

## Program Resource Coordinator Annual Report

January 27, 2022

**Mission Statement:** SCCR is a community based non-profit organization providing education, hope and support to individuals and their families.

**Vision:** To improve the lives of our clients and their families throughout their battle with cancer.

This annual report covers the period of Oct 1, 2020 to September 31, 2021. Program Resource Coordinator Debbie Thiessen retired from SCCR in May 2021, which is when I took over the position. Leora Hamm joined SCCR in February 2021 as the new Administrative Resource Coordinator. It has been a time of learning and growth as SCCR has new staff and we continue to adapt to the challenges of Covid 19 in our communities. Many of our programs were put on hold due to the Pandemic and office hours were limited to meetings by appointment only during Code Red. As we moved out of Code Red, the office was re-opened to walk-in clients and we continued to connect with many clients by phone and email. As Covid 19 vaccinations became more readily available, we began the process of planning to restart some of our programs that had been put on hold. Despite needing to adjust office operations due to the on-going pandemic, we were able to register 88 new clients during this fiscal year and provide services to many others who have been previously registered.

### Transportation

Transportation assistance is the most utilized program by SCCR clients. Although our Volunteer Driver Program was put on hold in the spring of 2020, we were still able to assist clients who drove themselves or had a friend or family member driving them to appointments by reimbursing them for their Kilometers driven. Our policies were updated to allow us to reimburse clients for their use of public transportation such as the Handi-Van or Taxi when they could not drive themselves. This fiscal year we have reimbursed clients \$73,453.08 for their transportation costs.

In June 2021 the staff and board began planning for resumption our Volunteer Driver Program. We knew that not having our volunteer drivers available left a gap in services for many people battling cancer in our communities. New policies were created to address a vaccination requirement for our volunteer drivers as well as Covid 19 precautions. With our new policies in

place, I began the process of reconnecting with our previous volunteer drivers in September to restart the program.

### **Accommodation**

Accommodation assistance is another important support for clients of SCCR. When clients or their families need to stay away from home in a hotel to access treatment or visit a loved one in the hospital, it can be very costly. We are able to assist our clients with \$75.00 a night for their hotel stays and also help them locate a hotel that will meet their needs. In this reporting period we have helped clients with their accommodation costs in the amount of \$4,370.20.

### **Wigs and Head Coverings**

SCCR has continued to lend wigs and head coverings to our clients through our Hope Haven program. Clients have been able to book appointments with the Program Resource Coordinator to come in for a wig fitting and choose a wig and/or head covering that works best for them. We typically meet with a few clients each month to choose a wig or head covering. The board approved changing our program slightly so that we no longer needed to charge a \$25.00 rental fee for a wig. Clients are now able to borrow a wig at no cost.

### **Lymphedema**

Our Lymphedema Program has been well utilized by our clients. In this reporting period SCCR has reimbursed clients \$10,188.41 for Lymphedema massage and garments.

### **Wellness Programs**

Our Balance and Strength Program provides clients with reimbursement for some of their fees towards a fitness program. This program was not well utilized by our clients this year. That may have to do with the Pandemic and access to fitness facilities or possibly lack of awareness of the program. We began discussing how we might make improvements to this program, with the goal to support our clients in their wellness journey. One of the things that we did add to this program was a series of fitness videos on our website, created and generously donated by RISE Athletics in Winkler. These videos offer a variety of workouts for different areas of the body that can be modified for various levels of fitness and mobility. They also offer clients a way to work out in the safety of their own home when access a fitness facility is not possible, practical or comfortable. We also began discussions about funding the program differently in order to offer an increased incentive to our clients to utilize the fitness programs in the community.

Due to the Pandemic, some of our programming has been put on hold, including our Skin Screening Clinic and our Expression of Art Program. We hope to resume our Skin Screening Program as soon as our supporting Dermatologist feels it is appropriate to do so. We also hope to continue our Expression of Art program once gathering in groups is advisable and our supporting partners are in agreement.

Throughout this fiscal year clients have been able to access the Beautiful You program offered through Pure Anada, which involves a skin and makeup consultation session at no charge. Updates and changes to this program are underway.

### **Emergency Funding**

Many of our clients have reached out to us this year for emergency financial assistance. This assistance has been used to pay for things such as groceries, utilities, medication, ambulance bills, extra travel expenses and even rent or mortgage payments. Many of our clients find themselves in very difficult financial circumstances when they are suddenly unable to work due to their illness and we have been trying to provide some assistance to help our clients through some of those challenging times. In this reporting period we have helped our clients with \$13,918.63 in emergency funding.

### **Radon**

SCCR aims to educate people about the importance of Radon testing and will reimburse lab testing fees for individuals who submit receipts.

### **Website**

Throughout the latter half of 2021, SCCR worked with CAPARI on the design and launch of a new website. This was made possible with through a generous grant by the Winkler and Community Foundation. We were able to launch in October 2021 and our clients are finding it to be very user friendly.

Throughout my short time at SCCR, I have had many clients express their gratitude for the support offered to them. The knowledge that we are helping individuals and families impacted

by Cancer in our communities is very rewarding and I am proud to be a part of such a valuable organization.

Respectfully Submitted,

Karla Leite

Program Resource Coordinator