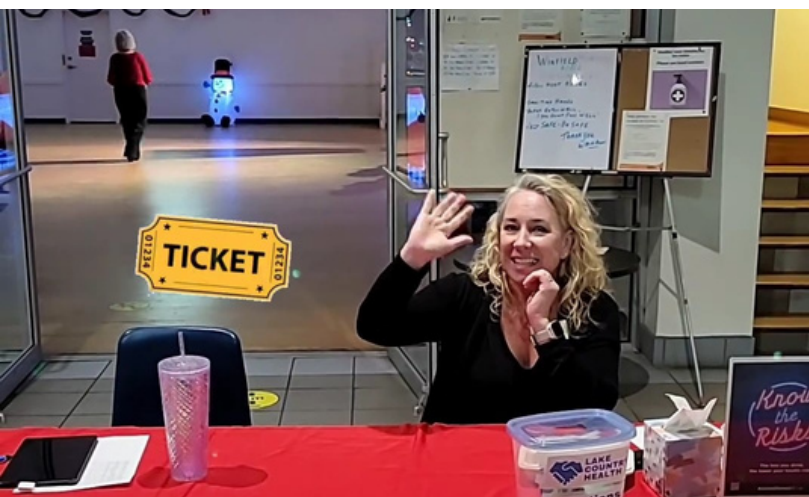
# EVENT MEMORIES





2022 - 2023

# EVENT MEMORIES





2022 - 2023

# OUR PARTNERS



## DISTRICT OF LAKE COUNTRY

The local municipality provides us with locations for the Resource Center office, events, and a grant that helps us to operate the Resource Center.



## LOCAL CHURCHES

The Lake Country Alliance Church and Winfield United Church both rent LCH space for programs, such as support groups. Without those locations, those programs would not be possible.



## OUR VOLUNTEERS

Services such as tech support for seniors, rides, and the tax clinic are all delivered by volunteers. Our volunteers are people like you who make a difference in client lives everyday.



## SERVICE CANADA

Aging well at home grant.



## NEW HORIZONS, PETRO CANADA

Caregiving grant.



## FEDERATION OF COMMUNITY SERVICES

Technology grant.



## FAMILY CAREGIVERS OF BC

The provincial caregivers organization has helped with the establishment of LCH caregiver services, and facilitates a professional network that helps the organization continue to improve programming.



## BC GAMING

A community grant from BC Gaming enables LCH to operation the local Resource Center, which is open to the public, Monday to Friday 9:00am-4:30pm.



## UNITED WAY OF BC

Many LCH programs are funded by the United Way, for example, seniors house cleaning and yard care, or the caregiver services.



## CANADA REVENUE AGENCY

Tax clinic.



## CENTRAL OKANAGAN FOUNDATION

Mental health programs grant.



## KELOWNA GENERAL HOSPITAL FOUNDATION

Seniors transportation grant.

# WHAT'S NEXT?

Looking ahead to the new year, Lake Country Health is committed to adapting and expanding our services to meet the evolving needs of our growing and diverse community. Our focus remains on promoting inclusivity and addressing the various needs that arise.

As our community flourishes, so too will our efforts to tailor our programs accordingly. In the year ahead, we are dedicated to enhancing our volunteer management and training, recognizing that our programs rely heavily on the invaluable support of volunteers.

Expanding our mental health support initiatives remains a top priority. We will continue to concentrate on areas such as grief, anxiety, and depression, ensuring that assistance is readily available to all who require it.

Recognizing the increasing needs of our senior population, we are committed to providing support that enables them to age comfortably in their own homes while also assisting their caregivers. This year, we are excited to announce the addition of a new support group

in Vernon, along with the expansion of our existing group in Lake Country.

Addressing the pressing issue of housing instability in Lake Country and its surrounding areas remains a focal point for us. We are actively working towards solutions to alleviate this challenge.

One of our major undertakings for the year is the development of a Community Health Center for Lake Country. Our aim is to establish a centralized hub for health and social services that offers comprehensive and integrated support to meet the diverse needs of our community.

With anticipation and enthusiasm, our board, staff, and volunteers eagerly look forward to collaborating with our community members in the exciting year ahead at Lake Country Health!

**LONNA GRANGE**

EXECUTIVE DIRECTOR, BSCN, RN, CCN



**2022 - 2023**

# **FINANCIAL STATEMENTS**

Lake Country Health Society

[Financial Statements](#)

[See Compilation Engagement Report](#)

March 31, 2023



## Compilation Engagement Report

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To the Management of: Lake Country Health Society

On the basis of information by management, we have completed the balance sheet of Lake Country Health Society as at March 31, 2023 and the statement of Revenues and Expenditures for the year then ended, and Note 2, which describes the basis of accounting applied in the preparation of the compiled financial information

Management is responsible for the accompanying financial information, including the accuracy and completeness of the underlying information used to compile it and the selection of the basis of accounting

We did not perform an audit or review , nor were we required to perform procedures to verify the accuracy or completeness of the information provided by management. Accordingly, we do not express an opinion or a conclusion, or provide any form of assurance on the financial information.

Readers are cautioned that the financial information may not be appropriate for their purposes

Ledgers Canada

[May 29, 2023](#)

Ledgers Canada  
26 Wilstead Dr. Newmarket ON L3Y 4T9

2023 Fiscal Year

Lake Country Health Society

STATEMENT OF FINANCIAL POSITION

As at March 31,	2023	2022
(Unaudited - see notice reader)	\$	\$

ASSETS

CURRENT ASSETS

Cash	131,402	177,921
Accounts receivable (Note	709	1,716
3) Prepaid expenses	335	2,314
	132,446	181,951
Capital Assets (Note 4)	5,396	4,583
	137,842	186,534

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES

Accounts payable and accrued charges (Note	10,281	11,474
5) Deferred revenue	132	132
	10,413	11,606
	10,413	11,606
Net Assets	127,429	174,928
Total Liabilities and Net Assets	137,842	186,534

Approved:

Director

Lake Country Health Society

STATEMENT OF OPERATIONS

Year ended March 31,

	2023 (12 months)		2022 (12 months)	
(Unaudited - see notice	\$	%	\$	%
reader) Sales And Services	37,343	13%	2,522	1%
Revenue	10,377	4%	24,737	10%
Donations & Gifts	-		-	
Miscellaneous Income	241,081	83%	227,067	89%
Subsidies & Grants	56	0%	5	0%
Interest & Other Income	288,857		254,331	
Expenditures				
Program Expenses	12,306	4.26%	12,721	5.00%
Subcontracts	12,994	4.50%	18,370	7.22%
Accounting & Bookkeeping	5,443	1.88%	3,312	1.30%
Advertising & Promotion	20,098	6.96%	8,833	3.47%
Amortization - Capital assets	850	0.29%	-	
Fees / Dues / Subscriptions	6,662	2.31%	2,764	1.09%
Insurance	3,512	1.22%	3,386	1.33%
Occupancy Costs	4,438	1.54%	3,576	1.41%
Office Supplies and Printing	4,536	1.57%	4,562	1.79%
Professional fees	1,537	0.53%	10,479	4.12%
Repairs and maintenance	-		173	0.07%
Admin / Management Wages	244,883		202,318	79.55%
Admin / Mangement Taxes & Benefits	2,603	84.78%	11,926	4.69%
Telephones / Fax / Internet	13,571	0.90%	5,580	2.19%
Travel and Accommodations	2,139	4.70%	-	
Vehicle Expenses / Mileage	818	0.74%	848	0.33%
Interest on short-term financing and bank charges	(34)	0.28%	(85)	-0.03%
		-0.01%		
	336,356	116.44%	288,763	113.54%
Total Expenditures	(47,499)	-16.44%	(34,432)	-13.54%
Current Year Surplus (Deficit)				

15,895

Lake Country Health Society

STATEMENT OF FUND BALANCES

Year ended March 31,	2023	2022
(Unaudited - see notice reader)	\$	\$
BALANCE, beginning of year		
As previously reported	114,275	125,824
Restricted Funds	60,653	83,536
Restated	174,928	209,360
Current Year Surplus (Deficit)	(47,499)	(34,432)
	127,429	174,928
Capital Dividends	60,653	83,536
BALANCE, end of year	127,429	174,928



Lake Country Health Society	
STATEMENT OF CASH FLOWS	
Year ended March 31,	2023
	(12 months)
(Unaudited - see notice reader)	\$
OPERATING ACTIVITIES	
Current Year Surplus (Deficit)	(47,499)
Add (deduct) Items not affecting cash:	
Amortization - Capital assets	850
Amortization - Intangible assets	-
	(46,649)
Change in Non-Cash Working Capital Balances	
Decrease (Increase) in Taxes Recoverable	-
Decrease (Increase) in Accounts Receivable	1,007
Decrease (Increase) in Prepaid Expenses	1,979
Decrease (Increase) in Inventory	-
Increase (Decrease) in Accounts Payable	(1,193)
Increase (Decrease) in Government Remittances Payable	-
Increase (Decrease) in Deferred Revenue	-
	1,793
Cash (Used in) Provided by Operating Activities	(44,856)
INVESTMENT ACTIVITIES	
Decrease (Increase) in Short Term Investments	-
Decrease (Increase) in Investments in Related Parties	-
Acquisition of capital assets	(1,663)
Acquisition of intangible assets	-
Disposition (Acquisition) of long-term investments	-
	(1,663)
FINANCING ACTIVITIES	
Increase (Decrease) in Line of Credit	-
Increase (Decrease) in Advances from Related Parties	-
Increase (Decrease) in Long Term Debt	-
Increase (Decrease) in Capital Lease Obligations	-
	-
Net Increase (decrease) in Cash & Equivalents	(46,519)
Cash and Cash Equivalents, beginning of year	177,921
Cash and Cash Equivalents, end of year	131,402

Lake Country Health Society

NOTES TO FINANCIAL STATEMENTS

As at March 31, 2023

1 - STATUTES OF INCORPORATION AND NATURE OF BUSINESS

Lake Country Health Society was incorporated under the laws of the Province of British Columbia on 11/26/1982

Lake Country Health Society is in the business of Providing Community Support Services

2 - SIGNIFICANT ACCOUNTING POLICIES

The basis of accounting applied in the preparation of the financial information is on the historical cost basis, reflecting cash transactions, and when applicable, with the addition of:

Inventory valued with the First in, First out method  
Property, Plant and Equipment amortized over their useful life using CRA rates  
Accounts Receivable and Accrued Receivables  
Accounts Payable and Accrued Liabilities  
Current Income Taxes Payable (receivable) as at the reporting date

Capital Assets

Capital assets are accounted for at cost

Amortization is based on their useful life using using the following methods and rates, and when applicable, qualifying assets are amortized using the Accelerated Investment Incentive (AIIP)

	Methods	Rates (/ periods)
Building	Declining balance	5%
Furniture and equipment	Declining balance	20%
Computer hardware	Declining balance	55%
Vehicles	Declining balance	30%
Leasehold improvement	Straight-line	

Lake Country Health Society

NOTES TO FINANCIAL STATEMENTS

As at March 31, 2023

3 - ACCOUNTS RECEIVABLE

	2023	2022
	\$	\$
Operating accounts		
Tax credits recoverable	70	1,716
	9	1,716
	70	

4 - CAPITAL ASSETS

		2023	2022
		Net book value	Net book value
	Cost		
	\$	\$	\$
Furniture and equipment	6,482	3,400	2,587
Computer hardware	6,504	1,996	1,996
	12,986	5,396	4,583

5 - ACCOUNTS PAYABLE AND ACCRUED LIABILITIES

	2023	2022
	\$	\$
Operating accounts		
Accrued expenses	2,638	3,994
Salaries, withholding taxes, taxes and contributions	6,346	4,582
Credit Cards Payable	1,298	2,901
	10,282	11,477

Lake Country Health Society

Adjusting Entries

March 31, 2023

Period	Date	Entry	Description	Account Name	Debit	Credit
13	3/31/23	3	Correct re-allocation entry.			
13	3/31/23	3	Correct re-allocation entry.	3105Restricted Funds	\$ 1 09.99	
13	3/31/23	3	Correct re-allocation entry.	4600Other Income		\$ 1 09.99
13	3/31/23	4	Record CCA provision			
13	3/31/23	4	Record CCA provision	1821Office Furniture & Equipment:Accum Amort - Furn & Equip. 5025 Amortization		\$ 8 50.00
13	3/31/23	4	Record CCA provision		\$ 8 50.00	
			Total: 2 adjustment(s)			
			Adjustments summary			
			1821Office Furniture & Equipment:Accum Amort - Furn & Equip. 3105Restricted Funds		\$ 1 09.99	\$ 8 50.00
			Retained Earnings		\$ 7 40.01	
			Retained Earnings detail			
			4600Other Income			\$ 1 09.99
			5025 Amortization		\$ 8 50.00	

2023 Fiscal Year



Lake Country Health Society  
Adjusted Trial Balance  
March 31, 2023

Account	Class	GIFI	Name	Index	Unadjusted		Adjustments		Adjusted	
					Debit	Credit	Debit	Credit	Debit	Credit
1010 Bank			TD ChequingA01		86,104.89		-		86,104.89	
1020 Bank			Savings AccountA01		5,105.88		-		5,105.88	
1030 Bank			TD - BC Gaming 5003511A01		40,177.17		-		40,177.17	
1035 Bank			Paypal A01		13.86		-		13.86	
1050 Bank			Business Investor AccountA01		5,086.95		-		5,086.95	
1300 Assets			Prepaid ExpensesL01		334.84		-		334.84	
1810 Assets			Automobile		1.00		-		1.00	
1820 Assets			Office Furniture & EquipmentU03		6,482.38		-		6,482.38	
1821 Assets			Office Furniture & Equipment:Accum Amort - Furn & EquiU03A							
1825 Assets			Computers U04		6,503.55	2,231.78		850.00		3,081.78
1826 Assets			Computers:Accum. Amort. - ComputersU04A				-		6,503.55	
1830 Assets			Computer Programs		991.60	4,507.89	-			4,507.89
1831 Assets			Accum Amort - Comp Programs				-		991.60	
2100 Liabilities			Accrued Accounts Payable.BB03			991.60	-			991.60
2105 Liabilities			Damage Deposits - Supp Housing.HH01			2,638.32	-			2,638.32
2145 Liabilities			TD Visa (2309) (7285).BB05			132.00	-			132.00
2175 Liabilities			Vacation liability.BB04			1,298.05	-			1,298.05
2200 Liabilities			GST/HST PayableC06			5,039.27	-			5,039.27
2230 Liabilities			WCB Payable.BB04	708.65			-		708.65	
3105 Capital			Restricted Funds.UV03			1,307.03	-			1,307.03
3540 Capital			Opening Balance EquityA01			60,762.51	109.99			60,652.52
3560 Capital			Retained Earnings.UV01							5,086.95
4010 Income			Donations - Specified20-14			5,086.95	-			114,273.76
4011 Income			Donations (Unspec)20-14			114,273.76	-			365.00
4015 Income			Fundraising 20-10			365.00	-			10,012.40
4030 Income			Gaming Grant20-13			10,012.40	-			990.00
4045 Income			Seniors Outreach20-10			990.00	-			33,000.00
4055 Income			Grants (Other)20-13			33,000.00	-			
4060 Income			Interest Income20-11		782.05		-			782.05
4070 Income			Rider Program20-10			208,081.00	-			208,081.00
4600 Income			Other Income20-10			56.07	-			56.07
4640 Income			Sales of Goods & Services20-10			4,600.00	-			4,600.00
4810 Expenses			Travel & Vehicle Expenses44-441			28,087.68				28,197.67
5010 Expenses			Advertising 44-801			579.09	109.99			579.09
5020 Expenses			Administration 44-410				-			
5025 Expenses			Amortization 44-660		2,138.69		-		2,138.69	
5030 Expenses			Bank Charges48-460		17,851.11		-		17,851.11	
5035 Expenses			Board Expenses44-540		3.00		850.00		3.00	
5045 Expenses			Bookkeeping 44-320		-		-		850.00	
5058 Expenses			Facilitator/Contractor 30-330			119.33	-			119.33
5060 Expenses			Fuel Mileage44-803		171.09		-		171.09	
5065 Expenses			Insurance 44-340		5,442.87		-		5,442.87	
5067 Expenses			IT Expense44-610		12,993.53		-		12,993.53	
5075 Expenses			Senior Rides44-540		817.65		-		817.65	
5080 Expenses			Office Supplies and Expenses44-410		3,512.02		-		3,512.02	
5081 Expenses			Postage Expense44-410		8,549.74		-		8,549.74	
5085 Expenses			Office Equipment44-410		615.00		-		615.00	
5090 Expenses			Office Rent44-540		1,591.05		-		1,591.05	
5091 Expenses			Program Expenses30-200		188.48		-		188.48	
5095 Expenses			Publicity & Promotion44-801		2,753.39		-		2,753.39	
5100 Expenses			Pro Development44-590		3,652.05		-		3,652.05	
5105 Expenses			Special Events44-360		12,306.06		-		12,306.06	
					1,792.68		-		1,792.68	
					1,537.21		-		1,537.21	
					5,572.61		-		5,572.61	

2023 Fiscal Year



5110 Expenses	Membership Fees	44-360	1,089.49	-	-	1,089.49
5125 Expenses	Telephone	44-610	4,272.30	-	-	4,272.30
5126 Expenses	Internet	44-610	749.24	-	-	749.24
5130 Expenses	Volunteer Expense	44-304	1,093.80	-	-	1,093.80
5135 Expenses	Website	44-801	454.44	-	-	454.44
5150 Expenses	Penalties & Late fees	48-460	85.00	-	-	85.00
5617 Expenses	Payroll Expenses:Wages	44-304	243,789.63	-	-	243,789.63
5625 Expenses	Payroll Expenses:WCB Expense	44-309	2,603.34	-	-	2,603.34
8000 Expenses	Fitness Program - Active Agers	20-10	-	-	-	-
			2,194.46			2,194.46
	Total		487,136.24	959.99		487,986.24
	Difference		487,136.24		959.99	487,986.24
	Income (Loss)					
	Total: 61 account(s)		(46,758.39)		(740.01)	(47,498.40)