

SAFETY & SECURITY



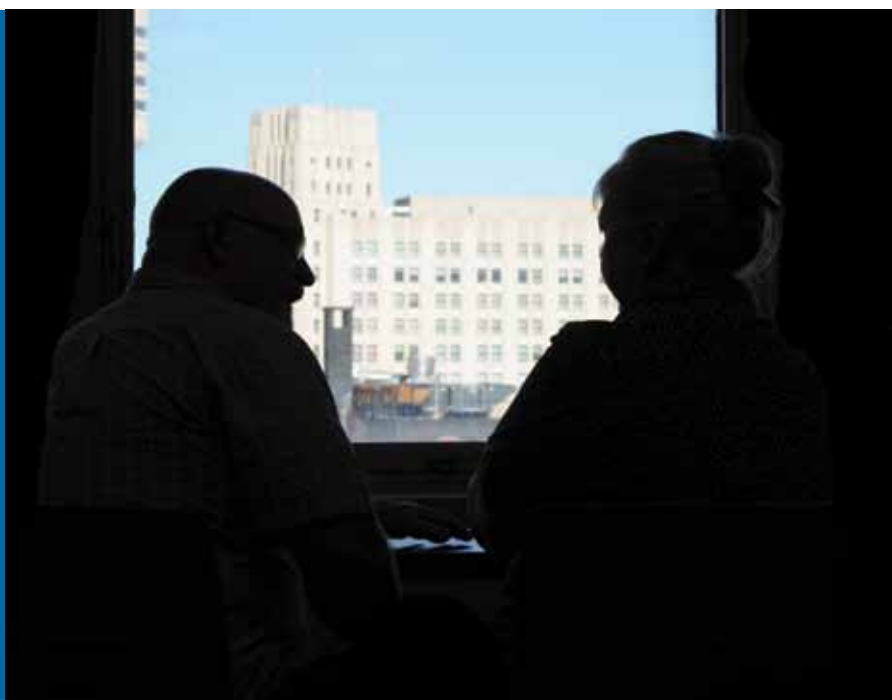
A&O

Support Services
for Older Adults



SOCIAL ENGAGEMENT

COUNSELLING



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

To offer specialized programs and services that are accessible to older Manitobans and support and enhance their social, emotional, physical, intellectual and spiritual lives and promote active participation in all aspects of community life.

VISION

To develop and deliver innovative programs and services that improve the quality of later life.

AGENCY STAFF

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Amanda Macrae
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Audrey Wheeler

PLACEMENT STUDENTS

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Manitoba Start
Work Experience
Harpreet Kaur from
Manitoba Institute of
Trades and Technology
James Urquhart from
the University of Manitoba

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Greg Genik	Director
Rick Grant	Director
Eleanore McMahon	Director

BOARD MEMBERS

ANOTHER YEAR OF WORKING DIFFERENTLY FOR STRONGER OUTCOMES

What a fiscal year 2014 – 2015 has been! In our Annual Report we describe the extensive activities that were undertaken to better support older Manitobans and the valuable outcomes that were achieved! While there continues to be so much to do, we are very pleased with our progress.

When we launched our new strategic plan in 2014, we committed ourselves to continue to work differently and finalize our transition as a specialized service provider. In this past year we have accomplished this goal. The following examples illustrate this particularly well:

The Agency completed the final phase of the restructuring process which has enabled us to increase capacity in the community services portfolio. This transition has allowed the Agency to truly position itself as a specialized service provider for older Manitobans. To this end, the Agency has ensured that all of its' Social Work staff are registered with the Manitoba College of Social Workers. The By-law committee has worked diligently to complete final revisions to the By-law to reflect this transition. The Information Technology needs of the Agency have also been addressed in terms of updates to email and website addresses. The server has been upgraded to ensure that the data base can accommodate the increased demand for service and accurately support client information.

Training continues to be a priority for the Agency to retain knowledgeable, dedicated staff. In the past year staff have been involved in receiving and delivering training as well as serving as members on global, national and municipal level committees.

New Social Work staff received their protection order designation and existing Social Workers refreshed their Protection Order Designation. The Agency has a total of 11 Protection Order Designates. Social Work staff also received training in Motivational Interviewing, Older Adults and Sexuality and Psychological Trauma - Assessment and Treatment.

The Agency not only has a provincial presence, but due to its' innovative programs and services it is now growing to have a global one! A & O has been invited to be a member of the Shelter Providers Regionally, Nationally and Globally (SPRiNG) Alliance. This group meets to discuss best practices for providers of shelters for older adults experiencing abuse. The Agency has also been invited to sit on the Complex Housing Issues Coalition, a new committee that has been formed to discuss the issue of hoarding in Winnipeg.

Members of the Management team attended the Canadian Network for the Prevention of Elder Abuse (CNPEA) conference in Toronto that brought together 50 individuals from across Canada who work in the field of elder abuse prevention to develop a national strategic plan. Management presented on the Agency's success in Leading and Managing in a Unionized Environment to other community based not-for-profit organizations.

Of course, we need to do even more and we need to be constantly searching for new approaches to get things accomplished. We are pleased with the progress made in addressing key focus areas within the Agency's strategic plan which include seamless delivery of programs and services under the three pillars of excellence, retention of a well-trained, stable complement of staff and volunteers as well as revising reporting models with a client / service user focus. Moving forward we will be putting our energies into diversifying funding to maintain and enhance services. We are excited about the enthusiasm of staff, community partners, board members and funders to work in new ways so that older Manitobans are better served and supported.

We invite you to read on and find out more about what A & O: Support Services for Older Adults has been up to. We welcome your feedback to help us continue to improve on our work.

Sincerely,



Chair, Board of Directors



Chief Executive Officer



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 800 clients, and in total spent 1,918 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 continued 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.



INNOVATION IN ELDER ABUSE SYMPOSIUM

Over 50 people from across Canada representing different professional and community sectors participated in this two day event in Toronto. Michelle Ranville, Manager, Community Services was asked to attend on behalf of A & O. The purpose of the symposium was to discuss innovation in elder abuse prevention and to connect leaders in this field from across Canada.

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. The agency managed 67 safe suite cases (short and long term) this past year.

On arrival to the safe suite every client received a welcome basket from the Fort Garry Seniors Resource Council: Senior Drop-in Group. Gifts and hampers from a variety of community partners were received and delivered by agency staff through the Be a Santa to a Senior program that helped lift our client's spirits during the holiday season.

New initiatives this year included implementing art therapy at the suites. A variety of art supplies were purchased (watercolours, pastels, charcoal, acrylic paints, etc.) for each suite. We encourage all clients coming into a suite to express themselves through the art therapy supplies.

This past year we started to work with a long-term Connect volunteer to work exclusively with Safe Suite clients. This past year, we had two clients that utilized this service. In addition to visits with clients, the volunteer has also taken the clients to events in the community and to the mall.

*"From the bottom of my heart, I thank everyone who made this life-changing program available to me and helped me realize that I do have courage, strength, and... I do matter."
~ Safe Suite Client ~*

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 24-hour support line was launched in 2010. In this past year, the Agency assisted in handling 688 elder abuse calls, this number has more than doubled from the previous year.



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. The program held it's first 20 week Buried in Treasures support group this past year.

As a result of the program, clients are able to receive services in home which had previously refused to assist them. Clients also become successfully engaged in their community and social networks. In this past year, the program received 192 new referrals and provided over 1,500 service hours.

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 older adults, are able to receive safety and falls prevention supplies installed at no cost.

This year the SafetyAid program provided the following services:

- 516 crime and falls prevention audits
- 504 clients received free installation of security devices, such as deadbolts, peepholes and swing bars
- 504 individuals were provided with fall prevention supplies, including non-slip bath-mats, ice melt, ice-grip tips for canes, nightlights and flashlights
- 67 presentations were held for a total presentation attendance of over 1,720 individuals
- An additional 2,637 older adults became aware of the program and its offerings through outreach efforts at health fairs, senior centres and other events held throughout the province



Sheldene Guillas, SafetyAid Coordinator

OLDER VICTIM SERVICES

Through a partnership with the Winnipeg Police Victim Services Unit and Manitoba Justice, Agency Social Workers and volunteers provided support to 305 victims of crime in 2014 -2015. 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.

Betty doesn't
spend a lot
of her money,
but her children do.



Being extorted or pressured
about an inheritance...
that's elder abuse.

SOCIAL ENGAGEMENT

SENIOR CENTRE WITHOUT WALLS

Close to 200 older adults from 36 different communities across Manitoba participated in interactive telephone activities including museum tours, health and wellness presentations, book clubs, music therapy, art therapy and support groups. The number of volunteers in the program, has almost quadrupled from the year before - 26 volunteers, up from eight last year! This enables the program to increase the number and diversity of presentations available.

CONNECT PROGRAM

The Connect program worked with over 245 clients per month last year. Agency Social Workers assisted socially isolated older adults; connecting them to resources that facilitate independent living. In addition, 141 dedicated volunteers provided close to 10,000 hours of visits and phone calls to Connect Program clients.

Nedell Michaluk, a Connect Volunteer Visitor and Volunteer Phone-a-Friend for over 20 years received an Honorable Mention from the Manitoba Council on Aging 2014 Recognition Awards. This award is given to volunteers of any age who have made extraordinary contributions to seniors. Nedell received her award on October 28th at the Manitoba Legislative Building.



Dave Schellenberg, Chair of the Manitoba Council on Aging, Nedell Michaluk, and the Honourable Sharon Blady, Minister of Healthy Living and Seniors

ENTRY PROGRAM FOR OLDER ADULT IMMIGRANTS

The Entry Program offers a settlement orientation for newcomers who are 55 plus. These 10 week sessions help newcomers adjust to their new life in Canada and learn important information 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 sessions are offered at various locations throughout the city, four 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). 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. This past year we partnered with Senior Centre Without Walls to offer our first virtual ECC. This program offered participants a unique opportunity to participate in an ECC over the telephone from the comfort of their own homes.

SUMMER CLUBS

10 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 23 to July 29, 2014.



PROGRAM ENROLLMENT

FY 14/15	Entry Sessions		English Conversations Circles		Summer Clubs	
	# of Groups	# Registered	# of Groups	# Registered	# of Groups	# Registered
Spring 2014	2	29	15	176	NA	NA
Summer 2014	2	15	NA	NA	10	104
Fall 2014	2	28	15	224	NA	NA
Winter 2015	2	15	16	179	NA	NA
Total	8	87	46	579	10	104

HUMAN RESOURCES

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

VOLUNTEER MENTORSHIP PROJECT

This year we continued our Volunteer Mentorship Project thanks to the grant provided by The New Horizons for Seniors Program. We were able to achieve our intended results by:

- Increasing the number of volunteers in our ECCs by attracting 10 new volunteers as facilitators;
- Improving the overall skills of all volunteers by providing workshops on four key areas, specifically: Recognizing the Signs of Elder Abuse, Working with Literacy Learners, Cross-cultural Awareness and Working with Older Adults;
- Developing new training materials on these topics and creating a manual that will function as a resource for new facilitators as they enter our program;
- Increasing and reinforcing the sense of self-worth felt by volunteers and, in particular, those who volunteered to act as mentors to new facilitators;
- Increasing participation in our ECCs by attracting new and retaining existing participants. Our levels increased by 16 participants. Their participation in turn helps reduce the sense of isolation many older adult immigrants feel as they adjust to life in their new country.



Volunteer Mentorship Project Training

MANITOBA INSTITUTE FOR PATIENT SAFETY CURRICULUM DEVELOPMENT

The Entry Program was very pleased to be the recipient of the Dr. John Wade Patient Safety Initiative Grant for 2014. We were able to use these funds to hire a Program Specialist to develop 11 lesson plans for our facilitators and volunteers to use in our Entry sessions and ECCs. The lesson plans were developed for various levels of English language proficiency. The topics for these lesson plans include hand hygiene, medication safety, flu shots, and patient rights and responsibilities. Many thanks to The Manitoba Institute for Patient Safety for this funding.

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.

COUNSELLING

COUNSELLING

The agency's counselling services provides both individual and group counselling to individuals 55 years and older. Throughout this past year, the program received over 280 new referrals, and worked with 152 past clients each month. Focus areas included: bereavement, loneliness, depression, family conflict and many others. Agency Social Workers provided 1,297 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 also receives regular inquiries from across the province as well as from Alberta, British Columbia, Ontario, Saskatchewan 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 in a successful search for their next home.

In the past year, the Housing Program Coordinator was in contact with 973 individuals; this has increased by 28% from the previous year. Housing consultations were provided in person to 89 people; this has also experienced an increase of 27% from the previous year. 70 consults were provided by mail, and a total of 136 email consults were conducted. Information and resources are forwarded to clients via mail in follow-up to telephone calls and emails.

On-going updates to the housing portion of the website are made as they are received from housing and property managers.

During the past year, a total of 128 participants attended the four housing presentations that were provided to the following groups:

- A & O Seniors Housing & Lifestyles Expo – General Housing
- A & O Support Services Staff – Housing Services
- A & O: Senior Centre Without Walls
- Access River East: Moving Forward Group

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.



2014 SENIORS HOUSING & LIFESTYLES EXPO

The 7th Annual Seniors Housing & Lifestyles Expo welcomed over 800 people at this age-friendly event. The event focused on providing quality time and space for attendees and exhibitors to have the opportunity to have meaningful conversations. The Expo was advertised in a variety of publications, including The Winnipeg Free Press, Lifestyles 55+, Senior Scope, Renters Guide and Home and Condo. A number of public service announcements were conducted, as well as radio spots on CJNU and CJOB.

Sponsors for the 2014 Housing Expo included the following:

- **PLATINUM** - Homestead MB (Assisted Living Retirement Communities)
- **GOLD** - Canada Housing & Mortgage Corporation, Wall2Wall Media (Renters Guide and Home & Condo) and CJNU 107.9 FM
- **SILVER** – Connect Hearing, Wall2Wall Media (Renters Guide and Home & Condo), Investors Group – Shirley Hill, The Seniors Moving Company, Home Instead Senior Care and CJNU 93.7 FM
- **BRONZE** - Cropro Funeral Chapel, Century 21 - Rena Prefontaine, Lions Housing Centres, Canadian Footwear, Fehr-Way Tours, Creekside Physiotherapy, Transportation Options Network for Seniors (TONS), Manitoba Association of Senior Centres (MASC), Goodfellow & Goodfellow Real Estate, SK2 Safety Surfacing, Here 4U Inc., Dignity Memorial, and the City of Winnipeg

LONG-TERM VOLUNTEER SERVICE AWARDS 2015

VOLUNTEERS

25 Years

Lauren Marcq – Connect Program

20 Years

Christine Knight – Connect Program

10 years

Olga Kertesz - Connect Program

15 Years

Henry Rempel – Connect Program

Marilou Atienza – Connect Program

5 Years

Georgina Leschyshyn – Connect Program

Richard Castro – Entry Program

Yoon Kim – Entry Program

Judy Chorney – Entry Program

Anita Suen – Entry Program

BOARD MEMBERS

10 Years

Dr. Alexander Segall

STAFF

10 Years

Dave Unrau

Program Coordinator – SafetyAid

5 Years

Michelle Roy

Community Services Program Assistant

Board Members Front Row L-R: Tej Bains, Dr. Alex Segall & Gabrielle Marrin
Back Row L-R: Greg Genik, Rick Grant, Eleanore McMahon, John Stott & Craig Glennie



PARTNERSHIP PROGRAMS

LEGAL CLINICS

Through a partnership with Legal Aid Manitoba, lawyers assisted clients 55 years of age and older with the preparation of wills, powers of attorney or health care directives. Advice is also provided regarding other legal matters. Services are available for \$50.00 each. This year over 1,133 individuals requested legal clinic appointments and over 966 clients utilized this invaluable service.

INCOME TAX CLINICS

The Agency partnered with the Institute of Chartered Accountants of Manitoba and community organizations to provide an Income Tax Return Program for older adults. Clinics were held in 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.

Seventy-seven accountants volunteered a total of 252 hours to complete returns for 284 older adults. We would like to thank the accountants from the following accounting firms for generously donating their time during the busy tax season:

- BDO Dunwoody LLP
- Deloitte 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 480 older adults. The program received support from the United Way's Day of Caring initiative to have extra volunteer assistance with organizing and, wrapping and delivering gifts. A United Way Day of Caring matches United Way agency partners and local not-for-profit organizations with employee, student and other volunteer groups who are looking for meaningful opportunities to make a difference in the community.

A & O would like to thank its program partner Home Instead Senior Care as well as the Day of Caring volunteers from Credit Union Central of Manitoba and the University of Manitoba I.H. Asper School of Business students that helped us brighten the holidays for isolated older adults! Thank you to Starbucks Coffee for your generous donation of coffee for our morning gift wrapping blitz!



The agency is grateful for the support of our community partners Sunny Mountain Day Care and the Provincial Employees Care For Kids Co-op Inc. / L'il Wheels Day Care.

Both centres collected gift donations and created artwork and greeting cards that were included in every Be a Santa gift that was delivered. Other partners included the Winnipeg Fire Paramedic Service 911 Communication - Platoon 3 and the Canadian Border Services Agency.

**"I was just wondering if I would be all alone this year again - and now you are here - what a nice surprise."
- 96 year old participant**

OTHER PROGRAMS & SERVICES

GIVING BACK WITH THE UNITED WAY EMPLOYEE CAMPAIGN

This year, the United Way Employee Campaign committee hosted five fundraising events and activities from October to December. Events for this year's campaign included:

- Halloween potluck and campaign kick-off: Employees were invited to celebrate Halloween with costumes and food.
- 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.
- Movie & Popcorn: Employees who provided a minimum donation of \$2 to the United Way were invited to watch a movie and snack on popcorn over their lunch hour
- 50/50 Draw: Tickets were sold for \$2 and half of the proceeds were donated to the United Way, with the other half going to the prize winner
- Moccasin Raffle: A pair of moccasin slippers were donated and raffled off, with all proceeds going to the United Way. The draw took place at the staff Christmas party, which was also the campaign wrap-up.



United Way
Winnipeg

The employee campaign raised \$2,153.47 for the United Way! A highlight of this year's campaign was the employee pledges, which saw an increase of 36% over last year. Thank you to all our generous employees, and congratulations on another successful campaign!



VOLUNTEER PROGRAM

A & O would not be able to do the work we do without the support of our dedicated volunteers. Over 13,000 hours of service were donated by the Agency's 227 volunteers this past year. The Connect Program relies on its volunteers to visit socially isolated older adults in the community. The Entry Program for Older Adult Immigrants' English Conversation Circles are facilitated by volunteers. Other Agency programs that benefit from the commitment and expertise of our volunteers include Older Victim Services, This Full House, Senior Centre Without Walls as well as our Board of Directors.

31st ANNUAL CENTRE ON AGING SPRING RESEARCH SYMPOSIUM

Maureen Keelan, Manager, Entry Program for Older Adult Immigrants, was part of a panel at the 31st Annual Centre on Aging Spring Research Symposium on May 5, 2014 at the University of Manitoba, Bannatyne Campus. The title of the session was "One size does not fit all – meeting the needs of aging immigrants". Panelists discussed some of the difficulties older immigrants and their families face in their new homeland, and some of the services that are available for older adult immigrants.



L-R: L. Wilkinson, A. Aminian,
S. Wong, M. Keelan, & D. Mohr
Image courtesy of the University of Manitoba

COMMUNITY OUTREACH

A & O provides presentations to community groups seeking information on various aspects of aging to a variety of groups in Winnipeg. In the past year, 2,372 people attended one of 79 presentations on topics such as elder abuse, safety and security, Hoarding Disorder and 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!

Some of the organizations we presented to include:

- University of Manitoba - Faculty of Social Work
- Canadian National Institute for the Blind
- Red River College Nursing Department
- Nova House - Many Faces of Family Violence Panel Discussion
- Centre on Aging Spring Symposium
- Health Sciences Centre Social Work Staff
- Health Sciences Centre Retiree Association
- Air Canada Pionairs (retirees)
- Sagkeeng First Nation - Building Healthy Communities and Residential School Survivors

The Agency also hosted information booths at various community based health and wellness fairs. A & O reached out to 2,295 people at these events including:

- Sara Riel Mental Health and Wellness Expo
- Healthy Aging Resource Team's Downtown Connection
- Long Term Care Association of Manitoba Conference
- Wellness Institute at Seven Oaks Hospital Active Aging Day
- Seniors' & Elders' Day 2014
- Celebrating Social Work Month - Health Sciences Centre



CENTRES

WEST END CENTRE

The Valour Community Centre and its Management team was very supportive of A & O's transition and supported older adult participants and allowed them to continue to use the location and continue to offer all of their programs and services. During this transition A & O worked closely with the community.

The West End group has established the West End Active Living Centre Inc. located at 1315 Strathcona Street through the support of the Manitoba Association of Senior Centres (MASC). The centre provides programs and services to older adults living in the West End community area.

A & O continues to offer programming through the Agency's Senior Centre Without Walls program. This virtual centre and its free programming is accessible through a toll-free number. The Agency continues to provide specialized programs and services that are available to all older Manitobans.

PHILANTHROPY PIECE - THE OWL

We are proud to continue our partnership with Hilary Druxman to promote the agency's Philanthropy Piece. This stylized piece was created in support of A & O's Elder Abuse Prevention Services. A portion of the sales of this necklace are used to support the agency's elder abuse initiatives.



WORLD ELDER ABUSE AWARENESS DAY CUPCAKE FUNDRAISER



The Cupcake Corner and A & O partnered again to sell gourmet cupcakes on June 15, 2014, in honour of World Elder Abuse Awareness Day (WEAAD). 50% of the proceeds from each sale were directed to the Agency's Elder Abuse Prevention Services for older Manitobans.

WHAT IS WEAAD?

Elder abuse is any action or inaction by a person in a relationship of trust which jeopardizes the health or well-being of an older person.

June 15th of every year has been proclaimed World Elder Abuse Awareness Day by the International Network for the Prevention of Elder Abuse (INPEA).

Throughout the world, abuse and neglect of older persons is largely under-recognized or treated as an unspoken problem. Unfortunately, no community or country in the world is immune from this costly public health and human rights crisis. Research indicates that public education campaigns like World Elder Abuse Awareness Day are vital for informing people in a growing number of countries about elder abuse.

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.

Anonymous (3)
Alexander, Pastora
Anderson, Elsie
Angelkovski, Blaga
Armit, Olga
Armstrong, Elizabeth
Avery, Kathy Ann
Barker, Mary
Boardman, Sophie
Boily, Stella
Bornn, Mabel
Bouchard, Noella
Boyd, Alex
Brockhill, Mabel
Brown, Martha
Carriere, Gladys
Champagne, Guy
Cook, George
Cowan, Dorothy

Darreit, George
Delorme, Doreen
Erhardt, Florence
Falk, Ann
Faria, Barbara
Firth, Allan
Fontaine, Laurent
Gauthier, Evelyn
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Geib, Josephine
Gourlay, Lucille
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Lavallee, Norma
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Levandoski, Jenny
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Marklinger, Karen
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Thorkelson, Olive
Townson, Barry
Trudeau, Marcelle
Turnbull, Margaret
Tymchak, Evelyn
Van Meer, Corinne
Walker, Gail
Williams, Salome
Young, Catherine
Zastre, Joseph
Zglobicki, Elizabeth
Zwiers, Herman

COMMUNITY CONTRIBUTORS

99.9 Bob FM	LGBTT 55+ Positive Space Initiative
All Charities Campaign	Lifetime Connection Without Walls, TX
All Seniors Care Retirement Communities	Lions Housing Centres
Afro-Caribbean Association of MB Inc.	Manitoba Association of PCH Social Workers
Asper School of Business	Manitoba Association of Senior Centres (MASC)
Assiniboine Park	Manitoba Electrical Museum & Education Centre
Canada Mortgage and Housing Corporation (CMHC)	Manitoba Institute for Patient Safety
Canada's Royal Winnipeg Ballet	Manitoba Lung Association
Canadian Border Services Agency	Manitoba Ombudsman
Canadian Diabetes Association	Manitoba Sports Hall of Fame
Canadian Footwear	Manitoba Start
Canadian Pacific Railway	Marwest ITF - The Parkway
CBC Radio	Nine Circles Community Health Centre
Central Speech & Hearing Clinic	Northland Healthcare Products
Church of Christ	Norberry-Glenlee Community Centre
Columbus Centennial Seniors Co-op	Prairie Wildlife Rehabilitation Centre
Community Mental Health Association	Provincial Employees Care for Kids Co-op Inc. / L'il Wheels
Connect Hearing	Daycare
Creative Retirement Manitoba	Ranger Insurance
Credit Union Central of Manitoba	Red River College, Department of Nursing
Creekside Physiotherapy & Multi-Service Center	Rena Prefontaine, Century 21
Cropo Funeral Chapel	SK2 Safety Surfacing
CTV News Winnipeg	St. James Assiniboia 55+ Centre
Dignity Memorial	St. Mary's Road United Church
Dorot's University Without Walls, NY	St. Stephen's Anglican Church
Ethos Realty	Senior Center Without Walls, CA
FAB 94.3 Winnipeg's Greatest Hits Radio	Sturgeon Creek United Church
Fehr-way Tours	Sunny Mountain Day Care Centre
Folklorama / Folk Arts Council of Winnipeg	The Manitoba Museum
Fort Garry Mennonite Brethren Church	The Seniors Moving Company
Fort Garry Seniors Resource Council	Transportation Options Network for Seniors (T.O.N.S.)
Fort Rouge Ecumenical Apartments	University of Manitoba
Fred Douglas Place	University of Manitoba Space Applications and Technology
Freedom 55 Financial	Society
Good Neighbours Active Living Centre	University of Winnipeg
Goodfellow & Goodfellow Real Estate Ltd.	Winnipeg Art Therapy Services
Heartspace International Writing Schools	Windsor Park United Church
Here 4 U Inc.	Winnipeg Chinese Cultural & Community Centre (WCCCC)
Holy Eucharist Ukrainian Catholic Parish	Winnipeg English Language Assessment and Referral
Home Instead Senior Care	Centre (WELARC)
Homestead Manitoba (Georgian Bay Developments)	Winnipeg Fire Paramedic Services
Immigrant Centre Manitoba Inc.	Winnipeg Free Press
Indo-China Chinese Association of Manitoba	Winnipeg Police Museum
Integrated Pest Management Group Manitoba Housing	Winnipeg Police Service, Commercial Crime Unit
Investors Group	Winnipeg Public Library
Isaac's Center, NY	Winnipeg Regional Health Authority, Healthy Aging
Jewel 100.5 FM Winnipeg	Resource Team
Klinik Community Health Centre	Winnipeg Symphony Orchestra



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, 2015 and for the year then ended, on which we expressed an opinion without reservation in our report dated June 3, 2015. The fair summarization of the complete financial statements is the responsibility of management. Our responsibility, is to report on these summarized financial statements.

In our opinion, the accompanying financial statements fairly summarize, in all material aspects, the summarized financial statements.

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 3, 2015

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A & O: SUPPORT SERVICES FOR OLDER ADULTS INC.

Statement of Financial Position

March 31, 2015

	<i>March 31,</i> 2015	<i>March 31,</i> 2014
ASSETS		
CURRENT		
Cash	\$ 426,136	\$ 376,550
Short-term investments	291,276	266,606
Grants and accounts receivable	30,320	40,534
Prepaid expenses	31,966	26,483
	<u>779,698</u>	<u>710,173</u>
CAPITAL ASSETS <i>(Net of accumulated amortization)</i>	2,641	7,924
RESTRICTED CASH	<u>160,305</u>	<u>160,305</u>
	<u>\$ 942,644</u>	<u>\$ 878,402</u>
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	\$ 77,820	\$ 44,455
Accrued vacation pay	137,337	117,003
Deferred revenue	172,094	266,311
	<u>387,251</u>	<u>427,769</u>
DESIGNATED ACCOUNTS	<u>406</u>	<u>212</u>
	<u>387,657</u>	<u>427,981</u>
NET ASSETS		
Invested in capital assets	2,642	7,924
Internally restricted reserve	160,305	160,305
Unrestricted	392,040	282,192
	<u>554,987</u>	<u>450,421</u>
	<u>\$ 942,644</u>	<u>\$ 878,402</u>

A & O: SUPPORT SERVICES FOR OLDER ADULTS INC.

Statement of Revenue and Expenditures

Year Ended March 31, 2015

	2015	2014
REVENUE		
Grants		
Citizenship and Immigration Canada	\$ 205,920	\$ 181,096
City of Winnipeg	79,281	81,070
Department of Justice Canada	11,200	6,000
Dr. John Wade MIPS Grant	2,792	-
Human Resource and Skills Development	-	16,975
In Memory of Peter D. Curry	16,000	19,812
Manitoba Association of Senior Centres	800	800
Manitoba Health	141,698	120,693
Manitoba Health, Healthy Living and Seniors	143,703	135,825
Manitoba Justice	182,210	172,899
Manitoba Real Estate Association Shelter Foundation	-	10,000
New Horizons for Seniors	39,350	3,100
The Winnipeg Foundation	20,756	31,952
This Full House	17,624	-
Thomas Sill Foundation	12,500	-
United Way of Winnipeg	425,728	413,523
Winnipeg Police Service	20,250	20,250
Winnipeg Regional Health Authority	545,481	497,784
Winnipeg School Division No. 1	20,700	20,700
	<u>1,885,993</u>	<u>1,732,479</u>
Service Recoveries		
Courses, workshops and seminars	-	11,435
Elder Abuse Prevention fundraising	1,142	3,393
Housing Directory	2,089	3,394
Housing Expo	21,400	21,102
Program administration and recoveries	52,870	45,861
Registration fees	384	7,254
	<u>77,885</u>	<u>92,439</u>
Other		
Miscellaneous	24,384	28,620
Memberships	-	4,005
Investment income	28,030	4,782
Donations	11,498	12,493
Designated United Way donations	1,909	1,120
	<u>65,821</u>	<u>51,020</u>
TOTAL REVENUE	<u>2,029,699</u>	<u>1,875,938</u>
EXPENDITURES		
Centres (<i>Schedule 1</i>)	46,859	210,828
Global and Community Services (<i>Schedule 2</i>)	1,878,274	1,591,586
	<u>1,925,133</u>	<u>1,802,414</u>
EXCESS OF REVENUE OVER EXPENDITURES	<u>\$ 104,566</u>	<u>\$ 73,524</u>

A & O: SUPPORT SERVICES FOR OLDER ADULTS INC. *(Schedule 1)*

Schedule of Expenditures - Centres

Year Ended March 31, 2015

	Stradbrook	West End	2015	2014
Delivery	\$ -	\$ -	\$ -	76
Equipment	-	-	-	618
Interest and bank charges	-	-	-	347
Maintenance and supplies	-	-	-	2,269
Meetings	-	-	-	776
Office	-	-	-	1,304
Postage	-	-	-	180
Professional fees	-	-	-	1,972
Program supplies	-	-	-	11,549
Public relations	-	-	-	10
Rent	-	3,000	3,000	5,500
Salaries, benefits and honoraria	-	43,859	43,859	175,498
Telephone	-	-	-	5,168
Travel	-	-	-	5,561
2015 TOTALS	\$ -	\$ 46,859	\$ 46,859	
2014 TOTALS	\$ 92,448	\$ 118,380	\$	210,828

A & O: SUPPORT SERVICES FOR OLDER ADULTS INC. (Schedule 2)

Schedule of Expenditures - Global and Community Services

Year Ended March 31, 2015

	Global Services	Community Services	Elder Abuse Services	Entry Program	SafetyAid	2015	2014
Amortization of capital assets	\$ 5,282	\$ -	\$ -	\$ -	\$ -	\$ 5,282	\$ 6,365
Delivery	672	1,432	227	26	211	2,568	864
Equipment purchases	7,248	12,924	6,328	172	780	27,452	12,377
Equipment rental	15,454	-	-	-	-	15,454	8,628
Insurance	8,940	1,080	540	993	3,995	15,548	14,890
Interest and bank charges	491	25	-	25	66	607	844
Maintenance and supplies	8,575	10,322	1,863	1,172	1,712	23,644	14,534
Meetings	1,157	2,346	464	351	587	4,905	3,121
Office	5,694	20,868	6,686	7,044	12,031	52,323	39,064
Postage	583	4,885	120	187	160	5,935	5,032
Professional fees	6,206	1,693	1,000	3,600	1,250	13,749	10,147
Program supplies	16,969	11,551	234	2,906	17,930	49,590	46,817
Professional development	4,379	14,530	858	2,055	2,687	24,509	17,343
Public relations and promotion	1,851	-	-	1,000	4,657	7,508	2,766
Rent	71,700	162	-	11,075	4,800	87,737	83,765
Salaries, benefits and honoraria	313,570	423,784	173,285	141,015	188,379	1,240,033	1,091,325
Telephone and cable	13,160	24,732	2,195	3,332	3,648	47,067	40,578
Travel	5,655	21,174	3,288	3,197	24,609	57,923	42,285
Vehicle lease	-	-	-	-	12,318	12,318	12,135
Volunteer recognition and training	17	1,515	175	389	-	2,096	1,646
Contract services	-	5,000	-	-	-	5,000	-
Miscellaneous	1,449	248	391	489	336	2,913	-
	489,052	558,271	197,654	179,028	280,156	1,704,161	1,454,526
Be a Santa to a Senior	1,572	-	-	-	-	1,572	86
Cookbook	-	-	-	-	-	-	3,268
Professional development	6,327	-	-	-	-	6,327	7,784
Elder Abuse Awareness Philanthropy / Guide	6,036	-	-	-	-	6,036	1,000
Resource Councils	93,353	-	-	-	-	93,353	57,085
Elder Abuse Conference	2,456	-	-	-	-	2,456	431
Elder Abuse Video	25	-	-	-	-	25	100
Housing	24,288	-	-	-	-	24,288	29,890
Housing Expo	15,367	-	-	-	-	15,367	16,117
Meal programs	-	-	-	-	-	-	375
This Full House Conference	-	-	-	-	-	-	12,254
Shuttle Bus	3,513	-	-	-	-	3,513	5,310
WEAAD	137	-	-	-	-	137	3,360
Volunteer mentorship	18,247	-	-	-	-	18,247	-
MIPS	2,792	-	-	-	-	2,792	-
	663,165	558,271	197,654	179,028	280,156	1,878,274	1,591,586
2015 TOTALS	\$	\$	\$	\$	\$	\$	\$
2014 TOTALS	\$ 570,077	\$ 391,343	\$ 213,938	\$ 157,032	\$ 259,196	\$	\$



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.aosupportservices.ca.

**THE
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FOUNDATION**



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