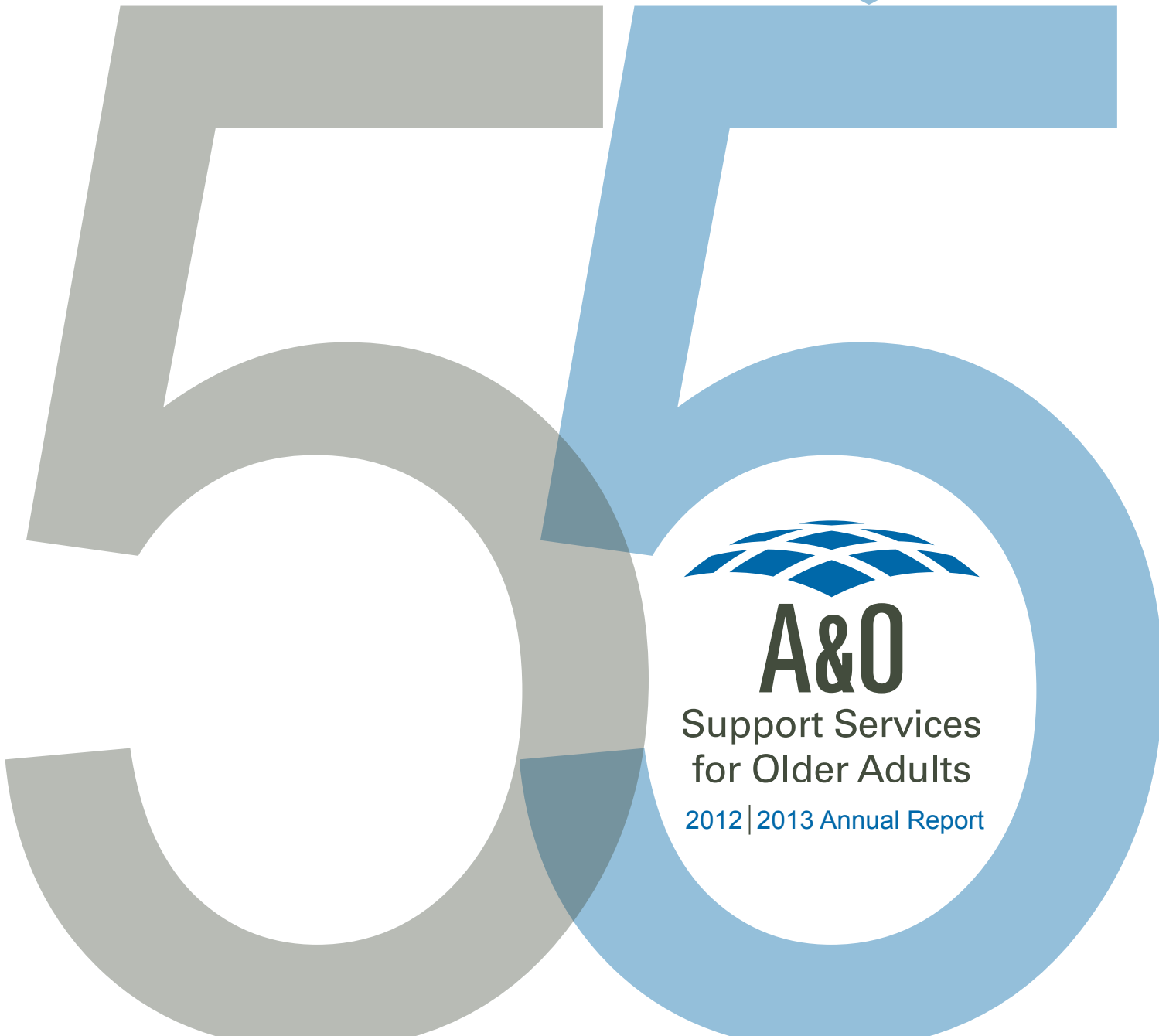


Moving Forward Looking Back...
Celebrating 55 years of providing innovative
services to older Manitobans



A&O

Support Services
for Older Adults

2012 | 2013 Annual Report

A & O: SUPPORT SERVICES FOR OLDER ADULTS

With roots that trace back to 1957, the focus of A & O: Support Services for Older Adults' operations is identifying and addressing many of the issues facing older adults. Hand in hand with older adults, and through partnerships with community groups, the Agency takes action to improve the quality of life for older adults in Manitoba through advocacy, education and service delivery.

A & O strives to involve older adults in decision-making. Their expertise is an important contribution to building a healthy community in which older adults play a vital role.

MISSION

A & O: Support Services for Older Adults is a not-for-profit social service agency that offers life-enhancing programs and services to older adults 55+ living in the province of Manitoba. A & O's programs and services support and enhance the physical, intellectual, emotional, social and spiritual lives of older persons and actively promote participation in all aspects of community life.

VISION

A & O: Support Services for Older Adults strives to be a recognized community partner in the development and delivery of innovative services that empower older adults to lead healthy, vibrant lives.

Dr. Alexander Segall	Chair	BOARD MEMBERS
Tej Bains	1 st Vice Chair	
Michael Boychuk	2 nd Vice Chair	
Annette Osted	3 rd Vice Chair	
Gabrielle Marrin	Treasurer	
Jane Kilpatrick	Past Chair	
Geoffrey Broucher	Director	
Craig Glennie	Director	
Rick Grant	Director	
Jerry Ross	Director	
John Stott	Director	



A&O
Support Services
for Older Adults

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- Yvette Audette
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- Jenny Chan
- José Chinchilla
- Silvia Del Vecchio
- Lan Doan
- Ashley Duke
- Sylvia Friesen
- Dianne Frost
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- Kristen Watson
- Audrey Wheeler

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- Laura Charr
- Jacqueline Dheere
- Sehee Kim
- Kaleigh McCallum
- Joan Stephens
- Carla Watson

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MESSAGE FROM THE BOARD CHAIR & ACTING CEO

A & O: Support Services for Older Adults commemorated its 55th Anniversary by adopting a tagline that helped guide us through this milestone year; Moving Forward, Looking Back - Celebrating 55 years of providing innovative services to older Manitobans. We took time to reflect on our accomplishments over the past five and a half decades and to honour our rich and vibrant history. At the same time, we took a number of steps to ensure that A & O will be able to continue providing high quality, research-based programs and services for older Manitobans in the future.



Several special events helped highlight our 55th Anniversary year. For example, at the University of Manitoba's Centre on Aging's Annual Spring Research Symposium Dialogue on Aging on May 7, 2012, A & O Board Chair Dr. Alexander Segall spoke about A & O's diverse past and exciting future direction. Our Housing Expo held on May 29, 2012 marked our anniversary by giving out A & O themed blue and white cupcakes to all attendees. The Agency's 55th Annual General Meeting held on June 20, 2012 featured Guest Emcee CBC Radio Noon's Marilyn Maki. Special greetings came from valued community partners: the Winnipeg Regional Health Authority, the RCMP and the Winnipeg Police Service.

This past year saw the closure of our Main St. Centre and the transition of several of its programs and services to other Agency locations. Many of the members moved to Bleak House Centre on Main St. where they continue to enjoy their favourite activities. This was also the last year for the Stradbrook Centre's Congregate Meal Program. Centre staff worked with the participants to determine affordable alternatives in the community. We would like to thank the members and participants for their support during the Agency's transition to becoming a specialized service provider.

At the heart of the Agency is our dedicated team of staff and volunteers. Their passion and commitment provide the cornerstone of the invaluable work we do. They are our ambassadors in the community, and through their combined efforts, in the past year, the Agency was able to assist over 32,000 older Manitobans in more than 65 communities across the province.

A big thank you goes to our volunteer Board of Directors for their expertise and guidance. The Board and its committees worked tirelessly this year, developing long-term goals to promote and support the Agency's Strategic Plan, and revising all of the Board Ends, Executive Limitations, Board / Staff Linkages and Governance policies.

Our funders continue to support our mission and vision through their ongoing commitment. A sincere thank you to the Winnipeg Regional Health Authority, the United Way of Winnipeg, the Province of Manitoba, the City of Winnipeg, the Winnipeg Foundation, the Winnipeg Police Service as well as our grant funders. We would also like to thank our donors for giving generously to support the important work we do.

Sincerely,

Alexander Segall, Board Chair & *Michelle Ranville*, Acting CEO

SAFETY & SECURITY

ELDER ABUSE SERVICES

The Agency provides direct Elder Abuse services and receives referrals for the following: consulting around Elder Abuse issues, one-on-one support and counselling, Safe Suite Program referrals, a communication support group for parents / grandparents and assistance with Protection Orders.

In this past year, A & O staff Social Workers provided assistance to over 775 clients, and in total spent 2,700 hours in Elder Abuse related work which includes direct and indirect client contact, workshops, committees and other related activities.

A & O: Support Services for Older Adults continues to be involved in many initiatives throughout the past year that focus on Elder Abuse awareness including co-chairing the Winnipeg Elder Abuse Strategy and the World Elder Abuse Awareness Day Committee.

SAFE SUITE PROGRAM

The Safe Suite Program provided shelter and support to eight older adults experiencing abuse this past year. Clients receive long-term counselling support and assistance with legal, financial and housing options.

Every client received a welcome basket from the Fort Garry Seniors Resource Council: Senior Drop-in Group. Gifts and hampers from the Canada Border Services Agency, Manitoba Healthy Living, Youth and Seniors Healthy Living and Populations and Seniors & Healthy Aging Secretariat helped brighten our client's spirits during the holiday season.

"I'm excited about my future again. That was something that was taken away from me."
– Safe Suite client



Manitoba Real Estate Association's Shelter Foundation presents a cheque to the Safe Suite Program

MANITOBA ELDER ABUSE EDUCATION & TRAINING

A & O, as co-chair of the Manitoba Elder Abuse Education & Training Committee, partnered with numerous agencies to host a series of free webinars focusing on Elder Abuse training and prevention. Three webinars were held and provided participants with training in the areas of: Power of Attorneys, Ethics and Elder Abuse, and the Impact of Ageism on Elder Abuse Prevention and Response. The ongoing webinars provide service providers and community members with an increased ability to recognize and respond to situations of abuse.

THIS FULL HOUSE

This Full House is able to assist older adults in Winnipeg who are experiencing hoarding. Agency Social Workers provide support, counselling, advocacy, access to cleaning and long-term maintenance and follow-up.

As a result of the program, clients are able to receive services that had previously been unable to provide support in the home. As well, clients become successfully engaged in their community and social networks.

In this past year, the program received 181 new referrals, provided over 1,160 service hours, and continued to work long-term with clients from previous years.

