



A&O

Support Services
for Older Adults

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.

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A&O

Support Services
for Older Adults

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MESSAGE FROM THE BOARD CHAIR & CEO

A & O: Support Services for Older Adults is pleased to present this year's Annual Report highlighting some of the Agency's accomplishments over the past eventful 2013 - 2014 fiscal year.

- There was another phenomenal turn out at the Housing Expo held in May with 813 participants in attendance! Participants learned about the wide variety of housing options and services available to them.
- In October A & O was proud to host Canada's first ever hoarding conference, Late Life Hoarding: Older Adults who Hoard. Over 140 participants attended this innovative conference.
- Be a Santa to a Senior Program provided gifts during the holidays to over 300 older adults. This was more than double the number of clients and gifts donated in the previous year!
- The Labour Management Committee entered into Interest Based Negotiations in late 2013 and successfully negotiated a four year collective agreement.

Part of the Agency's strategic plan has been to transform the traditional service delivery model. This change was based on the input and advice we received from older adults regarding their ever changing needs and expectations. Over the past year A & O achieved this goal with the cooperation of the Stradbrook Centre. Programming is now available through the Agency's Senior Centre Without Walls Program. This virtual centre and its free programming are accessible through a toll-free number. We would like to thank the Building Manager at 400 Stradbrook for providing ongoing support to the Agency during this transition.



To all of the hardworking and passionately committed A & O: Support Services for Older Adults employees and volunteers, sincere thanks for your efforts and dedication to our mandate and the diverse clientele we serve. To Management team members Michelle, Stacey, Deborah, Alice and Maureen, thank you for your professional commitment to staff and clients as we work together toward continued growth and development of A & O's specialized services in the Region and across the Province.

Special thanks to our volunteer Board members for their generous commitment of time and talent. We are deeply grateful for your support and dedication to the Agency. Thank you so much.

We at A & O: Support Services for Older Adults greatly appreciate the support of our funders, the United Way of Winnipeg, the Winnipeg Regional Health Authority, the City of Winnipeg, the Province of Manitoba, the Winnipeg Foundation, and the Winnipeg Police Service, as well as a number of project specific funders.

Clearly, older adults in Manitoba still have a number of unmet needs. A & O: Support Services for Older Adults continues to advocate for and provide innovative specialized services that will meet these needs and increase the quality of life experienced by older adults and those who care about and for them. We've come a long way, but there is still a way to go. Let's keep talking to each other, sharing ideas, and working together to achieve an even better future for older Manitobans.

Sincerely,

Alexander Segall, Board Chair & *Amanda Macrae*, 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, communication support group for older parents / grandparents, assistance with Protection Orders, and more.

In this past year, A & O staff Social Workers provided assistance to over 719 clients, and in total spent 2,200 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 co-chairing the World Elder Abuse Awareness Day Committee.



“I am so glad you were able to help me, when I needed it most in my life.”

SAFE SUITE PROGRAM

The Safe Suite Program provided shelter and support to ten older adults leaving abusive situations 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 lift our client's spirits during the holiday season.

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 free series of webinars focusing on Elder Abuse training and prevention. Four webinars were held and provided participants with training on how to plan, protect and prevent situations of elder abuse.

The ongoing training webinars provide service providers and community members with an increased ability to recognize and respond to situations of abuse.

THIS FULL HOUSE

A & O: Support Services for Older Adults continues to receive funding from the United Way of Winnipeg to provide support for the This Full House Program. 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 in home which had previously refused to assist them. As well, clients become successfully engaged in their community and social networks. In this past year, the program received 180 new referrals, provided over 1,045 service hours, and worked with over 1,000 carry over clients from previous years.

THIS FULL HOUSE TRAINING

On October 7, 2013 A & O was proud to host Canada's first ever hoarding conference titled: Late Life Hoarding: Older Adults who Hoard. This training was presented by Michael Tompkins who is a licensed psychologist and a founding partner of the San Francisco Bay Area Center for Cognitive Therapy. Dr. Tompkins specializes in the treatment of hoarding behaviours, and is a recognized leader in this field.

Over 140 attendees took part in this conference, which both raised their awareness on the issue of hoarding, but also further developed their skills in assessing and responding to situations of hoarding.

“Dr. Michael Tompkins was an engaging presenter and I learned so much about hoarding as well as demystified what I always perceived it to be. The tools presented such as the harm reduction plans were outstanding strategies to assist compulsive hoarders. My husband is a firefighter and through me because of this education session he too has become enlightened on the subject, as you can imagine firefighters find hoarding situations when attending to emergency calls.

I would have to say this is one of the most beneficial engaging learning opportunities I have attending in my 20 year nursing career.” - *Conference Participant*

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:

- 498 crime and falls prevention audits
- 476 clients received free installation of security devices, such as deadbolts, peepholes and swing bars
- 476 individuals were provided with fall prevention supplies, including non-slip bath-mats, ice melt, ice-grip tips for canes, nightlights and flashlights
- 47 presentations were held for a total presentation attendance of over 1,700 individuals

An additional 2,500 older adults became aware of the program and its offerings through outreach efforts at health fairs, mall displays and other events held throughout the province.

OLDER VICTIM SERVICES

Through a partnership with the Winnipeg Police Victim Services Unit and Manitoba Justice, Agency Social Workers and volunteers provided support to 522 victims of crime in 2013-14. 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.



L-R: Doreen Szor, Community Member, Kevin Chief, MLA for Point Douglas and Dave Unrau, A & O SafetyAid Coordinator

SOCIAL ENGAGEMENT

SENIOR CENTRE WITHOUT WALLS

Over 175 participants from 30 different communities across Manitoba took part in interactive telephone activities including museum tours, health & wellness presentations, book clubs, support groups and meditation.

CONNECT PROGRAM

The Connect program worked with 273 clients last year. Agency Social Workers assisted socially isolated older adults; connecting them to resources that will facilitate independent living. In addition, 139 dedicated volunteers provided close to 10,000 hours of visits and phone calls to Connect Program clients.

“Sometimes I feel down, but then she calls and afterwards I feel like a million bucks! She really brightens my day. Thank you for having such wonderful volunteers.”
- Connect client about her Phone-a-Friend



ENTRY PROGRAM FOR OLDER ADULT IMMIGRANTS

The Entry Program offers a settlement orientation for newcomers who are 55 plus. These 10 week session help newcomers adjust to their new life in Canada and learn important information they will need to help them successfully integrate into Canadian society. The topics focus on Citizenship and Immigration’s national themes, including Health, Law, Transportation, Canada, Money and Banking, Housing and Community Information. The Entry session are offered at various locations throughout the city, three times per year.

ENGLISH CONVERSATION CIRCLES

Upon completion of the Entry session, participants are encouraged to join one of our many English Conversation Circles (ECCs) throughout Winnipeg. The topics expand on those of the Entry sessions and also provide participants with an opportunity to meet other newcomers in their community, become aware of and have access to community resources and apply their English language skills in an informal and supportive setting.

SUMMER CLUBS

11 English as an Additional Language (EAL) Summer Clubs were made possible this past year through our partnerships with the University of Manitoba and the University of Winnipeg’s Teaching EAL Certificate programs. The program ran twice a week for five weeks from June 24 to July 26, 2013.

HUMAN RESOURCES

Our staff is made up of two EAL Specialists, whose role is to support and train the volunteers, three Orientation Facilitators, one Program Assistant and one Program Manager. Most important of all is our 60+ dedicated Entry Program volunteers! Over the past year they contributed more than 1,500 hours to our program as ECC Facilitators, Entry Assistants, Office Assistants and Interpreters.

China	41
Bhutan	30
Vietnam	19
India	18
Ukraine	14
Iran	13
Hong Kong	10
Eritrea	9
Burma	9
Afghanistan	8
Total:	171

VOLUNTEER MENTORSHIP PROJECT

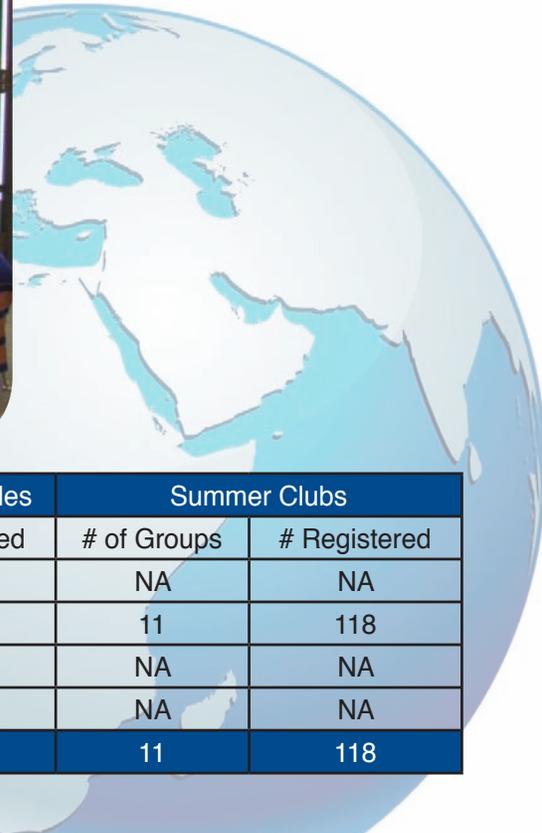
Thanks to a grant from New Horizons for Seniors Program we were able to start a Volunteer Mentorship Project. The goal is to train some of our current volunteers to act as mentors for new volunteers in our English Conversation Circles (ECC's). By recognizing and utilizing the skills and experience of our current volunteers, we hope to increase their involvement in the program, offer valuable training to the new volunteers, increase volunteer retention and improve the overall quality of our program. In addition, four training workshops will be developed on the topics of recognizing the signs of Elder Abuse, Working with Literacy Learners, Cross-Cultural Awareness and Working with Older Adults.



Participants from the Entry Program for Older Adult Immigrants



THANK YOU to our major funder, Citizenship and Immigration Canada as well as our many community partners who provided space in-kind and/or their time and expertise to make this program possible.



FY 13/14	Entry Sessions		English Conversations Circles		Summer Clubs	
	# of Groups	# Registered	# of Groups	# Registered	# of Groups	# Registered
Spring 2013	2	28	15	170	NA	NA
Summer 2013	1	12	NA	NA	11	118
Fall 2013	3	33	16	208	NA	NA
Winter 2014	3	16	15	190	NA	NA
Total	9	89	46	568	11	118

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 program received over 265 new referrals, and worked with 166 past clients each month. Focus areas included: bereavement, loneliness, depression, family conflict and many others. Agency Social Workers provided 1,400 hours to the counselling program.

HOUSING PROGRAM

The Housing Program continues to address the needs of older adults and their friends and families who are investigating housing options in the Winnipeg area. The program has experienced increased inquiries from across the province as well as from Alberta, British Columbia, Ontario, Quebec, and the United States. The Housing Coordinator provides personal consultations to individuals, couples, and families. Consultations assist with meeting the demand for in-depth housing information and tips on how to navigate the low vacancy rate housing market that currently exists. Consultations were provided; in person, by phone or via email. Every effort is made to provide appropriate resources and information to assist older adults towards a successful search for their next home.

In the past year the Housing Program Coordinator was in contact with 699 individuals. Housing consultations were provided directly to 65 people, 77 consults were provided by mail, and 106 email consults were conducted. Information and resources are forwarded to clients via mail in follow-up to telephone calls and emails.

A new edition of the Winnipeg Housing Directory for Older Adults was launched in May of 2013 at the Annual Seniors Housing & Lifestyles Expo. On-going updates to the housing portion of the website are made as they are received from housing and property managers. In the past year there were a total of 356,056 hits to the Agency's Housing information pages which accounts for 16% of the total hits to the website.

During the past year, a total of 254 participants attended the nine housing presentations that were provided to the following groups:

- A & O Seniors Housing & Lifestyles Expo – General Housing
- A & O Seniors Housing & Lifestyles Expo – Using the Directory
- Rainbow Resource Centre
- Seven Oaks Seniors' Links
- St. Stephen's Anglican Church
- Independent Living Resource Centre
- Downtown Connection 55+ Resource Centre
- Sturgeon Creek United Church Housing Fair
- Stradbroke Senior Centre

The Housing Coordinator continues to research current and future housing trends and attends housing related conferences and workshops to bring current information to clients, staff, volunteers and Board members.



2013 SENIORS HOUSING & LIFESTYLES EXPO

This year we had another phenomenal turn out with 813 participants in attendance! Altogether we had 57 exhibitors who purchased or supported 63 booths. The event focused on providing quality time and space for exhibitors to have the opportunity to have in depth conversations with participants. Another feature was the launch of the new 2013 edition of the Winnipeg Housing Directory for Older Adults. 115 copies of the directory were delivered to the event and all 115 copies were spoken for by the end of the day. We also took the opportunity to sell a few retro 'Age & Opportunity' T-shirts.

Advertisement for the Expo was varied from free Public Service Announcements to radio spots on CJOB and CJNU, ads in Coffee News, Lifestyles 55, GO-55Plus, the insert in the 55+ Games, Senior Scope article and ad, the ever popular insert in the Winnipeg Free Press partnership, ads in the Renter's Guide and Home & Condo publication. Posters were also sent out via our WRHA contacts and other community partners.

Sponsors for the 2013 Housing Expo included the following:

- PLATINUM - Homestead Manitoba (Assisted Living Retirement Communities)
- GOLD - Canada Housing and Mortgage Corporation, Wall2Wall Media (Renter's Guide and Home & Condo) and CJNU 107.9 FM
- SILVER - All Seniors Care Retirement Residences, Connect Hearing and Revera Living (Health and Retirement Residences)
- BRONZE - Dave Lowery from Century 21 Bachman & Associates, Maurice Allard from ReMax, Cropro Funeral Chapel, Fred Douglas Place, Home Instead Senior Care, Lions Housing Centres, Northland Health Care Products, The Seniors Moving Company, Fehr-Way Tours and the Lifelong Learning Centre of the U of M



"It was an overwhelming turn out at the Housing Expo today and especially good for me with 65 people at the downsizing workshop. By far the best Expo yet! Your team did a fantastic job and I was very happy to be a sponsor this year."

- Lisa Sinnicks the Seniors Moving Company



Board Members L-R: Craig Glennie, Tej Bains, Rick Grant, Jerry Ross, William Saunders, Gabrielle Marrin, Dr. Alex Segall, Greg Genik, Geoffrey Broucher, John Stott, Eleanore McMahon

PARTNERSHIP PROGRAMS

LEGAL CLINICS

Through a partnership with Legal Aid Manitoba, lawyers assist clients 55 years of age and older with the preparation of wills, power of attorneys and health care directives. Advice was also provided regarding other legal matters. These services are available for \$50.00 each. This year over 837 individuals requested legal clinic appointments and over 763 clients utilized this invaluable service.

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. The clinics were held 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.

Eighty accountants volunteered a total of 335 hours to complete returns for 323 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

This year the Be a Santa to a Senior Program provided gifts during the holidays to over 300 older adults. This was more than double the gifts donated the previous year!

A & O: Support Services for Older Adults would like to thank its program partner Home Instead Senior Care and the many generous donors that helped us brighten the holidays for isolated older adults!



Gina Silva and her daughter Juliana drop off Be a Santa to a Senior gifts collected by family members and Gina's co-workers at Winnipeg Fire Paramedic Service 911 Communication - Platoon 3

LONG-TERM VOLUNTEER SERVICE AWARDS 2013

20 Years

Irene Andrusko - Connect Program
Nedell Michaluk - Connect Program
Lillian Zagonchuk - Centre Instructor

15 Years

Irene Sadowiak - Connect Program

10 Years

Jutta Bendlin - Connect Program
Feza Kungwa - Connect Program
Trudy Magas - Entry Program

5 Years

Darren Doherty - Connect Program
Janice Foley - Connect Program
Patricia Johnston - Connect Program
Anne Lacosse - Connect Program
Marian Meyer - Connect Program
Karen Schmidt - Connect Program
Venkatarama Srinivasan - Entry Program
John Stott - Board of Directors
Joan Walter - Connect Program

LONG-TERM VOLUNTEER SERVICE AWARDS 2014

35 Years

Venda Tarry – Connect Program

30 Years

Helena Kinal – Connect Program
Pauline Shewchuk – Connect Program

15 Years

Alberta Fenning – Connect Program

10 Years

Norman Asher – Connect Program
Edna Williams – Connect Program

5 Years

Rowena del Mundo – Entry Program
Joan Gordon – Connect Program
Lexie Gregorchuk – Connect Program
Rebecca Krowelski – Connect Program
Frieda Peters – Connect Program
Gorjana Radulovic – Entry Program
Huizhen Song – Entry Program
Cuc Nhu Tu – Entry Program

OTHER PROGRAMS & SERVICES

GIVING BACK WITH THE UNITED WAY EMPLOYEE CAMPAIGN

The United Way Employee Campaign Committee hosted four fundraising events and a Christmas themed wrap-up in the months of November & December. Events for this year's campaign included:

- Kick-off Pancake Breakfast: Employees donated \$5.00 and were provided with fruit, pancakes, coffee and juice
- Employee Pledges & Day off with Pay: Employees pledged a donation to the United Way through their pay checks. Anyone who made a donation had their name entered into a draw for a day off with pay.
- Lunch Time Yoga: A yoga instructor volunteered her time to the agency four Fridays in the month of November. Participants paid \$5 per class (donated to United Way)
- Winnipeg Jets Ticket Draw: Maureen Keelan donated a pair of Winnipeg Jets Tickets for a January 2014 game. Tickets were \$10 or three for \$20
- 50/50 Draw: Tickets were sold for \$5 and half of the proceeds were donated to the United Way and half went to the prize winner
- Pumpkin raffle: Deborah Lorteau donated and personally hand-carved two Halloween pumpkins which were then raffled at \$2 per ticket.
- Halloween Potluck: Employees dressed for Halloween and came together for an epic Halloween feast. A great time was had by all!

