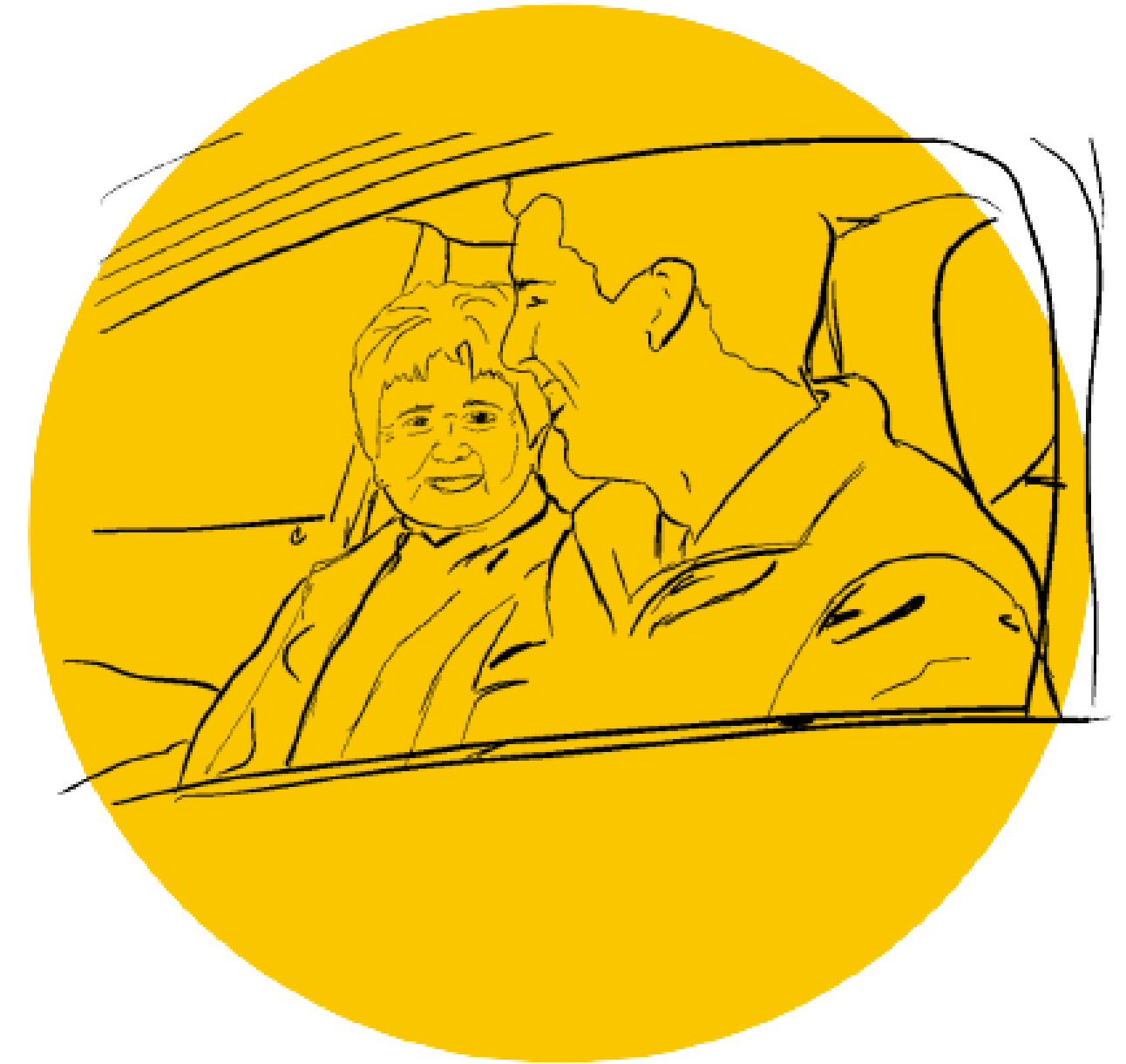




Annual Report

2022



[Click here](#) view the digital report.