THIS FULL HOUSE TRAINING

Over the past year, staff Social Workers took part in a series of on-line training sessions with Dr. Catherine Ayers, Assistant Professor, UCSD, Program Director, Anxiety Disorders Clinic, VA San Diego Healthcare System. Last October, Dr. Ayers came to A & O and designed a customized training model for our agency to use within our This Full House program. A & O staff are the first in Canada to receive this specialized training focused on working with older adults with Hoarding Disorder.

SAFETYAID CRIME AND FALLS PREVENTION FOR OLDER MANITOBANS

SafetyAid provides older Manitobans with crime and falls prevention audits of their home and property. Older adults that have been victims of a break-in or home invasion, as well as low income seniors, are able to receive safety and falls prevention supplies installed at no cost.

This year the SafetyAid program provided the following services:

- 710 falls and crime prevention audits
- 694 clients received free installation of security devices, such as deadbolts, peepholes and swing bars
- 694 individuals were provided with fall prevention supplies, including non-slip bath-mats, ice melt, ice-grip tips for canes, nightlights and flashlights
- 70 presentations were held with a total presentation attendance of over 2,600 individuals
- An additional 2,900 older adults became aware of the program through outreach efforts at health fairs, mall displays and other events held throughout the province



The SafetyAid program is promoted at the Centre on Aging Spring Symposium

OLDER VICTIM SERVICES

Through a partnership with the Winnipeg Police Victim Services Unit and Manitoba Justice, Agency Social Workers and volunteers provided support to 523 victims of crime in 2012-13. Clients received counselling and practical support, assistance with Victim Impact Statements and applying for compensation. In addition, Social Workers provide assistance with navigating the criminal justice system through court updates and by attending court with clients.

NATIONAL VICTIMS OF CRIME AWARENESS WEEK

On November 13 & 14, 2012, staff Social Workers took part in Vicarious Trauma Training. Funding for this training came from the Department of Justice Canada Victims Fund. The two day training focused on the effects that working with trauma and victimization can have on staff, in both their worker role, and in their everyday life.

“After many years of being financially and emotionally abused by a close family member, I found myself with very little financial security and still working at eighty years of age. Following an incident at my residence, charges were laid. A & O Social Workers visited my home and helped me throughout the legal process. The expressions ‘willing to go the extra mile’ and ‘above and beyond the call of duty’ aptly describe the continuing care provided by the Older Victim Services.”
- Older Victims Services Client

SOCIAL ENGAGEMENT

SENIOR CENTRE WITHOUT WALLS

Over 160 participants from 40 different communities across Manitoba took part in telephone activities such as health and wellness presentations, Celebrity Bingo, Folklorama, book clubs, language lessons, museum tours and support groups.

“I think that Senior Centre Without Walls makes seniors feel connected more to society, makes us feel like we’re not forgotten.”



Celebrity Bingo guest caller Kelly Butler



Special thank you to our Celebrity Bingo callers from April 2011 - March 2012:

Wilf Perry - Country Artist and Senior Idol Winner
Peter Chura - Global Winnipeg News Anchor
Trevor Stoyko - FAB 94.3 Radio Announcer
Chris Roberson - Winnipeg Goldeyes Baseball Player
Kate Gajdosik - Global Winnipeg Weather Specialist
Marilyn Maki - Host of CBC’s Radio Noon
Gord Leclerc - CTV News at Six Anchor
Kelly Butler - Retired Winnipeg Blue Bomber
John Sauder - CBC News Meteorologist

CONNECT PROGRAM

Over 140 dedicated volunteers provided almost 10,500 hours of visits and phone calls to socially isolated older adults throughout Winnipeg. Clients look forward to conversing, sharing hobbies and going on outings.



Clients of the program may be connected to:

- Volunteer visitors and callers
- Senior Centre Without Walls
- Safety & Security Programs
- Counselling and Support Services
- Community Resources

ENTRY PROGRAM FOR OLDER ADULT IMMIGRANTS

Entry sessions provide a settlement orientation to newcomers, who are 55 or older. Participants learn about topics such as healthy aging, Canadian laws and citizenship, and housing and community information.

Upon completing the Entry session, participants are encouraged to join English Conversation Circles (ECC) which cover topics of importance to older adults. Learners can get together to practice their English communication skills through peer interactions.

Thanks to the support of our funder, the Department of Immigration & Multiculturalism, as well as our many community partners, the Entry sessions and ECC were offered in 3 terms, in 10 week cycles, at various times and locations throughout Winnipeg.

Over 155 newcomers participated in the Entry sessions this fiscal year and more than 575 older adults enrolled in our English Conversation Circles. In total 43 different countries were represented in our program, with China, Bhutan and Vietnam being the top three countries.

Seven EAL Summer Clubs were made possible through partnerships with the University of Manitoba and the University of Winnipeg's Teaching EAL certificate programs. The sessions ran for 5 weeks and had over 75 participants.

61 dedicated volunteers donated more than 1,500 hours facilitating our English Conversation Circles or assisting in our Entry sessions.

