



A&O

Support Services
for Older Adults

2015 | 2016 Annual Report



**“I believe that older adults
that get in touch with A & O
get the services they really
need. It’s nice to have
somewhere to go for help.”**

Mary Roberts

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.

A & O Celebrates its Diamond Anniversary in 2017!



In 2017 A & O: Support Services for Older Adults will be celebrating 60 years of providing innovative programs and services to older Manitobans. Stay tuned to find out about special events and initiatives planned for the 2017 year!

AGENCY STAFF

Patti Bérubé
Silvia Del Vecchio
Maria Franco
Jacquie Friesen
Arielle Godbout
Monica Grocholski
Sheldene Guillas
Victoria Hampton
Jessica Harper
Melanie Hasenheit
Maureen Keelan

Jamie Kinaschuk
Amanda Macrae
Lorena Martinez
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Hilary Omichinski
Alice Perry
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Lydia Robertson
Pamela Roth
Michelle Roy

Liz Shewchuk
Janice Sawers
Fred Steinbring
Joan Stephens
Kelsey Streber
Anita Suen
David Unrau
Silvia Visintin
Shanshan Wang
Maria Wasylkewycz
Audrey Wheeler

PLACEMENT STUDENTS

Cierra Nelson
Garden City Collegiate

Simranjit Kaur
Manitoba Institute of Trades & Technology (MITT)

Shiow-Juh Yeh
Manitoba Institute of Trades & Technology (MITT)

Visit A & O's new website @ www.aosupportservices.ca

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| | |
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BOARD MEMBERS

MESSAGE FROM BOARD CHAIR & CEO

On behalf of A & O: Support Services for Older Adults we are pleased to present this year's Annual Report which highlights some of our accomplishments over the past year. Not only does this annual report provide you with information on our continually expanding specialized programs, services and important core work, this report officially represents the agency as a specialized service provider for older Manitobans.

We continue to build on our pillars of service:

Safety & Security The Third International Longevity Forum was held in Rio de Janeiro, Brazil this past fall. The President of the Canadian Longevity Centre presented on the innovative work taking place in Canada related to the Age Friendly Initiative. Information about the agency's safety and security programs (Elder Abuse Prevention, Safe Suites, Senior's Abuse Support Line, Older Victim Services, SafetyAid and This Full House) were shared to demonstrate the innovative work taking place in Canada.

The agency hosted the Staying Safe: for the Deaf & Hard of Hearing conference in the spring. A & O was invited to be a member of the Shelter Partners, Regional, National & Global (SPRING) Alliance. This group meets annually to discuss best practices for shelter providers for older adults experiencing abuse. The Entry Program presented at the Manitoba Institute for Patient Safety annual general meeting regarding curriculum they developed that focused on health and safety. This past year agency staff recertified or certified their first aid and CPR training.

Social Engagement Members of the management team presented information about the agency's Connect Program and related social engagement initiatives at the annual Support Services for Seniors Planning day hosted by the Winnipeg Regional Health Authority.

Counselling This past year the agency's Registered Social Workers and Intake team received intensive training related to vicarious trauma and mindfulness integrated cognitive behavior therapy. The agency was also pleased to offer a 15 week Buried in Treasures Support Group for clients dealing with Hoarding Disorder and a six (6) week Making & Keeping Important Connections Support Group.

Special Initiatives / Partnerships The agency continues to go global! Last fall, members of the management team had the opportunity to present on the agency's specialized services to a delegation from Setagaya, Japan which is Winnipeg's sister city.

A & O hosted a number of special events including the Annual 55+ Housing & Active Lifestyles Expo which expanded to offer more booths, the community services volunteer recognition event was held at Prairie 360, and the ever popular Be a Santa to a Senior Program provided holiday gifts to over 930 isolated older adults living in Winnipeg.

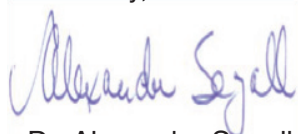
A valuable partnership was formalized between the Winnipeg Fire Paramedic Service (WFPS) and the SafetyAid Program to support the installation of smoke alarms as part of the program when necessary.

This past spring the agency was pleased to welcome Myers Weinberg LLP to provide legal services on-site to individuals 55 years of age and older on matters such as wills, powers of attorney and health care directives.

A & O is fortunate to have wonderfully committed and knowledgeable staff. This past year the agency made a concerted effort to offer two unique staff development opportunities where all staff met off-site to enjoy some quality time with their colleagues. The first event was offered in early September at which staff enjoyed a luncheon followed by an afternoon scavenger hunt at the Forks, the second was a breakfast followed by a tour of the Canadian Museum for Human Rights. This fiscal year also saw the agency complete the final pieces to its rebranding process with a new domain name and the launch of a Facebook page and Twitter account.

Thank you to our core funders; the Winnipeg Regional Health Authority, the Province of Manitoba, the United Way of Winnipeg, Immigration Refugees and Citizenship Canada and the City of Winnipeg. In addition to our core funders a significant amount of work undertaken by A & O continues to occur through project based funding provided by many financial supporters. Your financial support allows the agency to provide additional supports to our programs and services and we thank you for your ongoing commitment.

Sincerely,



Dr. Alexander Segall
Chair, Board of Directors



Amanda Macrae
Chief Executive Officer



SAFETY & SECURITY

ELDER ABUSE

The agency provides direct Elder Abuse prevention 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 / grandparent, assistance with Protection Orders and more.

In this past year, A & O Registered Social Workers provided assistance to over 380 clients, and in total spent 1,300 hours in Elder Abuse related work which includes direct and indirect client contact, workshops, committees and other related activities.

ELDER ABUSE Hiding in Plain Sight

A & O: Support Services for Older Adults continues to be involved in many elder abuse prevention initiatives. Some of which include, acting as co-chair for the Winnipeg Elder Abuse Strategy as well as for the World Elder Abuse Awareness Day committee.

"Things could have been a lot worse for me without the Safe Suite program. I feel safer. It helped me to deal with a lot of different issues."

SAFE SUITE

The agency worked with 82 clients in the Safe Suite Program in 2015-16. Nine individuals entered a Safe Suite in order to leave an abusive living situation. Clients receive long-term counselling support from Registered Social Workers and assistance with legal, financial and housing options.

SENIOR'S ABUSE SUPPORT LINE

A & O: Support Services for Older Adults continues to partner with Clinic Community Health Centre to provide a 24 hour Elder Abuse support line for individuals across Manitoba. This 24 hour support line was launched on March 1, 2010. In this past year, the agency assisted in handling 430 elder abuse calls through the Senior's Abuse Support Line.



THIS FULL HOUSE

The agency 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 Winnipeggers living with Hoarding Disorder. Agency Social Workers provide support, counselling, advocacy, access to cleaning and long-term maintenance and follow-up. The program continued to provide the 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 195 new referrals, worked with an average of 86 past clients each month, and provided over 1,300 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.

In this past year, a partnership was developed between A & O and the Winnipeg Fire Paramedic Service (WFPS). WFPS will provide support to A & O in the form of education on proper installation of smoke alarms which will assist with this aspect of the home audit.

"We would recommend the program to anyone. Glad there is a program out there looking out for the safety of older adults."

~ SafetyAid client

This year the SafetyAid program provided the following services:

- 384 crime and falls prevention audits
- 345 clients received free installation of security devices, such as deadbolts, peepholes and swing bars
- 345 individuals were provided with fall prevention supplies, including non-slip bath-mats, ice melt, ice-grip tips for canes, nightlights and flashlights

OLDER VICTIM SERVICES

Through a partnership with the Winnipeg Police Victim Services Unit and Manitoba Justice, agency Registered Social Workers and volunteers provided support to 306 victims of crime in 2015 -16. 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.

STAYING SAFE FOR THE DEAF & HARD OF HEARING

On April 21, 2015, A & O hosted 'Staying Safe: For the Deaf & Hard of Hearing' for older adults from the Deaf, Hard of Hearing and Deaf-Blind Communities. Over 100 participants took part in this educational symposium which included a safety presentation from the Winnipeg Police Service, a presentation on A & O services and a panel discussion on making victim services more inclusive and accessible. Funding was provided by a National Victims of Crime Awareness Week grant from Justice Canada. We would like to thank our committee partners that helped us to offer this event:

- Deaf Centre Manitoba Inc.
- Manitoba Deaf Association
- New Directions Deaf Empowerment and Future (D.E.A.F.)
- Manitoba Justice - Victim Services
- Canadian Hard of Hearing Association
- Winnipeg Police Service
- Society for Manitobans with Disabilities



SOCIAL ENGAGEMENT

SENIOR CENTRE WITHOUT WALLS

The program continues to grow and this year held 608 classes, a 16% increase over 2014-15. We continue to add new programming recommended by the program participants. Popular sessions offered via teleconference include Music Therapy, Art Therapy, museum tours, book clubs and support groups.

"It has broadened my mind. It gives me something to get up for every morning."

~ Senior Centre Without Walls participant

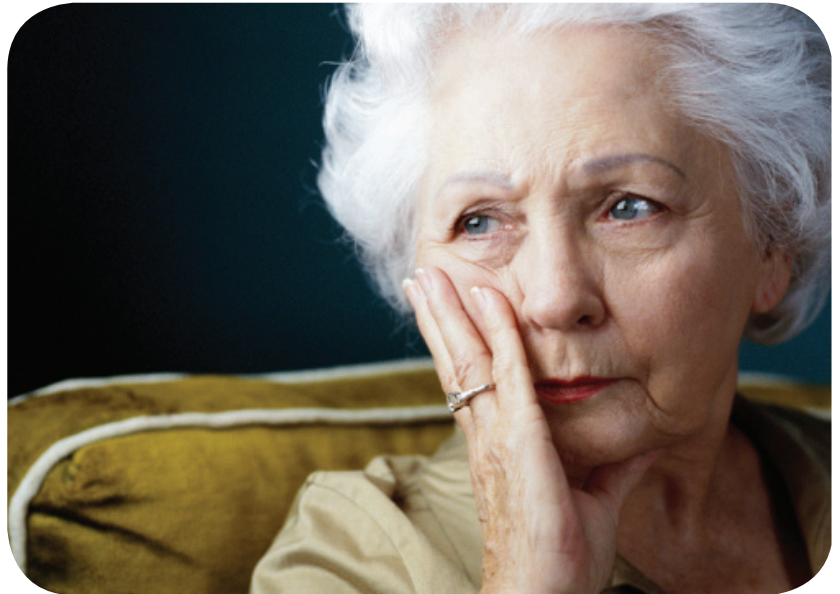
**Thank you
Senior Centre
Without Walls
Volunteers**

Celebrity Bingo hosts:
Heather Steele from Global News
Eva Kovacs from Global News
Colleen Bready from CTV News
Gord Leclerc from CTV News
Dez from
BOB 99.9 FM

Brody Jackson
from QX104 FM
'Dancing Gabe' Winnipeg's
Biggest Sports Fan!
Cheryl Holmes from
CTV News Winnipeg

CONNECT

Our Registered Social Workers assisted 267 socially isolated older adults; connecting them to resources that facilitate independent living. 183 clients were matched with volunteers for regular visits and calls. A team of 130 dedicated volunteers provided 10,140 hours of visits and phone calls to program clients. Last May, we launched a new Connect group, Making and Keeping Important Connections. The goals of the group include enriching social skills, heightening positive self-esteem and generating affirmative relations.



ENTRY PROGRAM FOR OLDER ADULTS

This year 97 individuals completed our Entry Program, which 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 they will need to help them successfully integrate into Canadian society. The Entry sessions are offered at various locations throughout the city, four times per year.



Upon completion of the Entry session, participants are encouraged to join one of our 16 English Conversation Circles (ECCs) located throughout Winnipeg. The ECCs are an opportunity for participants 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. Over 280 participants from 46 countries around the world participated in the conversation circles this year, with China, Bhutan and Israel being our top three source countries.

SUMMER CLUBS: In the summer of 2015 we offered our ESL Summer Clubs for a 5 week term, from June 22 to July 24, 2015. We had ten classes and over 130 participants. Thanks to the University of Manitoba and the University of Winnipeg's Teaching ESL Certificate programs for providing the teachers.

HUMAN RESOURCES: The Entry team is made up of two ESL Specialists, whose role is to support and train the volunteers, two orientation facilitators, one program assistant and one program manager. This year Entry staff produced three volunteer newsletters, offered seven volunteer training events and hosted a volunteer recognition luncheon. Eleven new lesson plans were developed and added to the Entry curriculum, which is now available on A & O's website.

Most importantly, more than 60 dedicated volunteers contributed over 1,600 hours to our program as ECC facilitators, Entry assistants, office assistants and interpreters.

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



Board Members Front Row L-R: Craig Glennie, Dr. Alex Segall, Laryssa Sawchuck & Tej Bains
Back Row L-R: Eleanore McMahon, Greg Genik, Vernon De Pape, John Stott, & Bill Sumerlus



Missing: Gabrielle Marrin, Rick Grant, Dr. Rahul Bhindi

COUNSELLING

COUNSELLING

The agency's counselling services provides both individual and group counselling to individuals 55 and older. This past year, the program received over 410 new referrals/intake calls, and worked with 128 past clients each month. Focus areas included: bereavement, loneliness, depression, family conflict and many others. The agency's Registered Social Workers provided 1,200 hours to the counselling program.

HOUSING PROGRAM

The Housing Program continues to address the needs of older adults investigating housing options in the Winnipeg area. The program also receives regular inquiries from across the country and the United States. The Housing Consultant 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 to 955 individuals last year. Every effort is made to provide appropriate resources and information to assist older adults in a successful search for their next home. Clients are educated on the different levels of housing available, including Independent Living, Assisted Living, Companion Care, Supportive Housing and Personal Care Homes.

The program also publishes the Winnipeg Housing Directory for Older Adults, a comprehensive guide of housing options including, rental and utility costs as well as building security and amenities. The guide is available for purchase at A & O and it is available on our website.

