

PROVIDING
INNOVATIVE
PROGRAMS AND
SERVICES TO
OLDER ADULTS
SINCE 1957

2019/2020
ANNUAL
REPORT



A&O

Support Services for Older Adults

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.

TABLE OF CONTENTS

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

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 initiating its strategic planning process for the 2021 – 2024 fiscal years. Surveys were completed by key stakeholders including funders, the board of directors, staff, volunteers and community partners. When it is safe to meet in-person, Health in Common will facilitate the strategic planning sessions.

In an effort to increase donations to the agency, A & O participated in the Great Canadian Giving Challenge in June and the Give 65 online event that ran from July 9th – 11th. The agency continues to focus on increasing its social media presence by ensuring our website and Facebook page are current.

Special Events / Program Initiatives

Many innovative initiatives, both ongoing and new were undertaken in the 2019 - 2020 fiscal year. May 2019 saw the ever-successful 55+ Housing & Active Lifestyles Expo with 100 exhibitors and 1,500 attendees!

In its 12th year in Winnipeg, Home Instead Senior Care's Be a Santa to a Senior program delivered over 5,926 gifts to Winnipeg's socially isolated older adults. A & O delivered 1,660 gifts to participants living in the community.

In September, A & O, The University of Manitoba, Manitoba Association of Senior Centres, Transportation Options for Seniors and Active Aging in Manitoba's application to the New Horizons for Seniors Program: Pan Canadian Stream was approved. The funding received from the Government of Canada's New Horizons for Seniors Program supports a five-year collective impact initiative titled the Older Winnipeggers Social Engagement Project (OWSEP). The overarching goal of this project is to improve the social inclusion of vulnerable older Winnipeggers 55+.

Staff Training

In February, the agency held a professional development opportunity led by the United Way Winnipeg, titled "Living on the Edge: Taking a Look at Poverty". This training was a unique, interactive group experience that provided a glimpse of what it might be like for Winnipeg families and older adults struggling with poverty.

As the 2019 - 2020 fiscal year drew to a close, the agency needed to work differently in an effort to maintain program and service delivery for older Manitobans during the COVID-19 pandemic. On March 16, A & O implemented phase one of its service continuity plan where all staff worked a modified workweek, fifty percent of staff worked on site and the other half worked remotely. This gave the agency the opportunity to test out the operational and administrative processes that required implementation to support our work remotely. Phase one allowed the agency to prepare for a complete closure of its physical office space that came into effect on March 23. Despite this uncertain and challenging time, the agency and its dedicated staff, volunteers and board of directors have been there to ensure that older Manitobans continue to receive the supports they require to age well. This has and will always be a priority, before, during and after the COVID-19 pandemic.

Thank you to our dedicated, resilient staff, board members, volunteers, funders and clients that continue to support older Manitobans during the time of COVID-19 and beyond.

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

4,198

older adults served



SOCIAL ENGAGEMENT

7,765

older Manitobans and newcomers participated



COUNSELLING

2,706

older adults received counselling

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.

333

clients assisted

1,180

hours spent for elder abuse related work



NORTHERN REGION ELDER ABUSE PRESENTATIONS

Two A & O Social Workers provided a series of presentations in the Northern RHA region (September 29 – October 3, 2019). These communities included: The Pas, Flin Flon, Snow Lake and Thompson. The presentations focused on the Prevention of Elder Abuse, informing community members about how to identify situations of abuse, how to respond, resources available, case studies, and how to increase the capacity for communities to respond.

SAFETY & SECURITY

THIS FULL HOUSE



163

new referrals

1,200

service hours
provided

worked with an
average of

65

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 11 participants in attendance. Buried in Treasures is a 15-session group aimed at providing education, support, and realistic strategies for older adults 55+ who struggle with clutter in their homes. In addition, the agency continues to offer the Unburied from Treasures group, which is offered on a monthly basis to clients who have completed the Buried in Treasures group. Over 60 clients are invited each month, with an average of 18 clients attending per month.

“This was an incredible experience. Very eye-opening emotionally, difficult sometimes. But expertly led.”

- 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

126

falls prevention
audits

127

individuals
received fall
prevention
supplies

“It is an excellent program – well informed! Keep up the good work!”

- SafetyAid client

“Program is amazing – the coordinator was so helpful. More people should be using it! It gave me peace of mind.”

- SafetyAid client

2,130

older adults
were reached

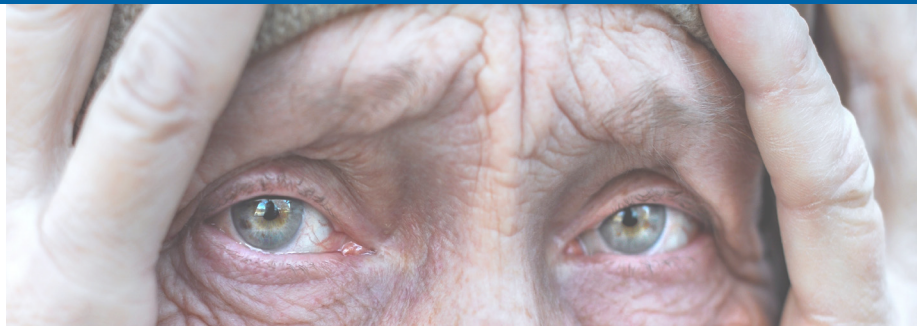
- 18 presentations
- 5 booths

SAFETY & SECURITY

OLDER VICTIM SERVICES

This program assists older Winnipeggers that have been the victim of a crime. In 2019-2020, program staff worked with 379 cases that were referred by the Winnipeg Police Victim Services Section and Manitoba Justice Victim

Services. 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, assistance in applying for compensation, preparation of Victim Impact Statements and court accompaniment.



379
cases
handled

SAFE SUITE PROGRAM



This year, the Safe Suite program worked with 59 older adults needing to leave abusive living situations. Individuals and couples, 55 years of age and older, regardless of gender, work with Registered Social Workers on safety planning, counselling and obtaining orders of protection. Five clients entered

a Safe Suite in 2019 - 2020. 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.

SOCIAL ENGAGEMENT

CONNECT PROGRAM

This past year, the Connect Program worked with 369 socially isolated older adults. Registered Social Workers connect clients to resources that facilitate meaningful social connections. Over 90 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.

193
new
referrals

170
volunteers

8,900
hours of visits and
phone calls to clients

SOCIAL ENGAGEMENT

SENIOR IMMIGRANT SETTLEMENT SERVICES (SISS)

Senior Immigrant Settlement Services (SISS) offers integrated settlement programming and support to older adult immigrants in Winnipeg. In the past year, the program had the pleasure to help over 250 clients with their settlement needs. They came from countries all over the world, to build new lives in Canada.



On June 20, 2019, SISS celebrated World Refugee Day in Central Park. Along side several other settlement service providers and community organizations, we joined together to honour refugees and celebrated their contributions to our community. SISS clients were part of a human library, where they shared their personal stories of rebuilding their lives in peace and safety.

This past year, SISS partnered with Tech Manitoba to offer free digital literacy classes to our clients. It was an excellent opportunity for 25 of our clients to learn basic computer skills in a hands-on environment.



Once again, thanks to the Winnipeg Folk Festival Guest For A Day program, SISS clients were able to enjoy a beautiful day of music and friendship in Bird's Hill Provincial Park.

Many thanks 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 throughout the year. Staff delivered 116 sessions, where participants learned about important settlement topics such as laws, health, safety, housing, transportation, banking and community information. The classes help newcomer seniors adjust to their new life in Canada and build the confidence needed to participate actively in community life.



ENGLISH LANGUAGE PROGRAM FOR SENIORS (ELP)



Our English Language Program for Seniors offered language classes at two locations in Winnipeg. Eighty-five students attended the classes. The ELP program helps students develop English language skills and build new friendships with other newcomer seniors in their community.

ENGLISH CONVERSATION CLASSES (ECC)

Thanks to our wonderful team of volunteer facilitators, we were able to deliver 366 ECCs 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. Additionally, participants develop meaningful relationships with other older adult newcomers and members of their new communities.

Thanks to a grant from Healthy Together Now Downtown we were able to deliver walking conversation classes in the downtown area.



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.

VOLUNTEERS

This past year SISS had the pleasure of working with 39 outstanding volunteers, who contributed more than 1600 volunteer hours as English conversation class facilitators, and assistants in our language classes and settlement orientation. Many of these volunteers are former participants who want to give back and have a positive impact on their community. We deeply appreciate their dedication and are inspired by their generosity.



SOCIAL ENGAGEMENT

SENIOR CENTRE WITHOUT WALLS (SCWW)



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.

The participants contribute to program planning through regular meetings. Popular sessions offered include Art Therapy, Music Therapy, mental wellness presentations from the Manitoba Psychological Society, book clubs and support groups.

7,146

calls
received

454

sessions

Thank you to our 2019-2020 Celebrity Bingo hosts:

- 94.3 The Drive
- CBC Radio 89.3 FM/990 AM
- CJNU FM Nostalgia Radio
- Global News
- Virgin Radio 103.1- The Ace Burpee Show

“Thanks for a very interesting morning show. I really enjoyed the format, the questions, and all the varied and wonderful answers from our participants. It was great to learn more about them and their experiences.”

- Senior Centre Without Walls volunteer/participant

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 September to December 2019, 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.

247
new
referrals

provided
900
service
hours

worked with an
average of
82
past clients
/month

HOUSING PROGRAM

The Housing Program's personalized consultations 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 presentations on housing options to community groups.

1,475
consultations

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.

FUNDRAISING

PHILANTHROPY PIECE - THE OWL

We are proud to continue our partnership with Hilary Druxman to promote the agency's Philanthropy Piece. This stylized piece was created in support of A & O's Elder Abuse Prevention Services. A portion of the sales of this necklace are used to support the agency's Elder Abuse Prevention Services. Since the creation of the philanthropy piece in 2012, the Agency has raised nearly \$8,200.



PARTNERSHIP PROGRAMS

CAREGIVING WITH CONFIDENCE

This past year, the Caregiving with Confidence program had over 2,900 contacts with clients, services providers and family members. The program provided over 1,500 volunteer rides, and program volunteers provided over 2,360 hours of support to clients. In addition, over 20 support groups were provided to caregiver's who are providing support to their loved ones.



Caregiving
with Confidence

PARTNERSHIP PROGRAMS

BE A SANTA TO A SENIOR

"This is so thoughtful. I haven't received a gift since my wife passed away 10 years ago."
- Be a Santa to a Senior participant

5,926
gifts
delivered

The Be a Santa to a Senior program delivered 5,926 gifts to socially isolated and/or in-need older adults last December. A & O collected and delivered 1,660 of those gifts to our 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 Winnipeg in 2007.

Over 40 volunteers delivered gifts, including many volunteers through A & O's Connect Program. Some volunteers and their children dressed up as elves, sang Christmas carols and brought homemade baking to program participants.



Volunteer deliverers Brody and Randy from QX104 with Be a Santa to a Senior participant, Judith.

"We had a lot of fun with it and one person even sang along with us! ...It has been a great experience for our family."
- Christina, Volunteer gift deliverer

INCOME TAX CLINICS

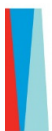
The Agency partnered with the Chartered Professional Accountants of Manitoba and community organizations to provide an income tax return program for older adults. Through this invaluable service, lower income older adults have the opportunity to have their tax returns completed by a professional accountant at no cost.

Unfortunately, the COVID-19 pandemic meant that the Agency had to cancel three of its four scheduled clinics. Sixteen accountants volunteered a total of 48 hours to complete returns for 61 older adults. We would like to thank the accountants from Deloitte LLP and MNP LLP for generously donating their time during the busy tax season.

LEGAL SERVICES

BONI SINGBEIL STIENSTRA LLP

Lawyers & Notaries



Myers LLP
Barristers & Solicitors

Boni Singbeil Stienstra 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. Boni Singbeil Stienstra LLP are on-site

every Wednesday and Thursday from 1:00 - 4:00 pm. These services are in high demand therefore, clients are encouraged to make appointments ahead of time and allow approximately one month for the processing of all documents.

3,310
calls for
legal services

The Agency would like to thank Myers LLP for their previous partnership with A & O, and for serving our clients over the past three years.

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

14,245

volunteer
hours

363

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 \$1,790 in donations over the last year. This money was raised through fundraising events, payroll deductions/employee pledges, as well as "one-time" donations.



COMMUNITY OUTREACH

A & O provides educational presentations to community groups seeking information on various aspects of aging. 1,570 individuals attended 64 presentations in 2019-20. In addition, the agency provided information to over 2,187 individuals through 16 outreach opportunities that included health and wellness fairs.

12TH ANNUAL

55+

HOUSING & ACTIVE LIFESTYLES EXPO

The 55+ Housing & Active Lifestyles Expo was held on May 29, 2019 from 10:00 a.m. to 5:00 p.m. at Victoria Inn Hotel & Convention Centre. The expo was very successful with 100 exhibitors and 1,500 attendees. This year's expo provided expanded venue space, informative presentations, and two intergenerational fashion shows.

The main stage featured presentations that included: Medications and Fall Prevention offered by the Exchange District Pharmacy; Camelot Introductions with "Can you believe Grandma's dating? Do's and don'ts about dating in today's world"; RBC with Financial Flexibility; Becoming Engaged and Empowered in Your Healthcare Journey by Integrity Healthcare Consultants; The Life Lease Concept and Advantages by Shelter Canadian Properties Ltd.

Fashion Show Partners:

- Canadian Footwear
- D'ella Formal Children's Wear
- Edward Carriere Salon & Esthetics
- Moores Clothing For Men
- Panache Management

"I was amazed at how much the Expo has grown from years ago. I wanted you to know how impressed I was with the Expo and how exciting the Expo has become"

- Event guest

"Best show out there!"

- Event Exhibitor

THANK YOU TO OUR SPONSORS

MEDIA SPONSOR

Wellnessnews

PRINT SPONSOR

Esdale Printing Company Ltd.

REFRESHMENT SPONSORS

RBC
Exchange District Pharmacy
Access Storage

TRANSPORTATION

Tony's Team Transport

TECHNOLOGY SPONSOR

Right At Home
The Seniors Moving Company
Senior Scope

FRIENDS OF A & O SPONSORS

Connect Hearing
Fehr-Way Tours
Tadium Vincent
The Westhaven & Amber Meadow

**Special Thanks to our Emcees, Beau & Dilworth
from 99.9 BOB FM!**

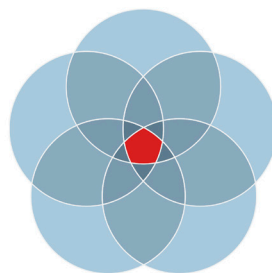
SPECIAL EVENTS

NEW HORIZONS FOR SENIORS PROGRAM: PAN CANADIAN STREAM

A & O, University of Manitoba (U of M), Manitoba Association of Senior Centres (MASC), Transportation Options for Seniors (TONS) and Active Aging in Manitoba's (AAIM) application was approved in September 2019. The funding received from the Government of Canada's New Horizons for Seniors Program will support

a five (5) year collective impact initiative titled the Older Winnipeggers Social Engagement Project (OWSEP). The overarching goal of this project is to improve the social inclusion of vulnerable older Winnipeggers 55+. The project's objectives include the following:

- Enhance opportunities for social inclusion among older Winnipeggers
- Reduce barriers to accessing transportation by increasing affordable transportation options
- Develop community capacity to identify and engage socially excluded older adults
- Increase the communication and coordination of services between organizations



Older
Winnipeggers
Social
Engagement
Project



The agency's AGM was held on Tuesday, June 18, 2019 at 1:30 pm at the Qualico Family Centre, Assiniboine Park, 330 Assiniboine Park Drive. 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

LIVING ON THE EDGE **TAKING A LOOK AT POVERTY**

an interactive poverty simulation activity

In February, the agency held a professional development opportunity for A & O staff and community partners at the Radisson Hotel. United Way Winnipeg's Living on the Edge: Taking a Look

at Poverty is a unique, interactive group experience. It provides a glimpse of what it might be like for Winnipeg families struggling with poverty.

Participants take on a role within a family or as an individual that is living on a low income. The three-hour simulation covers four short "weeks" during which families and individuals perform daily tasks such as accessing social services and transportation, finding work, paying bills, buying groceries, cashing cheques, and more.

Participants said that this experience made them more conscious of the barriers and challenges that the clients they work with face. Thank you to A & O board members, Rick Walker and Rafiq Punjani for volunteering your time to participate in this event!

A & O STAFF



AGENCY STAFF LIST - 2019/2020

Anita Adams
Mary Bana
Patti Bérubé
Serena Bittner
Cindy Burkett
Silvia Del Vecchio
Kelsie Dueck
Maria Franco
Dene Guillas
Monica Grocholski
Victoria Hampton
Jenna Harding
Maureen Keelan
Jamie Kinaschuk
Amanda Macrae

Lorena Martinez
Trina McFadyen
Tara McLeod
Stacey Miller
Katherine Nelson
Julie Nybakken
Sara Parsons
Tiffany Pass
Michelle Ranville
Lydia Robertson
Janice Sawers
Joan Stephens
Kelsey Streber
Anita Suen
Silvia Visintin

Sofiya Volosozhar
Shanshan Wang
Ilanthe Warner
Maria Wasylkewycz
Madison Wilford
Liane Zayco

PLACEMENT STUDENTS

Laura Loewen
Jennifer Olubiwe

BOARD OF DIRECTORS - 2019/2020

CHAIR

Vernon De Pape

1ST VICE CHAIR

Laryssa Sawchuk

2ND VICE CHAIR

Rick Walker

TREASURER

Gabrielle Marrin

DIRECTORS

Nike Bello
Marlene Bertrand
Megan Ferguson
Dr. Lori Koz
Robertta Pronteau
Rafiq Punjani
Jacqueline St. Hill
Dr. Phil St. John
Lilian Tankard



Missing: N. Bello, M. Bertrand, M. Ferguson, Dr. L. Koz, Dr. P. St. John

THANK YOU TO OUR COMMUNITY CONTRIBUTORS

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

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, 2020 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, 2020.

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 3, 2020.

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 3, 2020

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

As at March 31	2020	2019
-----------------------	-------------	-------------

Assets

Current Assets

Cash and bank	\$ 475,489	\$ 335,902
Investments	320,874	312,802
Grants and accounts receivable	42,402	25,690
Prepaid expenses	30,197	43,208
	868,962	717,602

Restricted cash and bank

	133,820	133,820
--	---------	---------

Capital assets

	-	-
	\$ 1,002,782	\$ 851,422

Liabilities and Net Assets

Current Liabilities

Accounts payable and accrued liabilities	\$ 228,435	\$ 229,545
Deferred contributions	259,719	108,250
	488,154	337,795

Net Assets

Internally restricted	133,820	133,820
Unrestricted	380,808	379,807
	514,628	513,627
	\$ 1,002,782	\$ 851,422

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	2020	2019
Revenue		
Grants		
City of Winnipeg		
Community Services	\$ 80,100	\$ 80,300
Police Service	20,250	20,250
Government of Canada		
Canada Summer Jobs	3,465	2,985
Employment and Social Development Canada	253,269	-
Immigration, Refugees and Citizenship Canada	292,988	291,710
Justice Canada	5,015	4,981
In Memory of Peter D. Curry	4,387	17,613
Other grants	38,046	12,728
Province of Manitoba		
Health, Seniors and Active Living	228,853	266,409
Justice	25,000	25,000
The Winnipeg Foundation	23,332	6,570
United Way	429,996	425,728
Winnipeg Regional Health Authority	619,364	624,834
Other Revenue		
Donations	29,771	19,156
Endowment Funds distributions	35,872	34,520
Fundraising and other revenue	22,411	28,774
Housing Directory	854	1,250
Investment revenue		
Realized	12,959	12,751
Unrealized gain (loss)	2,073	6,301
Legal services	12,872	11,200
Sponsorship, exhibitor and registration fees	25,626	25,400
	2,166,503	1,918,460
Expenses (see schedule)	2,165,502	1,920,485
Excess (deficiency) of revenue over expenses for the year	\$ 1,001	\$ (2,025)

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	2020	2019
Bank charges	\$ 1,696	\$ 1,832
Contract services	171,690	8,583
Equipment leases	4,969	12,395
Equipment purchases	27,213	7,236
Fundraising	-	1,544
Insurance	13,813	13,755
Maintenance and supplies	35,935	34,543
Meetings	4,717	5,150
Office	44,293	35,625
Postage and courier	8,296	8,723
Professional development	22,728	20,650
Professional fees	31,356	23,008
Program supplies	79,702	79,182
Public relations and promotion	7,198	5,139
Rent	87,762	101,712
Salaries and benefits	1,537,160	1,474,217
Telephone and cable	38,489	44,629
Travel	37,897	36,674
Volunteer recognition and training	10,588	5,888
	\$ 2,165,502	\$ 1,920,485

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 notes to financial statements and the statement of changes in net assets. 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.

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

LONG-TERM SERVICE AWARDS 2020

VOLUNTEERS

Connect Program

30 YEARS

Lauren Marcq

20 YEARS

Marilou Atienza

Henry Remple

10 YEARS

Georgina Leschyshyn

5 YEARS

Olga Aksyutina

Lisa Albanese-Baldwin

Irvine Hildebrand

Meagan Hoskins

Kim Moujan

Asha Miriam Reimer

Maryam Shitta

Manju Sukheja

Adam Symchuk

Senior Immigrant Settlement Services

5 YEARS

Cindy Burkett

10 YEARS

Richard Castro

Senior Centre without Walls

5 YEARS

Brenda Taylor

This Full House

5 YEARS

Eun Keyong “Olivia” Do

BOARD OF DIRECTORS

5 YEARS

Vernon De Pape

Laryssa Sawchuk

STAFF

5 YEARS

Lorena Martinez

Kelsey Streber



**FOR MORE INFORMATION
PLEASE CALL:**

204.956.6440

1.888.333.3121

www.aosupportservices.ca

THANK YOU TO THE FOLLOWING FUNDERS:

