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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A & O: Support Services for Older Adults is 60 years young and going strong in 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 its 60th anniversary year, it started off on May 4th, 2017 with the reception held at Government House hosted by the Honourable Janice C. Filmon, Lieutenant Governor of Manitoba and Honourary Patron of A & O. Dr. Segall accepted a plaque on behalf of the Agency in recognition of providing innovative programs and services to older Manitobans for 60 years.

Many special events were held this year including the 10th Annual 55+ Housing & Active Lifestyles Expo where the Agency welcomed over 1,300 attendees and presented a Spring fashion show that proved to be very popular.

The Agency’s Annual General Meeting (AGM) was held on June 20, 2017 at the Assiniboine Park Conservatory. The business portion of the AGM was followed by a cocktail reception in celebration of the Agency’s 60th anniversary.

On September 1, 2017 the Entry Program for Older Adult Immigrants transitioned to Senior Immigrant Settlement Services (SISS). SISS continues to provide a wide range of settlement services for older adult newcomers with the addition of offering formal English language classes plus the additional support of an Immigrant Settlement Worker.

Staff development is very important to the Agency, in the Fall staff met at the Forks Market to enjoy lunch together. Lunch was followed by a historic boat tour of the Red River on the “Splash Dash”. In February, Agency staff attended Enigma Escapes. Staff participated in an interactive escape room experience. These were both excellent opportunities for staff to enjoy time together outside of the office setting.

In its 10th year in Winnipeg, the Be a Santa to a Senior program grew once again. In December, 2,033 gifts were delivered to socially isolated older adults. This is an increase of 50% more gifts compared to the previous year where 1,355 gifts were delivered!

Thank you to all of the Agency’s dedicated staff, board members, volunteers, funders and clients that continue to support the Agency’s growth and innovation. You challenge us to be better, and do better for Manitoba’s older adults. For this we thank you, and ask you to never stop expecting better!

Sincerely,

Vernon De Pape
Chair, Board of Directors

Amanda Macrae
Chief Executive Officer
SAFETY & SECURITY

ELDER ABUSE SUPPORT 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 group for older parents / grandparent, assistance with Protection Orders and more.

In this past year, A & O’s Registered Social Workers provided assistance to over 530 clients, and spent a total of 1,120 hours in Elder Abuse related work. This work includes direct and indirect client contact, workshops, committees and other related activities.

A & O: Support Services for Older Adults 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.

SAFE SUITE PROGRAM

The Safe Suite program worked with 69 older adults needing to leave abusive relationships in 2017-18. The program assists individuals and couples, regardless of gender, through safety planning, counselling and obtaining orders of protection. Seven individuals entered a Safe Suite in order to leave an abusive living situation this year. Clients in a suite receive long-term counselling support from Registered Social Workers and assistance with legal, financial and housing options.

“BEING IN THE SAFE SUITE GAVE ME TIME TO REALIZE JUST HOW ABUSED I WAS. I APPRECIATE THAT YOU LET ME HAVE MY CAT. I WOULDN’T HAVE LEFT WITHOUT HIM.”

- SAFE SUITE CLIENT

SAFETYAID: FALLS PREVENTION FOR OLDER MANITOBNANS

Effective August 1, 2017 Manitoba Justice discontinued funding for the crime prevention portion of the program. The program has been modified, and is now referred to as the SafetyAid: Falls Prevention program which is available to older adults living within Winnipeg.

SafetyAid provides older adults with falls prevention audits of their home and property. Older adults are able to receive safety and falls prevention supplies installed at no cost.

This year the SafetyAid program provided the following services:

• 231 falls prevention audits
• 230 individuals were provided with fall prevention supplies, including non-slip bath-mats, ice melt, ice-grip tips for canes, nightlights and flashlights
• SafetyAid provided 25 presentations in which 460 people attended
SAFETY & SECURITY

SENIOR’S ABUSE SUPPORT LINE

A & O continues to partner with Klinic 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 187 elder abuse calls through the Support Line.

OLDER VICTIM SERVICES

A & O assists older adults that have been the victim of police-reported crime. This year our program staff worked with 429 cases that were referred by the Winnipeg Police Victim Services Unit and Manitoba Justice Victim Services. Our Registered Social Workers and volunteers provide practical support to clients while they navigate the justice system. Program staff assist clients in applying for compensation, with Victim Impact Statements, court updates and by attending court with them.

“I WAS OFFERED THIS PROGRAM BECAUSE I WAS THE VICTIM OF A CRIME. THANKS TO (MY SOCIAL WORKER), I WAS ABLE TO DEAL WITH THIS INCIDENT. SHE WAS SO COMPASSIONATE AND SO PROFESSIONAL. I CANNOT SAY ENOUGH ABOUT THIS PROGRAM.”

- OLDER VICTIM SERVICES CLIENT

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 in home services which had previously refused to provide assistance. Clients also become successfully engaged in their community and social networks. In the past year, the program received 194 new referrals, worked with an average of 109 past clients each month, and provided over 1,270 service hours.

The program delivered two Buried in Treasures support groups this past year, with 11 participants in attendance. Buried in Treasures is a 15-session group aimed at providing education, support, and realistic strategies for older adults 55+ who struggle with clutter in their homes. In addition, the Agency continues to offer the Unburied from Treasures group that is offered on a monthly basis to clients who have completed the Buried in Treasures group.
SOCIAL ENGAGEMENT

SENIOR CENTRE WITHOUT WALLS

Senior Centre Without Walls (SCWW) has grown every year since it started in 2009. The program offers educational and recreational activities via teleconference format to isolated older adults across Manitoba. This year, we held 635 sessions, up from 602 sessions last year. The number of callers increased to 8,560, up from 6,498 the previous year. This represents a 32% increase.

We continue to add new programming as recommended by the program participants in the program planning meetings. Popular sessions offered via teleconference include Music Therapy, Art Therapy, historical presentations, museum tours, language lessons, Celebrity Bingo and support groups.

CONNECT PROGRAM

The Connect Program worked with 361 individuals last year, including 91 new referrals. Our Registered Social Workers assist socially isolated older adults; connecting them to resources that facilitate independent living. Over 150 clients are matched with volunteer visitors and callers. 131 dedicated volunteers provided over 7,500 hours of visits and phone calls to program clients.

MAKING AND KEEPING IMPORTANT CONNECTIONS WORKSHOPS

An important component of the Connect Program is the Making and Keeping Important Connections workshops. The goals of the workshop include enriching social skills, heightening positive self-esteem and generating affirmative relations. A seven week in-person group was held in May & June 2017, and was the result of a combined effort from A & O and several community partners in the River East area:

- WRHA Healthy Aging Resource Team - provided community referrals
- Good Neighbours - provided a shuttle bus to pick up/drop off all participants
- River East Council for Seniors - provided a volunteer driver
- Access River East - provided free meeting space

In addition, two workshops were held via teleconference through the Senior Centre Without Walls program in July & August 2017 and November & December 2017.

“THANK YOU FOR YOUR TIME AND FOR CREATING / DELIVERING THIS WONDERFUL SERVICE! IT'S A BEAUTIFUL GIFT TO LEARN AND ENGAGE WHEN OTHERWISE ‘HOUSE-BOUND’ & ISOLATED.”

- SENIOR CENTRE WITHOUT WALLS PARTICIPANT
SOCIAL ENGAGEMENT

SENIOR IMMIGRANT SETTLEMENT SERVICES
(FORMERLY ENTRY PROGRAM FOR OLDER ADULT IMMIGRANTS)

2017-18 was a very exciting year for the program, with many highlights. One of the biggest was the transition of the program from The Entry Program for Older Adult Immigrants to Senior Immigrant Settlement Services (SISS) on September 1, 2017. SISS continued to provide a wide range of settlement services for newcomers 55 + with the addition of offering formal English language classes for seniors plus the additional support of an Immigrant Settlement Worker.

To celebrate the launch of the new program, community partners, board members, volunteers, staff, students and funders were invited to join us for cake and coffee on August 31, 2017. Guests were provided with information and handouts about the new programming, viewed a power point presentation and had the opportunity to participate in a social media campaign.

Throughout the year, SISS staff supported 298 senior newcomers with their settlement needs. New lesson plans were developed for the Entry and ECC curriculum on the topics of Falls Prevention and Canada’s Indigenous Peoples.

Our students also benefitted from community group presentations at our classes. Some of the groups and topics included Lifesaving Society: Water Smart Presentation, Healthy Aging Resource Team, Winnipeg Fire Paramedic Services, Winnipeg Transit, Falls Prevention, Revenue Canada and Housing Options for Older Adults.

A focus group was held on March 22, 2018 with 19 people in attendance. Participants included some SISS students, volunteers, and representatives from partner organizations. This was an opportunity for us to get feedback, ideas and opinions about all SISS programming, times, locations etc.