8TH ANNUAL 55+ HOUSING & ACTIVE LIFESTYLES EXPO

The 8th Annual 55+ Housing & Active Lifestyles Expo welcomed over 950 individuals and showcased 88 booths at this exciting information packed day! Event attendees had the opportunity to meet with exhibitors and explore the plethora of housing and active living related options that are available to older adults. The expo was advertised in a variety of publications, including the Winnipeg Free Press, Lifestyles 55+, Go 55+ and Senior Scope. Advertisements were also posted on Global and CTV News websites and the Winnipeg Sun's website. A number of public service announcements were conducted, as well as radio spots on CJNU and CJOB.



Thank you to the following 2015 Expo sponsors:

Marquee Sponsor

RONA

Platinum Sponsor

Homestead MB
(Assisted Living
Retirement Communities)

Gold Sponsors

Edison Properties
Towers Realty Group
Winnipeg Gold Buyers

Silver Sponsors

Connect Hearing
Dignity Memorial
Greencrest Pharmacy
Kemp Hearing Centres
King's Transfer
Lifestyles Real Estate Ltd.
Oakley Optical Eyecare Centres
Progressive Conservative
Robinson Lighting

Bronze Sponsors

Creekside Physiotherapy & Multi-Service Centre
Cruisin with Seniors Ltd.
Fred Douglas Place
Home Instead Senior Care
Mr. Garbage Corp.
Nerium International
Northland Health Care Products
Taylor McCaffrey LLP
Victoria Inn Hotel & Convention Centre
VIP Home Care Inc.



SAVE THE DATE!

Please join us for our 60th
Annual General Meeting

Date: Tuesday, June 20, 2017

Time: 1:30 p.m.

Location: Qualico Family Centre at Assiniboine Park,
330 Assiniboine Park Drive

Save the Date!

10th Annual

55+ Housing & Active Lifestyles Expo
Your Lifestyle... Your Choice!



55+ Housing & Active Lifestyles Expo
Your Lifestyle ... Your Choice

Wednesday, May 17, 2017

10:00am to 6:00pm

Victoria Inn

1808 Wellington Avenue

Winnipeg, MB

FREE ADMISSION!

The event will include exhibitors representing housing facilities, housing support services, care facilities, financial services, moving and storage options, realtors, home safety and security and various public and non-profit agencies that provide services or assistance to older adults.

For more information, please contact
A & O: Support Services for Older Adults
at 204-956-6440.

**LONG-TERM VOLUNTEER
SERVICE AWARDS 2015-16**

VOLUNTEERS

30 Years

Mary Roberts • Connect Program

15 Years

Betty Greening • Connect Program

Shirley Strain • Connect Program

10 Years

Ruth Gooch • Connect Program

Daphne Johnson • Connect Program

Lawrence Johnson • Connect Program

Bozena Lakomski • Connect Program

Apheena Roebuck-Webb

• Connect Program

Bonnie Wrighton • Connect Program

5 Years

Lynda Locke • Connect Program

Rachel O'Connor • Connect Program

Alexa Campbell • Entry Program

Lucretia Ionescu • Entry Program

Rena Parker • Entry Program

Diane Little • Entry Program

Joan Stephens • Entry Program

BOARD MEMBERS

5 Years

Craig Glennie

STAFF

5 Years

Silvia Del Vecchio • Intake

Sheldene Guillas • SafetyAid

Victoria Hampton • RSW

PARTNERSHIP PROGRAMS

LEGAL SERVICES

In December 2015 Derek Alexander retired from providing legal services on-site at A & O. Mr. Alexander had worked out of the agency's offices for over thirty years providing a valuable service to many older adults.

Myers Weinberg LLP started providing legal services on-site at A & O to older adults 55 years of age and older in March, 2016. They provide legal services on matters such as wills, powers of attorney and health care directives. Myers Weinberg are on-site every Wednesday and Thursday from 1:00 - 4:00 pm. These services are in high demand therefore, clients are encouraged to make appointments ahead of time and allow approximately one month for the processing of all documents.

INCOME TAX CLINICS

The agency partnered with the Chartered Professional Accountants Manitoba and community organizations to provide an income tax return program for older adults. Sessions 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.

Ninety-one accountants volunteered a total of 229 hours to complete returns for 324 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 | KPMG LLP |
| Deloitte LLP | Meyers, Norris, Penny LLP |
| Ernst & Young LLP | PricewaterhouseCoopers (PwC) LLP |

BE A SANTA TO A SENIOR

This year, A & O almost doubled the number of gifts given to participants by providing presents to over 930 older adults! The agency is proud to partner with Home Instead Senior Care and other community groups to offer this program to socially isolated and in need older adults.

The program required additional support from the United Way's Day of Caring initiative this year due to the growth of the program. The following groups helped with wrapping and/or delivering gifts throughout the city:

| |
|---|
| University of Winnipeg - JDC West Team |
| Asper School of Business - JDC West Team |
| RBC Royal Bank Boeing Canada BDO Canada |



Students from Ecole Van Walleghem School's 'Be the Change' program challenged their teachers to match their gift donations. Together, the students and teachers donated over 70 gifts to the program! Through monetary donations to the program, Argyle Alternative High School students were able to shop for participant gifts as well as beautifully wrap the gifts they purchased. Thank you to Starbucks Coffee for your generous donation of coffee for our gift wrapping party!

The agency is grateful for the support of our community partners Sunny Mountain Day Care, the Provincial Employees Care For Kids Co-op Inc. / L'il Wheels Day Care and Riverview Ashland Child Care Centre. The centres collected gift donations and created artwork and greeting cards that were included in every Be a Santa gift that was delivered.

OTHER PROGRAMS & SERVICES

PROFESSIONAL DEVELOPMENT EVENTS

This year the management team and staff social committee teamed up to offer two staff professional development events. On September 16th staff enjoyed a pizza lunch followed by a scavenger hunt at the Forks. The second event was held on February 5th and began with a staff breakfast, followed by a tour of the Canadian Museum for Human Rights. Both of these events were an opportunity for staff to get to know each other better, foster positive work relationships and build a healthy work environment.



GIVING BACK WITH THE UNITED WAY EMPLOYEE CAMPAIGN

The United Way Employee Campaign Committee helped celebrate the United Way's 50th Anniversary this year by hosting yet another successful employee campaign. The committee held five events during the fall, including:



United Way
For a Better Winnipeg

- **Waffle & Bacon Breakfast Kick-Off:** Staff were invited to celebrate the start of this year's campaign with a hot breakfast. Participating staff were invited to make a donation to the United Way while enjoying fresh-made waffles, bacon, coffee, tea and juice
- **Employee Pledges & Day Off with Pay:** Employees pledged a donation to the United Way. Anyone who made a donation through payroll deductions had their name entered into a draw for a day off with pay
- **Halloween Potluck:** Staff were invited to dress-up and share some scary food at the Halloween Potluck, which was co-hosted by the Staff Social Committee
- **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
- **Tool Tote Draw:** A handmade tool tote filled with goodies was raffled off, with tickets going for \$2 each, all proceeds went to the United Way

A highlight this year was a donation challenge issued to all employees in honour of the United Way's 50th Anniversary. Staff who have never pledged before were encouraged to consider pledging 50 cents per week, or \$1 per paycheck. In total, the employee campaign raised \$1,786.00 for the United Way! Thank you to all our generous employees, and congratulations on another successful campaign!

OTHER PROGRAMS & SERVICES...CONT'D

COMMUNITY OUTREACH

A & O provides presentations to community groups seeking information on various aspects of aging. In 2015-16, over 3,000 individuals were reached through 112 presentations, including:

- Setagaya, Japan Delegation
- Bridgewater, Nova Scotia Police Service
- Korean Senior's Association
- Post-Polio Society
- Canadian Conference for Developmental Disabilities & Autism - St. Amant
- Western Canada Deaf 55+ Games - Manitoba Deaf Association
- The Salvation Army Barbara Mitchell Family Resource Centre - Senior's Program
- Manitoba Status of Women
- Geriatric Mental Health Rounds
- University of Manitoba Faculty of Social Work
- Victoria General Hospital
- Grace Hospital
- Community Health & Wellbeing Program - Temple Shalom
- Santé 55+ Services to Francophone Seniors



The agency also provided outreach at a number of occasions, such as health and wellness fairs. The agency provided information about our various programs and services to 5,721 individuals at 33 different events, including:

- Welcome to Winnipeg: Understanding & Embracing Syrian Refugees at the Canadian Museum for Human Rights Luncheon
- Seven Oaks Adult Learning and Settlement Services Centre Health Fair
- Sara Riel - Mental Wellness: Networking & Resource Expo
- Carman Health Fair
- Elkhorn Leisure Centre

VOLUNTEER PROGRAM

A & O benefits from the commitment and expertise of volunteers in the following areas:

- Connect Program
- Entry Program for Older Adult Immigrants
- Be a Santa to a Senior
- Older Victim Services
- This Full House
- Senior Centre Without Walls
- The Board of Directors

Over 12,500 hours of service were donated by the Agency's 285 dedicated volunteers this past year!



CONGRATULATIONS GORJANA!

On October 23, 2015, Gorjana Radulovic received a Manitoba Council on Aging Recognition Award for outstanding contribution to her community and to older adults.

Gorjana has been volunteering as an English conversation circle facilitator with the Entry program since November 2009. During this time Gorjana has been a very valuable and dedicated volunteer. She has been able to use her own experiences as an immigrant to Canada to help other older adult newcomers settle in Winnipeg.



FUNDRAISING

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 Prevention Services.



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.

Alexanian, Pastora
Armstrong, Eleanor
Benito, Earl
Boily, Stella
Bond Jr., Dr. John B.
Boyd, Alex
Butcher, Beverly
Champagne, Guy
Clean & Green Team
CN Pensioner
Association
Columbus Courts
Communication
Solutions
Cowall, Dorothy

DeBoer, Anna
Del Vecchio, Gisella &
Steve
Delorme, Doreen
Firth, Allan
Geeves, Elizabeth
Haines-Klassen, Nora
Hill, Lila
Kozubniak, Mary
Lavallee, Norma
Lee, Dennis
Levacque, Penelope
Loewen, Henry
Lomas, Joan
Malenki, Lena

Mass, Lyndee
McCallum, Delores
McRae, Brian
Michaluk, Nedell
Murray, Cheryl
Ng, Deanna
Nickelmann, Karin
Pankhurst, Victoria
Payment, Denise
Peters, Tina
Reimann, Cindy Rose
Routledge, Bruce
Runions, Ken
St. James Kiwanis
Village

Saper, Cheryl
Segall, Dr. Alexander
Skrabek, Fred
Smith, Irving
Stansfield, Doreen
Sutter, Doreen
Teffaine, Deborah
Trojan, Cathy
Tymchak, Evelyn
Wadsworth, Sandra
Wilson, Carole
Wittmeier, Darrell
Zwiers, Herman

COMMUNITY CONTRIBUTORS

| | |
|---|---|
| 99.9 Bob FM | Manitoba Institute of Trades and Technology (MITT) |
| All Charities Campaign | Manitoba Lung Association |
| Argyle Alternative High School | Manitoba Psychological Society |
| Asper School of Business - JDC West Team | Manitoba Start |
| BDO Canada | Meals on Wheels |
| Boeing Canada | Men's Shed |
| Canadian Border Services Agency | Mr. Garbage Corp. |
| Canadian Diabetes Association | Nerium International |
| Care at Home Pharmacy | Norberry-Glenlee Community Centre |
| Church of Christ | Northland Health Care Products |
| City of Winnipeg | Oakley Optical Eyecare Centres |
| CJNU 93.7 FM | Prairie Ceilidh Radio Show - CKJS Radio 810 |
| Climate Change Connection | Progressive Conservative |
| Connect Hearing | Provincial Employees Care for Kids Co-op Inc. / Lil |
| Creekside Physiotherapy & Multi-service Centre | Wheels Daycare |
| Cruisin' with Seniors Ltd. | QX104 FM |
| CTV News Winnipeg | RBC Royal Bank |
| 'Dancing Gabe' Langlois | Red River Exhibition Association |
| Daniel Perron | Riverview-Ashland Childcare Centre |
| Dignity Memorial | Robinson Lighting |
| Dorot's University Without Walls (New York) | Roland Vandal |
| East European Genealogical Society | RONA |
| Ecole Van Wallegghem School | Scott Taylor |
| Edison Properties | Senior Center Without Walls (CA) |
| Elim Chapel | St. James Assiniboia 55+ Centre |
| Environmental Health Program, Regions and Programs Branch Health Canada | St. Mary's Road United Church |
| Fred Douglas Place | Starbucks Coffee |
| Fort Garry Mennonite Brethren Church | Sunny Mountain Day Care Centre |
| Fort Garry Seniors Resource Finder | Taylor McCaffrey LLP |
| Fort Rouge Ecumenical Apartments | Towers Realty Group |
| Global News | Treaty Relations Commission of Manitoba |
| Greencrest Pharmacy | Speakers' Bureau |
| Holy Eucharist Ukrainian Catholic Parish | Ukrainian Cultural Heritage Village |
| Home Instead Senior Care | University of Manitoba |
| Homestead MB (Assisted Living Retirement Communities) | University of Winnipeg |
| Immigrant Centre Manitoba Inc. | University of Winnipeg JDC West Team |
| Indo-China Chinese Association of Manitoba | Victoria Inn Hotel & Convention Centre |
| Interlake-Eastern Regional Health Authority | VIP Home Care Inc. |
| Isaac's Center (New York) | West End Commons |
| Islamic Social Services Association | Winnipeg Chinese Cultural & Community Centre (WCCCC) |
| Kemp Hearing Centres | Winnipeg English Language Assessment and Referral Centre (WELARC) |
| King's Transfer | Winnipeg Fire Paramedic Services (WFPS) |
| Kevin Donnelly | Winnipeg Gold Buyers |
| Lifestyles Real Estate Ltd. | Winnipeg Public Library |
| Lifetime Connections Without Walls (Texas) | Winnipeg Transit |
| Manitoba Astrology Association | |



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, 2016 and for the year then ended, on which we expressed an opinion without reservation in our report dated June 1, 2016. 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 1, 2016

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A & O: SUPPORT SERVICES FOR OLDER ADULTS INC.

Statement of Financial Position

March 31, 2016

| | <i>March 31,</i> 2016 | <i>March 31,</i> 2015 |
|--|---------------------------------|---------------------------------|
| ASSETS | | |
| CURRENT | | |
| Cash | \$ 393,575 | \$ 426,136 |
| Short-term investments | 291,117 | 291,276 |
| Grants and accounts receivable | 30,759 | 30,320 |
| Prepaid expenses | 35,812 | 31,966 |
| | <u>751,263</u> | <u>779,698</u> |
| CAPITAL ASSETS | - | 2,641 |
| RESTRICTED CASH | <u>160,305</u> | <u>160,305</u> |
| | <u>\$ 911,568</u> | <u>\$ 942,644</u> |
| LIABILITIES | | |
| CURRENT | | |
| Accounts payable and accrued liabilities | \$ 22,291 | \$ 77,820 |
| Accrued vacation pay | 116,349 | 137,337 |
| Deferred revenue | 165,529 | 172,094 |
| | <u>304,169</u> | <u>387,251</u> |
| DESIGNATED ACCOUNTS | <u>324</u> | <u>406</u> |
| | <u>304,493</u> | <u>387,657</u> |
| NET ASSETS | | |
| Invested in capital assets | - | 2,642 |
| Internally restricted reserve | 160,305 | 160,305 |
| Unrestricted | 446,770 | 392,040 |
| | <u>607,075</u> | <u>554,987</u> |
| | <u>\$ 911,568</u> | <u>\$ 942,644</u> |

A & O: SUPPORT SERVICES FOR OLDER ADULTS INC.

Statement of Revenue and Expenditures

Year Ended March 31, 2016

| | 2016 | 2015 |
|---|------------------|-------------------|
| REVENUE | | |
| Grants | | |
| City of Winnipeg | \$ 81,000 | \$ 79,281 |
| Department of Justice Canada | 8,226 | 11,200 |
| Dr. John Wade MIPS Grant | 4,677 | 2,792 |
| Immigration Refugees and Citizenship Canada | 208,067 | 205,920 |
| In Memory of Peter D. Curry | 16,000 | 16,000 |
| Manitoba Association of Senior Centres | 500 | 800 |
| Manitoba Health | 146,574 | 141,698 |
| Manitoba Health, Healthy Living and Seniors | 123,899 | 143,703 |
| Manitoba Justice | 175,000 | 182,210 |
| Manitoba Real Estate Association Shelter Foundation | 5,000 | - |
| New Horizons for Seniors | 16,709 | 39,350 |
| The Winnipeg Foundation | 51,950 | 20,756 |
| This Full House | - | 17,624 |
| Thomas Sill Foundation | - | 12,500 |
| United Way of Winnipeg | 425,736 | 425,728 |
| Winnipeg Police Service | 20,250 | 20,250 |
| Winnipeg Regional Health Authority | 536,400 | 545,481 |
| Winnipeg School Division No. 1 | 20,700 | 20,700 |
| | 1,840,688 | 1,885,993 |
| Service Recoveries | | |
| Elder Abuse Prevention fundraising | 670 | 1,142 |
| Housing Directory | 1,272 | 2,089 |
| Housing Expo | 31,286 | 21,400 |
| Program administration and recoveries | 46,705 | 52,870 |
| Registration fees | - | 384 |
| | 79,933 | 77,885 |
| Other | | |
| Miscellaneous | 25,433 | 24,384 |
| Memberships | - | - |
| Investment income | 2,949 | 28,030 |
| Donations | 10,342 | 11,498 |
| Designated United Way donations | 1,437 | 1,909 |
| | 40,161 | 65,821 |
| TOTAL REVENUE | 1,960,782 | 2,029,699 |
| EXPENDITURES | | |
| Centres <i>(Schedule 1)</i> | - | 46,859 |
| Global and Community Services <i>(Schedule 2)</i> | 1,908,694 | 1,878,274 |
| | 1,908,694 | 1,925,133 |
| EXCESS OF REVENUE OVER EXPENDITURES | \$ 52,088 | \$ 104,566 |

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

Schedule of Expenditures - Centres

Year Ended March 31, 2016

| | Stradbrook | | West End | | 2016 | 2015 |
|----------------------------------|------------|---|----------|--------|------|--------|
| Rent | \$ | - | \$ | - | \$ | 3,000 |
| Salaries, benefits and honoraria | | - | | - | | 43,859 |
| 2016 TOTALS | \$ | - | \$ | - | \$ | - |
| 2015 TOTALS | \$ | - | \$ | 46,859 | \$ | 46,859 |

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

Schedule of Expenditures - Global and Community Services

Year Ended March 31, 2016

| | Global Services | Community Services | Elder Abuse Services | Entry Program | SafetyAid | 2016 | 2015 |
|--|-------------------|--------------------|----------------------|-------------------|-------------------|---------------------|---------------------|
| Amortization of capital assets | \$ 2,642 | \$ - | \$ - | \$ - | \$ - | 2,642 | \$ 5,282 |
| Delivery | 88 | 622 | 23 | 4 | 78 | 815 | 2,568 |
| Equipment purchases | 3,241 | 345 | 86 | 294 | 1,620 | 5,586 | 27,452 |
| Equipment rental | 12,714 | - | - | - | - | 12,714 | 15,454 |
| Insurance | 9,443 | 1,142 | 571 | 987 | 571 | 12,714 | 15,548 |
| Interest and bank charges | 556 | 25 | - | 25 | - | 606 | 607 |
| Maintenance and supplies | 23,523 | 3,885 | 809 | 1,860 | 809 | 30,886 | 23,644 |
| Meetings | - | 1,949 | - | - | - | 1,949 | 4,905 |
| Office | 5,966 | 28,302 | 4,677 | 8,185 | 13,896 | 61,026 | 52,323 |
| Postage | 828 | 6,481 | 37 | 401 | 54 | 7,801 | 5,935 |
| Professional fees | 5,243 | 1,693 | 1,000 | 1,000 | 1,250 | 10,186 | 13,749 |
| Program supplies | 8,750 | 30,357 | 322 | 996 | 13,980 | 54,405 | 49,590 |
| Professional development | 734 | 11,377 | 497 | 241 | 491 | 13,340 | 24,509 |
| Public relations and promotion | 5,896 | 48 | 10 | 1,000 | 3,106 | 10,060 | 7,508 |
| Rent | 76,505 | 113 | - | 12,749 | 4,800 | 94,167 | 87,737 |
| Salaries, benefits and honoraria | 281,036 | 457,493 | 189,284 | 148,643 | 199,455 | 1,275,911 | 1,240,033 |
| Telephone and cable | 14,140 | 25,430 | 2,600 | 2,236 | 3,740 | 48,146 | 47,067 |
| Travel | 6,370 | 15,549 | 3,632 | 3,264 | 17,173 | 45,988 | 57,923 |
| Vehicle lease | - | - | - | - | 21,677 | 21,677 | 12,318 |
| Volunteer recognition and training | 20 | 2,415 | - | 421 | - | 2,856 | 2,096 |
| Contract services | - | 5,000 | - | - | - | 5,000 | 5,000 |
| Miscellaneous | 4,217 | 4,664 | 1,009 | 772 | 940 | 11,602 | 2,913 |
| | 461,912 | 596,890 | 204,557 | 183,078 | 283,640 | 1,730,077 | 1,704,161 |
| Be a Santa to a Senior | 1,477 | - | - | - | - | 1,477 | 1,572 |
| Cookbook | 25 | - | - | - | - | 25 | - |
| Professional development | 9,152 | - | - | - | - | 9,152 | 6,327 |
| Elder Abuse Awareness Philanthropy / Guide | - | - | - | - | - | - | 6,036 |
| Resource Councils | 105,418 | - | - | - | - | 105,418 | 93,353 |
| Elder Abuse Conference | 1,299 | - | - | - | - | 1,299 | 2,456 |
| Elder Abuse Video | - | - | - | - | - | - | 25 |
| Housing | 25,365 | - | - | - | - | 25,365 | 24,288 |
| Housing Expo | 25,338 | - | - | - | - | 25,338 | 15,367 |
| Fundraising | 1,102 | - | - | - | - | 1,102 | 3,513 |
| Shuttle Bus | 4,764 | - | - | - | - | 4,764 | 137 |
| WEAAD | - | - | - | - | - | - | 18,247 |
| Volunteer mentorship | - | - | - | - | - | - | 2,792 |
| MIPS | 4,677 | - | - | - | - | 4,677 | - |
| 2016 TOTALS | \$ 640,529 | \$ 596,890 | \$ 204,557 | \$ 183,078 | \$ 283,640 | \$ 1,908,694 | \$ 1,878,274 |
| 2015 TOTALS | \$ 663,165 | \$ 558,271 | \$ 197,654 | \$ 179,028 | \$ 280,156 | \$ - | \$ - |



A&O

Support Services for Older Adults

For more information
please call:

204.956.6440

1.888.333.3121

www.aosupportservices.ca

THANK YOU TO THE FOLLOWING FUNDERS:



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Caring for Health santé de Winnipeg
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