We wrapped up the campaign at our staff Christmas party. Thank you to all who gave generously and participated in the United Way Campaign! Total Donations raised: \$2,348.96. This is an increase of \$715.98 from last year's campaign!

VOLUNTEER PROGRAM

Many of A & O's programs and services are supported by the work of our dedicated volunteers. This past year 374 Agency volunteers donated 15,029 hours of invaluable service. Volunteer opportunities came in many forms this year, including; providing support to victims of crime, facilitating English Conversation Circles with older adult immigrants, providing home visits to isolated older adults or serving on the Agency's Board of Directors.

COMMUNITY OUTREACH

A & O: Support Services for Older Adults is pleased to provide presentations on various aspects of aging to a variety of groups in Winnipeg. In the past year, 2,978 people attended an A & O presentation. The Agency provides presentations on the following topics: Elder Abuse, SafetyAid, This Full House and general presentations on A & O's innovative programs and services. Many of the groups who received presentations also provided an honorarium to support the work of the Agency - we are truly grateful for this support!

A & O also provided information booths at many events such as the University of Manitoba's Centre on Aging's Annual Spring Symposium, Health Sciences Centre Staff Wellness Day, Reh-Fit Life and Health Fair, Long Term Care Association of Manitoba Conference, Caregivers Conference, Seniors and Elders Day, Mediation Services, Community Wellness Institute, and several community based senior health fairs. The Stradbrook Choir performed out in the community and were ambassadors for the Agency. The choir brought their love of music to over 445 people and performed at the following locations and events:

- Villa Cabrini
- Shaftesbury Retirement Residence
- Cathedrale Manor
- Dakota House
- German Canadian Congress
- A & O's Holiday Fundraiser at Clifton Community Centre

A & O reached out to over 3,400 people at these events.

WEST END CENTRE

The West End Centre members continued to celebrate their unique cultural diversity through a number of programs and activities.

The Chinese members hosted the popular Mid-Autumn Festival in September and celebrated Chinese New Year, 'The Year of the Horse' on February 1st. Close to 90 people attended each event.

The Centre continued to enjoy the talents of several "guest chefs" who planned and prepared meals that included feasts from several countries including China, the Philippines and Canada's Métis community. Guest cooks also included students from Tec Voc High School.

Popular programs continued to be Line Dancing, Belly Dancing, Clogging, Hula Dancing, Ballroom and Social Dancing. Many of these groups performed their dances within the community. The Woodcarver's group continues to grow and create amazing projects.

Presentations were delivered by the Canadian Diabetes Association, the A & O SafetyAid program and the Arthritis Foundation.

The hard work, energy and time contributed by 42 volunteers helped provide many wonderful social events.

Thank you to the Valour Community Centre, Management and Board of Directors for your ongoing support during this transitional period.

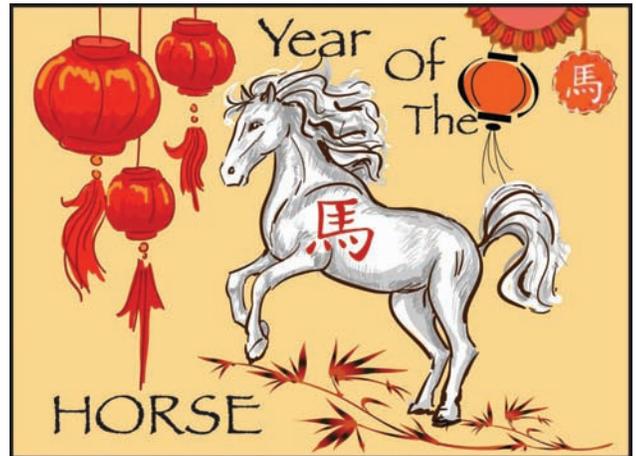
STRADBROOK CENTRE

A & O: Support Services for Older Adults continues to partner with building management of 400 Stradbrook to ensure that supports and resources are provided to older adults living in the building.

A & O's Entry Program for Older Adult Immigrants continues to meet at this location on a weekly basis as well as the choir and table tennis groups. Foot care clinics offered by NorWest Co-Op continue to be available every third Monday and Tuesday of the month.

Programming is now available through the Agency's Senior Centre Without Walls Program. This virtual centre and its' free programming is accessible through a toll-free number. 40% of the Senior Centre Without Walls participants are from the areas surrounding 400 Stradbrook (Downtown, Fort Garry and River Heights).

We would like to thank the Building Manager at 400 Stradbrook who has provided ongoing support to the agency during this transition. The Building Manager is an exceptional community partner who is sincerely invested in providing older adults living in the Stradbrook community area with access to necessary programs and services.





HILARY DRUXMAN PHILANTHROPY PIECE - THE OWL

A & O is proud to continue to partner with Hilary Druxman to promote a Philanthropy Piece. This stylized piece was created in support of A & O: Support Services for Older Adults Elder Abuse Prevention Services. A portion of the sales of this necklace are used to support the agency's Elder Abuse Prevention Services.



HOLIDAY FUNDRAISER

This event was held in December, 2013. Various vendors including Steeped Tea, Scentsy, Epicure, Norwex and Tupperware, just to name a few, were invited to the Clifton Community Centre to sell their wares to community partners and participants in time for the holiday season. The Stradbrook Avenue Show Choir was on hand to provide entertainment and the West End Seniors held a bake sale and provided refreshments.



WORLD ELDER ABUSE AWARENESS DAY CUPCAKE FUNDRAISER

Once again, A & O was thrilled to partner with the Cupcake Corner to sell gourmet cupcakes on June 15, 2013, in honour of World Elder Abuse Awareness Day (WEAAD). In total, 110 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.



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	Dupont, Fred	Joyal, Patricia	Malenki, Harry	Pomanski, Mary
Anderson, Elsie	Eisler, Joyce	Kachkan, Olga	Malko, Fred	Powell, John
Andriniuk, Roberta	Firth, Alan	Kelly, John	Martin, Isabel	Reid, Carol
Anonymous	Fontaine, Lauren	Kennedy, Shari	Mayor, Madeline	Richardson, Janice
Armit, Olga	Forzley, Marjorie	Kergen, Edith	McIvor, Gail	Segall, Alex
Armstrong, Eleanor	France, Dorothy Mary	Konopetski, Eileen	McRae, Brian	Sliwa, Mildred
Benson, Norman	Friesen, Joyce	Kozubniak, Mary	Monteith, Theresa	Smith, Rhea Anne
Boily, Stella	Gauthier, Evelyn	Krawczyk, Maria	Moskal, Jean	Spencer, Stan
Bond, Dr. John B.	Geeves, Elizabeth	Lamirande, Leona	Murphy, Helen Lewis	Sweeney, Jean
Bornn, Mabel	Gieb, Josephine	Lavallee, Norma	Neave, Phyllis	Sweitlik, Janina
Boyd, Alex	Giese, Ron	Leclair, Doris	Newbergher, Lynda	Topping, William
Brockhill, Mabel	Gilbert, Daphne	Lee, Dennis	Nickelmann, Karin	Townsend, Barry
Carriere, Gladys	Gill, Wayne	Lee, Isobel	Page, Bessie	Triska, Joseph
Champagne, Guy	Goolcharan, Myrna	Lemieux, Hazel	Pahkala, John	Turanski, Murna
Chochinov, Monica	Gorcie, Alice	Leong, Kitty	Panchuk, Annie	Tymchak, Evelyn
Cirotzki, Gisela	Gorlay, Lucille	Limpwright, Dorothy	Pankhurst, Victoria	Walters, Nola
Deane, Geoff	Greening, Kathy	Lipton, Lillian	Pavluk, Mary	Wark, Alistair
Deeley, Donna	Harrison, Marjorie	Livesey, Phyllis	Payment, Denise	Warren, Carol
Delorme, Doreen	Hill, Laila	Lovell, Martha	Pelletier, Therese	Watts, Constance
Derrett, George	Hogan, Valetta	Lucec, Elena	Perry, Alice	Wiebe, Susanna
Ducharme, Alfred	Iwacha, Nellie	Lussier, Bonnie	Peters, Tina	Wood, Ken
Dumas, Frank	Jones, Diane	Macleod, Marie	Pitsanuk, Nelly	Zastre, Joe

COMMUNITY CONTRIBUTORS

Albright Church	Northland Healthcare Products
All Charities Campaign	North Kildonan United Church Women
All Seniors Care Retirement Communities	Portage Place Shopping Centre
Canadian Mortgage & Housing Corporation	Ranger Insurance
Caribbean Seniors Group	Remax Professionals
Citizenship and Immigration Canada (CIC)	Revera Retirement Manitoba
Columbus Centennial Seniors Co-Op	Royal Bank of Canada
Congress of Black Women of Manitoba	Seven Oaks School Division: Seven Oaks Adult
Connect Hearing	Learning and Settlement Services Centre
Creative Retirement Manitoba	St. Stephen Anglican Church
Cropo Funeral Chapel	Sturgeon Creek United Church
Dave Lowery & Associates Century21	Teacher's Manitoba Home Economics
Dignity Memorial	The Seniors Moving Company
Fehr Way Tours	The Saul & Claribel Simkin Centre Inc.
Fort Garry Seniors Resource Council	University of Manitoba: Faculty of Education
Fred Douglas Place	University of Winnipeg
Georgian Bay Developments	Villa Cabrini Inc
Good Neighbors Active Living Centre	Winnipeg English Language Assessment
Great Pretenders	and Referral Centre (WELARC)
Home Instead Senior Care	Windsor Park United Church
Homestead Manitoba	Winnipeg Chinese Cultural and Community Centre
Lifelong Learning University of Winnipeg	(WCCCC)
Lions Housing Centres	Winnipeg Fire Paramedics
Main St Senior Centre Members	Winnipeg Public Library
Manitoba Start	Winnipeg Regional Health Authority
New Horizons for Seniors Program	Winnipeg Transit Department



THE EXCHANGE

chartered accountants LLP

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, 2014 and for the year then ended on which we expressed an opinion without reservation in our report dated June 5, 2014. 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, 2014

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A & O: SUPPORT SERVICES FOR OLDER ADULTS INC.

Statement of Financial Position

March 31, 2014

	<i>March 31,</i> 2014	<i>March 31,</i> 2013
ASSETS		
CURRENT		
Cash	\$ 376,550	\$ 300,528
Short-term investments	266,606	264,998
Grants and accounts receivable	40,534	38,302
Prepaid expenses	26,483	22,001
	<hr/>	
	710,173	625,829
CAPITAL ASSETS <i>(Net of accumulated amortization)</i>	7,924	3,724
RESTRICTED CASH	160,305	161,205
	<hr/>	
	\$ 878,402	\$ 790,758
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	\$ 44,455	\$ 14,772
Accrued vacation pay	117,003	143,307
Deferred revenue	266,311	255,462
	<hr/>	
	427,769	413,541
DESIGNATED ACCOUNTS	212	320
	<hr/>	
	427,981	413,861
NET ASSETS		
Invested in capital assets	7,924	3,724
Internally restricted reserve	160,305	160,305
Unrestricted	282,192	212,868
	<hr/>	
	450,421	376,897
	<hr/>	
	\$ 878,402	\$ 790,758

A & O: SUPPORT SERVICES FOR OLDER ADULTS INC.

Statement of Revenue and Expenditures

Year Ended March 31, 2014

	2014	2013
REVENUE		
Grants		
Citizenship and Immigration Canada	\$ 181,096	\$ -
City of Winnipeg	81,070	76,077
Community Connections	-	780
Department of Justice Canada	6,000	8,451
Estate of Eileen Miller	-	9,245
Human Resource and Skills Development Canada	16,975	-
In Memory of Peter D. Curry	19,812	17,396
Manitoba Association of Senior Centres	800	700
Manitoba Health	120,693	130,600
Manitoba Health, Healthy Living and Seniors	135,825	119,880
Manitoba Justice	172,899	175,000
Manitoba Labour and Immigration	-	159,221
Manitoba Real Estate Association Shelter Foundation	10,000	-
New Horizons for Seniors	3,100	11,199
The Winnipeg Foundation	31,952	34,385
United Way of Winnipeg	413,523	417,548
Winnipeg Police Service	20,250	22,500
Winnipeg Regional Health Authority	497,784	460,427
Winnipeg School Division No. 1	20,700	20,700
	1,732,479	1,664,109
Service Recoveries		
Congregate meals	-	8,259
Courses, workshops and seminars	11,435	15,246
Elder Abuse Prevention fundraising	3,393	180
Housing Directory	3,394	1,490
Housing Expo	21,102	19,430
Program administration and recoveries	45,861	42,906
Registration fees	7,254	-
	92,439	87,511
Other		
Miscellaneous	28,620	26,260
Memberships	4,005	5,574
Interest income	4,782	13,790
Donations	12,493	47,641
Designated United Way donations	1,120	1,548
	51,020	94,813
TOTAL REVENUE	1,875,938	1,846,433
EXPENDITURES		
Centres (<i>Schedule 1</i>)	210,828	233,344
Global and Community Services (<i>Schedule 2</i>)	1,591,586	1,592,724
	1,802,414	1,826,068
EXCESS OF REVENUE OVER EXPENDITURES	\$ 73,524	\$ 20,365

AGE & OPPORTUNITY INC. (Schedule 1)

Schedule of Expenditures - Centres

Year Ended March 31, 2014

	Main	Stradbrook	West End	2014	2013
Delivery	\$ -	\$ 42	\$ 34	\$ 76	\$ 18
Equipment	-	68	550	618	266
Interest and bank charges	-	241	106	347	809
Maintenance and supplies	-	870	1,399	2,269	3,269
Meetings	-	403	373	776	29
Office	-	507	797	1,304	5,513
Postage	-	107	73	180	58
Professional fees	-	986	986	1,972	2,910
Program supplies	-	9,005	2,544	11,549	18,133
Public relations	-	5	5	10	32
Rent	-	-	5,500	5,500	7,605
Salaries, benefits and honoraria	-	75,745	99,753	175,498	181,196
Telephone	-	1,971	3,197	5,168	6,739
Travel	-	2,498	3,063	5,561	4,726
Utilities	-	-	-	-	681
Volunteer	-	-	-	-	1,360
2014 TOTALS	\$ -	\$ 92,448	\$ 118,380	\$ 210,828	\$ 233,344
2013 TOTALS	\$ 46,948	\$ 87,524	\$ 98,872	\$ -	\$ -

AGE & OPPORTUNITY INC. (Schedule 2)

Schedule of Expenditures - Global and Community Services

Year Ended March 31, 2014

	Community Elder						
	Global Services	Community Services	Abuse Services	Entry Program	SafetyAid	2014	2013
Amortization of capital assets	\$ 6,365	\$ -	\$ -	\$ -	\$ -	\$ 6,365	\$ 10,236
Delivery	64	515	116	49	120	864	655
Equipment purchases	3,039	3,732	3,876	101	1,629	12,377	4,812
Equipment rental	8,358	-	-	270	-	8,628	10,002
Insurance	8,817	1,050	525	895	3,603	14,890	14,437
Interest and bank charges	604	154	3	40	43	844	1,174
Maintenance and supplies	8,639	3,662	694	845	694	14,534	9,473
Meetings	412	1,804	412	131	362	3,121	-
Office	4,342	17,943	7,069	4,151	5,559	39,064	43,523
Postage	386	4,359	120	67	100	5,032	4,915
Professional development	4,297	7,473	3,847	223	1,503	17,343	12,336
Professional fees	6,632	1,465	800	-	1,250	10,147	15,822
Program supplies	13,904	13,818	2,909	1,204	14,982	46,817	64,966
Public relations and promotion	2,745	11	5	-	5	2,766	3,818
Rent	71,346	-	-	7,619	4,800	83,765	85,142
Salaries, benefits and honoraria	271,176	304,093	187,533	136,572	191,951	1,091,325	1,072,167
Telephone	15,007	18,850	1,889	2,192	2,640	40,578	39,395
Travel	6,134	11,981	4,100	2,250	17,820	42,285	44,233
Vehicle lease	-	-	-	-	12,135	12,135	13,545
Volunteer recognition and training	750	433	40	423	-	1,646	2,171
	433,017	391,343	213,938	157,032	259,196	1,454,526	1,452,822
Be a Santa to a Senior	86	-	-	-	-	86	226
Cookbook	3,268	-	-	-	-	3,268	302
Professional development	7,784	-	-	-	-	7,784	10,401
Elder Abuse Awareness Philanthropy / Guide	1,000	-	-	-	-	1,000	5,594
Resource Councils	57,085	-	-	-	-	57,085	54,195
Elder Abuse Conference	431	-	-	-	-	431	-
Elder Abuse Video	100	-	-	-	-	100	16
Housing	29,890	-	-	-	-	29,890	22,770
Housing Expo	16,117	-	-	-	-	16,117	18,515
Meal programs	375	-	-	-	-	375	22,977
This Full House Conference	12,254	-	-	-	-	12,254	-
Shuttle Bus	5,310	-	-	-	-	5,310	-
WEAAD	3,360	-	-	-	-	3,360	4,906
2014 TOTALS	\$ 570,077	\$ 391,343	\$ 213,938	\$ 157,032	\$ 259,196	\$ 1,591,586	\$ 1,592,724
2013 TOTALS	\$ 629,929	\$ 374,488	\$ 149,101	\$ 157,970	\$ 281,236	\$ -	\$ -



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

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