

Say NO to AGEISM, Say YES to Aging WELL



2018/2019

2018/2019

ANNUAL REPORT

A & O: SUPPORT SERVICES FOR OLDER ADULTS

200-280 SMITH STREET
WINNIPEG, MANITOBA
(204) 956-6440
AOSUPPORTSERVICES.CA



SUPPORTING & EMPOWERING OLDER MANITOBANS

A & O: SUPPORT SERVICES FOR OLDER ADULTS

With roots that trace back to 1957, the focus of A & O: Support Services for Older Adults' operations is identifying and addressing many of the issues facing older adults. Hand in hand with older adults, and through partnerships with community groups, the agency takes action to improve the quality of life for older adults in Manitoba through advocacy, education and service delivery.

A & O strives to involve older adults in decision-making. Their expertise is an important contribution to building a healthy community in which older adults play a vital role.

MISSION

To offer specialized programs and services that are accessible to older Manitobans and support and enhance their social, emotional, physical, intellectual and spiritual lives and promote active participation in all aspects of community life.

VISION

To develop and deliver innovative programs and services that improve the quality of later life.



A & O: Support Services for Older Adults
2018/2019 Annual Report

TABLE OF CONTENTS

04	MESSAGE FROM BOARD CHAIR & CEO
05	OUR THREE PILLARS
05	SAFETY & SECURITY
07	SOCIAL ENGAGEMENT
11	COUNSELLING
12	11TH ANNUAL 55+ HOUSING & ACTIVE LIFESTYLES EXPO
13	PARTNERSHIP PROGRAMS
14	OTHER PROGRAMS & SERVICES, FUNDRAISING
15	SPECIAL EVENTS
17	LONG-TERM SERVICE AWARDS
18	COMMUNITY CONTRIBUTORS
19	SUMMARY FINANCIAL STATEMENTS
23	AGENCY STAFF & BOARD OF DIRECTORS

MESSAGE FROM BOARD CHAIR & CEO

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.

Over the last fiscal year, the agency focused on having an increased social media presence by ensuring our website is meaningful and easy to navigate for all users. We also increased our presence on Facebook where we shared special events, contests and initiatives.

Special Events

Many innovative initiatives, both ongoing and new were undertaken in the 2018 - 2019 fiscal year. May 2018 saw the ever successful 55+ Housing & Active Lifestyles Expo.

In its 11th year in Winnipeg, Home Instead Senior Care's Be a Santa to a Senior program delivered gifts to Winnipeg's socially isolated older adults. A & O's participation in the 2018 program contributed to a total of 1,723 gifts being delivered to participants in the community.

In mid-March the agency hosted the Ageism: An Awareness Event at the Canadian Museum for Human Rights. Planning for this event began in the summer of 2018 and was made possible by the dedication and commitment of the Awareness Event Ad Hoc Committee and expert panelists. Through this event, the agency managed to reach an audience that it had not appealed to historically. This event made people think critically about their personal opinions, attitudes and biases regarding age in a way they had not thought about previously. Feedback from the attendees was overwhelmingly positive. Many who attended are interested in future events on ageism related to accessing the medical system, housing and employment.

"Age is a case of mind over matter. If you don't mind, it doesn't matter." ~Satchel Paige

Staff Training

The agency strives to ensure that all agency staff have the opportunity to engage in meaningful staff development opportunities. In May, agency staff received training on the Google We Speak Translate app. This app assists staff in communicating with older adult newcomers when they come to access our programs and services. Staff were provided transgender awareness and gender inclusive practices training in July. This training provided information, cultural awareness and tools to build capacity on sexual orientation, gender identity, and gender expression. In September, employees received training on the Accessibility for Manitobans Act. Lastly, in February, staff participated in a forced migration simulation. Staff were introduced to what many immigrants and refugees experience when trying to flee their countries.

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.

Sincerely,



Vernon De Pape

Vernon De Pape
Chair, Board of Directors



Amanda Macrae

Amanda Macrae
Chief Executive Officer

OUR THREE PILLARS

Our pillars were selected to identify the most important issues and areas of opportunity affecting older adults. Through offering these innovative programs and services, A & O is able to continue to assist older Manitobans to live well.



SAFETY & SECURITY

ELDER ABUSE PREVENTION 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 / grandparents, assistance with Protection Orders and more.

A & O's Registered Social Workers provide assistance that includes direct and indirect client contact, workshops, committees and other related activities.

A & O is a co-chair for the Winnipeg Elder Abuse Strategy and a co-chair for the World Elder Abuse Awareness Day Committee.

382
clients assisted

925
hours spent for elder abuse related work

SAFE SUITE PROGRAM

"It feels as if I have been given back the self-worth that was lost. Forever grateful."

- Safe Suite client

This year, the Safe Suite program worked with 72 older adults needing to leave abusive living situations. Individuals and couples, 55 years of age and older, work with our Registered Social Workers on safety planning, counselling and obtaining orders of protection. Nine clients and their pets entered a Safe Suite in 2018-19. This is the highest number of annual total in the program's 13 year history. Clients receive assistance with legal, financial and housing options and long-term follow up from their Social Workers. The Fort Garry Seniors Resource Council provided a Welcome Basket to every client entering a suite.

SAFETY & SECURITY

THIS FULL HOUSE



199
new referrals

1,600
service hours provided

worked with an average of
119
past clients / month

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 engaged in their community and social networks.

The program delivered two Buried in Treasures support groups this past year, with 13 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 on a monthly basis.



"The workshop was life-saving. I would not have been able to accomplish anything in my home without it. It has given me hope."

- Unburied from Treasures participant

SAFETYAID: FALLS PREVENTION FOR OLDER MANITOBANS

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.

77
falls prevention audits

77

individuals received fall prevention supplies

2,300

older adults were reached
• 41 presentations
• 13 booths

SafetyAid supplies:

- non-slip bath mats
- ice melt
- ice-grip tips for canes
- nightlights
- flashlights



"Recommended SafetyAid to friends because it was so helpful and easy."

- SafetyAid client

"It's a very good program. There are older adults out there that really need it. Gives them more independence to stay in their homes longer."

- SafetyAid client

SAFETY & SECURITY

OLDER VICTIM SERVICES

This program assists older adults that have been the victim of a crime in Winnipeg. In 2018-19 program staff worked with 408 cases that were referred by the Winnipeg Police Victim Services Section and Manitoba Justice Victim Services.



408
cases
handled

Our Registered Social Workers and trained volunteers provide practical support to clients while they navigate the justice system. Program staff assist clients by providing court updates, in applying for compensation, with Victim Impact Statements and court accompaniment.

SOCIAL ENGAGEMENT

SENIOR CENTRE WITHOUT WALLS



"Well, we call ourselves a family. You're so close to them from talking every day. It feels like you're in their home, sitting down in their living room talking to them. It's that close."

- Senior Centre Without Walls participant

This program is the first of its kind in Canada and offers a unique opportunity for socially isolated older Manitobans, 55+, to join interactive and educational programs from the comfort of their own homes.

Popular sessions offered include Art Therapy, Music Therapy, mental wellness presentations from the Manitoba Psychological Society, book clubs and support groups.

Thank you to our 2018-19 Celebrity Bingo hosts:

- Chris Wolf - Classic 107
- Simeon Rusnak – Classic 107
- Jim Pappas – CJNU 93.7 FM
- Frank Stecky – CJNU 93.7 FM
- Larry McIntosh – Peak of the Market
- Lyle Skinner – CKJS Radio 810 AM
- Trevor Dineen – CBC Radio
- Bridget Forbes – CBC Radio

559
sessions

7,608
calls
received

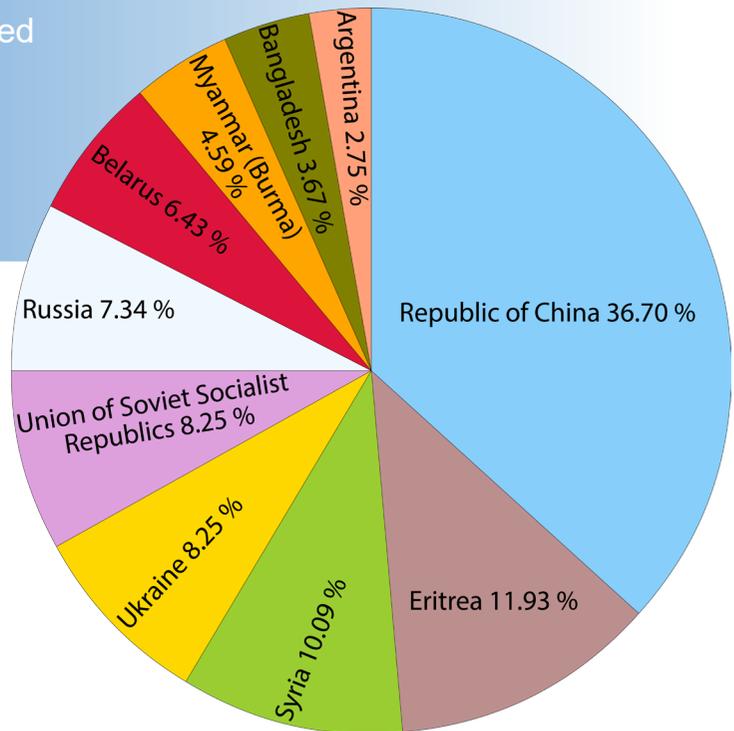
SOCIAL ENGAGEMENT

SENIOR IMMIGRANT SETTLEMENT SERVICES (SISS)

2018-19 was a busy year, with many highlights. The program continued to build on the success of last year and position itself as a one-stop shop for integrated settlement programming for newcomer seniors in Winnipeg.

244 senior newcomers received settlement support
118 referrals
28 needs assessments

Highlights of the year include an intergenerational holiday luncheon at Robert Andrews School, where 20 of our newcomer seniors celebrated the season with the students.



Top 10 Countries of Origin

42 SISS students received gifts and visits from A & O's Be A Santa to a Senior program.

SISS students enjoyed a beautiful day of music and friendship at the Winnipeg Folk Festival thanks to the Guest For A Day Program.

A final highlight to celebrate the year was a day trip to Fort Whyte Alive in March. 25 SISS students enjoyed a beautiful spring day walking in the forest with friends.



Thank you to our major funder IMMIGRATION, REFUGEES AND CITIZENSHIP CANADA as well as many community partners who provided space in kind and / or their time and expertise to make this program possible.

SOCIAL ENGAGEMENT

SETTLEMENT ORIENTATION FOR SENIORS (SOS)

Our Settlement Orientation for Seniors continued during the 2018-2019 fiscal year. Participants learned about important settlement topics such as laws, health and safety, housing, transportation, money and banking and community information. The classes help newcomer seniors adjust to their new life in Canada.



96
participants

ENGLISH LANGUAGE PROGRAM FOR SENIORS (ELP)

140
participants

Our English Language Program for Seniors offered language classes at two locations in Winnipeg. The classes are a wonderful place for older adults to learn English, develop friendships and celebrate each other's accomplishments.

ENGLISH CONVERSATION CIRCLES (ECC)

Thanks to our wonderful team of English Conversation Circle volunteer facilitators, we were able to offer 32 ECCs located throughout Winnipeg. 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.



355
participants

32
conversation
circles

SETTLEMENT WORKER

The SISS Settlement Worker (SW) provided settlement assistance to our clients 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. They also supported clients in navigating systems and facilitating access to community resources, programs and services. Group presentations were organized in response to the needs of the clients on the topics of housing, safety, finances, taxes and transportation.

VOLUNTEER

SISS volunteers work as English Conversation Circle facilitators, and assistants in our language classes and settlement orientation. We truly appreciate their dedication and are inspired by their generosity.

39
volunteers

1,420
volunteer
hours

MIHRET & HABTEGABR:

A Story of

FAITH, HOPE & THE FUTURE



Mihret and Habtegabr are students in our English Language Program. They are a very social, warm couple in spite of all the challenges they've experienced. When they come into class both of them greet every person by name, shake hands or hug them.

When the Eritrean couple came to register in our program Mihret, 59, was not able to communicate in English at all, although she was able to say her name and the country that she came from. Habtegabr, 65, was able to answer basic questions related to his personal experience. He was also on crutches.

We learned that Habtegabr lost his right leg in a bombing raid in Eritrea by Ethiopian rebels. They then fled from Eritrea to Sudan, lived there for 16 years, and came to Canada as refugees. They now live in subsidized housing with their youngest daughter. Their other children are scattered throughout the world.

Determined to Learn

Habtegabr is a very determined student. He asks a lot of questions, tries to express himself by telling stories, and works very hard to read and write. He often asks for help from classmates, and offers his help very gently. When Habtegabr and Maeray, a 71-year-old Burmese student, sit beside each other, Habtegabr relies on Maeray if he gets stuck on something. He calls him 'Teacher Maeray' or 'Brother Maeray'.

Mihret has had a more difficult time learning the language. Habtegabr constantly supports her as a gentle, encouraging coach. When Mihret first came to class in the Fall of 2017, she had little experience holding a pencil or printing. She practiced drawing circles and different shapes on the whiteboard, and eventually worked on printing her name. By June 2018, she could print on her own. At the student conference, she carefully signed her report with Habtegabr's gentle guidance. She was beaming with joy and cried when it was done.

For their teacher Cindy, the most inspiring moment was when Habtegabr arrived one day without his crutches. He'd been talking about walking at the Health Sciences Centre. He would say 'Every day I walk, I go walking – Yes, at HSC!' Cindy wasn't sure at the time what he meant. Then one day he came to class with a cane and a new prosthetic leg. He was so excited! Everyone in class celebrated with him. They cheered, shook his hand and took lots of photos.

There are many Mihrets and Habtegabrs in our program... they are grateful for the opportunity to learn English and spend time with their peers. They help each other, laugh together and have a strong bond. All members of the group are accepted and everyone's achievements are celebrated.

Mihret and Habtegabr have been through some extremely challenging situations in their life, but are so appreciative for everything Canada has offered them.

SOCIAL ENGAGEMENT

CONNECT PROGRAM

This past year, the Connect Program worked with 379 socially isolated older adults. Registered Social Workers link clients to resources that facilitate meaningful social connections. Over 130 clients are matched with volunteer visitors for regular visits in the community. Some clients prefer receiving regular phone calls through the Phone-a-Friend Program.

9,672

hours of visits
and phone calls
to clients

97

new
referrals

151

volunteers

MAKING AND KEEPING IMPORTANT CONNECTIONS WORKSHOPS

The Making and Keeping Important Connections workshops enrich social skills, heighten positive self-esteem and generate affirmative relations. A seven week in-person group was held from August - October 2018, and was the result of a combined effort from A & O and several community partners in the St. James / Assiniboia area.

COUNSELLING

COUNSELLING / INTAKE

The agency's counselling services provides both individual and group counselling to individuals 55 and older. Focus areas included: bereavement, loneliness, depression, family conflict among others.

provided
1,020
service hours

worked with an
average of
89
past clients
/month

235

new
referrals

HOUSING PROGRAM

1,164
consultations

The Housing Program's personalized consultations via phone, email or in person, provide housing information and tips on how to navigate the Winnipeg housing market. Clients are educated about the different levels of housing available, including Independent Living, Assisted Living, Supportive Housing and Personal Care Homes. The program also provided six presentations on housing options to community group.

The Winnipeg Housing Directory for Older Adults is a comprehensive guide of housing options including, rental and utility costs as well as building security and amenities. The guide is available on our website or for purchase at A & O.

11TH ANNUAL

55

HOUSING & ACTIVE LIFESTYLES EXPO

The 55+ Housing & Active Lifestyles Expo was held on May 8, 2018 at Victoria Inn Hotel & Convention Centre. The expo was very successful with 106 exhibitors and 1,600 attendees.

The main stage featured presentations that included: Learning how to MELT by Pilates Manitoba; Camelot Introductions with "Can you believe Grandma's dating? Do's and don'ts about dating in today's world"; Downsizing your life (Brian McMillan and Home Instead Senior Care); Information on estate planning (Tacium Vincent), and Your Future by Design & Financial Fraud Prevention (RBC).

Fashion Show Partners:

- Sofia's Boutique
- West Coast Kids
- Canadian Footwear
- Moore's Clothing For Men
- D'ella Formal Children's Wear
- Nygard International



"Well organized. Well thought out - plans and exhibits."
- Event guest

"Excellent this year, seems to be getting better every year!"
- Event guest

"Great exhibitor variety - great networking opportunities."
- Event exhibitor

THANK YOU TO OUR SPONSORS

PRESENTING MEDIA SPONSOR

Wellnessnews

REFRESHMENT SPONSORS

- Connect Hearing
- Exchange District Pharmacy
- Home Instead Senior Care
- The Seniors Moving Company

TECHNOLOGY SPONSOR

Thorvaldson Care Centre

FRIENDS OF A & O SPONSORS

- Assiniboine Pharmacy
- Camelot Introductions
- Canadian Footwear
- Fehr-Way Tours
- KPMG LLP
- Mosaic Funerals & Mosaic Event Centre
- RBC
- Tacium Vincent
- The Westhaven & Amber Meadow

PARTNERSHIP PROGRAMS

BE A SANTA TO A SENIOR

The Be a Santa to a Senior program delivered 5,977 gifts to socially isolated and / or in-need older adults last December. A & O collected and delivered 1,723 of those gifts to isolated and in need clients and individuals referred by our community partners. Be a Santa to a Senior is an initiative of Home Instead Senior Care and A & O has been a proud community partner of the program since it began in 2007.

Other program highlights include:

- More than \$3,500 was donated by schools and private donors, including a donation over \$2,500 from St. Paul's High School
- The Medicine Shoppe Pharmacy on Osborne took 177 tags, found donors for every gift and delivered the gifts before Christmas
- Glenwood School was matched with Chez Nous Supportive Housing to purchase gifts and visited for the holiday tea



67
volunteers
delivered
gifts

"I received such a nice Christmas present... It was all so unexpected and lovely. That was the only present I got this Christmas. Thank you so very much."

- Be a Santa to a Senior participant

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.

We would like to thank the accountants from the following accounting firms for generously donating their time during the busy tax season:

- MNP LLP
- Deloitte LLP
- EY LLP
- KPMG LLP
- PwC LLP

60
volunteer
accountants

210
volunteer
hours

268
older adults
served

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 LLP
Barristers & Solicitors

3,250
calls for
legal services

OTHER PROGRAMS & SERVICES

VOLUNTEER PROGRAMS

Many of A & O's programs could not run without the support of our dedicated volunteers. They have donated their time and expertise in the following areas:

- Senior Immigrant Settlement Services
- This Full House
- Connect Program
- Older Victim Services
- Senior Centre Without Walls
- Board of Directors

In addition, episodic volunteer opportunities were available for the following projects:

- Be a Santa to a Senior program
- 55+ Housing & Active Lifestyles Expo
- Income Tax Clinics

On April 21, 2018, we celebrated our amazing volunteers at the Annual Volunteer Appreciation Luncheon at Prairie 360. Thank you to all of our volunteers for your commitment toward assisting older Manitobans in aging well!

15,819
volunteer
hours

424
volunteers



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. A & O: Support Services for Older Adults raised \$1,879 over the last year. This money was raised through fundraising events, payroll deductions / employee pledges, as well as "one-time" donations.

FUNDRAISING

PHILANTHROPY PIECE - THE OWL

We are proud to continue our partnership with Hilary Druxman to promote the agency's Philanthropy Piece. This piece was created in support of A & O's Elder Abuse Prevention Services. Since the creation of the philanthropy piece in 2012, the Agency has raised just over \$7,400.



SPECIAL EVENTS



AGEISM : AN AWARENESS EVENT



Her Honour, the Honourable Janice C. Filmon, Lieutenant Governor of Manitoba (A & O's Honourary Patron)

"I attended your Ageism event last week and just wanted to let you know I enjoyed it! Great job!"

-Awareness Event attendee

The event was held on Tuesday, March 14, 2019 at the Canadian Museum for Human Rights. 110 people were in attendance. There was a genuine interest among attendees to continue the discussion with the panelists at the question and answer portion of the program.

Attendees cited that they would like to see future events regarding ageism be geared to the following:

- Access to the medical system
- Housing
- Employment

Sponsored by



"I had the pleasure of attending the program on Ageism last evening at the Human Rights Museum. It was a very interesting evening and I would like to express my thanks to you and A & O for the evening's presentation. As for the panelists, I was very impressed with the video presentations and their follow up discussions."

~ Awareness Event attendee



ANNUAL GENERAL MEETING

The agency's AGM was held on Tuesday, June 19, 2018 at the Qualico Family Centre in Assiniboine Park. The first half of the AGM was comprised of welcoming remarks, greetings and volunteer, board and staff recognition awards. The business portion of the meeting followed the refreshment break.

SPECIAL EVENTS

STAFF DEVELOPMENT



WE SPEAK



We Speak Translate Training

In May 2018, agency staff received training on the Google Translate app. Familiarity with the Google Translate app establishes a common platform for communication while newcomers develop their English or French language skills. The Google Translate app is a tool that can support communication. This training is particularly valuable to agency staff as we work with older adult newcomers and their families on a regular basis.

The We Speak Translate project is a first of its kind collaboration between Google Translate and the Inter-Cultural Association of Greater Victoria (ICA), BC, which uses the Google Translate app to aid in refugee resettlement and newcomer inclusion in communities. The We Speak Translate project address the number one barrier to new immigrant integration – language – by re-purposing technology as a tool and symbol for welcoming communities which value diversity and inclusion.

Transgender Awareness and Gender Inclusive Practices

A & O staff were provided Transgender Awareness and Gender Inclusive Practices training facilitated by the Rainbow Resource Centre in July 2018. This training provided information, cultural awareness and tools to build capacity on sexual orientation, gender identity and gender expression.



Topics discussed included:

- Debunking myths and stereotypes of LGBT2SQ+ community
- Understanding non-binary and gender inclusive language
- Understanding the common issues and challenges faced by LGBT2SQ+ individuals
- Manifestations of homophobia, biphobia, transphobia, cissexism and heterosexism
- Other tools, strategies, and recommendations for positive changes at work

Accessible Customer Service Standard Training

In September 2018, agency staff received two-hour training on The Accessibility for Manitobans Act. Policies and practices were reviewed as well as a number of different scenarios. All staff received a certificate of completion after attending the training. All agency volunteers and volunteer Board members are required to complete this training which has been made available online.



SPECIAL EVENTS

STAFF DEVELOPMENT

Forced to Flee: Forced Migration Simulation

In February 2019, all agency staff participated in a forced migration simulation facilitated by the Canadian Foodgrains Bank Public Engagement Coordinator. Staff were introduced to what many immigrants / refugees experience when trying to flee their countries. This training is particularly useful as the agency works with many newcomers across all program areas and especially within Senior Immigrant Settlement Services (SISS).



A & O STAFF

LONG-TERM SERVICE AWARDS 2019

VOLUNTEERS

40 YEARS

Venda Tarry

35 YEARS

Helena Kinal

Pauline Shewchuk

20 YEARS

Alberta Fenning

15 YEARS

Norm Asher

10 YEARS

Gorjana Radulovic

5 YEARS

Dorothy Andrews

Lillian Haas

Susan Dietz

John Wilsbech

STAFF

40 YEARS

Maria Wasylkewycz

5 YEARS

Maria Franco

BOARD

10 YEARS

Gabrielle Marrin

THANK YOU TO OUR COMMUNITY CONTRIBUTORS

Aboriginal Council of Winnipeg	Elim Chapel	Maples Day Care Amber Trails	Network for Seniors
Active Aging in Manitoba	Emergency Paramedics In the Community	Medicine Shoppe Pharmacy (660 Osborne)	Victoria Lifeline
All Charities Campaign	Ernst & Young LLP	Minnedosa Museum and Heritage Village	Volunteer Manitoba
Arthritis Society	Families Canada	MNP LLP	University of Winnipeg
Canada Revenue Agency	Fort Garry Mennonite Fellowship	New Journey Housing	West End Biz
Canadian Centre for Economic Education	Good Neighbours Active Living Centre	Peak of the Market	Wellnessnews Choices for Healthy Living®
Canadian Foodgrains Bank	Glenwood School	Prairie Ceilidh Radio Show - CKJS Radio 810	Winnipeg Chinese Cultural & Community Centre
Canadian Museum for Human Rights	Holy Eucharist Parish Centre	Provincial Employees Care for Kids Co-op Inc. / Lil Wheels Daycare	Winnipeg's Classic 107
Canadian Red Cross	Home Instead Senior Care	PwC LLP	Winnipeg English Language Assessment and Referral Centre (WELARC)
Canadian Skin Cancer Association	Immigrant Centre Manitoba Inc.	Riverview-Ashland Childcare Centre	Winnipeg Fire Paramedic Services (WFPS)
Castle Mortgage	Inter-Cultural Association of Greater Victoria	Senior Center Without Walls (California)	Winnipeg Folk Festival
CBC Radio One & Information Radio 89.3 FM / 990 AM	Islamic Social Services Association	Senior Center Without Walls (Kenosha, WI)	Winnipeg Goldeyes Baseball Club
Chartered Professional Accountants of Manitoba	KPMG LLP	Seniors' Centre Without Walls (Edmonton)	Winnipeg Police Museum
City of Winnipeg	Lifesaving Society - Manitoba Branch	Seniors' Centre Without Walls (Ottawa)	Winnipeg School Division
CJNU 93.7 FM	Lifetime Connections Without Walls (Texas)	Senior Scope	Winnipeg Symphony Orchestra
Children's Museum	Manitoba Association of Newcomer Serving Organizations	Sobeys Inc. (2850 Pembina Highway)	Winnipeg Transit
Credit Union Central of Manitoba	Manitoba Association of Senior Centres	St. James / Assiniboia 55+ Centre	Workers Compensation Board
Deloitte LLP	Manitoba Lung Association	St. Mary's Road United Church	WRHA Healthy Aging Resource Team
Diabetes Canada	Manitoba Psychological Society	Starbucks Coffee	WRHA Operations Emergency & Continuity Management Program
Dorot's University Without Walls (New York)	Manitoba Start	Transplant Manitoba	WRHA Senior Resource Finder
Downtown Winnipeg Biz		Transportation Options	
Dr. Kristen Reynolds, Department of Psychology, University of Manitoba			

SUMMARY FINANCIAL STATEMENTS



Tel: 204-956-7200
Fax: 204-926-7201
Toll-free: 866-863-6601
www.bdo.ca

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

Report of the Independent Auditor on Summary Financial Statements

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

Opinion

The summary financial statements, which comprise the summary statement of financial position as at March 31, 2019 and the summary statement of operations, and summary schedule of expenses for the year then ended, and related note, are derived from the audited financial statements of A & O: Support Services for Older Adults Inc. for the year ended March 31, 2019.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements, on the basis described in the note to the summary financial statements.

Summary Financial Statements

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 and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements and the auditor's report thereon.

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated June 5, 2019.

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 the note to the summary financial statements.

Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, 'Engagements to Report on Summary Financial Statements'.

BDO Canada LLP

Chartered Professional Accountants

Winnipeg, Manitoba
June 5, 2019

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

As at March 31	2019	2018
Assets		
Current Assets		
Cash and bank	\$ 335,902	\$ 341,693
Investments	312,802	299,814
Grants and accounts receivable	25,690	28,597
Prepaid expenses	43,208	41,063
	717,602	711,167
Restricted cash and bank	133,820	133,820
Capital assets	-	-
	\$ 851,422	\$ 844,987
Liabilities and Net Assets		
Current Liabilities		
Accounts payable and accrued liabilities	\$ 229,545	\$ 259,981
Deferred contributions	108,250	69,354
	337,795	329,335
Net Assets		
Internally restricted	133,820	133,820
Unrestricted	379,807	381,832
	513,627	515,652
	\$ 851,422	\$ 844,987

The accompanying note is an integral part of these summary financial statements.

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

For the year ended March 31	2019	2018
Revenue		
Grants		
City of Winnipeg		
Community Services	\$ 80,300	\$ 80,600
Police Service	20,250	20,250
Government of Canada		
Canada Summer Jobs	2,985	3,864
Immigration, Refugees and Citizenship Canada	291,710	254,619
Justice Canada	4,981	603
New Horizons for Seniors	-	2,250
In Memory of Peter D. Curry	17,613	22,000
Other grants	12,728	-
Province of Manitoba		
Health, Seniors and Active Living	266,409	229,685
Justice	25,000	95,778
The Winnipeg Foundation	6,570	32,250
Thomas Sill Foundation	-	15,000
United Way	425,728	428,436
Winnipeg Regional Health Authority	624,834	566,901
Other Revenue		
Donations	19,156	11,199
Endowment Funds distributions	34,520	32,295
Fundraising and other revenue	16,649	14,677
Housing Directory	1,250	1,571
Investment revenue		
Realized	12,751	11,648
Unrealized gain (loss)	6,301	(3,840)
Legal services	11,525	14,325
Sponsorship, exhibitor and registration fees	37,200	36,920
	1,918,460	1,871,031
Expenses (see schedule)	1,920,485	1,906,538
Deficiency of revenue over expenses for the year	\$ (2,025)	\$ (35,507)

The accompanying note is an integral part of these summary financial statements.

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

For the year ended March 31	2019	2018
Bad debt	\$ -	\$ 2,525
Bank charges	1,832	1,034
Contract services	8,583	11,023
Equipment leases	12,395	15,369
Equipment purchases	7,236	18,919
Fundraising	1,544	6,317
Insurance	13,755	13,163
Maintenance and supplies	34,543	26,278
Meetings	5,150	9,431
Office	35,625	35,852
Postage and courier	8,723	9,257
Professional development	20,650	19,144
Professional fees	23,008	47,554
Program supplies	79,182	87,423
Public relations and promotion	5,139	7,343
Rent	101,712	81,246
Salaries and benefits	1,474,217	1,407,070
Telephone and cable	44,629	58,805
Travel	36,674	36,636
Vehicle lease	-	7,165
Volunteer recognition and training	5,888	4,984
	\$ 1,920,485	\$ 1,906,538

Note to the Summary Financial Statements

The summary presented includes only the summary statement of financial position, the summary statement of operations and the summary schedule of expenses. It does not include the statement of cash flows, the statement of changes in net assets or notes to financial statements. The summary statement of financial position, summary statement of operations and summary schedule of expenses are reproduced in as much details as the audited financial statements except the note referencing has been removed.

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

AGENCY STAFF LIST - 2018/2019

Anita Adams
 Mary Bana
 Patti Bérubé
 Sarah Bruce
 Cindy Burkett
 Silvia Del Vecchio
 Kelsie Dueck
 Maria Franco
 Arielle Godbout
 Monica Grocholski
 Dene Guillas
 Victoria Hampton
 Maureen Keelan
 Jamie Kinaschuk
 Jenna Labossiere
 Amanda Macrae

Lorena Martinez
 Tara McLeod
 Stacey Miller
 Anna Murray
 Katherine Nelson
 Julie Nybakken
 Sara Parsons
 Tiffaney Pass
 Michelle Ranville
 Lydia Robertson
 Pamela Robertson
 Janice Sawers
 Jody Sie
 Joan Stephens
 Kelsey Streber
 Anita Suen

Silvia Visintin
 Shanshan Wang
 Ianthe Warner
 Maria Wasylkewycz
 Liane Zayco

PLACEMENT STUDENTS

Anita Adams
 Sarah Bruce
 Jullie Nguyen
 Tiffaney Pass

BOARD OF DIRECTORS - 2018/2019

CHAIR

Vernon De Pape

1ST VICE CHAIR

Laryssa Sawchuk

2ND VICE CHAIR

Rick Walker

TREASURER

Gabrielle Marrin

DIRECTORS

Nike Bello

Megan Ferguson

Dr. Lori Koz

Margaret McKee

Eleanore McMahon

Roberta Pronteau

Dr. Phil St. John

Jacqueline St. Hill

Lilian Tankard



Missing: L. Sawchuk, R. Walker, M. Ferguson, E. McMahon, M. McKee, Dr. P. St. John, R. Pronteau



**FOR MORE INFORMATION
PLEASE CALL:**

204.956.6440

1.888.333.3121

www.aosupportservices.ca



THANK YOU TO THE FOLLOWING FUNDERS:

