



2016/2017 ANNUAL REPORT



A & O: SUPPORT SERVICES FOR OLDER ADULTS

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AOSUPPORTSERVICES.CA

SUPPORTING & EMPOWERING OLDER MANITOBANS

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.





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MESSAGE FROM BOARD CHAIR & CEO



150 years for Canada, 60 for A & O: Support Services for Older Adults. January 1, 2017 marked the start of the Agency's 60th anniversary year of providing innovative programs and services to older Manitobans!

As a specialized service provider for older Manitobans, we are pleased to present this year's Annual Report which highlights some of our accomplishments over the past year. We continue to build on our pillars of service, Safety & Security, Social Engagement and Counselling.

The Agency had much to celebrate in the 2016-17 year. It started off in May with our very own Michelle Ranville, Manager, Community Services, receiving a YM-YWCA Women of Distinction award! Michelle was nominated and won in her category for Health, Wellness & Fitness.

Many special events were held this year, including the 9th Annual 55+ Housing & Active Lifestyles Expo where the Agency welcomed over 1,200 attendees.

In the fall, A & O hosted the Advanced Harm Reduction workshop with guest presenter Dr. Michael Tompkins. Dr. Tompkins educated participants on the harm reduction approach when working with clients living with Hoarding Disorder.

During the holiday season, the Be a Santa to a Senior program along with many community partners and volunteers delivered 1,355 gifts to socially isolated and/or in-need older adults, this is an increase from 937 the previous year!

The Agency held a staff development event in February at Fort Whyte Alive. Staff braved bone-chilling temperatures and participated in a blanket toss, snowshoeing, tobogganing and hatchet throwing!

A & O co-chaired a social isolation event with the Winnipeg Regional Health Authority (WRHA). The event was titled, Connecting the Dots: Authentic Social Engagement of Older Adults. This knowledge exchange event was geared towards direct service providers. The session highlighted the key concepts of social isolation, social engagement and loneliness. Knowledge was shared about emerging practices geared to increased social engagement among older adults. Programs and services were explored and considered that provide authentic social engagement of older adults.

In this milestone year, it's important to celebrate the people, including Agency staff, volunteers, community partners, supporters and funders, who have enabled A & O to continue blazing the trail in the delivery of innovative services to meet the changing needs of older adults in the province of Manitoba and beyond.

Sincerely,

Dr. Alexander Segall
Chair, Board of Directors

Amanda Macrae
Chief Executive Officer

SAFETY & SECURITY

THIS FULL HOUSE

This Full House assists older Winnipeggers living with Hoarding Disorder. 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, which had previously been unable to provide assistance. Clients also become successfully engaged in their community and social networks. In the past year, the program received 193 new referrals, worked with an average of 93 past clients each month, and provided over 1,650 service hours. The program delivered three Buried in Treasures support groups this past year, with 21 participants in attendance. In addition, the program's support groups expanded to include an Unburied from Treasures group that is offered on a monthly basis to clients who have completed the Buried in Treasures group.

ELDER ABUSE SERVICES

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 groups for older parents/grandparent, assistance with Protection Orders and more.

In this past year, A & O's Registered Social Workers provided assistance to over 400 clients, and spent a total of 1,340 hours in Elder Abuse related work. This work includes direct and indirect client contact, workshops, committees and other related activities.

A & O was involved in many initiatives over the past year that focused on Elder Abuse awareness including co-chairing the Winnipeg Elder Abuse Strategy and co-chairing the World Elder Abuse Awareness Day Committee.

ADVANCED HARM REDUCTION WORKSHOP

On October 20, 2016, A & O hosted the Advanced Harm Reduction workshop with guest presenter Dr. Michael Tompkins. Dr. Tompkins educated participants on the harm reduction approach to working with clients living with Hoarding Disorder. 131 participants attended, the feedback demonstrated the attendees felt the information provided would be of assistance to them in their work with clients who hoard.

“THE PRESENTER HAD A VERY COMPASSIONATE, HUMANE APPROACH TO DEALING WITH CLIENTS WITH HOARDING DISORDER.”

WORKSHOP PARTICIPANT FEEDBACK

“I FOUND THE ENTIRE SESSION VERY INFORMATIVE AND I WOULD HIGHLY RECOMMEND IT TO ANY COLLEAGUE IN THE FUTURE.”

WORKSHOP PARTICIPANT FEEDBACK

SAFETY & SECURITY

OLDER VICTIM SERVICES

A & O assists older adults that have been the victim of police-reported crime. The Winnipeg Police Victim Services Unit and Manitoba Justice Victim Services referred 384 cases this year - this is a 26% increase over last year. The Agency's Registered Social Workers and volunteers provided practical support to clients while they navigated the justice system. Program staff assist clients in applying for compensation with Victim Impact Statements, court updates and by providing court accompaniment.

SAFE SUITE PROGRAM

Program staff assisted 62 clients needing to leave abusive relationships. The program assists individuals and couples, regardless of gender, through safety planning, counselling and obtaining orders of protection. Eight individuals entered a Safe Suite in order to leave an abusive living situation this year. Three of those clients had pets and were able to bring them with them. Clients in a suite receive long-term counselling support from Registered Social Workers and assistance with legal, financial and housing options.



SENIOR'S ABUSE SUPPORT LINE

A & O 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 the past year, the Agency assisted in handling 355 elder abuse calls through the support line.

"I DON'T KNOW WHAT I WOULD HAVE DONE WITHOUT THE SAFE SUITE TO BE HONEST...I WOULD PROBABLY STILL BE IN MY ABUSIVE SITUATION."

SAFE SUITE CLIENT

"I WISH TO THANK YOU FOR THE EXCELLENT TREATMENT AND SUPPORT WHICH HAS HELPED ME WHEN I NEEDED IT THE MOST, AND GAVE ME ALL I NEEDED TO MAKE THE CHANGE IN MY LIFE'S CIRCUMSTANCES I WAS POWERLESS TO DO ON MY OWN. YOU WENT ABOVE & BEYOND ANYTHING EXPECTED. I NEEDED YOUR HELP AND YOU WERE THERE FOR ME."

SAFE SUITE CLIENT

SAFETY & SECURITY

SAFETYAID: CRIME/FALLS PREVENTION FOR OLDER MANITOBANS

SafetyAid provides older Manitobans with crime and falls prevention audits of their home and property. Older adults who 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:

- 203 crime and falls prevention audits
- 192 clients received free installation of security devices, such as deadbolts, peepholes and swing bars
- 192 individuals were provided with fall prevention supplies, including non-slip bath-mats, ice melt, ice-grip tips for canes, nightlights and flashlights
- SafetyAid provided 65 presentations in which 1,275 people attended - this is an increase of 35% over the previous years
- In addition, the program provided services to the majority of the province including:

Baldur
Dauphin
Elkhorn
Flin Flon
Holland
Hadashville
Pierson
Souris
Sprague
Ste. Anne
The Pas

Sheldene Guillas and SafetyAid van



“SAFETYAID PROGRAM GIVES YOU THE FEELING THAT SOMEBODY CARED AND THIS IS VERY IMPORTANT AS YOU GROW OLDER. JUST TO EVEN KNOW THAT THERE IS SOME PLACE WHERE CLIENTS CAN CALL TO GET IMPORTANT SERVICES (FOR SOCIAL ENGAGEMENT, HOUSING, SAFETY AND SECURITY, ETC.) IS A HUGE PIECE OF MIND.”

SAFETYAID CLIENT

SOCIAL ENGAGEMENT

SENIOR CENTRE WITHOUT WALLS

The program continues to grow. This year, the program held 602 classes with a total of 6,498 callers, and this has increased from 6,120 the previous year. We continue to add new programming as recommended by the program participants in their program planning meetings. Popular sessions offered via teleconference include Music Therapy, Art Therapy, Celebrity Bingo, Brain Teasers and support groups.

“THIS PROGRAM IS SO MANY THINGS TO ME. IT’S A LIFE SAVER. PRIOR TO SENIOR CENTRE WITHOUT WALLS, I WAS ALONE FOR THREE YEARS. I DIDN’T GO OUT AND I DIDN’T HAVE ANYONE TO TALK TO. NOW I HAVE ALL KINDS OF PEOPLE TO TALK TO! JUST HAVING SOMEONE TO TALK TO MAKES ME FEEL BETTER ABOUT MYSELF.”

SENIOR CENTRE WITHOUT WALLS PARTICIPANT

THANK YOU TO OUR CELEBRITY BINGO HOSTS

- **Dan Michaels**
Jewel 100.5 FM
- **Michael Wolch**
Winnipeg’s Classic 107
- **Maralee Caruso**
CTV News
- **Beau**
99.9 BOB FM
- **Roger Currie**
CJNU 93.7 FM Radio
- **Doug Speirs**
Winnipeg Free Press
- **Tom Dercola**
CJNU 93.7 FM Radio

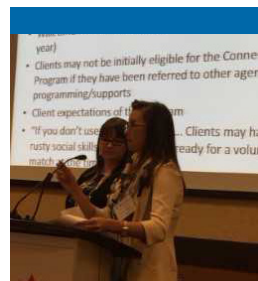
CONNECT PROGRAM

Social isolation and loneliness are starting to be recognized as major social, health and quality of life issues for older adults. Through the Connect Program, our Registered Social Workers assisted 301 socially isolated older adults; connecting them to resources that facilitate independent living. Over 150 clients were matched with volunteer visitors and callers. 130 dedicated volunteers provided 8,034 hours of visits and phone calls to program clients. Last spring, the Agency held another Making and Keeping Important Connections group. The goals of the group include enriching social skills, heightening positive self-esteem and generating affirmative relations.

CONNECTING THE DOTS: AUTHENTIC SOCIAL ENGAGEMENT OF OLDER ADULTS

A & O co-chaired this committee with the Winnipeg Regional Health Authority (WRHA). A knowledge exchange event geared towards direct service providers was held on February 10, 2017 at Canad Inns Destination Centre: Polo Park. Dr. Nancy Newall facilitated the day’s session and Dr. Alexander Segall was the keynote speaker. The session goals were:

- The session highlighted the key concepts of social isolation, social engagement and loneliness
- Knowledge was shared about emerging practices geared to increased social engagement among older adults
- Programs and services were explored and considered that provide authentic social engagement of older adults



Pamela Roth and Jessica Harper presenting on the Agency’s Connect Program

SOCIAL ENGAGEMENT

ENTRY PROGRAM FOR OLDER ADULT IMMIGRANTS

This fiscal year, A & O's Entry Program continued to provide group settlement orientations for older adults followed by English Conversation Circles (ECCs) throughout Winnipeg. We provided valuable settlement information to more than 100 older adults in our 10 week group orientations. These orientations help newcomers adjust to their new life in Canada by teaching them important information they will need to help them successfully integrate into Canadian society. The Entry sessions were offered at various locations throughout the city, four times per year. As part of the orientation, we were very pleased to partner with New Journey Housing and offer a workshop on Housing Options for Older Adults in Winnipeg. This past year, we offered 51 ECCs - this is more than ever before. The ECCs were an opportunity for our participants to improve their English, learn more about settling in Winnipeg and reinforce the information they received in the group orientation. There was also an opportunity to develop meaningful relationships with other older adult newcomers and members of their new communities. The ECCs played a key role in helping to reduce social isolation of older adult newcomers in Winnipeg, helping to reduce loneliness and improve overall health outcomes of newcomers. More than 300 participants from all over the world participated in the conversation circles this year.

Our group orientations and our ECCs strived to reduce the barriers to participation for older adults by being located in accessible spaces in communities throughout the city. We also offered an ECC over the telephone, through the Senior Centre Without Walls program, for participants with mobility restrictions. This was especially valuable to our clients during the cold winter months.

SUMMER CLUBS In the summer of 2016, we offered our English as a Second Language (ESL) Summer Clubs for a five-week term from June 27 to July 29. We had 12 classes with 183 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, including a professional development day at the Canadian Museum for Human Rights, and hosted a volunteer recognition luncheon. We continued to develop our curriculum by adding several new lesson plans on the topics of home care and transportation (the new PEGGO cards).

Most importantly, more than 50 dedicated volunteers contributed approximately 1,982 hours to our program as ECC facilitators, Entry assistants, office assistants and interpreters.

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

COUNSELLING

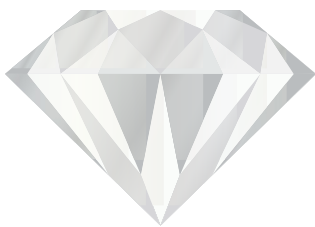
COUNSELLING

The Agency's Counselling Services provides both individual and group counselling to individuals 55 and older. This past year, the program received over 260 new referrals/intake calls, and worked with 1,350 clients from previous years. Focus areas included: bereavement, loneliness, depression, and family conflict. The Agency's Registered Social Workers provided 1,270 hours to the counselling program.

HOUSING PROGRAM

The Housing Program addresses the needs of older adults investigating housing options in the Winnipeg area. Program staff provide personalized 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 e-mail to 936 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 about 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 also available on our website.



1957 - 2017

60TH ANNUAL GENERAL MEETING

TUESDAY, JUNE 20, 2017

3:30 P.M. - 7:00 P.M.

ASSINIBOINE PARK CONSERVATORY

15 CONSERVATORY DRIVE

LONG-TERM SERVICE AWARDS 2017

VOLUNTEERS

30 Years	Erna Lampe
5 Years	Laurel Anderson-McCallum
	Ben Goebel
	Eileen Penner
	Bob Weidman

STAFF

20 Years	Anita Suen
15 Years	Michelle Ranville
10 Years	Jamie Kinaschuk
	Katherine Nelson
5 Years	Pamela Roth

COUNSELLING

9TH ANNUAL 55+ HOUSING & ACTIVE LIFESTYLES EXPO

The 9th Annual 55+ Housing & Active Lifestyles Expo welcomed over 1,200 individuals and showcased 105 booths at this exciting information-packed day! Event attendees had the opportunity to meet with exhibitors and explore the variety 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+, Senior Scope, Metro News, Coffee News, and Wellnessnews. A number of public service announcements were made, and radio spots were placed with CJNU and CJOB.

Thank you to the following 2016 expo sponsors:

PLATINUM

HOMESTEAD MANITOBA
TOWERS REALTY

GOLD

EDISON PROPERTIES

SILVER

GREENCREST PHARMACY
HOME INSTEAD SENIOR CARE
KING'S TRANSFER VAN LINES

BRONZE

AWARD MARBLE
BEAL CONSULTANTS
COREY'S COMPUTING
HEARINGLIFE CANADA
HOMEQUITY BANK
RANA RESPIRATORY CARE GROUP
THE SENIORS MOVING COMPANY
THORVALDSON CARE CENTRE
WE CARE HOME HEALTH SERVICES
OAKLEY OPTICAL
WELLNESSNEWS

PARTNERSHIP PROGRAMS

BE A SANTA TO A SENIOR

A & O delivered 1,355 gifts during the holidays to socially isolated and/or in-need older adults - this is an increase from 937 the previous year! We are proud to partner with Home Instead Senior Care and other community groups to offer this program.

The Agency is grateful for the support of our community partners Amber Trails Community School Day Care, 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, greeting cards and ornaments that were included with the gifts.

Through the United Way's Day of Caring, students from the University of Manitoba JDC West Team and staff from Boeing Canada helped wrap and deliver gifts throughout the city. The U16AA Angels Ringette Team also collected and delivered donations. Thank you to Starbucks Coffee for your donation of coffee for our gift wrapping party!

This program would not be possible without the hundreds of generous donors who braved the winter weather to shop for someone that may not have otherwise received a gift. Thank you for brightening the holidays for older adults!



Volunteers wrapping gifts for older adults

"TO MY SECRET SANTA - AND TO ALL THE MANY WHO GIVE THEIR TIME AND CARING TO PROVIDE A WONDERFUL CHRISTMAS SEASON TO SENIORS THEY HAVE NEVER MET. I CAN'T FIND WORDS TO EXPRESS HOW SPECIAL I FEEL BECAUSE OF THIS WONDERFUL PROGRAM."
BE A SANTA TO A SENIOR 2016 PARTICIPANT

LEGAL SERVICES

Myers Weinberg LLP provides legal services on-site at A & O to older adults 55 years of age and older. 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 to 4:00 p.m. 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.

Eighty-eight accountants volunteered a total of 235 hours to complete returns for 334 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
- Ernst & Young LLP
- KPMG LLP
- Meyers, Norris, Penny LLP
- PricewaterhouseCoopers (PwC) LLP

OTHER PROGRAMS & SERVICES

COMMUNITY OUTREACH

A & O provides presentations to community groups seeking information on various aspects of aging.

In 2016-17, 2,410 individuals were reached through 107 presentations, including:

- Winnipeg Police Services Recruit Training
- Victims Matter: The Power of Our Voices Conference
- Pine View Manor & Northern View Lodge - The Pas
- WRHA Community Mental Health Program
- Faculty of Health Sciences - U of M & Shared Mental Health Care WRHA
- Immigrant Centre
- North End Family Centre
- Post Polio Network Manitoba Inc.
- Prevent Elder Abuse Manitoba
- Faculty of Social Work - University of Manitoba
- Hope Centre Health Care
- Manitoba Start
- New Journey Housing
- SAGE program for Seniors
- Police Academy - Niverville

The Agency also provided outreach at a number of community events throughout the province, such as health and wellness fairs. A & O provided information about our programs and services to over 4,000 individuals at 22 different events, including:

- Canadian Diabetes Association Expo
- Manitoba Association of Newcomer Serving Organizations Networking Event
- Long Term & Continuing Care Provincial Conference & Exhibition
- Wellness Institute at Seven Oaks General Hospital
- Sara Riel - Mental Wellness: Networking & Resource Expo
- Point Douglas Seniors Coalition Health Fair
- Reh-Fit Centre - 12th Annual Walk of Life & Health Fair
- South Winnipeg Seniors Resource Council - What's Next, Housing Options for Older Adults
- Caregiving with Confidence Conference - Self-Care for the Caregiver
- U of M Social Work Field Information Day
- Elmwood Community Resource Fair - "Embracing Multicultural Diversity"
- Seniors Advocacy Forum - Brandon, Manitoba

VOLUNTEER PROGRAM

A & O values the commitment and expertise of volunteers in the Entry Program for Older Adult Immigrants, Be a Santa to a Senior, the Connect Program, Older Victim Services, This Full House, Senior Centre Without Walls and our Board of Directors. Over 10,800 hours of service were donated by the Agency's 253 dedicated volunteers this past year! Thank you to our amazing volunteers!

OTHER PROGRAMS & SERVICES

GIVING BACK WITH THE UNITED WAY EMPLOYEE CAMPAIGN



United Way
For a Better Winnipeg

The United Way Employee Campaign Committee hosted another successful campaign this year. The committee hosted the following five events:

- **Waffle Breakfast:** A & O staff were invited to enjoy waffles, fruit, juice and warm beverages as a kick-off for the campaign. Participating staff were invited to make a donation to the United Way.
- **Potluck Photo Booth:** The United Way Employee Campaign Committee joined together with the A & O Staff Social Committee during a Halloween-themed potluck. A photo booth backdrop was created and participating staff had the opportunity to take photographs with different Halloween props. All staff who participated made a donation to the United Way.
- **50/50 Draw:** Tickets were sold for \$2. Half the proceeds were donated to the United Way, with the other half going to the prize winner.
- **Employee Pledges and Day Off With Pay:** Employees pledged a donation to the United Way through either a one-time donation or a payroll deduction each pay period. Anyone who made a donation through a payroll deduction had their name entered into a draw to win a day off with pay.
- **Coin Box:** A United Way coin box was placed on the front reception desk where staff, clients and visitors had the opportunity to donate extra change.



**THIS YEAR'S EMPLOYEE CAMPAIGN
RAISED A TOTAL OF \$2,525.86. THANK
YOU TO ALL OF OUR GENEROUS
EMPLOYEES, AND CONGRATULATIONS
ON ANOTHER SUCCESSFUL CAMPAIGN!**

United Way Employee Campaign committee members making waffles
Left - Right: Jessica, Lorena, Kelsey and Pam

SPECIAL EVENTS

STAFF DEVELOPMENT EVENT

This year, the Agency held a staff development event on February 7, 2017 at Fort Whyte Alive. The afternoon began with lunch followed by a blanket toss, snowshoeing, tobogganing and hatchet throwing. Everyone had an opportunity to enjoy herbal tea and bannock around a bonfire.

"I WANTED TO SAY A GREAT BIG THANK YOU FOR THE WONDERFUL STAFF DEVELOPMENT DAY AT FORT WHYTE ALIVE. ALTHOUGH THE DAY WAS CHILLY, I REALLY ENJOYED THE ACTIVITIES, ESPECIALLY THE TOBOGGANING AND SNOWSHOEING! I THINK THE VENUE WAS AN EXCELLENT CHOICE AND I'D LOVE TO GO BACK AGAIN IN THE SPRING OR SUMMER FOR MORE FUN ACTIVITIES."

STAFF FEEDBACK

"I JUST WANTED TO REITERATE WHAT A NUMBER OTHER STAFF HAVE ALREADY SAID ABOUT THE STAFF DEVELOPMENT DAY AT FORT WHYTE... IT WAS GREAT FUN, DESPITE THE BONE-CHILLING TEMPERATURES. IT WAS AN OPPORTUNITY TO TRY SOME NEW WINTER ACTIVITIES THAT I HAD NEVER TRIED BEFORE .. LIKE SNOW-SHOEING! IT WAS ALSO WONDERFUL TO GET TOGETHER AGAIN FOR SOME SOCIALIZING WITH THE STAFF FROM OUR ADMIN OFFICE. A BIG THANK YOU!! TO ALL THOSE INVOLVED IN PLANNING THIS EVENT. LOOKING FORWARD TO MORE SUCH EVENTS IN FUTURE."

STAFF FEEDBACK

"I JUST WANTED TO LET YOU KNOW THAT I REALLY ENJOYED THE STAFF DEVELOPMENT DAY AT FORT WHYTE ON TUESDAY. IT WAS SO NICE PARTICIPATING IN OUTDOOR ACTIVITIES WITH COWORKERS. THANKS AGAIN!"

STAFF FEEDBACK

STAFF/BOARD EVENT

In September, staff and board members met at the Confusion Corner Bar & Grill to enjoy an informal lunch together. The purpose of this event was for staff and board members to become better acquainted. Many staff reported that they enjoyed this opportunity to meet board members outside of the office setting.



Left - Right: Bill Sumerlus, Vernon De Pape, Dr. Alex Segall
John Stott, Gabrielle Marrin, Laryssa Sawchuk (Missing: Tejinder Bains, Eleanore McMahan)

SPECIAL EVENTS



Photo credit: Y Winnipeg

YM-YWCA WOMEN OF DISTINCTION: 40TH ANNUAL AWARDS GALA (MAY 4, 2016)

Michelle Ranville, Manager of Community Services, was nominated and won in her category for Health, Wellness & Fitness. Michelle has started several programs at A & O including This Full House (Hoarding Disorder), SafetyAid, Safe Suite Program and Senior Centre Without Walls. She has also managed the Older Victim Services, Elder Abuse Services, Connect Program, Housing Program, Counselling Services and Be A Santa to a Senior.

Michelle has presented at national and international conferences on topics such as Elder Abuse, Hoarding Disorder and social isolation. She has volunteered at over a dozen community organizations including as a founding board member of the Métis Club of Winnipeg and the Winnipeg Aboriginal Sport Achievement Centre. Congratulations Michelle on a well-deserved award. Everyone at A & O is very proud of you!

WINNIPEG FOUNDATION: FAST PITCH PROGRAM

A & O: Support Services for Older Adults was one of fifteen organizations accepted into the 2017 Fast Pitch Program. The Fast Pitch Program is a coaching program that helps build the capacity of, and create visibility for, Winnipeg's charitable sector. Fast Pitch is part of an international movement that helps organizations create powerful, high-energy cases for support, delivered in three minutes or less!

Through Fast Pitch, leaders from local charities will learn how to tell their organization's stories, succinctly and powerfully, with The Power of Story workshop and coaching sessions. The coaching process helped to build valuable relationships with members of Winnipeg's legal, financial and business communities. The program culminates in a Showcase where finalists compete for up to \$20,000 in prizes. The Showcase was held on March 23, 2017 at the MET.

A & O: Fast Pitch Team, Left - Right: Maxine Kashton, Vice President Finance & Operations, The Winnipeg Chamber of Commerce, Amanda Macrae, CEO, A & O: Support Services for Older Adults, John Murray, Associate, Thompson Dorfman Sweatman LLP



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.

DONORS

Alexanian, Pastora
 Anonymous
 Armstrong, Eleanor
 Arnold, Marilyn
 Bendera, Barbara
 Benny, Constance
 Beriault, Eveline P.
 Bernado, Lora D.
 Bilibeau, Monique
 Boily, Stella
 Bond, Dr. John B.
 Boyd, Alec
 Campbell, Sandra
 Carter, Ken. W.
 Cavers, Frank & Janice
 Champagne, Guy
 Chochinov, David
 & Monica
 Cloutier, Real
 Cowall, Dorothy
 Craig, Ainslee
 Delorme, Tom &
 Doreen
 Derrett, George
 d'Eschambault, Rachel
 Dueck, Arlene
 Eason, Bruce
 Edwardson, Mery
 Fegus, Rose
 Fehr, Abe
 Ferguson, Roberta
 FGN 9A2 Flyers, Fort
 Garry North Hockey
 Association
 Fletcher, Kristel

Geeves, Elizabeth
 & Roy
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 Hergesheimer, John
 Hochkevich, Victor
 Hope Centre Health
 Care Inc.
 Jaramillo, Carolina
 Jarrin, Isabelle
 Jensen, Meaghan
 Klein, Christine
 Kunitski, Jane
 Lavallee, Norma
 Lee, Dennis
 Lemieux, Joel & Hazel
 Lesjak, Joseph & Karen
 Letain, Crystal
 Libbrecht, Darcy
 Lindenwood Mennonite
 Seniors Care Inc.
 Lister, Shawne & Brian
 MacLeod, Marie
 Malenki, Lina
 Malko, Fred
 Mandziuk, Geraldine
 Manitoba Association
 of P.C.H. Social Workers
 Marek, Ryan
 Marklinger, Karen
 Martel, Denise
 McCormack, Jackie
 McCosh, Audrey

McGregor, William
 McRae, Brian
 Miller, Carol
 Murray, Andrea D.
 Murray, Cheryl
 Neish, Nichole
 O'Gorman, Noreen
 Pahkala, John
 Pankhurst, Victoria
 Patterson, Gloria Jean
 Peemoeller, Julia
 Peters, Tina
 Peterson, Shawna
 Poitras, Kimberly
 Puro, Pat
 Ross, Marilyn Marie
 Roy, Agnes
 Roy, Nicholas
 Seymour, Lisa M.
 Smith, Irving
 Smith, Phyllis
 St. Joseph's Senior
 Care
 Stephens, Joan
 Streber, Kathie
 The Dufresne Group
 Turanski, Myrna
 Tymchak, Evelyn
 Unal, Nicole
 Wasylyshen, Ivan
 Williams, Judy E.
 Woo, Lily Lai Lam
 Zwiers, Herman

COMMUNITY CONTRIBUTORS

All Charities Campaign	Islamic Social Services Association	Riverview-Ashland Childcare Centre
Amber Trails	JDC Asper School of Business - JDC West Team	Senior Center Without Walls (California)
Community School Day Care	Lifesaving Society Manitoba	St. James Assiniboia 55+ Centre
Boeing Canada	Lifetime Connections Without Walls (Texas)	St. Mary's Road United Church
Canadian Border Services Agency	Manitoba Association of Newcomer Serving Organizations (MANSO)	Starbucks Coffee
Canadian Diabetes Association	Manitoba Association of Senior Centres	Sunny Mountain Day Care Centre
Chartered Professional Accountants of Manitoba	Manitoba Institute of Trades and Technology (MITT)	University of Manitoba
Church of Christ	Manitoba Lung Association	University of Manitoba JDC West Team
City of Winnipeg	Manitoba Psychological Society	University of Winnipeg
Dorot's University Without Walls (New York)	Manitoba Start	Victoria Lifeline
Elim Chapel	Mensheds Manitoba Inc.	Volunteer Manitoba
Family Dynamics	New Journey Housing	Winnipeg Chinese Cultural & Community Centre (WCCCC)
Fort Garry Mennonite Brethren Church	Norberry-Glenlee Community Centre	Winnipeg English Language Assessment and Referral Centre (WELARC)
Fort Garry Seniors Resource Finder	Prairie Ceilidh Radio Show - CKJS Radio 810	Winnipeg Fire Paramedic Services (WFPS)
Fort Rouge Ecumenical Apartments	Provincial Employees Care for Kids Co-op Inc. / Lil Wheels Daycare	Winnipeg School Division
Immigrant Centre Manitoba Inc.		Winnipeg Transit
Indo-China Chinese Association of Manitoba		WRHA Senior Resource Finder
Isaac's Center (New York)		

SUMMARY FINANCIAL STATEMENTS



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Toll-Free: 866 863 6601
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BDO Canada LLP
700 - 200 Graham Avenue
Winnipeg MB R3C 4L5 Canada

Report of the Independent Auditor on Summary Financial Statements

To the Board of Directors of A & O: SUPPORT SERVICES FOR OLDER ADULTS INC.:

The accompanying summary financial statements, which comprise the summary statement of financial position as at March 31, 2017 and the summary statement of operations for the year then ended, are derived from the audited financial statements of A & O: Support Services for Older Adults Inc. for the year ended March 31, 2017. We expressed an unmodified audit opinion on those financial statements in our report dated May 30, 2017.

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of A & O: Support Services for Older Adults Inc.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of a summary of the audited financial statements in accordance with Note 1.

Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standards (CAS) 810, "Engagements to Report on Summary Financial Statements".

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of A & O: Support Services for Older Adults Inc. for the year ended March 31, 2017 are a fair summary of those financial statements, in accordance with Note 1.

BDO Canada LLP

Chartered Professional Accountants

Winnipeg, Manitoba
May 30, 2017

A & O: SUPPORT SERVICES FOR OLDER ADULTS INC. Summary Statement of Financial Position

As at March 31	2017	2016
Assets		
Current Assets		
Cash and bank	\$ 309,070	\$ 393,575
Investments	297,368	291,117
Grants and accounts receivable	38,922	30,759
Prepaid expenses	34,556	35,812
	679,916	751,263
Restricted cash	160,305	160,305
Capital assets	-	-
	\$ 840,221	\$ 911,568
Liabilities and Net Assets		
Current Liabilities		
Accounts payable and accrued liabilities	\$ 223,361	\$ 138,964
Deferred contributions	65,701	165,529
	289,062	304,493
Commitments		
Net assets		
Internally restricted	160,305	160,305
Unrestricted	390,854	446,770
	551,159	607,075
	\$ 840,221	\$ 911,568

A & O: SUPPORT SERVICES FOR OLDER ADULTS INC. Summary Statement of Operations

For the year ended March 31	2017	2016
Revenue		
Grants		
City of Winnipeg		
Community Services	\$ 80,600	\$ 81,000
Police Service	20,250	20,250
Government of Canada		
Immigration Refugees and Citizenship Canada	210,277	208,067
Justice Canada	4,263	8,226
New Horizons for Seniors	-	16,709
In Memory of Peter D. Curry	22,000	16,000
Manitoba Real Estate Association	-	5,000
Other	29,832	5,177
Province of Manitoba		
Health, Seniors and Active Living	241,600	270,473
Justice	175,000	175,000
The Winnipeg Foundation	1,200	25,239
United Way	462,310	425,736
Winnipeg Regional Health Authority	552,516	536,400
Winnipeg School Division	20,700	20,700
Other Revenue		
Donations	11,654	12,449
Endowment Funds distributions	29,711	26,711
Housing Directory	2,516	1,272
Investment revenue		
Realized	13,661	9,298
Unrealized	(2,892)	(6,349)
Legal services	32,200	46,705
Other	30,937	25,433
Sponsorship, exhibitor and registration fees	76,491	31,286
	2,014,826	1,960,782
Expenses (see schedule)	2,070,742	1,908,694
(Deficiency) excess of revenue over expenses for the year	\$ (55,916)	\$ 52,088

A & O: SUPPORT SERVICES FOR OLDER ADULTS INC. Summary Schedule of Expenses

For the year ended March 31	2017	2016
Amortization	\$ -	\$ 2,640
Bank charges	1,476	1,377
Contract services	5,158	5,001
Equipment leases	13,095	12,714
Equipment purchases	5,183	7,582
Insurance	11,294	12,714
Maintenance and supplies	28,611	31,155
Meetings	8,017	7,108
Office	67,787	56,844
Postage and courier	9,520	9,340
Professional development	28,865	23,697
Professional fees	28,332	10,888
Program supplies	76,696	104,782
Public relations and promotion	5,734	12,653
Rent	86,099	86,105
Salaries and benefits	1,569,477	1,398,877
Telephone and cable	55,405	53,072
Travel	46,746	46,750
Vehicle lease	19,637	21,677
Volunteer recognition and training	3,610	3,718
	\$ 2,070,742	\$ 1,908,694

Note to the Summary Financial Statements:

The summary presented includes only of the summary statement of financial position, the summary statement of operations and the summary schedule of expenses. It does not include the notes to financial statements. The summary statement of financial position and summary statement of operations do not include references to notes to financial statements. The summary statement of financial position, summary statement of operations and summary schedule of expenses are reproduced in as much details as the audited financial statements.

A copy of the audited financial statements is available at the office of A & O: Support Services for Older Adults Inc.

AGENCY STAFF LIST - 2016/2017

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

Jamie Kinaschuk
 Amanda Macrae
 Lorena Martinez
 Tara McLeod
 Stacey Miller
 Katherine Nelson
 Sarah Paddock
 Sara Parsons
 Alice Perry
 Arpine Petrosyan
 Michelle Ranville
 Lydia Robertson
 Pamela Roth

Michelle Roy
 Liz Shewchuk
 Janice Sawers
 Joan Stephens
 Kelsey Streber
 Anita Suen
 Silvia Visintin
 Shanshan Wang
 Maria Wasykewycz
 Audrey Wheeler
 Jamie Whitlaw
 Jackie Wild

Placement Students

Jagroop Kaur -
*MITT, Business
 Administrative
 Assistant Program*
 Cierra Nelson -
Garden City Collegiate
 Sarah Paddock-
*Faculty of Community
 Health Sciences,
 University of Manitoba*
 Sara Parsons -
*Faculty of Social Work,
 University of Manitoba*

**BOARD OF DIRECTORS - 2016/2017****CHAIR**

Dr. Alex Segall

1ST VICE CHAIR (SEPT. 2015-SEPT. 2016)

Craig Glennie

1ST VICE CHAIR (OCT. 2016 - PRESENT)

Vernon De Pape

2ND VICE CHAIR

John Stott

3RD VICE CHAIR

Tej Bains

TREASURER

Gabrielle Marrin

DIRECTORS

Dr. Rahul Bhindi

Greg Genik

Rick Grant

Eleanore McMahon

Laryssa Sawchuk

Bill Sumerlus



**FOR MORE INFORMATION
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THANK YOU TO THE FOLLOWING FUNDERS:

