



## A & O: SUPPORT SERVICES FOR OLDER ADULTS

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# 2017/2018 ANNUAL REPORT





# 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.



A & O: Support Services for Older Adults  
2017/2018 Annual Report

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# MESSAGE FROM BOARD CHAIR & CEO



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 MANITOBBANS

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 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 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.

**"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*

## 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.



# 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.

## ENGLISH LANGUAGE PROGRAM FOR SENIORS (ELP)

Our new English Language Program for Seniors offered formal language classes at two locations in Winnipeg. The classes focused on the unique interests and learning needs of older adults and used the Portfolio Based Language Assessment. Four highly skilled teachers and 12 dedicated volunteers made the ELP program a wonderful place for 72 students to come together and learn English.

## 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.

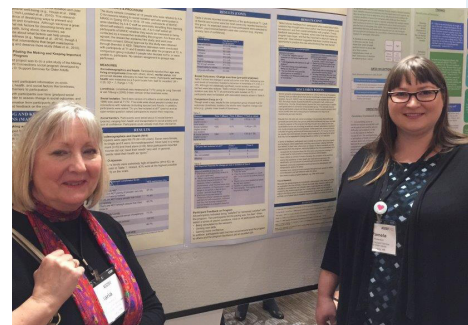
## THANK YOU

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

## 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.



# 10TH ANNUAL 55+ HOUSING & ACTIVE LIFESTYLES EXPO

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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The Seniors Moving Company

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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.



*The Property Registry donated 100 gifts to Be a Santa to a Senior*

Jason Hoepfner 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 Property Registry, Dillon Consulting, Winnipeg Paramedics, along with many schools, church groups and offices.

# 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.



**THE HONOURABLE JANICE  
C. FILMON, A & O'S  
HONORARY PATRON**

## 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  
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Boyd, Alec  
Bryden, Doreen  
Camirand, Bonnie  
Cavers, Janice  
Chipman, Patti  
Concepcion, Erlinda  
Cowell, 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  
Korzewski, 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

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

# SUMMARY FINANCIAL STATEMENTS



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BDO Canada LLP  
700 - 200 Graham Avenue  
Winnipeg MB R3C 4L5 Canada

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## Report of the Independent Auditor on Summary Financial Statements

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### 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** 2017

### Assets

#### Current Assets

Cash and bank	\$ 341,693	\$ 309,070
Investments	299,814	297,368
Grants and accounts receivable	28,597	38,922
Prepaid expenses	41,063	34,556
	711,167	679,916

#### Restricted cash

133,820 160,305

#### Capital assets

- -

**\$ 844,987** **\$ 840,221**

### Liabilities and Net Assets

#### Current Liabilities

Accounts payable and accrued liabilities	\$ 259,981	\$ 223,361
Deferred contributions	69,354	65,701
	329,335	289,062

#### Commitments

#### Net assets

Internally restricted	133,820	160,305
Unrestricted	381,832	390,854
	515,652	551,159
	<b>\$ 844,987</b>	<b>\$ 840,221</b>

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

For the year ended March 31	2018	2017
<b>Revenue</b>		
Grants		
City of Winnipeg		
Community Services	\$ 80,600	\$ 80,600
Police Service	20,250	20,250
Government of Canada		
Canada Summer Jobs	3,864	-
Immigration, Refugees and Citizenship Canada	254,619	210,277
Justice Canada	603	4,263
New Horizons for Seniors	2,250	-
In Memory of Peter D. Curry	22,000	22,000
Other grants	-	29,832
Province of Manitoba		
Health, Seniors and Active Living	229,685	241,600
Justice	95,778	175,000
The Winnipeg Foundation	32,250	1,200
Thomas Sill Foundation	15,000	-
United Way	428,436	462,310
Winnipeg Regional Health Authority	566,901	552,516
Winnipeg School Division	-	20,700
Other Revenue		
Donations	11,199	11,654
Endowment Funds distributions	32,295	29,711
Housing Directory	1,571	2,516
Investment revenue		
Realized	11,648	13,661
Unrealized loss	(3,840)	(2,892)
Legal services	14,325	26,500
Other revenue	36,426	30,937
Sponsorship, exhibitor and registration fees	36,920	76,491
	<b>1,892,780</b>	2,009,126
<b>Expenses</b> (see schedule)	<b>1,928,287</b>	2,065,042
<b>Deficiency of revenue over expenses for the year</b>	<b>\$ (35,507)</b>	<b>\$ (55,916)</b>

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

For the year ended March 31	2018	2017
Bad debt	\$ 2,525	\$ -
Bank charges	1,034	1,476
Contract services	11,023	5,158
Equipment leases	15,369	13,095
Equipment purchases	18,919	5,183
Insurance	13,163	11,294
Maintenance and supplies	26,278	28,611
Meetings	9,431	8,017
Office	57,601	67,787
Postage and courier	9,257	9,520
Professional development	19,144	28,865
Professional fees	47,554	28,332
Program supplies	93,740	75,796
Public relations and promotion	7,343	5,734
Rent	81,246	81,299
Salaries and benefits	1,407,070	1,569,477
Telephone and cable	58,805	55,405
Travel	36,636	46,746
Vehicle lease	7,165	19,637
Volunteer recognition and training	4,984	3,610
	<b>\$ 1,928,287</b>	<b>\$ 2,065,042</b>

### **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 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  
Mary Bana  
Cindy Burkett  
Silvia Del Vecchio  
Kelsie Dueck  
Maria Franco  
Jacquie Friesen  
Arielle Godbout  
Monica Grocholski  
Sheldene Guillas  
Victoria Hampton  
Jessica Harper  
Melanie Hasenheit  
Natasha Hodkin  
Maureen Keelan  
Jamie Kinaschuk

Jenna Labossiere  
Amanda Macrae  
Kellie Martin  
Lorena Martinez  
Tara McLeod  
Stacey Miller  
Anna Murray  
Katherine Nelson  
Sarah Paddock  
Sara Parsons  
Arpine Petrosyan  
Michelle Ranville  
Lydia Robertson  
Pamela Robertson  
Michelle Roy  
Liz Shewchuk

Janice Sawers  
Jody Sie  
Joan Stephens  
Kelsey Streber  
Anita Suen  
Silvia Visintin  
Shanshan Wang  
Maria Wasylkewycz  
Audrey Wheeler  
Jamie Whitlaw  
Jackie Wild

### PLACEMENT STUDENTS

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

## BOARD OF DIRECTORS - 2017/2018



Missing: L. Sawchuk

### CHAIR

Vernon De Pape

### 1ST VICE CHAIR

Laryssa Sawchuk

### 2ND VICE CHAIR

Eleanore McMahon

### 3RD VICE CHAIR

Bill Sumerlus

### TREASURER

Gabrielle Marrin

### PAST CHAIR

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Dr. Lori Koz

Margaret McKee

Dr. Phil St. John

Rick Walker



**FOR MORE INFORMATION  
PLEASE CALL:**

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**THANK YOU TO THE FOLLOWING FUNDERS:**