A final highlight to cap off a successful year was a day trip to Gimli, Manitoba on March 21. Thanks to a collaboration with the Senior Resource Finder, 25 SISS students were able to make the trip. Many of the students had never had the opportunity to travel outside the perimeter, let alone see Lake Winnipeg. They were amazed by its size and commented that it was their best day in Canada so far!
SOCIAL ENGAGEMENT

ENGLISH CONVERSATION CIRCLES (ECC)
Thanks to our wonderful team of English Conversation Circle volunteer facilitators we were able to offer 31 ECCs located throughout Winnipeg, including one over the telephone. The ECCs were an opportunity for our participants to improve their English language skills in an informal setting, learn more about settling in Winnipeg and reinforce the information they received in the group orientation. They were also an opportunity to develop meaningful relationships with other older adult newcomers and members of their new communities.

SUMMER CLUBS
In the summer of 2017, we continued our partnership with the University of Winnipeg Teacher Certificate Program who provided teachers for our Summer Clubs. The student teachers were able to use the hours to fill the practicum requirement of the course and our students were able to benefit from having classes in the summer months. We offered six classes for a five week term, from June 26 to July 28.

SETTLEMENT WORKER
The SISS Settlement Worker (SW) provided settlement assistance to 23 senior immigrants in order to help them integrate into the community. They performed a wide variety of tasks, including conducting formal and informal needs assessments, home visits, office visits and accompanying clients to appointments and meetings as required. The SW also supported clients in navigating systems and facilitating access to community resources, programs and services.

THANK YOU
To our major funder, Immigration, Refugees and Citizenship Canada, as well as many community partners. Thank you for providing space in-kind and/or time and expertise to make this program possible.
SOCIAL ENGAGEMENT

46TH ANNUAL SCIENTIFIC AND EDUCATIONAL MEETING OF THE CANADIAN ASSOCIATION ON GERONTOLOGY

A & O Registered Social Workers Pamela Robertson and Maria Wasylkewycz contributed to a poster presentation on October 20, 2017 at the 46th Annual Scientific and Educational Meeting of the Canadian Association on Gerontology in Winnipeg. Pamela and Maria presented on the research highlights of A & O’s ‘Making and Keeping Important Connections’ psychoeducational social program along with Dr. Nancy Newall, PhD, Assistant Professor, Psychology Department at Brandon University.

2018 AGING IN AMERICA CONFERENCE

Michelle Ranville presented at the 2018 Aging in America Conference on March 26, 2018 in San Francisco, CA. The presentation was entitled “Without Walls: Programming Over the Phone for Older Adults”. Michelle co-presented with managers from Without Walls programs in New York, California and Illinois.

COUNSELLING

The Agency’s counselling services provides both individual and group counselling to individuals 55 and older. This past year, the program received over 265 new referrals/intake calls, and worked with 1,330 clients from previous years. Focus areas included: bereavement, loneliness, depression, family conflict among others. The Agency’s Registered Social Workers provided 975 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 email to 926 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.
The 55+ Housing & Active Lifestyles Expo was held on May 17, 2017 from 10:00 a.m. to 6:00 p.m. at Victoria Inn Hotel & Convention Centre. This was a very exciting milestone year, as A & O celebrated both the 10th Annual Expo and Agency’s 60th anniversary. The expo was very successful with over 90 exhibitors and 1300 attendees. This year’s expo provided an expanded venue space and new fashion show, which were two of the major highlights.

The main stage featured the following demonstrations: Stepping Up Class; Cooking for One or Two; Natural Pain Relief 101; Spring in Full Bloom Fashion Show (in partnership with Nygard International and Canadian Footwear with volunteer models); Drums Alive; and Balance and Fall Prevention Seated Exercise Class.

“GREAT EVENT AND AWESOME TURN OUT! THIS IS A FANTASTIC OPPORTUNITY FOR OUTREACH.”
- EVENT EXHIBITOR

LOVE THE NEW FLOOR PLAN! LOTS OF SPACE AROUND BOOTHS! ENTERTAINMENT (FASHION SHOW, FITNESS) WITH MUSIC IS GREAT!
- EVENT EXHIBITOR

“VERY GOOD VARIETY!”
- EVENT GUEST

“EXCELLENT THIS YEAR, SEEMS TO BE GETTING BETTER EVERY YEAR!”
- EVENT GUEST

THANK YOU TO OUR SPONSORS

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Bayshore Home Health
Erhard Associates – Retirement Success Coaching
Mosaic Funeral, Cremation & Cemetery Services
Thorvaldson Care Center
PARTNERSHIP PROGRAMS

CAREGIVING WITH CONFIDENCE

Effective Monday, February 5, 2018, A & O: Support Services for Older Adults Inc. assumed the role of sponsoring Agency for Caregiving with Confidence.

