



A&O

Support Services for Older Adults

2010 | 2011 Annual Report



AGE & OPPORTUNITY

With roots that trace back to 1957, the focus of Age & Opportunity's 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.

Age & Opportunity 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

Age & Opportunity Inc. is a not-for-profit social service agency that offers life-enhancing programs and services to older adults 55+ living in the province of Manitoba. Age & Opportunity's programs and services support and enhance the physical, intellectual, emotional, social and spiritual lives of older persons and actively promote participation in all aspects of community life.

VISION

Age & Opportunity strives to be a recognized community partner in the development and delivery of innovative services that empower older adults to lead healthy, vibrant lives.

BOARD MEMBERS

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Dr. Alex Segall	1 st Vice Chair
Jerry Ross	2 nd Vice Chair
Gabrielle Marrin	Treasurer
Tej Bains	Secretary
Jane Kilpatrick	Past Chair
Dave McCulloch	Director
Geoffrey Boucher	Director
John Stott	Director
Pasqualina Iapaolo	Director
Michael Boychuck	Director

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PLACEMENT STUDENTS

Stephanie Bevacqua
 Silvia Del Vecchio
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 Pamela Roth

MESSAGE FROM THE BOARD CHAIR & CEO

This year marked Age & Opportunity's fifty-fourth year of work providing specialized programs and services to older Manitobans. We built on our successful work in 2009 continuing to position the agency as a specialized service provider for older Manitobans. With many substantial gains made in this area, 2010 saw an increased focus on streamlining programs and services and increased community partnerships.

Re-branding

After ongoing research and consultation the agency selected and approved a new logo and tagline to assist the agency as it moves forward as a specialized service provider for older adults. The formal launch and "roll out" of this logo will take place at the agency's annual general meeting on June 20, 2011.

Community Partnerships

To meet this goal over the past year the agency began to re-structure and deliver some of its programs and services in a different way. Beginning in the fall of 2010 a new partnership with the Valour Community Centres was developed enabling programs and services to be delivered out of three West End community centres. Continuing with the community centre model the Southdale Recreation Association assumed the management and operation of the St.Vital / St. Boniface centre in January, 2011. Age & Opportunity would like to thank the management and staff of the Valour Community Centres and the Southdale Recreation Association for their invaluable partnerships and contribution toward supporting Age Friendly communities.

Senior's Abuse Support Line

We are proud to be a partner with Klinik Community Health Centre in the delivery of the 24/7 Senior's Abuse Support Line which was launched on March 1, 2011. The support line is intended to provide 24 hour assistance to all Manitoban's requiring support and assistance related to elder abuse.

Human Resources

Despite current financial challenges, staff, management and the board of directors worked collaboratively to negotiate a four year collective agreement that addressed the needs of all parties. This collective agreement will be in effect until May 1, 2013.

Thank you to our Board, Staff and Funders

This year, in order to address challenges and achieve our strategic goals, our Board of Directors, Committee members and Staff contributed their expertise and many long hours of their personal time. These commitments are greatly appreciated!

As always, we at Age & Opportunity greatly appreciate the support of our funders, the United Way of Winnipeg, the Winnipeg Regional Health Authority, the City of Winnipeg, the Province of Manitoba, the Winnipeg Foundation and the Winnipeg Police Service as well as a number of project specific funders.

In the year ahead we will continue to work on behalf of older Manitobans, advocating for and doing our part to contribute to the delivery of comprehensive, efficient programs and services for older adults, their families, service providers and the community at large. Together we can make a difference, "connect the dots" and recognize each agency for the unique role they play in the delivery of programs and services to the diverse population of older adults that we are intended to assist. Collectively, we will make Manitoba the most "age-friendly" province in the country.

Sincerely,

Annika Weeks & Amanda Macrae

Board Chair (pictured top right) & CEO (pictured top left)



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 group for older parents / grandparent, assistance with Protection Orders, and others. In this past year, Age & Opportunity's Social Workers provided assistance to over 1400 clients, and in total spent 3300 hours in Elder Abuse related work which includes direct and indirect client contact, workshops, committees and other related activities.

Age & Opportunity was involved in many initiatives throughout the past year that focused on Elder Abuse awareness including co-chairing the Winnipeg Elder Abuse Strategy and co-chair of the World Elder Abuse Awareness Day Committee.

"Thank you for being so good to me and kind and patient."

- Older Victim Services client December 2010

SAFE SUITE PROGRAM

The Safe Suite Program provides temporary shelter to older adults experiencing abuse. This year we had seven clients access a suite and receive long-term counselling and assistance with legal, financial and housing options. Since the program began in 2006, the program has helped 25 men and women leave abusive situations by providing them with a safe place to stay. Clients also received a welcome basket from the Fort Garry Seniors Resource Council: Senior Drop-in Group. During the holidays, clients were given gifts through the Be a Santa to a Senior program and a hamper from the Seniors and Healthy Aging Secretariat.

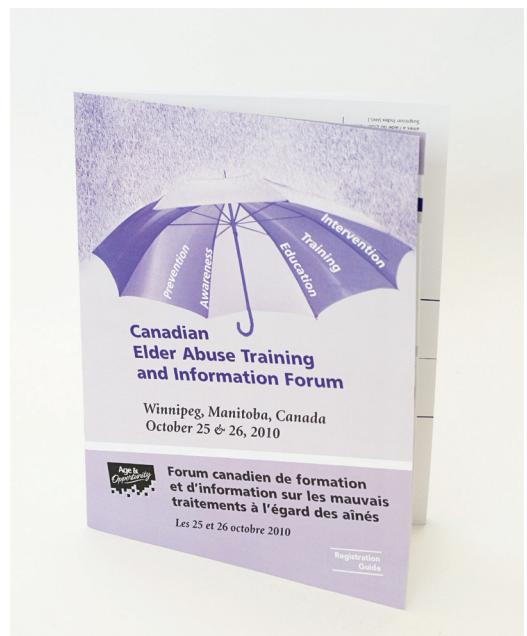
This past August we were able to open a third permanent suite through a donation provided in memory of Peter D. Curry.

SENIOR ABUSE SUPPORT LINE

Age & Opportunity has partnered 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, 2011. Throughout March 2011, Age & Opportunity assisted in handling 55 elder abuse calls through the Senior's Abuse Support Line.

CANADIAN ELDER ABUSE TRAINING & INFORMATION FORUM

The Canadian Elder Abuse Training & Information Forum was held on October 25th & 26th, 2010. The goal of the forum was to provide older adults, family members, service providers, law enforcement, community members and others with practical tools aimed to increase abilities in recognizing, responding and preventing abuse towards older adults. Speakers from across Canada provided over 180 participants information on their research, and trained participants on elder abuse screening, assessment and prevention tools.



OLDER VICTIM SERVICES

Age & Opportunity provides support to victims of crime age 60 and over. This program is offered in partnership with the Winnipeg Police Victim Services Unit and Manitoba Justice. Clients are offered counselling and practical support, assistance with compensation and Victim Impact Statements. In addition, Social Workers provide assistance with navigating the criminal justice system through court updates and court tours.

This year the program experienced a 25% increase in direct referrals from the Winnipeg Police. In total, program staff worked with 1062 older victims that had experienced crimes including home invasions, robbery, fraud, assault and sexual assault.

NATIONAL VICTIMS OF CRIME AWARENESS WEEK

On April 22, 2010 Age & Opportunity hosted an event for over 100 older adults and service providers entitled, 'Get the Facts: Becoming a Tougher Target'. The workshop offered information about how older adults can better protect themselves from becoming the victim of a crime in their communities, in their homes and in their relationships.

The event is part of Age & Opportunity's commitment to crime prevention education and awareness for older adults. American Sign Language translation services and free lunch and transportation were offered for participants. Funding for this event came through a grant from the Department of Justice Canada Victims Fund.

SAFETYAID

SafetyAid provides older Manitobans' 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 seniors are eligible to receive safety and falls prevention supplies installed at no cost.

This year the SafetyAid program provided the following services:

- 932 falls/crime prevention audits were provided.
- 899 clients received free installation of security devices, such as deadbolts, peepholes, and swing bars.
- 899 individuals were provided with fall prevention supplies, including non-slip, bath-mats, ice melt, ice-grip for canes, nightlights and flashlights.
- 51 presentations were held for a total presentation attendance of over 1130 individuals.
- An additional 1100 older adults became aware of the program and its offerings through outreach efforts at health fairs, mall displays and other events throughout the province.

"I have always maintained nothing in this life is free. Now I have changed my mind. I think you have a wonderful program."

-SafetyAid Client



Dave Lyons & Dave Unrau with the SafetyAid Van.

THIS FULL HOUSE

Age & Opportunity continues to receive funding from the United Way of Winnipeg to provide support for the This Full House Program. This Full House is able to assist older adults in Winnipeg who are experiencing hoarding. Staff social workers provide support, counselling, advocacy, access to cleaning and long-term maintenance follow-up.

As a result of the program, clients are able to receive services in home which once refused to assist them. As well, clients become successfully engaged in their community and social networks. In this past year, the program received 122 new referrals, provided over 1100 hours, and worked with over 600 clients from previous years.

FRIENDLY VISITING

This year, 50 new clients were matched with a volunteer visitor. Over 130 dedicated volunteers provided 10,240 hours of visits and phone calls to socially isolated older adults throughout Winnipeg. Clients and their visitors enjoyed sharing



SENIOR CENTRE WITHOUT WALLS

This innovative program offers free recreational and educational classes to older Manitobans over the phone. Individuals and groups spent close to 29,000 phone minutes participating in classes such as Celebrity Bingo, Festival du Voyageur in French and English, Folklorama, Police Academy: Older Adults Division, book clubs, language lessons and support groups. We now have 125 participants calling in from 23 different communities across Manitoba.

PAWS WITH A CAUSE

Paws with a Cause Therapy Dogs visit older adults living in their house or apartment in Winnipeg. The program is offered in partnership with St. John Ambulance. This winter we piloted group visits, with Therapy Dogs visiting groups of older adults from Salvation Army's Community Ventures, Amber Meadows and The Wellington.

COUNSELLING

Age & Opportunity provides both individual and group counselling to people 55 years and older. Throughout this past year, the Social Workers provided service to 2400 clients. These areas include: bereavement, loneliness, depression, family conflict and many others. Staff social workers provided 1800 hours to the counselling program.



Paws with a Cause
Volunteer, Stephen
Page, with Farrah



hobbies, conversation and going on outings.

HOUSING

The Housing program continues to address the needs of older adults, their friends and families investigating housing options in the Winnipeg area. The program is also experiencing increased inquiries from across the province and country, as well as some international inquiries. The Housing Coordinator provides personal consultations with individuals, couples, and families to continue to meet the demand for in depth housing information. Consultations are also available by phone or email.

In the past year 38 in-person housing consultations were provided to 40 people, and a number of email consults occurred as well. Due to budget restraints, the position is now half time, however it continues to meet the demands of an aging population in a tight housing market for older adults living in Winnipeg and rural Manitoba.

The latest edition of the Housing Directory which was produced in 2009 continues to be sold. On-going updates to the housing portion of the website are being made. During the year there were a total of 9,128 hits to the Agency's Housing web page.

During the past year, a number of housing presentations were provided to over 100 older adults and service providers. The following groups have received presentations over the last year:

- Seniors Housing & Lifestyles Expo
- Ashbury Seniors Club
- Panel discussion at the Society for Manitobans with Disabilities Health & Wellness conference

The Housing Coordinator continues to research current and future housing trends and attends housing related conferences to bring current information to clients, staff, volunteers and board members.

HOUSING EXPO 2010

On April 16, 2010, Age & Opportunity hosted close to 1,000 people at the Seniors Housing & Lifestyles Expo held at the Victoria Inn.

The goal of the Housing Expo is to educate Winnipeg's older adults and their families on housing options and support services available to assist with successful aging in place. The event included exhibitors representing retirement residences, senior serving government agencies, options supporting various lifestyles, home safety and security, and various for profit and not-for-profit agencies.

New to the Expo this year was an intergenerational exhibitor from the Culinary Arts Program at Tec Voc High School. Students offered participants food samples of some of the recipes they had learned to prepare in the program.

The panel presentations offered information on a wide variety of topics that can assist older adults in making informed decisions regarding their lifestyle choices and individual needs.



ENGLISH FOR OLDER ADULTS

From April 1 to July 30, 2010 the program continued to be referred to as the English as an Additional Language (EAL) Program. During this time the agency had 23 instruction classes at 12 locations. Classes were offered to over 370 older learners from 53 different countries around the world!

Five EAL Summer Clubs were offered in June and July to over 100 EAL older learners. This summer program was made possible through a partnership with the University of Manitoba, Teaching EAL Certificate Program.

The EAL program has provided opportunities for students to overcome language barriers, build self-confidence, promote healthy living, and become aware of resources and services that available to older adults.

Due to a reduction in funding the program was renamed to "The Entry Program for Older Adult Immigrants". This came into effect on August 1, 2010

With this funding reduction, the EAL Program had to shift its direction to offer a new program to meet older adult immigrants' settlement needs. The new program offers settlement and orientation



English for Older Adults Participants

"I like my class, the sessions provided very useful information and handouts, I feel the sessions are very important to older adults and new comers." ~ Entry session participants at WELARC location

"I really enjoy in everything from my conversation sessions, I've learned to be friendlier, more open in exchanging ideas, and express well in speaking our second language English of course. I felt I'm in a big family!" ~ English Conversation Participants at A & O Central Office location

sessions on topics of Healthy Living, Law and getting around places in the community.

Participants attend a 10-week program twice a week. The program is available to 55 plus new immigrants and Canadian Citizen who have not previously attended. Upon completing entry sessions, participants are encouraged to join English Conversation Circles (ECC) – covering topics of importance to older adults. Learners can get together to practice their English communication skills through peer interactions. The Entry Program and English Conversation Circles have different schedules and are held at various locations throughout the city:

- 15 ENTRY groups were held with 240 participants from September to December 2010
- 5 ENTRY groups with 68 new participants were held from January to March 2011
- 15 English Conversation Circles were offered with 212 participants from January to March 2011

Human Resources:

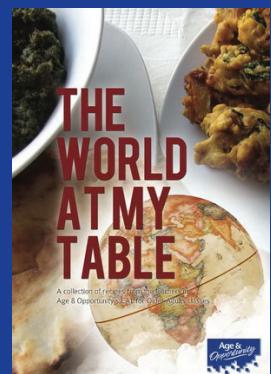
- Three EAL specialists were recruited from former EAL instructors to develop Entry and English Conversation Circle resource kits
- Orientation Facilitators: 15 Fall term & 5 Winter term Facilitators led the Entry program at 5 hours/ week per position
- 25 volunteers were recruited for 15 groups at 13 sites throughout the city
- Orientation and monthly training and sharing sessions were offered by the program to support our volunteers

THANK YOU to our funder Manitoba Labour and Immigration, and to our community partners who have provided free classroom space and/or given their time and expertise to make this program a success.

Ethnic Communities
City of Winnipeg (Cindy Klassen Recreation Complex)
Creative Retirement Manitoba
ENTRY Program (for younger adults)
Fred Douglas Lodge
Good Neighbours Active Living Centre
Jewish Child and Family Services
Place Promenade
Southdale Recreation Association
University of Manitoba – CTESL program
WELARC (Winnipeg English Language Assessment and Referral Centre)

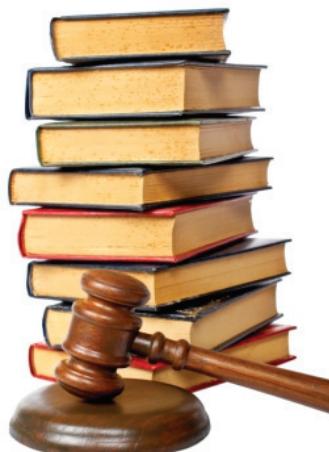
EAL COOKBOOK PROJECT: “THE WORLD AT MY TABLE”

The students and staff of the former EAL program have compiled a book of recipes from the various ethnic backgrounds represented in the classes. Entitled “The World at My Table”, it is a beautiful and useful collection of recipes and an achievement of the program’s participants. This cookbook will be used for program fundraising. Thank you to the Federal New Horizons for Seniors Program for funding this project!



LEGAL CLINICS

Through a partnership with Legal Aid Manitoba, lawyers assist clients 55 years of age and older with the preparation of wills, power of attorney and health care directives as well as provide advice on other legal matters. These services are available for only \$25.00 each. This year over 1,128 individuals requested legal clinic appointments and over 981 clients utilized this invaluable service.



ANNUAL BARBEQUE

Age & Opportunity's Annual Barbecue was held at the Isaac Brock Community Centre on September 8, 2010. Approximately 170 people were in attendance with many participants enjoying transportation funded by The Province of Manitoba's Age Friendly initiative.

In addition to tasty food prepared by the Tec Voc Culinary school, participants enjoyed a Zumba demonstration, Line Dancing and Wii bowling. A number of outdoor activities were also available including; Hillbilly Horseshoes, regular Horseshoes, Bocce Ball, and Lawn Darts. Those who participated were given a ticket to enter a silent auction draw of their choice.

Age & Opportunity would like to thank the enthusiastic staff, volunteers and board members who made this event such a success. A&O also recognizes the many community partners who sponsored the event through their donations of prizes. The agency would also like to thank the staff from UPS who helped out as part of a United Way Day of Caring initiative.



GIVING BACK with the UNITED WAY EMPLOYEE CAMPAIGN

The United Way Employee Campaign Committee hosted four fundraising events in the Fall of 2010. These events are a fun and interactive way for Age & Opportunity to give back to the United Way. Events for this year's campaign included:

- Spare Change Collection: Staff and members were encouraged to donate pocket change or bring in penny collections.
- Wine Raffle: A collection of fine wines was raffled off. There were three prize packages to be won.
- Employee Pledges: Employees pledged a donation to the United Way through their pay cheques.
- Casual Fridays: Staff pay \$2.00 to dress down every Friday throughout the year.



Thank you to all who gave generously and participated in the United Way Campaign!

Total Donations raised: **\$1,805**



BE A SANTA TO A SENIOR PROGRAM

In its third year in Winnipeg, the Be a Santa to a Senior Program provided holiday gifts to 517 older adults. This is an increase from 2009, where the program delivered 276 gifts. Age & Opportunity would like to thank Home Instead Senior Care, the Victoria General Hospital Foundation, Victoria Lifeline and the variety of community partners involved who made this program such a success!

VOLUNTEER PROGRAM

Two hundred and eleven volunteers contributed 15,036 hours to support Winnipeg's older adults in the past fiscal year. Of these, 10,240 were provided by the 111 Friendly Visiting volunteers who contributed an average of 2 hours weekly to alleviate social isolation. Another 1805 hours were provided by the volunteers who provide administrative and program support at the Centres. Twenty-eight new volunteers were recruited as Conversation Circle Facilitators for the Entry Program for Older Adult Immigrants in the winter session. Combined with the Teachers Assistants, Activity Coordinators and Language Partners they collectively provided 1206.5 hours of service to the E.A.L. program. The balance of hours was provided by the volunteers who assist with other essential services such as Older Victim Services support, the ABCs of Fraud program, and episodic positions throughout the year. The Board of Directors contributed 524 hours of volunteer leadership to the agency.

Age & Opportunity has been fortunate to have a history of long-term volunteer service. In 2010, twenty-seven volunteers were recognized for contributing more than 3 years of service to the agency. Of these, eight had contributed 5 years of service and another eight contributed 10 years. Annette Chyzy, Deanna Fiks, Christine Knight, James Appleyard and Florence Wensel were honored for contributing 15 years of service and Ada Smart, Lauren Marcq and Nell Muzur for 20 years. Ron Friesen and Muriel Sweet each received recognition for 25 years of service. And Dora St. Laurent, received recognition for 30 years of service as a Friendly Visiting volunteer. Thank you to all of our dedicated volunteers for your invaluable contributions to Age & Opportunity!

ABCs OF FRAUD PROGRAM

The ABCs of Fraud program continued to respond to requests for information on the latest and most invasive frauds that emerged at both a national and provincial level, including the "grandparent fraud" that many of Winnipeg's older adults continued to be targeted with. Requests for presentations on identity theft also remained high, as did information on internet frauds.

Trained volunteers delivered interactive presentations to 569 older adults associated with 19 community organizations including hospitals, church groups, trade unions, sororities, EAL groups and retirement complexes throughout the city and in the south inter-lake area of the province.

The ABCs volunteer presenters continued to work with staff to update and develop promotional material and other learning aids. The goal is to ensure that older adults are aware of what to look for in identifying and preventing the growing incidents of fraud.



INCOME TAX CLINICS

Each taxation season, Age & Opportunity partners with the Institute of Chartered Accountants of Manitoba and several community organizations and churches to provide an Income Tax Return Program for older adults, in accessible locations throughout the city. Eighty accountants volunteered a total of 292 hours to complete returns for 247 older adults. Participating firms included PPW Chartered Accountants, BDO Canada, Deloitte & Touche, Ernst & Young, Grant Thornton, KPMG, Price Waterhouse Coopers, Peterson Group and Meyers, Norris, Penny. This valuable community service provides lower income older adults with an opportunity to have their tax return completed by a professional.

WEST END CENTRE

The past year has brought some exciting changes to the West End Centre. New offices were constructed at 715 Telfer Street N (Isaac Brock Community Centre).

Amidst these changes the Centre continues to be a diverse and vibrant place.

The Mid-Autumn Festival in September and the Chinese New Year in February brought many members and visitors to the new location.

Zumba, Line Dancing, and Belly Dancing are still our most popular classes at the Centre. Members at the West End have also attended several outings including: Gimli, the Prairie Dog Central Railway, Festival du Voyageur, and the Nelson McIntyre Collegiate play in March.

Social events at the Centre included the Canada Day BBQ, a Valentine's Social Dance and a Meet and Greet for new members. The hard work, energy, and time given by volunteers help us to provide many of the wonderful social events and to connect with members in the community in a meaningful way. Thank you.

STRADBROOK CENTRE

Stradbroke Centre, located near the vibrant quarter of Osborne Village, is situated in a quiet apartment building setting. The Centre is a meeting place for a variety of groups of older adults. On-going programs include life story writing, painting and drawing, crafts, pilates, yoga, zumba, tai chi, qi-gong, spiritual explorations and choir.

Newcomers to Canada are learning about relevant topics during their settlement and meet to practice English communication skills. In individualized computer tutorials, participants are improving computer skills. Thank you to members, guests, instructors, and volunteers for their interest and participation.

Our various program groups share a strong camaraderie that brings them together for on-site potluck gatherings during the year. We are a host to pancake breakfasts and holiday time lunches with performances by our Stradbroke choir.

We would like to thank the Fort Rouge Ecumenical apartment building Board of Directors, Management, Staff and Tenants for sharing the building space with us and for their ongoing support.



CONGREGATE MEALS

With funding provided by the Winnipeg Regional Health Authority, the Stradbroke Centre provides an evening meal times a week. Congregate meals are offered to community members at affordable prices. Older adults accessing the program have commented on the reliable quality of the food and the opportunity for socialization. The meal program offers dinner every Monday, Wednesday, and Friday night.

MAIN STREET CENTRE

The Main St Centre continues to be a place where activities such as Whist, Cribbage, and Bingo continue to be popular. Most days when these events are happening, you can find a room of participants enjoying the social atmosphere and friendly competition. Following these social games, the members finish with a social gathering over coffee and snacks.

The no fee exercise class, in partnership with the Hope Centre, is popular and brings many members from the centre and the community out to participate. The Aquafit classes, in partnership with the Ivan Franko Manor, are another popular form of physical activity.

The Centre also runs a Legal Clinic, in partnership with the Legal Aid Society of Manitoba. This clinic runs every Monday and is accessed by many older adults in the community.

Every month the membership holds a general meeting following an affordable nutritious lunch. Afterwards, a presentation on some new health information or a variety of other topics is shared. Monthly birthday parties, special teas to celebrate holidays and special events such as Christmas dinners are some of the unique offerings at the Centre. Members have participated in outings to the Festival du Voyageur, a play presented by the students of Nelson McIntyre Collegiate and a special trip to Gardenton for a fall supper.

During the summer months, the centre hosted the Farmer's Market that was held every Friday afternoon in the front parking lot. The North End Food Security Network and Greening Project were instrumental in making this project a success.

ST. VITAL/ST. BONIFACE CENTRE

The St. Vital / St. Boniface Centre housed at 254 Lakewood Boulevard in the Southdale Recreation Centre offered a wide variety of activities for older adults in the past year. Some of the most popular classes have been Pilates, Zumba, Yoga, and Tai Chi. As of January 1, 2011 the management and operation of the St.Vital / St. Boniface Centre was assumed by the Southdale Recreation Centre. The Centre continues to be located in the Southdale Recreation Centre and all programs and services to older adults have been maintained at the same level of service.

Last summer, members travelled to the Mennonite Heritage Village, the Morden Corn and Apple Festival, and enjoyed a trip to several of the Folklorama pavilions. Members also sampled the cuisine of various restaurants and several rural fall suppers.

Age & Opportunity would like to thank the board and staff of the Southdale Recreation Centre and the Archwood Community Centre for their assistance in maintaining programs and services for older adults in the community as well as their invaluable help during this time of transition.



CONTRIBUTORS

We salute the following donors who have made a contribution to Age & Opportunity in the last year. Donations of \$250.00 or more, earn the donor a spot on the Wall of Honour in our Boardroom. The donors marked with an * have been recognized on our donor wall.

Agnot-Johnston, Tannia	Crawford, Diane	Holmes, Joan	McCoy, Barb	Smith, Carol
Alarie, Leonard	Demontigny, Anne	Joyal, Patricia	McDonald, Adeline	Sproule, Julie
Alexanian, Pastora	Derrett, Pearl	Kergen, Edith	McIvor, Gail	Stabryna, Zenaida
Anderson, Maria	Digel, Maria	Kilpatrick, Jane*	Midgley, Monica	Stupack, Mary
Andres, Mary	Diglisic, Tahir	Kitchen, Shirley	Moeller, Eleanor	Swietlik, Janina
Andriniuk, Roberta	Dimock, Elizabeth	Knott, Dale	Monostori, Inga	Synchynshyn, Sandra
Armit, Olga	Doan, Lan	Koch, Lena	Monteith, Theresa	Terris, Charlene
Armstrong, Ethyl	Dyck, Abe	Konopetski, Eileen	Morrisette, Elie	Tymchak, Evelyn
Baraniuk, Eugene	Eckert, Emma	Korne, Janine	Moskal, Jean	Vasquez, Kathryn
Biener, Eileen	Eisler, Joyce	Kowalski, Olga	Nixon, Diana	Walker, Gail
Black, Val	Ewonchuk, Donna	Kozak, Freda	Orr, Linda	Wall, Myrtle
Boilly, Stella,	Fabris, Gayle	Labossiere, D.	Pankhurst, Victoria	Watson, Linda
Bond, Dr. John	Fabris, O. Louise	Later, Leslie	Pawlychyn, Steve	Watts, Constance
Bonneteau, Louis	Faria, Barbara	Leduchowski, Ruth	Penner, Gertrude	Wazny, Eugenie
Bornn, Mabel	Fisher, James*	Lee, Dennis	Peterman, Susan	Wery, Dorothy
Boychuk, Mike	Fitkowsky, Pat	Lefebvre, Carmin	Pontifex, Dorothy	Wheeler, Audrey
Boyd, Alex	Fontiene, Lorent	Leggitt, Laraine	Potter, Cecelia	Wiebe, Joanne
Brown, Norman	Giese, Ron	Lelyk, Carol	Rigaux, Linda	Wilson, Florence
Brennenstuhl, Erna	Gordon, Jim	Limpwright, Dorothy	Robertson, Lydia	Wowchuk, Wesley
Brown, Bessie	Greenhalgh, Cliff	Link, Arthur	Rychlicki, John	Yerakis, Stephanie
Cantafio, Blair	Harrison, Faye	Lipton, Lillian	Schentag, Jean	Young, Catherine
Cassie, Reg	Hay, Rita	Lovell, Martha	Sedor, M. Jean*	
Cirotzki, Gisela	Henkel, Diane	Ludlow, Aline	Segal, J.A.	
Cook, Elizabeth	Hildebrand, Doreen	Martin, Isabelle	Shields, Helen	
Cowall, Dorothy	Hince, Thelma	Martin, Lindsay	Simmons, Elsie	



COMMUNITY CONTRIBUTORS

147 Seniors Club
 Dave Lowery, Century 21
 Dignity Memorial
 Holy Rosary Parish
 Investors Group
 MDR Victoria General Hospital
 Saper Agencies Ltd.
 Trader Corporation
 WPS Division 41

The accompanying summarized statements of financial position and revenue and expenses are derived from the complete financial statements of Age & Opportunity Inc. as at March 31, 2011 and for the year then ended on which we expressed an opinion without reservation in our report dated June 1, 2011. The fair summarization of the complete financial statements is the responsibility of management. Our responsibility, in accordance with the applicable Assurance Guideline of The Canadian Institute of Chartered Accountants, is to report on these summarized financial statements.

In our opinion, the accompanying financial statements fairly summarize, in all material aspects, the related complete financial statements in accordance with the criteria described in the Guideline referred to above.

These summarized financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. Readers are cautioned that these statements may not be appropriate for their purposes. For more information on the organization's financial position, results of operations and cash flows, reference should be made to the related complete financial statements.

The Exchange
chartered accountants LLP
Winnipeg, Manitoba
June 1, 2011

AGE & OPPORTUNITY INC.

Statement of Financial Position

March 31, 2011

	2011	2010
ASSETS		
CURRENT		
Cash	\$ 35,616	\$ 166,170
Cash - restricted	-	20,489
Short-term investments	11,632	11,582
Grants and accounts receivable	92,531	123,461
Prepaid expenses	<u>37,330</u>	<u>49,004</u>
	177,109	370,706
CAPITAL ASSETS (<i>Net of accumulated amortization</i>)	<u>25,706</u>	<u>24,951</u>
	\$ 202,815	\$ 395,657
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	\$ 28,266	\$ 41,392
Accrued vacation pay	128,080	122,245
Deferred revenue	<u>216,534</u>	<u>292,218</u>
	372,880	455,855
DESIGNATED ACCOUNTS	<u>15,925</u>	<u>18,813</u>
	388,805	474,668
NET ASSETS		
Invested in capital assets	19,526	24,951
Internally restricted reserve	133,658	139,946
Unrestricted	<u>(339,174)</u>	<u>(243,908)</u>
	(185,990)	(79,011)
	\$ 202,815	\$ 395,657

AGE & OPPORTUNITY INC.
Statement of Revenue and Expenses
Year Ended March 31, 2011

	2011	2010
REVENUE		
Grants		
ABC's of Fraud	\$ 913	\$ 1,608
CDPI	351	2,063
City of Winnipeg	73,548	89,000
Department of Justice Canada	7,540	1,053
Healthy Living, Youth & Seniors	110,893	129,433
In Memory of Peter D. Curry	12,025	-
Manitoba Community Services Council - This Full House	7,899	7,900
Manitoba Health	114,531	7,416
Manitoba Justice	179,426	227,188
Manitoba Labour and Immigration	222,483	326,242
New Horizons for Seniors	17,842	26,778
The Manitoba Association of Senior Centres	500	-
United Way of Winnipeg	414,546	396,553
Winnipeg Foundation	32,900	49,300
Winnipeg Police Service	17,500	17,500
Winnipeg Regional Health Authority	572,137	620,585
Winnipeg School Division No. 1	20,700	20,700
	1,805,734	1,923,319
Service Recoveries		
Courses, workshops and seminars	45,625	44,134
Program administration and recoveries	33,576	33,545
Registration fees	30,039	1,684
Housing Expo	16,218	22,459
Congregate meals	4,880	5,145
Housing directory	3,077	3,890
	133,415	110,857
Other		
Miscellaneous	49,270	32,485
Memberships	10,995	16,705
Interest income	1,475	3,035
Donations	12,884	15,533
Designated United Way donations	1,346	211
Winnipeg Foundation - Endowment Fund	22,139	23,623
Proceeds from aborted sale of 644 Burnell	23,802	-
	121,911	91,592
TOTAL REVENUE	2,061,060	2,125,769
EXPENSES		
Centres (<i>Schedule 1</i>)	408,613	432,753
Global and Community Services	1,759,426	1,775,236
TOTAL EXPENSES	2,168,039	2,207,989
DEFICIENCY OF REVENUE OVER EXPENSES	\$ (106,979)	\$ (82,220)

AGE & OPPORTUNITY INC.

(Schedule 1)

Schedule of Expenditures - Centres

Year Ended March 31, 2011

	Main	Smith	St. Vital	Stradbroke	West End	2011	2010
Delivery	\$ 82	\$ -	\$ 294	\$ 80	\$ 112	\$ 568	\$ 510
Equipment	-	-	-	61	938	999	1,910
Interest and bank charges	446	-	315	720	446	1,927	2,050
Maintenance and supplies	15,075	21	315	1,911	3,637	20,959	34,175
Meal Program	-	-	13,609	-	13,609	16,340	
Office	3,370	-	2,411	2,705	4,202	12,688	11,555
Other	363	-	357	398	362	1,480	1,525
Postage	377	-	595	366	277	1,615	1,429
Professional fees	550	-	550	550	550	2,200	1,680
Program supplies	6,284	-	14,908	11,135	12,922	45,249	48,833
Rent	20,866	-	5,579	-	2,800	29,245	25,860
Salaries, benefits and honoraria	67,747	-	49,319	58,609	69,055	244,730	235,825
Staff development and training	256	-	167	258	256	937	715
Taxes and insurance	-	-	-	-	2,244	2,244	6,599
Telephone	4,142	124	2,163	3,397	4,352	14,178	17,604
Travel	1,033	-	923	1,111	1,263	4,330	5,169
Utilities	4,903	-	-	-	4,006	8,909	17,864
Volunteer	1,312	-	400	517	517	2,746	3,110
	\$ 126,806	\$ 145	\$ 78,296	\$ 95,427	\$ 107,939	\$ 408,613	\$ 432,753

AGE & OPPORTUNITY INC.

Schedule of Expenditures - Global and Community Services

Year Ended March 31, 2011

	Global Services	Community Services	Elder Abuse Services	E.A.L.	Safety Aid	2011	2010
Amortization of capital assets	\$ 11,713	\$ -	\$ 116	\$ -	\$ 157	\$ -	\$ 11,713
Delivery	161	522	63	183	170	1,126	\$ 6,749
Equipment purchases	171	927	-	-	1,878	3,222	1,455
Equipment rental	10,527	-	-	-	13,531	24,058	11,820
IT support	-	-	-	-	-	-	23,929
Insurance	13,256	314	-	-	3,624	17,194	108
Interest and bank charges	2,423	-	-	-	-	2,423	18,327
Maintenance and supplies	2,224	659	240	2,714	251	6,038	1,776
Office	5,669	15,512	8,770	7,597	7,426	44,974	12,395
Other	1,400	1,529	366	265	372	3,932	60,328
Postage	750	4,125	451	444	401	6,171	2,879
Professional fees	9,418	2,150	550	600	550	13,268	5,297
Program supplies	18,303	13,459	1,437	7,062	30,372	70,633	22,112
Property taxes	-	-	-	-	-	-	62,886
Public relations and promotion	2,211	1,804	50	-	1,565	5,630	525
Rent	65,734	-	-	3,418	7,200	76,352	8,932
Salaries, benefits and honoraria	318,240	322,220	130,618	183,948	158,813	1,113,839	82,940
Staff development and training	655	5,008	5,539	345	2,060	13,607	1,049,055
Telephone	14,522	10,842	2,531	1,301	3,611	32,807	17,694
Travel	3,770	10,571	2,534	21,930	15,840	54,645	26,329
Volunteer recognition and training	995	2,017	121	593	120	3,846	86,505
	482,142	391,659	153,386	230,557	247,785	1,505,528	6,842
Be a Santa to a Senior	1,197	-	-	-	-	1,197	-
Cookbook	3,503	-	-	-	-	3,503	-
Downtown Resource Centre	22,985	-	-	-	-	22,985	31,034
Fort Garry Seniors Resource Council	36,524	-	-	-	-	36,524	27,806
Point Douglas Coalition	19,522	-	-	-	-	19,522	40,147
Elder Abuse Conference	52,256	-	-	-	-	52,256	1,776
Elder Abuse Video	808	-	-	-	-	808	17,720
Housing	25,645	-	-	-	-	25,645	41,307
Housing Expo	19,239	-	-	-	-	19,239	36,890
Peer Helping	-	-	-	-	-	-	23,429
Re-branding Initiative	14,724	-	-	-	-	14,724	44,511
644 Burnell	50,972	-	-	-	-	50,972	-
ABC's of Fraud	933	-	-	-	-	933	1,733
Shuttle Bus	4,850	-	-	-	-	4,850	-
WEAAD	740	-	-	-	-	740	-
	\$ 736,040	\$ 391,659	\$ 153,386	\$ 230,557	\$ 247,785	\$ 1,759,426	\$ 1,775,236

NOTES



For more information about
Age & Opportunity's programs,
please call the Central Office at:
(204) 956-6440 or visit
www.ageopportunity.mb.ca



Age & Opportunity is also supported by
The City of Winnipeg,
Winnipeg Regional Health Authority
and the Government of Manitoba.