China	125
Bhutan	93
Vietnam	51
Burma	36
Afghanistan	32
Korea	31
Poland	30
Eritrea	26
Iran	26
Somalia	22
Portugal	21
India	16
Russia	15
Ethiopia	13
Argentina	12
Egypt	11
Philippines	11
Bosnia	10
El Salvador	10
Romania	9
Burundi	9
Japan	8
Ukraine	8
Iraq	8
Guatemala	7
Belarussia	6
Colombia	6
Malaysia	4
Israel	4
Cambodia	3
Honduras	3
Sierra Leone	3
Cuba	3
Sri Lanka	2
Germany	2
Finland	2
Mali	2
Liberia	2
Kenya	2
Nepal	2
Netherlands	2
Congo	1
Palestine	1
Total:	690



Volunteer Jiajia Xu and her EAL Summer Club at the University of Manitoba

COUNSELLING

COUNSELLING

A & O: Support Services for Older Adults provides both individual and group counselling to individuals 55 years and older. Throughout this past year, the Social Workers provided service to over 2,000 clients. Areas of concern included bereavement, depression, isolation and family conflict.

HOUSING PROGRAM

The Housing Program continues to address the needs of older adults who may be researching housing options in the Winnipeg area. The Housing Coordinator provides personal consultations with individuals, couples and families to continue to meet the demand for in-depth housing information and to navigate the low vacancy housing market that currently exists.

In the past year, 38 in-person housing consultations were provided, 37 consults by mail and 37 email consults occurred as well. A total of 96 packages with housing information were mailed. Although the Housing Coordinator is currently a half-time position, meeting the demands of an aging population in a tight housing market for older adults living in Winnipeg remains the focus of this position.

A total of 170 participants attended nine housing presentations across the city this year. Attendees included older adult groups, WRHA Home Care staff, University of Manitoba Occupational Therapy students and Rainbow Resource Centre.

WINNIPEG HOUSING DIRECTORY FOR OLDER ADULTS

The Housing Directory continues to be in demand. This past year, we worked on a highly anticipated new edition of the directory, scheduled to be launched at the 6th Annual Seniors Housing & Lifestyles Expo on May 29, 2013. Updates to the Housing Directory were made on the website throughout the year, as new information is received from property managers. This year, there were a total of 220,368 hits to the Agency's Housing web page, accounting for 13% of all the hits to A & O's website.

HOUSING EXPO 2012

On May 4, 2012, A & O: Support Services for Older Adults was host to nearly 1,000 people at the 5th Annual Seniors Housing & Lifestyles Expo held at the Victoria Inn. In honour of the Agency's 55th Anniversary, cupcakes from the Cupcake Corner were handed out to all in attendance.

The goal of the Housing Expo is to educate Winnipeg's older adults on housing options and support services in order to promote successful aging in place. The event included exhibitors representing retirement residences, senior serving government agencies, home safety and security programs and various for profit and not-for-profit agencies that provide services or assistance relating to older adults. A diverse scope of panel presentations were held throughout the day and offered practical information on topics that could help an older adult make well informed decisions for their own lifestyle choices.



PARTNERSHIP PROGRAMS

LEGAL CLINICS

Through a partnership with Legal Aid Manitoba, lawyers assist clients 55 year of age and older with the preparation of wills, power of attorneys and health care directives, as well as provide advice on other legal matters. These services are available for only \$50.00 each. This year over 875 individuals requested legal clinic appointments and over 772 clients utilized this invaluable service.

SENIOR'S ABUSE SUPPORT LINE

A & O: Support Services for Older Adults continues to partner with Klinik Community Health Centre to provide a 24 hour Elder Abuse support line for individuals across Manitoba. This toll-free line was launched in March 2010. In this past year, A & O: Support Services for Older Adults assisted in handling 399 calls through the Senior's Abuse Support Line.

INCOME TAX CLINICS

A & O: Support Services for Older Adults once again partnered with the Institute of Chartered Accountants of Manitoba and community organizations to provide an Income Tax Return Program for older adults in several accessible locations throughout the city. Through this invaluable service, lower income older adults have the opportunity to have their tax returns completed by a professional accountant at no cost.

Ninety-one accountants volunteered a total of 355 hours to complete returns for 352 older adults. We would like to thank the following accounting firms for generously donating their time during the busy tax season:

- BDO Dunwoody LLP
- Deloitte & Touche LLP
- Ernst & Young LLP
- KPMG LLP
- Meyers, Norris, Penny LLP
- PricewaterhouseCoopers (PwC) LLP

BE A SANTA TO A SENIOR

In its fifth year, A & O: Support Services for Older Adults provided holiday gifts to 148 older adults in the community. In total, the Be a Santa to a Senior Program provided holiday gifts to almost 1,000 older adults across Winnipeg, an increase of almost 300 gifts from 2011. A & O would like to thank the program's sponsor, Home Instead Senior Care, our generous donors and the students at Crestview School for making homemade cards for our participants.



Crestview students work on their homemade cards.

Volunteers do not necessarily have the time; they just have the heart.
– Elizabeth Andrew

OTHER PROGRAMS & SERVICES

GIVING BACK WITH THE UNITED WAY EMPLOYEE CAMPAIGN

The United Way Employee Campaign Committee hosted four fundraising events during November and December.

Events for this year's campaign included:

- 50/50 Draw: Half of the proceeds went to the campaign and half to the lucky winner
- Wine Raffle: Always our most popular fundraising event - we raffled off three prize packages this year
- Casual Fridays: Staff paid \$2.00 to dress down every Friday throughout the year
- Employee Pledges: Employees donate to the United Way through their pay cheques

Thank you to all who gave generously and participated in the United Way Campaign!



VOLUNTEER PROGRAM

Volunteers continue to be the cornerstone of many of A & O's programs and services. This past year 280 dedicated volunteers donated 14,137 hours of invaluable service. Volunteer opportunities came in many forms this year, including; home visits with isolated older adults through our Connect Program, facilitating English Conversation Circles with older adult immigrants, promoting active living through dance classes at a senior centre or reading short stories over the phone to older adults across Manitoba through Senior Centre Without Walls.

LONG-TERM VOLUNTEER SERVICE AWARDS 2012

25 Years

Erna Lampe - Connect Program

20 Years

Mark Beaubrun - Special Projects

15 Years

Vera Doell - Connect Program
Pauline Ehr - Special Projects
Jane Lockhart - Instructor
Corinne Tellier - Connect Program
Isabel Worbanski - Connect Program

10 Years

Mary Krywonizka - Connect Program
Kim Matyas - Connect Program
Irene Baldwin - Connect Program
Sofya Paradny - Entry Program

5 Years

Dalice Schoetz - Entry Program
Yulin Luo - Entry Program
Lorraine Boulanger - Info & Referral
Louise Page - Connect Program
Marge Taylor - Entry Program

COMMUNITY OUTREACH

A & O: Support Services for Older Adults sits on over two dozen committees, not only locally and provincially, but nationally as well. We are pleased to offer our assistance and expertise in areas of concern for older adults such as housing, transportation and elder abuse. In addition, the Agency believes in providing outreach and education to older adults, service providers and the community in general on topics including safety and security, frauds and scams and Hoarding Disorder. As a result, this past year we delivered over 70 presentations to nearly 5,000 Manitobans.

SPECIAL EVENTS



THE CENTRE ON AGING'S 29TH ANNUAL SPRING RESEARCH SYMPOSIUM

The University of Manitoba's Centre on Aging held their 29th Annual Spring Research Symposium Dialogue on Aging on May 7, 2012. A & O Board Chair Dr. Alexander Segall delivered a presentation entitled Moving Forward, Looking Back - Celebrating 55 years of providing innovative services to older Manitobans. Dr. Segall discussed the Agency's deep roots, its rich history and vision for the future, which includes focusing on specialized programs and services designed to meet the needs of our province's diverse older adult population.

55th ANNUAL GENERAL MEETING

On June 20, 2012, A & O held its 55th AGM at the Qualico Family Centre at Assiniboine Park. Our Guest Emcee for the event was Marilyn Maki, popular host of CBC's Radio Noon. Long-term service awards were given to volunteers and staff. Special greetings from Madeline Kohut of the Winnipeg Regional Health Authority, Sgt. Robert Cooke from the RCMP and P/Sgt. Susan Desjardine of the Winnipeg Police Service highlighted the importance of strong community partnerships.



A FOND FAREWELL

In January 2013, we held a retirement celebration for Lan Doan, Manager of the Entry Program for Older Adult Immigrants. Lan had been with the Agency since the inception of the program as a pilot project in 1997. She guided the program through many incarnations; including several name, curriculum and funder changes over the years. Lan handled every new challenge with enthusiasm and grace. Through the years, she created an excellent network of community partners and a solid foundation for the future by building an exemplary team of instructors, specialists and volunteers. Lan, we thank you for all of your years of dedication and service. Congratulations on your retirement!



CENTRES & CONGREGATE MEALS

WEST END CENTRE

A variety of opportunities for older adults in the West End area and from all over Winnipeg are available at the Clifton Community Centre. This group definitely has a passion for dance and for social gatherings! The Chinese Members hosted a Mid-Autumn Festival in September and celebrated the Chinese New Year 'The Year of the Snake' in February. Activities included traditional folk dances, music, food, lion dancing and tai chi demonstrations. The Centre welcomed over 100 people to each event.

The Chinese members meet every Wednesday for a cultural Social Gathering where many activities are enjoyed celebrating the Chinese culture. These Social Gatherings are open to anyone interested in participating and enjoying aspects of the Chinese culture. Some of the more popular activities at this location include: Line Dancing, Belly Dancing, Clogging, Hula Dancing, Ballroom Dancing and Social Dancing. The Digital Photography classes and Woodcarver's group continue to attract new people. New this year was the 'Healthy and Happy in Retirement' Health Fair that provided information on a variety of issues including financial management, heart-smart eating, bone health and pain management.

Monthly themed social events included; Lunch of the Month, a Canada Day Barbeque, a special Thanksgiving dinner to welcome new members and a variety of special events celebrating the many holidays throughout the year. The hard work, energy, expertise and time contributed by over 40 volunteers helped us to provide many wonderful social events and enable us to continue to connect with members in the community.

STRADBROOK CENTRE

The Stradbrook Centre is located in the vibrant quarter of Osborne Village in the Fort Rouge Ecumenical Apartments. The Centre is host to a variety of physical activity programming such as Pilates, Yoga, Zumba, Tai Chi and Qi-Gong. Ongoing programming includes the Neverending Story Writer's group, Choir and Table Tennis. A new addition this year was the free Scrabble Club that meets weekly. A & O's Entry program continues to run a class out of this location where newcomers to Canada learn about relevant topics during their settlement and meet to practice English communication skills.

MAIN STREET CENTRE

This past spring saw the closure of the Main St. Centre and the transition of several of its programs and services into the community. Aquafit classes continue to be offered at Ivan Franko Manor on McGregor St. The Legal Clinics can now be accessed through the Agency's Central office. Bus tours of the many options for senior activities in the area were arranged and provided by A & O. Many of the members chose to join Bleak House Centre on Main St. and continue to enjoy their favourite activities at this new location. A & O would like to thank the Main St. Centre Members and community partners for their support.

CONGREGATE MEAL PROGRAM

This was the last year the Stradbrook Centre's Congregate Meal Program was being offered. Centre staff worked with the participants to determine affordable and convenient alternatives that would allow them to meet as a group, enjoy a nutritious meal and socialize.



HILARY DRUXMAN PHILANTHROPY PIECE - THE OWL

On June 15, 2012, in recognition of World Elder Abuse Awareness Day (WEAAD), A & O was proud to partner with Hilary Druxman to launch a Philanthropy Piece. This stylized piece was created in support of A & O: Support Services for Older Adults Elder Abuse Prevention Services. Hilary Druxman used her respect and concern for older adults to create a signature piece, The Owl, which was inspired by its symbolism as a guardian against harm and an emblem of wisdom and knowledge.



KIN KAR RAFFLE

A & O participated in the sales of the Kin Kar Raffle tickets through the Kinsmen Club of Winnipeg last spring. Tickets were sold by Staff and Board Members at shopping malls, our senior centres, the Housing Expo and throughout the community. Lucky winners could choose between cash or prizes including a new Camaro. A & O received 40% of our total ticket sales, with the rest of the ticket proceeds going to worthwhile local causes such as Manitoba Special Olympics, SMD Foundation and Winnipeg Harvest.



WORLD ELDER ABUSE AWARENESS DAY CUPCAKE FUNDRAISER

A & O partnered with the Cupcake Corner to sell gourmet cupcakes on June 15, 2012, in honour of World Elder Abuse Awareness Day (WEAAD). In total, 168 dozen cupcakes were sold, with half of the proceeds going to our Elder Abuse Prevention Services. Thank you to the Cupcake Corner for making the feature cupcakes with purple icing, the official WEAAD colour, and for helping to deliver the orders throughout the city.



WHAT IS WEAAD?

June 15th is the day designated by the United Nations as the international day of action when the whole world voices its opposition to the abuse of older adults. World Elder Abuse Awareness Day (WEAAD) is represented by the colour purple - which denotes wisdom, dignity and independence.

WITH THANKS...

CONTRIBUTORS

We salute the following donors who have made a contribution to A & O: Support Services for Older Adults in the last year. Donations of \$250.00 or more earn the donor a spot on the Wall of Honour in our boardroom. The donors marked with an asterisk* have been recognized on our donor wall.

Alexanian, Pastora	Czyczko, Janina	Leeson, Wilfred	Ryder, Cecil
Allen, Diane	Delorme, Doreen	Lefebvre, Carmin	Saranchuk, Elsie
Anderson, Elsie	Desorcy, Paul	Leggitt, Laraine	Schentag, Jean
Andrinuk, Roberta	Duval, Terry	Limpwright, Dorothy	Scull, Mary Anne
Anonymous (4)*	Earp, Darcy	Lipton, Lillian	Segall, Alexander & Maxine
Armit, Olga	Eisler, Joyce	Livesey, Phyllis	Smith, Rhea-Anne
Armstrong, James	Falk, Ann	Lovell, Martha	Smith, Sheila
Armstrong, S.E.	Fineberg, Henry	MacDonald, Gladys	Spencer, Stan
Balliet, Eileen	Firth, Allan	MacDonald, Janet	Steen, Joyce
Barrett, Eleanor	Fontaine, Laurent	Malenki, Lena	Tapley, D. Margaret
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Boily, Stella	Gill, Marianne	Monteith, Theresa	Walker, Gail
Boles, Dorothy	Girouard, Marie-Ange	Moran, Mildred	Walker, Mary
Bond Jr., Dr. John B.	Groening, Kathy	Page, Tony	Warren, Carol
Bond, Rachel	Hlady, Mary	Pahkula, John	Warsinaga, Paul
Bonneteau, Louis	Homenick, Al	Pankhurst, Victoria	Waisanen, Susan
Boorman, Anthony	Jamon, John	Pascal, Stanley	Watson, Janis
Bornn, Mabel	Joyal, Patricia	Payment, Denise	Wery, Dorothy
Bouchard, Noella	Kalupar, Pat	Pelletier, Therese	White, Ronald
Brown, Kenneth	Kirwan, Sharon	Penner, Allan	Winfield, Donald
Bruce, Robert	Kitchen, Shirley	Penner, Eileen	Yerakis, Stephanie
Cameron, Murray	Konopetski, Ellen	Perrett, George	Young, Catherine
Carriere, Gladys	Kowoluk, Anne	Ranville, Michelle	Zwiers, Herman
Chic, Anthony	Leclair, Doris	Reid, Carol	
Cowall, Dorothy	Lee, Dennis	Runions, Ken	

COMMUNITY CONTRIBUTORS

Ability Awareness Centre For Canada Inc.	Homestead Manitoba
Actionmarguerite (Saint-Vital) Inc.	Lifelong Learning at University of Manitoba
Albright Church	Lions Housing Centres
All Seniors Care Living Centres*	Main St. Senior Centre Members*
Caribbean Seniors	Manitoba Hydro
Carolyn's Senior Move Management Company	Northland Healthcare Products Limited
Columbus Centennial Seniors Housing Co-op Inc.	United Church Women of North Kildonan United Church
Congress of Black Women of Manitoba Inc.	Rainbow Resource Centre
Connect Hearing	Revera Retirement Living Winnipeg*
Cropo Funeral Chapel	Sun Life Financial - Winnipeg Group Sales
Dave Lowery & Associates *	The Seniors Moving Company
Deloitte & Touche Inc.*	The Saul and Claribel Simkin Centre (The Sharon Home Inc.)
Dignity Memorial	Villa Cabrini Inc.
Fred Douglas Place	Windsor Park United Church
Georgian Bay Developments Inc.*	Winnipeg Regional Health Authority
Good Neighbors Active Living Centre	
Home Instead Senior Care	



AUDITORS' REPORT ON SUMMARIZED FINANCIAL STATEMENTS

To the Members of A & O: Support Services for Older Adults Inc.

The accompanying summarized statements of financial position and revenue and expenditures are derived from the complete financial statements of A & O: Support Services for Older Adults Inc. as at March 31, 2013 and for the year then ended on which we expressed an opinion without reservation in our report dated June 5, 2013. The fair summarization of the complete financial statements is the responsibility of management. Our responsibility, in accordance with the applicable Assurance Guideline of The Canadian Institute of Chartered Accountants, is to report on these summarized financial statements.

In our opinion, the accompanying financial statements fairly summarize, in all material aspects, the related complete financial statements in accordance with the criteria described in the Guideline referred to above.

These summarized financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Readers are cautioned that these statements may not be appropriate for their purposes. For more information on the organization's financial position, results of operations and cash flows, reference should be made to the related complete financial statements.

The Exchange

chartered accountants, LLP
Winnipeg, Manitoba
June 5, 2013

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A & O: SUPPORT SERVICES FOR OLDER ADULTS INC.

Statement of Financial Position

March 31, 2013

	<i>March 31,</i> 2013	<i>March 31,</i> 2012	<i>April 1,</i> 2011
ASSETS			
CURRENT			
Cash	\$ 300,528	\$ 461,154	\$ 35,616
Short-term investments	264,998	-	11,632
Grants and accounts receivable	38,302	47,185	92,531
Prepaid expenses	22,001	25,174	37,330
	625,829	533,513	177,109
CAPITAL ASSETS <i>(Net of accumulated amortization)</i>	3,724	14,860	25,706
RESTRICTED CASH	161,205	124,305	-
	\$ 790,758	\$ 672,678	\$ 202,815
LIABILITIES			
CURRENT			
Accounts payable and accrued liabilities	\$ 14,772	\$ 27,178	\$ 28,266
Accrued vacation pay	143,307	122,921	128,080
Deferred revenue	255,462	153,425	216,534
	413,541	303,524	372,880
DESIGNATED ACCOUNTS	320	12,622	15,925
	413,861	316,146	388,805
NET ASSETS			
Invested in capital assets	3,724	14,860	25,706
Internally restricted reserve	160,305	124,305	127,478
Unrestricted	212,868	217,367	(339,174)
	376,897	356,532	(185,990)
	\$ 790,758	\$ 672,678	\$ 202,815

A & O: SUPPORT SERVICES FOR OLDER ADULTS INC.

Statement of Revenue and Expenditures

Year Ended March 31, 2013

	2013	2012
REVENUE		
Grants		
ABC's of Fraud	\$ -	\$ 1,262
City of Winnipeg	76,077	89,000
Community Connections	780	780
Department of Justice Canada	8,451	12,895
Healthy Living, Seniors and Consumers Affairs	119,880	145,816
In Memory of Peter D. Curry	17,396	12,767
Estate of Eileen Miller	9,245	-
Manitoba Health	130,600	77,815
Manitoba Justice	175,000	177,574
Manitoba Labour and Immigration	159,221	147,500
MNPAOA	-	2,000
New Horizons for Seniors	11,199	13,432
The Manitoba Association of Senior Centres	700	1,000
United Way of Winnipeg	417,548	417,383
Winnipeg Foundation	23,185	35,404
Winnipeg Police Service	22,500	22,500
Winnipeg Regional Health Authority	460,427	516,260
Winnipeg School Division No. 1	20,700	20,700
	1,652,909	1,694,088
Service Recoveries		
Courses, workshops and seminars	15,246	20,420
Program administration and recoveries	42,906	35,650
Registration fees	-	10,066
Housing Expo	12,930	11,100
Congregate meals	8,439	4,979
Housing directory	1,490	2,043
	81,011	84,258
Other		
Miscellaneous	32,760	70,381
Memberships	5,574	7,965
Interest income	13,790	880
Donations	47,641	17,141
Designated United Way donations	1,548	858
Winnipeg Foundation - Endowment Fund	11,200	22,341
Proceeds from aborted sale of 644 Burnell	-	2,068
	112,513	121,634
TOTAL REVENUE	1,846,433	1,899,980
EXPENDITURES		
Centres (<i>Schedule 1</i>)	233,344	290,890
Global and Community Services (<i>Schedule 2</i>)	1,592,724	1,584,837
	1,826,068	1,875,727
EXCESS OF REVENUE OVER EXPENDITURES FROM OPERATIONS	20,365	24,253
OTHER INCOME		
Gain on disposal of building	-	518,269
EXCESS OF REVENUE OVER EXPENDITURES	\$ 20,365	\$ 542,522

AGE & OPPORTUNITY INC. *(Schedule 1)*

Schedule of Expenditures - Centres
Year Ended March 31, 2013

	Main	Smith	St. Vital	Stradbrook	West End	2013	2012
Delivery	\$ 18	\$ -	\$ -	\$ -	\$ -	\$ 18	\$ 218
Equipment	3	-	-	25	238	266	1,838
Interest and bank charges	95	-	-	362	352	809	931
Insurance	-	-	-	-	-	-	6,166
Maintenance and supplies	2,003	-	-	965	301	3,269	12,435
Meetings	29	-	-	-	-	29	-
Office	773	-	-	2,459	2,281	5,513	7,371
Other	-	-	-	-	-	-	1,480
Postage	58	-	-	-	-	58	1,615
Professional fees	1,024	-	-	943	943	2,910	2,631
Program supplies	6,483	-	-	9,176	2,474	18,133	21,604
Property taxes	-	-	-	-	-	-	3,175
Public relations	-	-	-	16	16	32	-
Rent	1,605	-	-	-	6,000	7,605	22,330
Salaries, benefits and honoraria	32,806	-	-	68,516	79,874	181,196	187,556
Staff development and training	-	-	-	-	-	-	596
Telephone	978	-	-	2,432	3,329	6,739	11,722
Travel	392	-	-	1,950	2,384	4,726	6,292
Utilities	681	-	-	-	-	681	6,025
Volunteer	-	-	-	680	680	1,360	-
2012 TOTALS	\$ 46,948	\$ -	\$ -	\$ 87,524	\$ 98,872	\$ 233,344	\$ -
2011 TOTALS	\$ 86,335	\$ -	\$ -	\$ 95,161	\$ 109,394	\$ -	\$ 290,890

AGE & OPPORTUNITY INC.
(Schedule 2)

Schedule of Expenditures - Global and Community Services

Year Ended March 31, 2013

	Community					SafetyAid	2013	2012
	Global Services	Services	Abuse Services	Elder	Entry Program			
Amortization of capital assets	\$ 10,236	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 10,236	\$ 11,713
Delivery	-	349	108	-	51	147	655	1,126
Equipment purchases	84	1,948	1,282	-	-	1,498	4,812	3,222
Equipment rental	10,002	-	-	-	-	-	10,002	24,058
Insurance	9,542	737	369	-	-	3,789	14,437	17,194
Interest and bank charges	832	78	31	-	138	95	1,174	2,423
Maintenance and supplies	2,196	2,695	713	-	1,902	1,967	9,473	6,088
Office	2,962	22,974	6,285	-	4,482	6,820	43,523	44,974
Other	-	-	-	-	-	-	-	3,932
Postage	335	4,046	140	-	220	174	4,915	6,171
Professional development	4,876	5,807	1,154	-	120	379	12,336	-
Professional fees	10,113	1,487	661	-	2,311	1,250	15,822	13,268
Program supplies	22,811	7,665	328	-	1,919	32,243	64,966	70,633
Public relations and promotion	182	966	16	-	-	2,654	3,818	5,630
Rent	75,700	-	-	-	4,642	4,800	85,142	76,352
Salaries, benefits and honoraria	319,252	298,071	132,056	-	135,968	186,820	1,072,167	1,113,839
Staff development and training	-	-	-	-	-	-	-	13,607
Telephone	14,416	17,683	2,236	-	2,356	2,704	39,395	32,807
Travel	5,808	9,982	3,631	-	2,662	22,150	44,233	54,645
Vehicle lease	-	-	-	-	-	13,545	13,545	-
Volunteer recognition and training	680	-	91	-	1,199	201	2,171	3,846
	490,027	374,488	149,101	157,970	281,236	1,452,822	1,505,528	
Be a Santa to a Senior	226	-	-	-	-	-	226	88
Cookbook	302	-	-	-	-	-	302	11,306
Professional development	10,401	-	-	-	-	-	10,401	22,327
Elder Abuse Awareness Philanthropy / Guide	5,594	-	-	-	-	-	5,594	33,254
Resource Councils	54,195	-	-	-	-	-	54,195	-
Elder Abuse Conference	-	-	-	-	-	-	-	2,645
Elder Abuse Video	16	-	-	-	-	-	16	1,563
Housing	22,770	-	-	-	-	-	22,770	21,287
Housing Expo	18,515	-	-	-	-	-	18,515	17,441
Re-branding Initiative	22,977	-	-	-	-	-	22,977	6,945
644 Burnell	-	-	-	-	-	-	-	2,240
ABC's of Fraud	-	-	-	-	-	-	-	371
Shuttle Bus	-	-	-	-	-	-	-	6,995
WEAAD	4,906	-	-	-	-	-	4,906	7,065
2012 TOTALS	\$ 629,929	\$ 374,488	\$ 149,101	\$ 157,970	\$ 281,236	\$ 1,592,724	\$ 1,584,837	
2011 TOTALS	\$ 602,114	\$ 432,893	\$ 172,934	\$ 147,048	\$ 229,848			



A&O

Support Services for Older Adults

For more information about A & O
please call the Central Office at:

204.956.6440 or

1.888.333.3121 or

visit www.ageopportunity.mb.ca

THE
WINNIPEG
FOUNDATION



Winnipeg Regional
Health Authority
Caring for Health

Office régional de la
santé de Winnipeg
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United Way
Winnipeg

Manitoba



A & O: Support Services for Older Adults is also supported
by the City of Winnipeg