Caregiving with Confidence supports informal caregivers in Winnipeg. They support caregivers by:

- Providing short term respite
- Assisting with transportation to appointments, shopping, etc.
- Providing emotional support through support groups and telephone support
- Providing caregivers and other stakeholders with educational opportunities
- Problem solving with caregivers
- Providing information and referrals

BE A SANTA TO A SENIOR

In its 10th year in Winnipeg, the Be a Santa to a Senior program grew once again.

In December, A & O delivered 2,033 gifts to socially isolated and/or in need older adults. This is an increase of 50% over the previous year where 1,355 gifts were delivered. Be a Santa to a Senior is a partnership with Home Instead Senior Care and several other community groups including Victoria Lifeline and Victoria General Hospital. City-wide, more than 4,600 presents were delivered.

To meet the growing demand, A & O hired a Program Coordinator to manage the program. With a dedicated coordinator, we were able to arrange events and personalized visits. The Great West Life Holiday Choir performed for the residents at 101 Marion, a group of grade 2 students from Glenwood School visited and performed for the residents at Chez Nous and many donors hand delivered gifts and visited participants, making the holiday less lonely.

Jason Hoeppner at the Medicine Shoppe Pharmacy at 660 Osborne facilitated the donation of 175 presents and offered to be a drop-off location for over 400 gifts. The customers at the Giant Tiger store at Donald & Ellice generously donated $1,005 through their Angel Tree Program. Anderson Animal Hospital held a pet food drive and donated cat and dog food, cat litter and pet toys for our participants. The program would not have been as successful without our generous donors including groups such as The Prosperity Registry, Dillon Consulting, Winnipeg Paramedics, along with many schools, church groups and offices.

The Property Registry donated 100 gifts to Be a Santa to a Senior
PARTNERSHIP PROGRAMS

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.

Sixty-five accountants volunteered a total of 228 hours to complete returns for 321 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
- PwC LLP

LEGAL SERVICES

Myers 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 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. In the past year, the Agency received 2,636 calls for legal services.

OTHER PROGRAMS & SERVICES

VOLUNTEER PROGRAMS

A & O values the dedication and commitment of the 347 volunteers that worked with the Agency this year. Many of our programs could not run without the support of our volunteers. Over 10,700 hours of service were donated in the Senior Immigrant Settlement Services, This Full House, Connect Program, Older Victim Services, Senior Centre Without Walls and our Board of Directors. In addition, episodic opportunities were available in our Be a Santa to a Senior program, the 55+ Housing & Active Living Expo and the Income Tax Clinics.

We celebrated our volunteers at the Annual Volunteer Appreciation Luncheon at Prairie 360, Winnipeg’s Revolving Restaurant, on April 22, 2017. Thank you to our amazing volunteers!
OTHER PROGRAMS & SERVICES

GIVING BACK WITH THE UNITED WAY EMPLOYEE CAMPAIGN

Thanks to the support of staff, volunteers and visitors the Agency’s United Way Committee had another successful campaign year. The committee held the following events:

- **Spaghetti Lunch**: A & O staff and volunteers were invited to enjoy spaghetti and meatball lunch for the kick-off to this year’s campaign. A donation of $5 towards the United Way was requested from all participants.
- **Potluck Photo Booth**: The United Way Employee Campaign Committee joined together with the A & O Staff Social Committee to coordinate a Halloween themed potluck. A photo booth backdrop was created and participating staff had the opportunity to take photographs with different Halloween props. Many staff members chose to make a donation towards the United Way in exchange for a photograph.
- **50/50 Draw**: Tickets were sold for $2. Half of 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 contribute extra change.

This year’s employee campaign raised a total of $1,745.50. The United Way Committee would like to thank all those who donated to the United Way this year.

COMMUNITY OUTREACH

A & O provides presentations to community groups seeking information on various aspects of aging. In 2017-18, 1,633 individuals were reached through 86 presentations.

In addition, the Agency provided outreach opportunities 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 4,022 individuals at 30 different events.

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. Since the creation of the philanthropy piece in 2012, the Agency has raised just over $7,000.00.
SPECIAL EVENTS

GOVERNMENT HOUSE RECEPTION – 60TH ANNIVERSARY

On May 4, 2017, the Honourable Janice C. Filmon, Lieutenant Governor of Manitoba and Honourary Patron of A & O, hosted a reception at Government House to commemorate the occasion. The evening began with some brief speeches by the Honourable Janice C. Filmon and Dr. Alexander Segall, Chair, A & O Board of Directors. Dr. Segall accepted a plaque on behalf of the Agency in recognition of providing innovative programs and services to older Manitobans for 60 years. The remainder of the evening involved a light buffet and an opportunity to mix and mingle with community partners, funders, staff and Board members, past and present.

26TH JOHN K. FRIESEN & 20TH BC PSYCHOGERIATRIC ASSOCIATION CONFERENCE

On May 17, 2017 Dr. Nancy Newall from Brandon University and Dr. Kristen Reynolds from the University of Manitoba, presented on their work with Senior Centre Without Walls (SCWW) at the joint 26th John K. Friesen & 20th BC Psychogeriatric Association Conference in Vancouver, BC. Their presentation was entitled Winnipeg’s Senior Centre Without Walls: A Social and Educational Program Reaching Out to Socially Isolated Older Adults. It highlighted Dr. Newall’s research on SCWW in partnership with A & O and the Centre on Aging at the University of Manitoba, as well as Dr. Reynolds current work providing mental health education sessions and research on SCWW.

ANNUAL GENERAL MEETING

The Agency’s AGM was held on Tuesday, June 20, 2017 at 3:30 p.m. at the Assiniboine Park Conservatory. The business portion of the AGM was followed by a cocktail reception in celebration of the agency’s 60th anniversary.
SPECIAL EVENTS

STAFF DEVELOPMENT

In September, 2017 staff met at the Old Spaghetti Factory at the Forks Market to enjoy lunch together. Lunch was followed by a historic boat tour of the Red River on the “Splash Dash.”

In February, 2018 A & O staff attended Enigma Escapes. Agency staff participated in an interactive adventure experience. They were surrounded by puzzles, clues and codes that they had to solve by working together as a team. Problem-solving skills, logic and patience came in handy as well as a spirit of cooperation and sense of fun. The goal for staff was to escape their themed room within 60 minutes! These were both excellent opportunities for staff to enjoy a fun interactive afternoon together outside of the office setting.

LONG-TERM SERVICE AWARDS 2018

VOLUNTEERS

25 YEARS
Nedell Michaluk

15 YEARS
Feza Kungwa

10 YEARS
Pat Johnston
Anne Lacosse

5 YEARS
Mary Bana
Phat Huynh
Phyllis Neave

STAFF

15 YEARS
Amanda Macrae
Stacey Miller

10 YEARS
Lydia Robertson
Janice Sawers
Silvia Visintin

5 YEARS
Maureen Keelan

BOARD

5 YEARS
Eleanore McMahon
William Sumerlus
THANK YOU TO OUR DONORS

Alexanian, Pastora
All Charities Campaign (Prov of MB)
Anonymous
BDO Canada LLP
Bello, Olanike
Bemister, Mary Louise
Benefit Community Impact Fund
Bilodeau, Monique
Blain, Brent
Blake, Maureen
Bobychuk, Barbara
Boily, Stella
Boyd, Alec
Bryden, Doreen
Camirand, Bonnie
Cavers, Janice
Chipman, Patti
Concepcion, Erlinda
Cowall, Dorothy
Crouch, Blaine
Cryan, Jean
Davidson, Dorothy
De Pape, Vernon
Delorme, Doreen
Derrett, George
Doan, Lan
Dybish, Gerald
Eason, Bruce
Ecole Leila North
Faria, Barbara
Gavel, Aline
Geib, Josefine
Gmiterek, Kyle
Graham, Heather
Harper, Jessica
Hochkevich, Victor
Hummelt, Lydia
Juenke, Marlene
Koch, Lorraine
Korzweski, Barbara
Koz, Dr. Lori
Kraut, Harvey
Kucheravy, Tracey
Lavallee, Norma
Lee, Dennis
Lemieux, Hazel & Joel
Lesjak, Joseph & Karen
Lueck, Joy
MacLeod, Marie
Malenki, Lena
Malko, Fred
Marklinger, Karen
Marrin, Gabrielle
McCombe, James & Lesley
McMahon, Eleanore
McRae, Brian
Miller, Carol & Champagne, Guy
Moorhead, Vivian
Murray, Cheryl
Myskiw, Jarrett
Nickelmann, Karin
O’Neill, Brianne
Ozturk, Elizabeth
Pankhurst, Victoria
Pembina Active Living (Pal 55+)
Poitras, Kimberly
Rebizant, Sandra
Ross, Marilyn Marie
Scott, Wendy
Segall, Dr. Alexander & Maxine
Shaley, Shirley
Smith, Irving
Sokal, William
Spencer, Audrey
St. John, Dr. Phil
Staff Social Fund
Steinfeld, Maureen & Leo
Sumerlus, William
Thorkelson, Olive
Transcona Collegiate Institute
Trinkies, Wendy
True North Sports and Entertainment
Tymchak, Evelyn
United Way of Greater Toronto
United Way of Winnipeg
Victor Mager School
Walker, Rick
Wild, Jackie
Willis, Kristin
Workers Compensation Board
Zadoroznik, Dorothy
Zielke, Brenda
Zwiers, Herman
THANK YOU TO OUR COMMUNITY CONTRIBUTORS

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Chartered Professional Accountants of Manitoba
Church of Christ
City of Winnipeg
CJNU 93.7 FM
CKJS Radio 810 AM
Credit Union Central of Manitoba
CTV Morning Live
Diabetes Canada
Dorot’s University Without Walls (New York)
Dr. Frank Albo, Department of History, University of Winnipeg
Dr. Gillian M. Alcolado, Department of Clinical Health Psychology, University of Manitoba
Dr. Jeannine Carriere, School of Social Work, University of Victoria
Dr. Natalie Mota, Department of Clinical Psychology, University of Manitoba
Dr. Nancy Newall, Department of Psychology, Brandon University
Dr. Kristen Reynolds, Department of Psychology, University of Manitoba
Elim Chapel
Emergency Paramedics in the Community
Family Dynamics
Fort Garry Mennonite Fellowship
Fort Garry Mennonite Brethren Church
Fort Garry Seniors Resource Finder
Fort Rouge Ecumenical Apartments
Giant Tiger (345 Donald Street)
Glenwood School
The Great West Life Holiday Choir
Home Instead
Immigrant Centre Manitoba Inc.
Indo-China Chinese Association of Manitoba
Islamic Social Services Association
Lifesaving Society - Manitoba Branch
Life Connection Without Walls (Texas)
Manitoba Association of Newcomer Serving Organizations (MANSO)
Manitoba Association of Senior Centres
Manitoba Institute of Trades and Technology (MITT)
Manitoba Lung Association
Manitoba Psychological Society
Manitoba Start
Maples Day Care
Amber Trails
Medicine Shoppe Pharmacy (660 Osborne)
MenSheds
Manitoba Inc.
New Journey Housing
Norberry-Glenlee Community Centre
Prairie Ceilidh Radio Show - CKJS Radio 810
Provincial Employees Care for Kids Co-op Inc. / Lil Wheels Daycare
Riverview-Ashland Childcare Centre
Senior Center Without Walls (CA)
Senior Center Without Walls (Kenosha, WI)
Seniors’ Centre Without Walls (Edmonton)
Seniors’ Centre Without Walls (Ottawa)
St. James Assiniboia 55+ Centre
St. Mary’s Road United Church
Starbucks Coffee
Sunny Mountain Day Care Centre
Victoria Lifeline
Volunteer Manitoba
Winnipeg Chinese Cultural & Community Centre (WCCCC)
Winnipeg’s Classic 107
Winnipeg English Language Assessment and Referral Centre (WELARC)
Winnipeg Fire Paramedic Services (WFPS)
Winnipeg School Division
Winnipeg Transit
Workers Compensation Board
WRHA Healthy Aging Resource Team
WRHA Senior Resource Finder
SUMMARY FINANCIAL STATEMENTS

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, 2018 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, 2018. We expressed an unmodified audit opinion on those financial statements in our report dated June 6, 2018.

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, 2018 are a fair summary of those financial statements, in accordance with Note 1.

BDO Canada LLP
Chartered Professional Accountants
Winnipeg, Manitoba
June 6, 2018
A & O: SUPPORT SERVICES FOR OLDER ADULTS INC.  
Summary Statement of Financial Position  

As at March 31 2018

<table>
<thead>
<tr>
<th>Assets</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and bank</td>
<td>$ 341,693</td>
<td>$ 309,070</td>
</tr>
<tr>
<td>Investments</td>
<td>299,814</td>
<td>297,368</td>
</tr>
<tr>
<td>Grants and accounts receivable</td>
<td>28,597</td>
<td>38,922</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>41,063</td>
<td>34,556</td>
</tr>
<tr>
<td><strong>Total Current Assets</strong></td>
<td>$ 711,167</td>
<td>$ 679,916</td>
</tr>
<tr>
<td><strong>Restricted cash</strong></td>
<td>133,820</td>
<td>160,305</td>
</tr>
<tr>
<td><strong>Capital assets</strong></td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td>$ 844,987</td>
<td>$ 840,221</td>
</tr>
</tbody>
</table>

| Liabilities and Net Assets     |             |             |
| **Current Liabilities**        |             |             |
| Accounts payable and accrued liabilities | $ 259,981   | $ 223,361   |
| Deferred contributions         | 69,354      | 65,701      |
| **Total Current Liabilities**  | 329,335     | 289,062     |

| Commitments                    |             |             |
| **Net assets**                 |             |             |
| Internally restricted          | 133,820     | 160,305     |
| Unrestricted                   | 381,832     | 390,854     |
| **Total Net assets**           | 515,652     | 551,159     |
| **Total Liabilities and Net Assets** | $ 844,987   | $ 840,221   |

The accompanying note is an integral part of these summary financial statements.
# A & O: SUPPORT SERVICES FOR OLDER ADULTS INC.
## Summary Statement of Operations

For the year ended March 31 2018

### Revenue

<table>
<thead>
<tr>
<th>Grants</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Winnipeg</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Services</td>
<td>80,600</td>
<td>80,600</td>
</tr>
<tr>
<td>Police Service</td>
<td>20,250</td>
<td>20,250</td>
</tr>
<tr>
<td>Government of Canada</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Canada Summer Jobs</td>
<td>3,864</td>
<td>-</td>
</tr>
<tr>
<td>Immigration, Refugees and Citizenship Canada</td>
<td>254,619</td>
<td>210,277</td>
</tr>
<tr>
<td>Justice Canada</td>
<td>603</td>
<td>4,263</td>
</tr>
<tr>
<td>New Horizons for Seniors</td>
<td>2,250</td>
<td>-</td>
</tr>
<tr>
<td>In Memory of Peter D. Curry</td>
<td>22,000</td>
<td>22,000</td>
</tr>
<tr>
<td>Other grants</td>
<td>-</td>
<td>29,832</td>
</tr>
<tr>
<td>Province of Manitoba</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health, Seniors and Active Living</td>
<td>229,685</td>
<td>241,600</td>
</tr>
<tr>
<td>Justice</td>
<td>95,778</td>
<td>175,000</td>
</tr>
<tr>
<td>The Winnipeg Foundation</td>
<td>32,250</td>
<td>1,200</td>
</tr>
<tr>
<td>Thomas Sill Foundation</td>
<td>15,000</td>
<td>-</td>
</tr>
<tr>
<td>United Way</td>
<td>428,436</td>
<td>462,310</td>
</tr>
<tr>
<td>Winnipeg Regional Health Authority</td>
<td>566,901</td>
<td>552,516</td>
</tr>
<tr>
<td>Winnipeg School Division</td>
<td>-</td>
<td>20,700</td>
</tr>
<tr>
<td><strong>Other Revenue</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Donations</td>
<td>11,199</td>
<td>11,654</td>
</tr>
<tr>
<td>Endowment Funds distributions</td>
<td>32,295</td>
<td>29,711</td>
</tr>
<tr>
<td>Housing Directory</td>
<td>1,571</td>
<td>2,516</td>
</tr>
<tr>
<td>Investment revenue</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Realized</td>
<td>11,648</td>
<td>13,661</td>
</tr>
<tr>
<td>Unrealized loss</td>
<td>(3,840)</td>
<td>(2,892)</td>
</tr>
<tr>
<td>Legal services</td>
<td>14,325</td>
<td>26,500</td>
</tr>
<tr>
<td>Other revenue</td>
<td>36,426</td>
<td>30,937</td>
</tr>
<tr>
<td>Sponsorship, exhibitor and registration fees</td>
<td>36,920</td>
<td>76,491</td>
</tr>
</tbody>
</table>

**Total Revenue**  
1,892,780  
2,009,126

### Expenses (see schedule)

<table>
<thead>
<tr>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,928,287</td>
<td>2,065,042</td>
</tr>
</tbody>
</table>

### Deficiency of revenue over expenses for the year

$ (35,507)  $ (55,916)
# A & O: SUPPORT SERVICES FOR OLDER ADULTS INC.
## Summary Schedule of Expenses

For the year ended March 31 2018

<table>
<thead>
<tr>
<th>Item</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bad debt</td>
<td>$ 2,525</td>
<td>$-</td>
</tr>
<tr>
<td>Bank charges</td>
<td>1,034</td>
<td>1,476</td>
</tr>
<tr>
<td>Contract services</td>
<td>11,023</td>
<td>5,158</td>
</tr>
<tr>
<td>Equipment leases</td>
<td>15,369</td>
<td>13,095</td>
</tr>
<tr>
<td>Equipment purchases</td>
<td>18,919</td>
<td>5,183</td>
</tr>
<tr>
<td>Insurance</td>
<td>13,163</td>
<td>11,294</td>
</tr>
<tr>
<td>Maintenance and supplies</td>
<td>26,278</td>
<td>28,611</td>
</tr>
<tr>
<td>Meetings</td>
<td>9,431</td>
<td>8,017</td>
</tr>
<tr>
<td>Office</td>
<td>57,601</td>
<td>67,787</td>
</tr>
<tr>
<td>Postage and courier</td>
<td>9,257</td>
<td>9,520</td>
</tr>
<tr>
<td>Professional development</td>
<td>19,144</td>
<td>28,865</td>
</tr>
<tr>
<td>Professional fees</td>
<td>47,554</td>
<td>28,332</td>
</tr>
<tr>
<td>Program supplies</td>
<td>93,740</td>
<td>75,796</td>
</tr>
<tr>
<td>Public relations and promotion</td>
<td>7,343</td>
<td>5,734</td>
</tr>
<tr>
<td>Rent</td>
<td>81,246</td>
<td>81,299</td>
</tr>
<tr>
<td>Salaries and benefits</td>
<td>1,407,070</td>
<td>1,569,477</td>
</tr>
<tr>
<td>Telephone and cable</td>
<td>58,805</td>
<td>55,405</td>
</tr>
<tr>
<td>Travel</td>
<td>36,636</td>
<td>46,746</td>
</tr>
<tr>
<td>Vehicle lease</td>
<td>7,165</td>
<td>19,637</td>
</tr>
<tr>
<td>Volunteer recognition and training</td>
<td>4,984</td>
<td>3,610</td>
</tr>
</tbody>
</table>

$ 1,928,287  $ 2,065,042

### Note to the Summary Financial Statements:

The summary presented includes only the summary statement of financial position, the summary statement of operations and the schedule of expenses. It does not include the statement of cash flows or notes to financial statements. The summary statement of financial position, summary statement of operations and 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 - 2017/2018

Patti Bérubé  Jenna Labossiere  Janice Sawers
Mary Bana  Amanda Macrae  Jody Sie
Cindy Burkett  Kellie Martin  Joan Stephens
Silvia Del Vecchio  Lorena Martinez  Kelsey Streber
Kelsie Dueck  Tara McLeod  Anita Suen
Maria Franco  Stacey Miller  Silvia Visintin
Jacquie Friesen  Anna Murray  Shanshan Wang
Arielle Godbout  Katherine Nelson  Maria Wasylkoewycz
Monica Grocholski  Sarah Paddock  Audrey Wheeler
Sheldene Guillies  Sara Parsons  Jamie Whitlaw
Victoria Hampton  Arpine Petrosyan  Jackie Wild
Jessica Harper  Michelle Ranville
Melanie Hasenheit  Lydia Robertson
Natasha Hodkin  Pamela Robertson
Maureen Keelan  Michelle Roy
Jamie Kinaschuk  Liz Shewchuk

PLACEMENT STUDENTS
Anita Adams  Anita Adams
Faculty of Social Work, University of Manitoba  Faculty of Social Work, University of Manitoba
Flavia Nakanwagi  Flavia Nakanwagi
The Momentum Centre  The Momentum Centre
Sarah Paddock  Sarah Paddock
Faculty of Community Health Sciences, University of Manitoba  Faculty of Community Health Sciences, University of Manitoba
Sara Parsons  Sara Parsons
Faculty of Social Work, University of Manitoba  Faculty of Social Work, University of Manitoba

BOARD OF DIRECTORS - 2017/2018

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Vernon De Pape
1ST VICE CHAIR
Laryssa Sawchuk
2ND VICE CHAIR
Eleanore McMahon
3RD VICE CHAIR
Bill Sumerlus
TREASURER
Gabrielle Marrin
PAST CHAIR
Dr. Alexander Segall
DIRECTORS
Nike Bello
Megan Ferguson
Dr. Lori Koz
Margaret McKee
Dr. Phil St. John
Rick Walker

Missing: L. Sawchuk
FOR MORE INFORMATION PLEASE CALL:

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THANK YOU TO THE FOLLOWING FUNDERS: