



November Quarterly Update

Hello everyone, I hope you're enjoying the Fall season!



I'm pleased to introduce myself as the new Senior Services Volunteer Coordinator following Bonnie's transition into her new role. It has been a privilege to serve our community's seniors and to witness the many dedicated individuals who generously support them. One thing has become clear during my time with the Senior Services team: our coordinators and volunteers genuinely care about enhancing the quality of life for our treasured seniors. Their impact is invaluable, and our programs could not thrive without them.

Each quarter, we highlight one of our volunteer-supported Senior Services programs. This month, we're featuring STARS (Seniors Transportation and Ride Services), which provides essential bus transportation for seniors. For those who no longer drive, STARS is a vital resource that helps them remain connected and engaged in the community.



Monthly Volunteer Spotlight

Meet Betty!

We are fortunate to have a dedicated team of volunteers who generously support seniors in our community. Betty joined our team and immediately embraced her role, assisting with inquiries, processing registrations, and managing bookings. Through her kindness, dependability, and humble generosity, Betty has made a lasting impact on our seniors and colleagues alike, consistently brightening the office with her warmth.

Nicola, our STARS coordinator, shares: “Betty has been volunteering with the STARS program for about seven months, and in that time she has become an invaluable part of our team. Her dedication has greatly expanded our ability to support the Chilliwack community, and we truly could not have reached as many seniors without her.

Volunteering four days a week, Betty consistently goes above and beyond. She is organized, compassionate, and always brings a warm, positive presence to our office. She speaks kindly with both seniors and staff, and her joyful spirit makes her a pleasure to work with. Betty never hesitates to step in when needed—often helping when no other volunteer was available—to ensure seniors can reach urgent appointments or receive essential groceries.

Much of her work happens behind the scenes as the friendly voice behind our bookings. By returning calls and scheduling rides, she has allowed us to serve even more people during high-demand times. We are incredibly grateful for everything she brings to the STARS program. We truly couldn't do it without her."

With recent changes and fewer days with Betty in the office—we want her to know how deeply she is appreciated and how much she is missed. Betty, you will always be part of our team, and we hope to see you in the office more often in the future. Thank you, Betty, for everything you have done. You truly embody the spirit of volunteerism and community care.

Here is a brief insight into Betty's background-in her own words-and the journey that led her to become a STARS volunteer:

Hello, my name is Betty Epp. I was born in and grew up in Chilliwack. I started my first job working at an insurance / real estate office here in Chilliwack for six years. I eventually moved to Vancouver where I worked for a development company for 10 years then for a law firm for 15 years. When my mother got sick, I returned back to Chilliwack to look after her. I got a job working at Corrections Canada and worked there for 18 years till I retired.

When did you begin volunteering with Senior Services?

I started volunteering in April 2025.

Why did you choose to start volunteering with Chilliwack Community Services?

After retiring from working I found I could only do so much cleaning, I needed something to keep me busy and be able to meet other people. One day while talking to my neighbor she told me she volunteered, I asked where and she told me for CCS. I went inside and applied. It didn't take long and they contacted me and here I am.

What is your favorite part of volunteering with seniors?

The best part is talking and listening to the seniors as they have a lot of interesting stories to tell. I volunteer for the STARS program and believe this is a very important and essential program. It helps seniors stay in their home but still have a way to get out to medical appointments, do their own grocery shopping and attend social gatherings where they can meet others.

Would you encourage others to get involved with volunteering with senior services and why?

I would definitely encourage others to volunteer. When you help a person, whether it's just listening to them, or visiting, or helping them get their groceries and they appreciate it so much, it fills your heart. When I get to the stage where I can't drive anymore, I hope they still have this program.

[**CLICK HERE to find out more about our CCS Seniors programs**](#)

[**CLICK HERE to inquire about volunteering with us**](#)

Thank you to all of our volunteers for your passion and dedication to improving the quality of life for seniors in our community. Your contributions are meaningful, important, and truly appreciated. Each of you makes a real difference in the lives of the seniors we serve.

We will be in touch shortly with details about our Volunteer Appreciation Event in the New Year, following the busy Christmas season. Wishing you a very Merry Christmas from the entire team at Chilliwack Senior Services!

Sincerely,
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