SUPPORTING & EMPOWERING OLDER MANITOBANS

A & O: SUPPORT SERVICES FOR OLDER ADULTS

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

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

MISSION

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

VISION

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

[Signature]
Vernon De Pape
Chair, Board of Directors

[Signature]
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

9,065 older Manitobans and newcomers participated

SOCIAL ENGAGEMENT

2,467 older adults received counselling

COUNSELLING

4,879 older adults served

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.

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

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.

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.

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.

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.

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.

244 senior newcomers received settlement support
118 referrals
28 needs assessments

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.

ENGLISH LANGUAGE PROGRAM FOR SENIORS (ELP)

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.

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.
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.

1,020 service hours
89 past clients/month
235 new referrals

HOUSING PROGRAM
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.
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

“Great exhibitor variety - great networking opportunities.”  
- Event exhibitor

“Well organized. Well thought out - plans and exhibits.”  
- Event guest

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

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

“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

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

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

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

“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.
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.
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).

LONG-TERM SERVICE AWARDS 2019

VOLUNTEERS

40 YEARS
Venda Tarry

35 YEARS
Helena Kinal
Pauline Shewchuk

20 YEARS
Alberta Fenning

15 YEARS
Norm Asher

STAFF

10 YEARS
Gorjana Radulovic

5 YEARS
Dorothy Andrews
Lillian Haas
Susan Dietz
John Wilsbech

40 YEARS
Maria Wasylkewycz

5 YEARS
Maria Franco

10 YEARS
Gabrielle Marrin

BOARD
THANK YOU TO OUR COMMUNITY CONTRIBUTORS

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

Network for Seniors
Victoria Lifeline
Volunteer Manitoba
University of Winnipeg
West End Biz
Wellnessnews Choices for Healthy Living®
Winnipeg Chinese Cultural & Community Centre
Winnipeg’s Classic 107
Winnipeg English Language Assessment and Referral Centre (WELARC)
Winnipeg Fire Paramedic Services (WFPS)
Winnipeg Folk Festival
Winnipeg Goldeyes Baseball Club
Winnipeg Police Museum
Winnipeg School Division
Winnipeg Symphony Orchestra
Winnipeg Transit
Workers Compensation Board
WRHA Healthy Aging Resource Team
WRHA Operations Emergency & Continuity Management Program
WRHA Senior Resource Finder
SUMMARY FINANCIAL STATEMENTS

Report of the Independent Auditor on Summary Financial Statements

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

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

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<tr>
<td></td>
<td><strong>513,627</strong></td>
<td><strong>515,652</strong></td>
</tr>
<tr>
<td></td>
<td><strong>$851,422</strong></td>
<td><strong>$844,987</strong></td>
</tr>
</tbody>
</table>

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**

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

| **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

<table>
<thead>
<tr>
<th>Item</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bad debt</td>
<td>$ -</td>
<td>$ 2,525</td>
</tr>
<tr>
<td>Bank charges</td>
<td>1,832</td>
<td>1,034</td>
</tr>
<tr>
<td>Contract services</td>
<td>8,583</td>
<td>11,023</td>
</tr>
<tr>
<td>Equipment leases</td>
<td>12,395</td>
<td>15,369</td>
</tr>
<tr>
<td>Equipment purchases</td>
<td>7,236</td>
<td>18,819</td>
</tr>
<tr>
<td>Fundraising</td>
<td>1,544</td>
<td>6,317</td>
</tr>
<tr>
<td>Insurance</td>
<td>13,755</td>
<td>13,163</td>
</tr>
<tr>
<td>Maintenance and supplies</td>
<td>34,543</td>
<td>26,278</td>
</tr>
<tr>
<td>Meetings</td>
<td>5,150</td>
<td>9,431</td>
</tr>
<tr>
<td>Office</td>
<td>35,625</td>
<td>35,852</td>
</tr>
<tr>
<td>Postage and courier</td>
<td>8,723</td>
<td>9,257</td>
</tr>
<tr>
<td>Professional development</td>
<td>20,650</td>
<td>19,144</td>
</tr>
<tr>
<td>Professional fees</td>
<td>23,008</td>
<td>47,554</td>
</tr>
<tr>
<td>Program supplies</td>
<td>79,182</td>
<td>87,423</td>
</tr>
<tr>
<td>Public relations and promotion</td>
<td>5,139</td>
<td>7,343</td>
</tr>
<tr>
<td>Rent</td>
<td>101,712</td>
<td>81,246</td>
</tr>
<tr>
<td>Salaries and benefits</td>
<td>1,474,217</td>
<td>1,407,070</td>
</tr>
<tr>
<td>Telephone and cable</td>
<td>44,629</td>
<td>58,805</td>
</tr>
<tr>
<td>Travel</td>
<td>36,674</td>
<td>36,636</td>
</tr>
<tr>
<td>Vehicle lease</td>
<td>-</td>
<td>7,165</td>
</tr>
<tr>
<td>Volunteer recognition and training</td>
<td>5,888</td>
<td>4,984</td>
</tr>
<tr>
<td><strong>Total expenses</strong></td>
<td>$ 1,920,485</td>
<td>$ 1,906,538</td>
</tr>
</tbody>
</table>

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

A & O: Support Services for Older Adults
FOR MORE INFORMATION PLEASE CALL:
204.956.6440
1.888.333.3121
www.aosupportservices.ca

THANK YOU TO THE FOLLOWING FUNDERS: