

Moving Forward Looking Back... Celebrating 55 years of providing innovative services to older Manitobans

A&O



A&O

Support Services
for Older Adults

2011 | 2012 Annual Report

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

A&O: Support Services for Older Adults 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. A&O'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

A&O: Support Services for Older Adults strives to be a recognized community partner in the development and delivery of innovative services that empower older adults to lead healthy, vibrant lives.

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MESSAGE FROM THE BOARD CHAIR & CEO

May 8, 2012 marked A&O: Support Services for Older Adults 55th Anniversary of providing specialized programs and services to older Manitobans. A&O is pleased to present this year's Annual Report highlighting some of the Agency's accomplishments over the past eventful 2011-2012 fiscal year. Of note has been the implementation of year one of the Board of Directors' current Strategic Plan. The Strategic Plan identifies three pillars under which the Agency provides services; these include Safety & Security, Social Engagement, and Counselling. The Strategic Plan assists in reinforcing the Agency's rebranding efforts that came into effect last year positioning A&O as a specialized service provider for older Manitobans.

On April 8, 2011, Premier Selinger announced a two year plan to "Cut the Red Tape" for non-profit groups. A&O: Support Services for Older Adults has been included as one of the not-for-profit agencies included in this two year pilot project.

In December, 2011 the Agency finalized the sale of the West End Centre located at 644 Burnell Street. The Agency continues to provide programs and services to older adults in the West End community through the network of three community centres located in the West End that fall under the umbrella of the Valour Community Centres.

The program previously known as the Friendly Visiting Program has been restructured to more accurately reflect the needs and reality of older adults in the community. The program has been re-named, and is now called the Connect Program which is part of the Agency's Social Engagement pillar of service. Agency Social Workers assist socially isolated older adults living in the community by connecting them to resources that will facilitate independent living.

To all of the hardworking and passionately committed A&O: Support Services for Older Adults employees and volunteers, sincere thanks for your efforts and dedication to our mandate and the diverse clientele we serve. To Management team members Michelle, Stacey, Deborah, Alice and Lan, thank you for your professional commitment to staff and clients as we work together toward continued growth and development of A&O's specialized services in the Region and across the Province.

Special thanks to our volunteer Board members for their generous commitment of time and talent. It has been a very busy Board year and much has been accomplished. We are deeply grateful for your support and dedication to the Agency. Thank you so much.

We at A&O: Support Services for Older Adults 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.

According to data from the 2011 Census, the population of those over the age of 65 increased by 14.1 percent over the last five years and there are now nearly five million older adults in Canada. (Nathan Denette/Canadian Press). These data clearly support the innovative direction that A&O: Support Services for Older Adults has taken in positioning itself as a specialized service provider in an effort to respond to the increased demand for services among the growing number of older Manitobans.

Sincerely,

Alexander Segall, Board Chair & *Amanda Macrae*, CEO



SAFETY & SECURITY



ELDER ABUSE SERVICES

The Agency provides direct Elder Abuse 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 staff Social Workers provided assistance to over 1300 clients, and in total spent 2600 hours in Elder Abuse related work which includes direct and indirect client contact, workshops, committees and other related activities.

A&O: Support Services for Older Adults has also continued to be involved in many initiatives throughout the past year that focus 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 provided shelter and support to ten older adults experiencing abuse this past year. Clients receive long-term counselling support and assistance with legal, financial and housing options. Every client received a welcome basket from the Fort Garry Seniors Resource Council: Senior Drop-in Group. Gifts and hampers from the Canada Border Services Agency, Manitoba Healthy Living, Youth and Seniors Healthy Living and Populations and Seniors & Healthy Aging Secretariat helped brighten our client's spirits during the holiday season.

“Before, I felt like I was always walking on eggshells. I enjoyed the quiet. There is strength in silence and I was able to heal”
- Safe Suite client

SENIOR'S ABUSE SUPPORT LINE

A&O: Support Services for Older Adults has partnered with Klinik Community Health Centre to provide a 24 hour Elder Abuse Support Line for individuals across Manitoba. This 24 hour support line was launched on March 1, 2010. In this past year, A&O: Support Services for Older Adults assisted in handling 426 elder abuse calls through the Senior's Abuse Support Line.

DOING IT TOGETHER: A Coordinated Community Response to Abuse of Older Adults

On September 26, 2011 Margaret MacPherson, one of the campaign developers from the Centre for Research and Education at the University of Western Ontario presented the “It's Not Right!” Neighbours, Friends and Families for Older Adults Education Campaign. In addition, Alison Leaney, National Project Coordinator, Elder Abuse: Knowledge to Action Project (National Initiative for the Care of the Elderly) provided participants with hands on experience using the new Coordinated Community Response Tool to begin creating or enhancing local elder abuse committees and networks. Over 70 individuals from across Manitoba attended this event, participants were able to learn that there are small things that everyone can do to make a difference when it comes to situations of elder abuse.

THIS FULL HOUSE



A&O: Support Services for Older Adults 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. Agency Social Workers provide support, counselling, advocacy, access to cleaning and long-term maintenance and follow-up.

As a result of the program, clients are able to receive services in home which had once refused to assist them. As well, clients become successfully engaged in their community and social networks. In this past year, the program received 199 new referrals, provided over 1715 service hours, and in total worked with over 750 clients from previous years.

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 able to receive safety and falls prevention supplies installed at no cost.

This year the SafetyAid program provided the following services:

- 775 falls/crime prevention audits
- 704 clients received free installation of security devices, such as deadbolts, peepholes, and swing bars
- 704 individuals were provided with fall prevention supplies, including non-slip, bath-mats, ice melt, ice-grip tips for canes, nightlights and flashlights
- 46 presentations were held for a total presentation attendance of over 1800 individuals.
- An additional 1700 older adults became aware of the program and its offerings through outreach efforts at health fairs, mall displays and other events held throughout the province



OLDER VICTIM SERVICES

Through a partnership with the Winnipeg Police Victim Services Unit and Manitoba Justice, Agency Social Workers and volunteers provided support to 629 victims of crime in 2011-12. Clients received counselling and practical support, assistance with Victim Impact Statements and applying for compensation. In addition, Social Workers provide assistance with navigating the criminal justice system through court updates and by attending court with clients.

NATIONAL VICTIMS OF CRIME AWARENESS WEEK

A&O hosted an event on April 22, 2011 at the RCMP Headquarters entitled, 'The Facts about Frauds & Scams in Manitoba. The workshop was attended by over 100 older adults and service providers and offered information about the latest frauds and scams targeting older Manitobans. It included a panel of experts from the RCMP, Winnipeg Police Service, The Manitoba Securities Commission, Consumer Protection Office and A&O. Funding for this workshop was provided by a grant from the Department of Justice Canada Victims Fund.

SOCIAL ENGAGEMENT

SENIOR CENTRE WITHOUT WALLS

Over 175 participants from 25 different communities across Manitoba took part in telephone activities such as health & wellness presentations, Celebrity Bingo, Folklorama, book clubs, language lessons, museum tours and support groups.

This year, we collaborated with the Centre on Aging at the University of Manitoba to conduct a Process Evaluation to determine if the program was achieving its goal of reducing social isolation. The study was completed as part of a larger five-year program of research called the Manitoba Age-Friendly Communities Active Aging Research Alliance.

Special thank you to our Celebrity Bingo callers from April 2011 - March 2012:

Richard Cloutier - CJOB 68
Terry MacLeod - CBC Radio One
Dug Joy & Trevor Stoyko - FAB 94.3
Boyd Kozak - QX 104.1
Ace Burpee - Hot 103
Gerry Barrett - NCI FM
Drew Kozub - Citytv
Larry MacIntosh - Peak of the Market



FRIENDLY VISITING

Over 110 dedicated volunteers provided almost 10,000 hours of visits and phone calls to socially isolated older adults throughout Winnipeg. Clients look forward to conversing, sharing hobbies and going on outings.

PAWS WITH A CAUSE

In partnership with St. John Ambulance, the Paws with a Cause program matches Therapy Dogs with Winnipeggers 55 years of age and over living in the community. In addition to one-to-one visits, Therapy Dogs also provide visits to groups of older adults in Amber Meadow Retirement Residence and Salvation Army's Community Ventures program.



ENTRY PROGRAM FOR OLDER ADULT IMMIGRANTS

The program offers Entry sessions on settlement and orientation topics of Healthy Living, Law and getting around places in the community. Immigrants and Canadian Citizen who are 55 plus and have not previously attended the program are eligible to register.

Upon completion of the 10-week 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.

This fiscal year, the Entry sessions and ECC's were offered in 3 terms and held in 10-week cycles at various locations throughout the city.

Seven EAL Summer Clubs were made possible through partnerships with the University of Manitoba and the University of Winnipeg's Teaching EAL certificate programs. The sessions ran for 5 weeks from June 20 to July 22, 2011.

PROGRAM ENROLLMENT:

FY 11-12	Entry Sessions		English Conversation Circles		Summer Clubs	
	# of groups	# registered	# of groups	# registered	# of groups	# registered
Spring 2011	4	41	15	224	--	--
Summer 2011	--	--	--	--	07	131
Fall 2011	5	78	14	166	--	--
Winter 2012	3	39	14	186	--	--
Total	12	155	43	576	07	131

Human Resources:

- Three EAL specialists sharing one position were hired to develop program resource kits and support the staff and volunteers as needed.
- Four part-time Orientation Facilitators led the Entry sessions.
- Over 60 valuable volunteers were recruited during the year as ECC facilitators, Entry session assistants or admin helpers.

THANK YOU to the Department of Immigration & Multiculturalism who provides program funding and to the ethnic communities for their support. Also thanks to our community partners who have provided free classroom space and/or given their time and expertise to make this program possible:

- Eritrean Community Centre
- City of Winnipeg (Cindy Klassen Recreation Complex)
- Creative Retirement Manitoba
- Good Neighbours Active Living Centre
- Jewish Child & Family Services
- Portage Place Shopping Centre
- Southdale Community Centre
- University of Manitoba – CTESL program
- University of Winnipeg – ESL Teacher Certificate Program
- WELARC (Winnipeg English Language Assessment and Referral Centre)

COUNSELLING

COUNSELLING

A&O: Support Services for Older Adults provides both individual and group counselling to individuals' 55 years and older. Throughout this past year, the Social Workers provided service to 1500 clients. These areas include: bereavement, loneliness, depression, family conflict and many others. Agency social workers provided 1600 hours to the counselling program.

HOUSING

The Housing program continues to address the needs of older adults, their families and friends 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 43 in-person housing consultations were provided, and a number of email consults occurred as well. Information and resources by letter are provided as follow-up to telephone calls and emails. A total of 89 letters with housing information were sent out. The Housing Coordinator works half-time and continues to meet the demands of older Manitobans in a tight housing market.

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 past year there were a total of 106,020 hits to the Agency's Housing web page.

During the past year, a housing presentation was provided to a group of 10 older adults and service providers. The Day Program at Deer Lodge Centre received a housing presentation over the last year.

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 2011

On April 29, 2011, A & O: Support Services for Older Adults was host to just under 1,000 people at the Seniors Housing & Lifestyles Expo held at the Victoria Inn.

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

New this year was entertainment provided by the West End Belly Dancers who were a crowd favorite as well as the West End Cloggers who gave a very lively performance. Live television coverage of the Royal Wedding was also part of the event.

Panel presentations were diverse and offered information on a wide variety of topics that were geared to assist older adults in making well informed decisions regarding their own lifestyle choices.

OTHER PROGRAMS & SERVICES

BE A SANTA TO A SENIOR 2011

In its fourth year in Winnipeg, A&O: Support Services for Older Adults provided holiday gifts to 91 older adults in the community. In total, the Be a Santa to a Senior Program provided holiday gifts to over 700 older adults across Winnipeg. This is an increase from 2010, where the program delivered 517 gifts. A&O: Support Services for Older Adults would like to thank Home Instead Senior Care and the variety of community partners involved who made this program such a success!



LEGAL CLINICS

Through a partnership with Legal Aid Manitoba, lawyers assist clients 55 year of age and older with the preparation of wills, power of attorneys and health care directives, as well as provide advice on other legal matters. These services are available for only \$50.00 each. This year over 1,035 individuals requested legal clinic appointments and over 908 clients utilized this invaluable service.



GIVING BACK WITH THE UNITED WAY EMPLOYEE CAMPAIGN

The United Way Employee Campaign Committee hosted a campaign kick-off, seven fundraising events and a Halloween themed wrap-up in the month of October 2011. These events were a fun and interactive way for A&O: Support Services for Older Adults to give back to the United Way.

Events for the 2011 campaign included:

- Campaign Kick-Off: Staff and members were offered free coffee and donuts and the opportunity to attend a presentation from The John Howard Society
- Holiday Wreath Fundraiser: Holiday wreaths were sold as a fundraiser for the United Way Campaign
- Wine Raffle: We continued our most popular fundraising event and raffled off three prize packages of fine wines
- Winnipeg Jets Raffle: Tickets were sold for a prize package containing a Jets T-Shirt and Jets Cap
- 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.
- Casual Week: Staff were offered an opportunity to pay \$10.00 for the ability to dress down for a full work week
- Halloween Potluck: We wrapped up the campaign by offering a Halloween potluck and movie afternoon



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

Total Donations raised in 2011 = \$2147.99, this is an increase of 11% from 2010 and an increase of over 22% in staff participation from last year!

OTHER PROGRAMS & SERVICES cont'd

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.

Trained volunteers delivered interactive presentations to 189 older adults associated with community organizations including hospitals, church groups, trade unions, sororities and retirement complexes throughout the city as well as several non-urban municipalities.

The ABCs of Fraud volunteer presenters were the recipients of the Older Victim Services Community Service Award in 2011. The award was presented in recognition of their dedication to providing crime prevention education and awareness to older adults in Manitoba.



INCOME TAX CLINICS

Each taxation season, A & O: Support Services for Older Adults 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-seven accountants volunteered a total of 334 hours to complete returns for 324 older adults. Participating firms included PPW Chartered Accountants LLP, BDO Dunwoody LLP, Deloitte & Touche LLP, Ernst & Young LLP, Grant Thornton LLP, Frostiaik & Leslie Chartered Accountants Inc., KPMG, Lazer Grant LLP, Price Waterhouse Coopers LLP, The Exchange Group and Meyers, Norris, Penny LLP. This valuable community service provides lower income older adults with an opportunity to have their tax returns completed by a professional.

VOLUNTEER PROGRAM

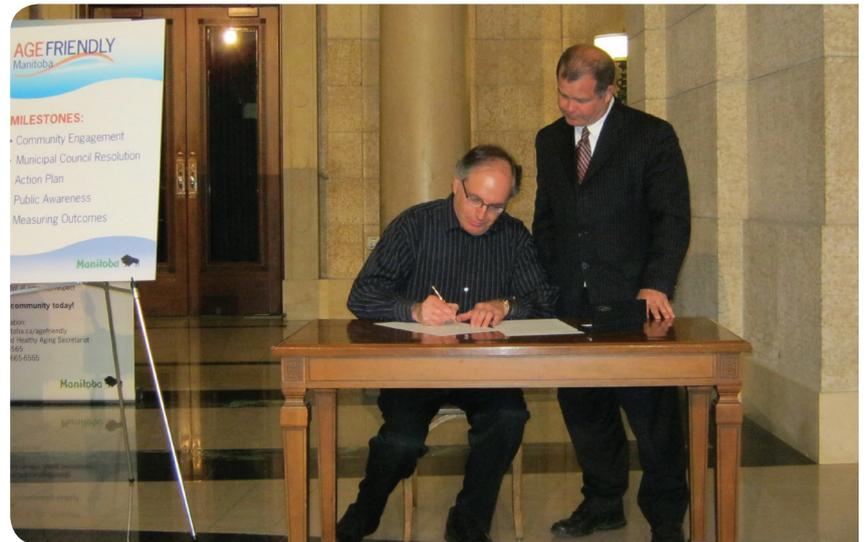
Two hundred plus volunteers contributed 12,925.7 hours in supporting older Manitobans in the past fiscal year. Of these, 9218 hours were provided by 100 Friendly Visiting volunteers who contributed an average of 2 hours a week to alleviate social isolation. Another 658.5 hours were provided by the volunteers who provide administrative and program support at the Centres. Over the year, 40 volunteers provided support to the Entry Program for Older Adults providing 1330 hours of service facilitating English to older adult immigrants. The balance of hours was provided by the volunteers who assist with other essential services such as Older Victim Assistance support, the ABCs of Fraud program and episodic positions throughout the year. The Board of Directors contributed 228 hours in providing leadership to the agency and its' mission.

In the 2011-12 fiscal year, twenty-seven volunteers contributed more than 3 years of service to the agency. Of these, seventeen had contributed 5 years of service and another five contributed 10 years. Irene Snippe, Carmen Selmanovic and Eileen Steck contributed 15 years of service and Lawrence Chuckree contributed 20 years. Mary Roberts provided 25 years of service to the Friendly Visiting program. Thank you to all of our wonderful volunteers!

SPECIAL EVENTS

AGE FRIENDLY MANITOBA CHARTER

As part of the Province's commitment to the AFMI, the Manitoba Seniors and Healthy Aging Secretariat held a week long event on May 30 to June 3, 2011 to promote the Initiative. At the launch of the event, a number of senior serving organizations and on behalf of A&O: Support Services for Older Adults, Board Chair, Dr. Alex Segall, signed a charter demonstrating their commitment to making Manitoba the most age-friendly province in Canada.



THE CENTRE ON AGING'S 29TH ANNUAL SPRING RESEARCH SYMPOSIUM

Amanda Macrae, CEO of A&O: Support Services for Older Adults participated in a panel discussion on May 2, 2011 examining the future of seniors organizations at the Centre on Aging's Annual Spring Research Symposium held at the Brodie Centre, Bannatyne Campus.



Pictured left to right – Jim Hamilton, Associate Director Centre on Aging, Amanda Macrae, CEO A&O: Support Services for Older Adults, Susan Sader, Executive Director of Good Neighbours 55+ Active Living Centre and Tom Farrell, Reeve, Rural Municipality (R.M.) of Victoria Beach

Note: Photo provided by Centre on Aging, University of Manitoba

CENTRES / CONGREGATE MEALS

WEST END CENTRE

The centre continues to be a diverse and vibrant place offering a variety of opportunities to older adults in the West End area and from all over Winnipeg.

The Mid-Autumn Festival in September was held at the Isaac Brock Community Centre. The Chinese New Year event celebrating the Year of the Dragon held at the Clifton Community Club in January brought many members and visitors to the new location.



Line Dancing, Belly Dancing and Social Dancing continue to be the most popular classes at the Centre. New this year is a Hula Dancing class which was very well received. Members at the West End have also attended several outings including: a bus trip to the Folk Festival, the Prairie Dog Central Railway, Lower Fort Garry, and the Morden Corn and Apple Festival. Members also attended a play presented by Nelson McIntyre School held at the Franco Manitoban Cultural Centre.

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, expertise and time contributed by volunteers help us to provide many wonderful social events and enable us to continue to connect with members in community.

STRADBROOK CENTRE

Stradbrook 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, oil painting, drawing, crafts, pilates, yoga, zumba, tai chi, qi-gong, spiritual explorations and choir.

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 Stradbrook Singers.

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.