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Message From Our Executive Director

Year after year, Drive Happiness continues to grow, and what was done in 2022 exceeded all of our expectations. The organization started operating in countless new municipalities throughout the province, increased the number of partnerships, and built even stronger relationships with both government and healthcare colleagues. It is so hard to express everything to be proud of in a year, but I think the way the staff and volunteers have continuously navigated the ever-changing landscape stands out the most for me. This team is exceptional in working through challenges, conserving resources, collaborating with others, and, most of all, serving so many individuals in need.

Drive Happiness is looking forward to the future, as there are many exciting opportunities on the horizon that will help us reach more individuals and strengthen our current operations.

Liza Bouchard



Message From Sheila Hallett, Executive Director at Edmonton Seniors Coordinating Council

It's the little things in life that mean a lot to people and receiving an assisted ride is one of those things for many older adults in Edmonton. I've worked for the Edmonton Seniors Coordinating Council (ESCC) since 2006 and transportation has been an ongoing issue in the seniors sector in Edmonton and beyond. I still remember the first transportation roundtable we hosted in 2006. It was an effort to bring federal, provincial, and City governments, private transportation providers, funders, researchers, senior-serving organizations and seniors together to discuss issues and identify some priority actions. It started the ball rolling, and over the years, the need for assisted transportation grew, especially for the population of older adults who require affordable options for assisted rides due to mobility issues.

In 2012 the City funded a project to work with ESCC and three very small assisted transportation programs so that market research could be undertaken and plans created for funding, communications, and evaluation of a collaborative approach for an assisted ride program that could be branded and promoted. Drive Happiness grew out of this project, and they've kept growing and meeting the needs of older adults in Edmonton and area since that time.

It is so amazing to see that the ride system they have developed has been able to be scaled out into many communities across Alberta. It is thanks to the hundreds of volunteers and the small but mighty staff and board that so many people have been able to engage in things that are important to them. Through the simple ride and the helping hand of a caring volunteer, it allows someone to stay connected and active in their community. The service proved to be a crucial one in reducing social isolation as we worked together on the Pan-Edmonton Group Addressing the Social Isolation of Seniors (PEGASIS). Their efforts during the pandemic were heroic. It is a service that remains vital and its worth cannot be overestimated.

Congratulations to Drive Happiness on another successful year. Thank you to all of the volunteer drivers for your dedication to meeting the needs of so many people in our community and high praise to the staff who pull everything together day in and day out and the board that works behind the scenes.

Sincerely, Sheila Hallett



The New Mission of Drive Happiness

"To enhance mobility and connect older adults to the resources needed to live and age well."

Growth



Over the past three years, Drive Happiness' Senior Assisted Transportation Program has expanded to provide transportation in 34 different communities throughout Alberta.



In 2022, our service areas grew and we welcomed many new communities like Hanna, Grande Prairie, and Smokey Lake.

Service Areas



Grande Prairie 2022

- 34 Clients
- 10 Volunteers
- Completed 35 Rides



Airdrie 2021

- Partnered with Volunteer Airdrie
- 135 Clients
- 23 Volunteers
- Completed 1190 Rides

Fort McMurray 2021



- Partnered with St. Aidan's Society and Fuse Social/Wood Buffalo Volunteer Centre
- 29 Clients
- 5 Volunteers

Hanna 2022



- Partnered with Town of Hanna
- 22 Clients
- 3 Volunteers
- Completed 21 Rides

Lethbridge 2020



- Partnered with Lethbridge Senior Citizens Organization
- 173 Clients
- 22 Volunteers
- Completed 726 Rides

Driving Rural Access to Vaccines

Drive Happiness received funding from the Public Health Agency of Canada, Immunization Partnership Fund for Driving Rural Access to Vaccines (DRAV), an initiative intended to increase Albertans' access to vaccines. Specifically, the priority of DRAV is addressing transportation barriers to vaccine appointments by leveraging Drive Happiness' volunteer-based transportation program.

The Drive Happiness /DRAV initiative accomplished many of its aims in the Grande Prairie area:

- Built relationships with local non-profits and businesses, health organizations, and municipal governments.
- Gave voice to specific transportation barriers in the area.
- Established a pool of volunteer drivers to continue providing Drive Happiness transportation for seniors.
- Drive Happiness provided over 35 trips for seniors within the evaluation period and continues to be well-received by the local community in Grande Prairie and the surrounding area.

DRIVING RURAL ACCESS TO VACCINES



SCAN FOR MORE INFORMATION!



1-888-336-4503  drivehappiness.ca/drav

WHO WE ARE!

Driving Rural Access to Vaccines (DRAV) was funded by the Public Health Agency of Canada through the Immunization Partnership Fund to increase access to vaccines. The priority of DRAV is addressing transportation barriers to vaccine appointments. To do this we use our volunteer-based transportation program.

We operate in the City and County of Grande Prairie and provide rides to vaccine-specific appointments free of charge for all ages!

3 EASY STEPS TO ACCESS DRAV!

STEP 1: CONTACT US (1-888-336-4503 EXTENSION 0).

STEP 2: LEAVE A VOICE MAIL TO ARRANGE YOUR RIDE. INCLUDE YOUR: NAME, PHONE NUMBER, ADDRESS FOR PICKUP/DROP OFF, AND VACCINE APPOINTMENT DETAILS SUCH AS VACCINE TYPE, TIME, DATE, AND LOCATION.

STEP 3: A DRIVE HAPPINESS VOLUNTEER DRIVER WILL PICK YOU UP AND DROP YOU OFF FREE OF CHARGE!

PLEASE TRY TO BOOK RIDES A MINIMUM OF 3 BUSINESS DAYS IN ADVANCE. A DRIVE HAPPINESS REPRESENTATIVE WILL CALL YOU BACK TO CONFIRM!

*Financial contribution from
Avec le financement de*



Public Health
Agency of Canada

Agence de la santé
publique du Canada

Community Projects

Staff worked with students from the University of Alberta's Masters of Public Health Program on a project to promote the rural expansion of Drive Happiness in Alberta.

Conclusion

Drive Happiness is a proven viable, inexpensive, and accessible transportation option for those who utilize its services. In rural and non-urban areas, where public transportation and alternate transportation services are sparse or non-existent, Drive Happiness can support the medical, economic, and social needs of older adults and other vulnerabilized groups.

Supporting expansion of Drive Happiness through funding opportunities, partnerships, and other initiatives of engagement, the Government of Alberta is supporting their own rural priorities surrounding economic growth and development. Without the key infrastructure of transportation, many of these efforts will fall short of their ultimate goal to foster growth and connection within rural communities.

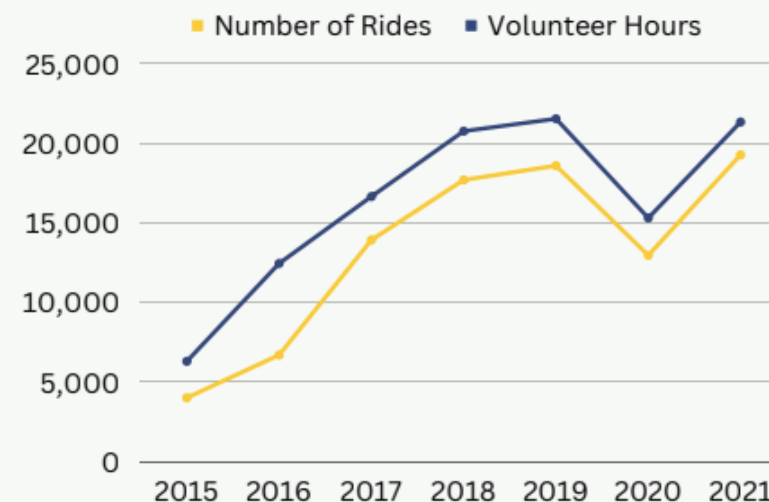
Drive Happiness has shown its capacity to successfully increase operation and coverage while still providing the same level of care through their transportation model. With a stakeholder-focused approach, Drive Happiness fosters relationships in the communities they operate in with great intention and partners with them to determine the context-specific needs of the populations they work with, leading to trustworthy, long-lasting and sustainable offerings.

As the number of older adults grow every day, the client need and demand for additional transportation services continues to rise. Drive Happiness provides a key release on the pressure valve of deficient transportation opportunities throughout the province. With the proper support, Drive Happiness has the capacity to usher in a better and brighter future for Albertans.



Existing Capacity of Drive Happiness

DH has more than 200 registered volunteer drivers and about 1600 active riders (10). Volunteers drove over 209,628 kilometers to complete 19271 trips, including 1152 trips for vaccine appointments in 2021.



In 2020, utilization was less than the previous year due to COVID-19 Restrictions

Demographic



The increasing older adult population in Alberta, which is expected to be 1 million by 2035, poses a challenge to policymakers if not addressed. Market demand is expected to increase due to increased transportation needs among this demographic. One example has been during the COVID-19 pandemic, as Drive Happiness played a crucial role in getting older adults vaccinated. As the Alberta Government prioritizes rural development, which transportation is at the heart of, Drive Happiness is expected to occupy a greater role in serving rural and non-urban communities.

Client Need and Demand

According to interviews with key stakeholders and input from service users, there is currently an increased demand for Drive Happiness' services. This demand is communicated from organizations in non-urban areas to support an increasing older adult and vulnerabilized population.



One key informant expressed the desire from other organizations for more transportation options in a recent meeting, sharing that these organizations stated,

“We’ve been talking about this (additional transportation options) since 2006, and there’s been zero movements. We only have one source for transportation. We aren’t making any headway, (72).”

Since 2015
increase in

NUMBER OF RIDES
384%

VOLUNTEER HOURS
240%

Dementia Friendly Transportation

In 2019, Drive Happiness was one of fourteen organizations successful in receiving the Community-based Innovations for Dementia Care grant through Alberta Health Services.

The Dementia Friendly Transportation project aimed to provide volunteers with the essential knowledge and skills needed to better serve those living with dementia with training provided through the Alzheimer Society. What was initially intended to be a two-year project delivered in person shifted to a virtual format extended over three years due to the COVID-19 pandemic. Through this project, volunteers now have access to an online training module.

DRIVER TRAINING: DEMENTIA [ENROLL COURSE](#)

Duration: 1 hour
Lectures: 22

Description | Curriculum

Get ready to take your driving skills up a gear! Drive Happiness's online course taught by the Alzheimer's Society is here to provide drivers with the essential knowledge and skills needed to better serve those living with dementia. Not only will this course give drivers an understanding of the common signs and symptoms of dementia, but it will also equip them to ensure that all passengers have safe, comfortable, and dignified rides.

The course covers topics such as:

- Staying calm in challenging situations
- Providing empathetic and supportive customer service
- Understanding how personal space and physical mobility can be affected by dementia
- Exploring strategies to reduce disorientation and distress on journeys
- Discussing the importance of communication and collaboration between passengers and drivers

Enrol in Drive Happiness's online course today and make a difference in the lives of people living with dementia. With your new-found knowledge and skills, you will become the driver that brings smiles to every journey.

[Presentation Slides](#) File size: 3 mB [Download](#)

This project was funded by Alberta Health Services Community-based Innovations for Dementia Care



Community Projects

Staff worked with students from MacEwan University's Psychiatric Nursing Program to create a mental health training module for volunteer drivers.



Mental Health Training for Drive Happiness Volunteers

Overview

Awareness	Signs and Symptoms	Ways to Respond
<ul style="list-style-type: none">• Myths and Facts on social isolation & mental illness• Risk factors of mental health disorders• Suicide and safety• Statistics on mental health	<ul style="list-style-type: none">• Mood disorders• Anxiety disorders• Substance use disorders• Psychotic disorders• Dementia vs. Delirium	<ul style="list-style-type: none">• Therapeutic interventions• Communication strategies• Safe boundaries• Safety planning• Resources

Module Goals

This training module was completed by MacEwan Psychiatric Nursing students. It aims to equip Drive Happiness volunteers with information to support seniors served in the community. This information can:

- Prepare you for successful interactions with your riders
- Provide you and your riders with community resources that promote mental health
- Increase knowledge on mental health disorders and seniors isolation

Thank you for your contributions as a volunteer in our community!

Year in Review

2022

72 new volunteers



14,971 total rides



21 locations

17,081 volunteer hours

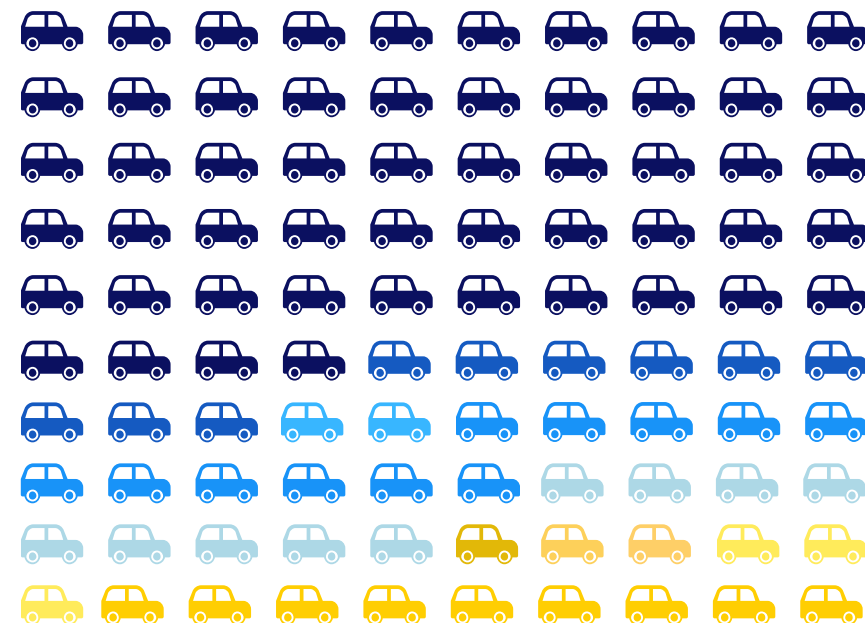


177,442 kilometers



418 new clients

-  Medical
-  Grocery
-  Family/Friends
-  Personal
-  Programming
-  Religious Services
-  Other
-  Caregiving
-  Pick-up/Drop-off



Strathcona Food Bank

Drive Happiness Continued our partnership with the Strathcona Food Bank to ensure that individuals who do not have access to transportation can still have food security through deliveries of food hampers. In 2022, volunteers completed 297 deliveries.

Seniors Equity Collective

The Seniors Equity Collective is a collaborative approach to service delivery for seniors living in the Edmonton area who experience barriers to accessing programs and services. Drive Happiness, Sage Seniors Association, GEF Seniors Housing, and the Multicultural Health Brokers work together to include all seniors. As a formal collective, we are working towards integrating multiple programs and services to ensure seamless referrals and maximize the potential impact of the support we can offer together. This work increases our capacity to serve seniors in our community and leverages our collective wisdom and expertise in our respective program areas.

Dementia-Friendly Communities Award Nomination

Drive Happiness was nominated for the Dementia-Friendly Communities Award – Dementia Friendly Small to Medium Organizations category through the Alzheimer Society of Canada. The Awards recognized the incredible changes people are creating to make Canada more welcoming, inclusive and supportive of people living with dementia.

Aging in Community

The Aging in Community Project, supported by the Ministry of Seniors and Housing, aimed to reduce the pressure on Alberta's healthcare system by providing essential navigation services and non-medical community supports to seniors residing in the community. The project sites worked with clients discharged from the hospital to link them with services and supports to maintain their health and avoid unnecessary hospital readmissions or emergency visits. Drive Happiness contributed to the project by offering transportation to clients for grocery shopping trips and providing transportation to distribute funds for food security for clients within the project.

Queen Elizabeth II's Platinum Jubilee Medal

Congratulations to Drive Happiness Executive Director Liza Bouchard, who received Queen Elizabeth II's Platinum Jubilee Medal. This medal was created to mark the 70th anniversary of Her Majesty Queen Elizabeth II's accession to the Throne as Queen of Canada. The Platinum Jubilee Medal is awarded in recognition of significant contributions to the province.



WEseniors New Location – Strathcona County

Since 2020 we have been a partner in the WEseniors initiative. In 2022, Strathcona County announced its partnership with the Westend Seniors Activity Centre to provide a hub of programs, services, and support to Strathcona County seniors. "WEseniors" is a concept, a mentality, and an open, inclusive, and innovative platform that embraces multi-sectoral, win-win, and sustainable partnerships. Drive Happiness will continue to work with the County and Westend Seniors Activity Centre to ensure transportation is not a barrier to accessing recreational programming.

New Staff

This year our staff grew along with the demand for the service! We welcomed Summer Students Kat and Puneet from June to August. New staff members Jenna Bracken and Mawada Tarhuni worked on the Driving Rural Access to Vaccines Project. In February, we welcomed Tristen Runzer as our Volunteer Coordinator. Joan Nord, our new Program Coordinator, and Harman Kaur, our Office Administrator, joined the Drive Happiness Team in October.



Kat, Summer Student



Jenna, Project Manager (DRAV)

**Tristen, Volunteer Coordinator (L)
Harman, Office Administrator (R)**



Joan, Program Coordinator



Puneet, Summer Student



Mawada, Project Coordinator (DRAV)

How we do it

Our team of dedicated volunteer drivers ensures that our clients get where they need to go, seven days a week!



"Volunteering is very rewarding and interesting, no two clients are the same, and everyone has their own story and life experiences that make the drive so interesting!"



"I love talking to seniors, I work with a lot of seniors at my job and I just also love driving around town."

"I have found the time spent with seniors to be very interesting, educational and also we have many funny stories to share."



"One of the things I love most about this opportunity is that the people I'm driving appreciate the service so much and say so."



Our Funders

*Financial contribution from
Avec le financement de*



Public Health Agency of Canada Agence de la santé publique du Canada



Realtors Community Foundation

In 2021, Drive Happiness became a Flagship Charity of the Realtors Community Foundation. The multi-year pledge of \$60,000 over three years is able to make a sustainable impact for charities ensuring their clients can rely on their essential services for years to come.

In November, members of the Realtors Community Foundation visited the Drive Happiness office to volunteer to deliver gift bags to some of our clients.



Financials

STATEMENT OF OPERATIONS

December 31

2022

2021

STATEMENT OF FINANCIAL POSITION

December 31

2022

2021

ASSETS

Current

Cash	\$ 694,042	\$ 667,350
Accounts receivable	98,835	78,846
Prepaid expenses	3,573	3,566
GST recoverable	<u>3,669</u>	<u>7,807</u>

800,119 757,569

Intangible Assets - Note 1

17,250 3,360

Equipment - at cost, less accumulated amortization - Note 2

2,909 2,071

\$ 820,278 \$ 763,000

LIABILITIES AND NET ASSETS

LIABILITIES

Current

Accounts payable and accrued liabilities - Note 3	\$ <u>27,759</u>	\$ <u>38,454</u>
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Deferred Contributions - Note 4

274,818 178,793

302,577 217,247

NET ASSETS

517,701 545,753

\$ 820,278 \$ 763,000

Revenue:

Grants - Note 4	\$ 521,973	\$ 341,932
Ride ticket sales - Note 4	148,553	173,738
Donations - Note 6	44,099	59,990
Annual fees - Note 4	28,280	28,677
Program income	11,473	18,675
Special events	6,867	3,331
Other income	5,651	925
Wage subsidy	<u>0</u>	<u>64,155</u>
	<u>766,896</u>	<u>691,423</u>

Expenses:

Salaries and wages	465,864	315,590
Mileage	93,124	113,406
Subcontracts	47,411	26,105
Rent	36,959	34,873
Evaluation	32,362	0
Staff training and volunteer appreciation	25,471	3,883
Office	25,437	15,623
Delivery	13,189	19,915
Advertising and promotion	12,787	12,984
Professional fees	10,305	7,000
Utilities	6,566	6,545
Memberships and licenses	6,094	228
Special events	5,817	176
Travel	5,567	0
Amortization	3,163	1,190
Interest and bank charges	1,924	1,092
Meals and entertainment	1,634	431
Insurance	1,274	1,530
Bad debt	<u>0</u>	<u>336</u>
	<u>794,948</u>	<u>560,907</u>

(Deficiency) / Excess of revenues over expenses

\$ (28,052) \$ 130,516



drivehappiness.ca | 780-424-5438