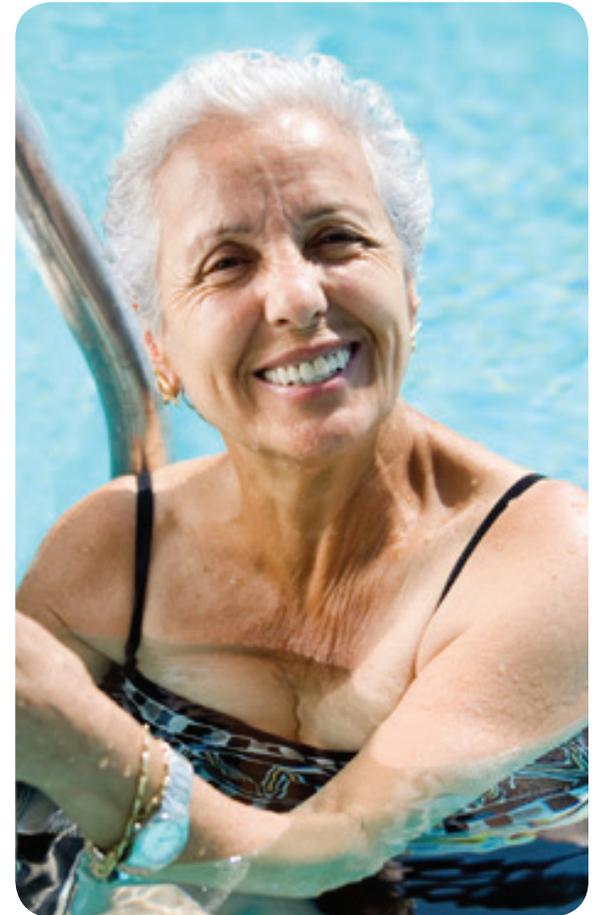
MAIN STREET CENTRE

The Main Street Centre continues to be a place where activities such as Whist, Cribbage, and Bingo continue to be popular. 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 participants from the centre and the community out to participate. The Aquafit classes, in partnership with the Ivan Franko Manor, are another popular physical activity program.

The Main St Centre also runs a Legal Clinic, in partnership with Legal Aid Manitoba. The clinic runs every Monday and this service is accessed by many older adults in the community.

Every month the membership holds a general meeting following a very affordable and nutritious lunch. After the meeting, participants enjoy a presentation often related to new health information or a current event. 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 also participated in some special outings that included heading to Portage la Prairie for the Strawberry Festival and the Holiday Tea in December hosted by the Investors Group.



CONGREGATE MEALS

With funding provided by the Winnipeg Regional Health Authority, the Stradbrook location provides an evening meal three 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.



WITH THANKS...

CONTRIBUTORS

We salute the following donors who have made a contribution to A & O: Support Services for Older Adults (A & O) 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 asterisk* have been recognized on our donor wall.

Adams, Yvonne
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Lovell, Martha
Lucec, Elena
MacDonald, Gladys
Manulak, Rose
Marrin, Gabrielle
Marshall, Betty
Martin, Isabelle
Mayor, Madeline
McDonald, Darlynn
McIntosh, Bruce
McIvor, Gail
Midgley, Monica
Miller, Stacey
Molenki, Lena
Monteith, Theresa
Moskal, Jean
Okon, Janina
Oleski, Polly
Padua, Romeo
Pahkala, John
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Wazney, Olga
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White, Ron
Winfield, Sylvia
Wowchuk, Wesley
Wrobleski, Mary
Wyrzykowski, Casimir
Young, Catherine
Zacharkiw, Corrina
Zastre, Joe



COMMUNITY CONTRIBUTORS

All Seniors Care Living Centres Ltd.
Comforts of Home Care Inc.
Fort Garry Care Centre Ltd.
Fort Garry Seniors Resource Council
Great Pretenders
Main Street Senior Centre
Riverside Lions Seniors Residences Inc.
Willing Helpers Club
Women's Institute Of Dufresne

AUDITOR'S REPORT

To the Members of Age & Opportunity Inc.

The accompanying summarized statements of financial position and revenue and expenditures are derived from the complete financial statements of Age & Opportunity Inc. as at March 31, 2012 and for the year then ended on which we expressed an opinion without reservation in our report dated June 6, 2012. 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 6, 2012

AGE & OPPORTUNITY INC.

Statement of Financial Position

March 31, 2012

	2012	2011
ASSETS		
CURRENT		
Cash	\$ 585,459	\$ 35,616
Short-term investments	-	11,632
Grants and accounts receivable	47,185	92,531
Prepaid expenses	25,174	37,330
	<u>657,818</u>	177,109
CAPITAL ASSETS (Net of accumulated amortization)	<u>14,860</u>	25,706
	<u>\$ 672,678</u>	<u>\$ 202,815</u>
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	\$ 27,178	\$ 28,266
Accrued vacation pay	122,921	128,080
Deferred revenue	153,425	216,534
	<u>303,524</u>	372,880
DESIGNATED ACCOUNTS	<u>12,622</u>	15,925
	<u>316,146</u>	388,805
NET ASSETS		
Invested in capital assets	14,860	25,706
Internally restricted reserve	124,305	127,478
Unrestricted	217,367	(339,174)
	<u>356,532</u>	(185,990)
	<u>\$ 672,678</u>	<u>\$ 202,815</u>

AGE & OPPORTUNITY INC.
Statement of Revenue and Expenditures
Year Ended March 31, 2012

	2012	2011
REVENUE		
Grants		
ABC's of Fraud	\$ 1,262	\$ 913
CDPI	-	351
City of Winnipeg	89,000	73,548
Community Connections	780	-
Department of Justice Canada	12,895	7,540
Healthy Living, Seniors and Consumers Affairs	145,815	110,893
In Memory of Peter D. Curry	12,767	12,025
Manitoba Community Services Council - This Full House	-	7,899
Manitoba Health	77,815	114,531
Manitoba Justice	177,574	179,426
Manitoba Labour and Immigration	147,500	222,483
MNPAOA	2,000	-
New Horizons for Seniors	13,432	17,842
The Manitoba Association of Senior Centres	1,000	500
United Way of Winnipeg	417,384	414,546
Winnipeg Foundation	35,404	32,900
Winnipeg Police Service	22,500	17,500
Winnipeg Regional Health Authority	516,260	572,137
Winnipeg School Division No. 1	20,700	20,700
	<u>1,694,088</u>	<u>1,805,734</u>
Service Recoveries		
Courses, workshops and seminars	20,420	45,625
Program administration and recoveries	35,650	33,576
Registration fees	10,066	30,039
Housing Expo	11,100	16,218
Congregate meals	4,979	4,880
Housing directory	2,043	3,077
	<u>84,258</u>	<u>133,415</u>
Other		
Miscellaneous	70,381	49,270
Memberships	7,965	10,995
Interest income	880	1,475
Donations	17,141	12,884
Designated United Way donations	858	1,346
Winnipeg Foundation - Endowment Fund	22,341	22,139
Proceeds from aborted sale of 644 Burnell	2,068	23,802
	<u>121,634</u>	<u>121,911</u>
TOTAL REVENUE	<u>1,899,980</u>	<u>2,061,060</u>
EXPENDITURES		
Centres (<i>Schedule 1</i>)	290,890	408,613
Global and Community Services (<i>Schedule 2</i>)	1,584,837	1,759,426
	<u>1,875,727</u>	<u>2,168,039</u>
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENDITURES FROM OPERATIONS	<u>24,253</u>	<u>(106,979)</u>
OTHER INCOME	<u>518,269</u>	<u>-</u>

AGE & OPPORTUNITY INC.
(Schedule 1)

Schedule of Expenditures - Centres
Year Ended March 31, 2012

	Main	Smith	St. Vital	Stradbrook	West End	2012	2011
Delivery	\$ 46	\$ -	\$ -	\$ 104	\$ 68	\$ 218	\$ 568
Equipment	546	-	-	382	910	1,838	999
Interest and bank charges	310	-	-	311	310	931	1,927
Insurance	-	-	-	-	6,166	6,166	374
Maintenance and supplies	2,925	-	-	1,548	7,962	12,435	20,959
Meal Program	-	-	-	-	-	-	13,609
Office	2,682	-	-	2,317	2,372	7,371	12,688
Other	-	-	-	-	-	-	1,480
Postage	-	-	-	-	-	-	1,615
Professional fees	877	-	-	877	877	2,631	2,200
Program supplies	2,857	-	-	14,503	4,244	21,604	45,249
Property taxes	-	-	-	-	3,175	3,175	1,870
Rent	17,230	-	-	-	5,100	22,330	29,245
Salaries, benefits and honoraria	47,722	-	-	69,715	70,119	187,556	244,730
Staff development and training	182	-	-	232	182	596	937
Telephone	4,385	-	-	3,352	3,985	11,722	14,178
Travel	2,410	-	-	1,820	2,062	6,292	4,330
Utilities	4,163	-	-	-	1,862	6,025	8,909
Volunteer	-	-	-	-	-	-	2,746
2012 TOTALS	\$ 86,335	\$ -	\$ -	\$ 95,161	\$ 109,394	\$ 290,890	\$ 408,613
2011 TOTALS	\$ 126,806	\$ 145	\$ 78,296	\$ 95,427	\$ 107,939	\$ -	\$ -

AGE & OPPORTUNITY INC. *(Schedule 2)*

Schedule of Expenditures - Global and Community Services

Year Ended March 31, 2012

	Global Services	Community Services	Elder Abuse Services	E.A.L.	Safety Aid	2012	2011
Amortization of capital assets	\$ 14,019	\$ -	\$ -	\$ -	\$ -	\$ 14,019	\$ 11,713
Delivery	47	579	66	65	116	873	1,126
Equipment purchases	-	77	-	-	296	373	3,222
Equipment rental	13,371	-	-	-	12,764	26,135	24,058
Insurance	11,004	-	-	-	3,532	14,536	17,194
Interest and bank charges	1,250	128	106	182	119	1,785	2,423
Maintenance and supplies	2,989	6,963	3,687	2,634	3,862	20,135	6,088
Office	2,596	19,030	3,640	4,957	4,095	34,318	44,974
Other	-	1,595	-	-	-	1,595	3,932
Postage	-	-	-	-	-	-	6,171
Professional fees	9,781	3,510	877	281	877	15,326	13,268
Program supplies	16,380	11,136	1,289	666	22,413	51,884	70,633
Public relations and promotion	66	100	100	37	125	428	5,630
Rent	73,106	-	-	4,036	4,800	81,942	76,352
Salaries, benefits and honoraria	304,831	356,267	153,725	129,727	156,522	1,101,072	1,113,839
Staff development and training	409	3,464	2,042	147	787	6,849	13,607
Telephone	13,260	17,005	1,899	1,180	3,294	36,638	32,807
Travel	5,020	12,646	5,503	2,618	16,246	42,033	54,645
Volunteer recognition and training	458	393	-	518	-	1,369	3,846
	468,587	432,893	172,934	147,048	229,848	1,451,310	1,505,528
Be a Santa to a Senior	88	-	-	-	-	88	1,197
Cookbook	11,306	-	-	-	-	11,306	3,503
Downtown Resource Centre	22,327	-	-	-	-	22,327	22,985
Fort Garry Seniors Resource Council	33,254	-	-	-	-	33,254	36,524
Point Douglas Coalition	-	-	-	-	-	-	19,522
Elder Abuse Conference	2,645	-	-	-	-	2,645	52,256
Elder Abuse Video	1,563	-	-	-	-	1,563	808
Housing	21,287	-	-	-	-	21,287	25,645
Housing Expo	17,441	-	-	-	-	17,441	19,239
Peer Helping	-	-	-	-	-	-	-
Re-branding Initiative	6,945	-	-	-	-	6,945	14,724
644 Burnell	2,240	-	-	-	-	2,240	50,972
ABC's of Fraud	371	-	-	-	-	371	933
Shuttle Bus	6,995	-	-	-	-	6,995	4,850
WEAAD	7,065	-	-	-	-	7,065	740
2012 TOTALS	\$ 602,114	\$ 432,893	\$ 172,934	\$ 147,048	\$ 229,848	\$ 1,584,837	\$ 1,759,426
2011 TOTALS	\$ 736,040	\$ 391,659	\$ 153,386	\$ 230,557	\$ 247,785	\$ -	\$ -

NOTES



A&O

Support Services for Older Adults

For more information about
A&O's programs and services,
please call the Central Office at:

204.956.6440 or

1.888.333.3121 or

visit www.ageopportunity.mb.ca

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Winnipeg Regional Health Authority
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santé de Winnipeg

À l'écoute de notre santé



United Way
Winnipeg

A&O: Support Services for Older Adults is also supported by
The City of Winnipeg and the Government of Manitoba.