

2020/2021  
ANNUAL  
REPORT

YOU  
ARE  
NOT  
ALONE



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.

### **MISSION**

A & O: Support Services for Older Adults improves the quality of life for Older Manitobans.

### **LONG-TERM IMPACT**

Older adults have more social connections (decreased social isolation)

Older adults' safety and security is increased

Increase public awareness of issues facing older adults

### **VALUES**

#### **We believe in what we do.**

We are passionate about our work and reducing barriers to improve the quality of life for older adults.

#### **We recognize and value what makes us different.**

We celebrate diversity of people, their strengths, ideas, and abilities. We treat all people with dignity and respect.

#### **We create and maintain connections with people.**

We nurture strong partnerships and work with you to expand and strengthen connections.

#### **We adapt and think outside the box.**

We explore opportunities and possibilities, and work to develop creative solutions to unique challenges.





Support Services for Older Adults  
2020/2021 Annual Report

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## MESSAGE FROM BOARD CHAIR & CEO

As a specialized service provider for older Manitobans, we are pleased to present the 2020-2021 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 year agency staff, board and volunteers have risen to the challenge and far exceeded it in providing support to older Manitobans in aging well during a very trying period. Due to population aging, we have known that the agency's programs and services are critical in supporting older adults in aging well. However, the Covid-19 pandemic has amplified this need, demonstrating that the agency's innovative programs and services are more important than ever before.

The agency is supporting older adults during the Covid-19 pandemic through the delivery of specialized programs and services including the 311 Food Security Line, Senior Centre Without Walls (SCWW), Senior Immigrant Settlement Services' online classes and settlement support as well as the distribution of Wellness Kits. This innovative programming is critical as it provides access to healthy food; wellness supplies and opportunities for meaningful social engagement that let older adults know they are not alone. Opportunities for social engagement have been a critical lifeline for many participants during a very lengthy pandemic.

Despite this never-ending marathon, A & O continued to forge ahead. The agency developed a new strategic plan that will provide direction over the next three years. The strategic planning process included internal and external stakeholder engagement and a facilitated planning session. A Strategic Planning committee guided the process.

In its 13th year in Winnipeg, Home Instead's Be a Santa to a Senior program delivered over 7,000 gifts to Winnipeg's socially isolated older adults. A & O delivered 2,861 gifts to participants living in the community. Santa came through despite Covid-19!

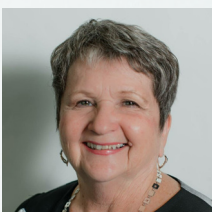
Staff and members of the Board of Directors attended an Anti-Racism Workshop: Embracing Diversity & Enhancing Cultural Competency. The virtual training focused on capacity building for community members and organizations to create a just, equitable and inclusive society. The training aimed at increasing awareness, educating ourselves and the public on how to dismantle racism while building cultural safety within organizations, the broader community and society.

We are very proud of the agency's staff, volunteers and members of the board of directors for your commitment and dedication to the agency and its work in supporting older Manitobans to age well no matter the circumstances. You are truly exceptional individuals, making us better together!

*"Things turn out best for those who make the best of how things turn out."*

~ John Wooden

Sincerely,



**Lilian Tankard**

Chair, Board of Directors



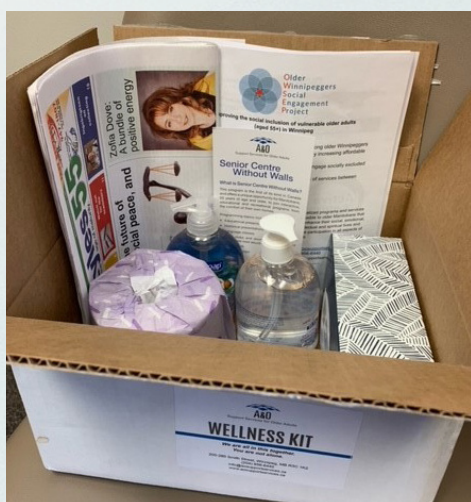
**Amanda Macrae**

Chief Executive Officer



# RESPONDING TO THE COVID-19 PANDEMIC

A & O is proud to be able to support at risk / vulnerable older adults during the COVID-19 pandemic through providing wellness kits and food hampers through the 311 Food Security Line. The agency delivers specialized remote programs including Senior Centre Without Walls and Senior Immigrant Settlement Services' online classes and settlement support. This innovative programming is more important than ever before. Older adults need to know they are not alone.



## 2,000

Wellness kits delivered to older Winnipeggers

### The Wellness Kits contain:

- Hand sanitizer
- Hand soap (with instructions on proper hand washing procedures)
- Individually wrapped disposable mask (with instructions on how to safely use)
- Roll of wrapped toilet paper
- Word puzzle/word search
- Community resources

## 311 FOOD SECURITY LINE



## 1,950

food hampers delivered

On April 16, 2020, the City of Winnipeg, United Way Winnipeg, and A & O: Support Services for Older Adults announced a new partnership to provide additional support for older Winnipeggers experiencing challenges in accessing food. Older adults in need of food can call 311 to be connected with a number of resources available through A & O including assistance securing a food hamper, options for grocery delivery and access to specialized social services and more.



# 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

SOCIAL ENGAGEMENT

COUNSELLING

## ELDER ABUSE PREVENTION SERVICES

260

clients assisted

675

hours spent for elder abuse related work

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.

**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.

The program delivered one **Buried in Treasures** support group with 6 participants. 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 order to comply with COVID-19 pandemic restrictions, the agency delivered this group via conference call.

The agency continues to offer the **Unburied from Treasures (UFT)** group on a monthly basis to clients who have completed the Buried in Treasures group. However, in response to COVID-19, A & O initially offered additional UFT groups on a weekly basis in order to provide additional support to clients. Over 60 clients are invited each month, with an average of 18 clients attending per session.

## THIS FULL HOUSE

118

new referrals

1,265

service hours provided

worked with an average of  
**75**  
past clients / month

232

cases handled

## OLDER VICTIM SERVICES

**Older Victim Services** assists older Winnipeggers that have been the victim of a crime. 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.





This year, the **Safe Suite program** worked with 33 older adults needing to leave situations of abuse. 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. Four clients entered a Safe Suite during the 2020 – 2021 fiscal year. Clients receive assistance with legal, financial and housing options and received long-term follow up from their Social Workers.

A & O is proud to announce the launch of the newly revised **SafetyAid Program**. The program will be the first of its kind in Canada!

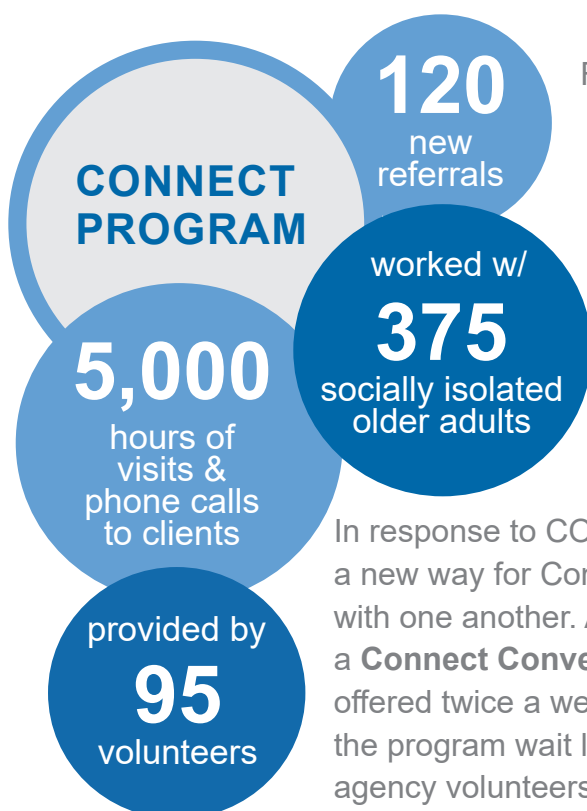
A new SafetyAid program has been developed and launched through a pilot project. This program has been structured to ensure it fills the community need, and employs best practices in addressing falls prevention. The new SafetyAid program will consist of:

- A Falls risk assessment (Fall Clinic)
- Exercise program
- Educational sessions
- Home assessment



The program will be offered to older adults living in Winnipeg, who are 65+.

We look forward to sharing more information on this exciting program in the near future!



Registered Social Workers connect clients to resources that facilitate meaningful social connections. Over 92 clients are matched with volunteer visitors for regular visits in the community. As a result of COVID-19 restrictions, the majority of clients received regular phone calls through the Phone-a-Friend Program. **Thank you to our amazing Connect volunteers!**



In response to COVID-19, the agency offered a new way for Connect clients to engage with one another. A & O was proud to offer a **Connect Conversation Group**, which is offered twice a week to clients currently on the program wait list. This group is led by agency volunteers and staff, and provides an opportunity to chat about topics of the day, ways to address anxiety and offers guest speakers to present on various topics.

## 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 assist 198 clients with their settlement needs. They came from countries all over the world, to build new lives in Canada.

SISS and several community organizations partnered to celebrate **World Refugee Day (WRD)** with a virtual public awareness event on June 19, 2020. WRD is a day to honour the strength and courage of refugees. This virtual public awareness event provided an opportunity for people to reflect on our shared global responsibility to respond to the devastating forced displacement crisis around the world.



This past year, SISS partnered with **Tech Manitoba** to offer free digital literacy classes online to our clients. They were also able to provide refurbished computers to 33 A & O clients.

SISS partnered with **Mosaic Newcomer Family Resource Network** to deliver the **Grandfriends Program**, which aims to reduce the social isolation of newcomer seniors through intergenerational programming.

SISS continued to partner with **Families Canada** this past year, consulting on the production of Being a Senior in Canada video and delivering two national webinars on the topics of social isolation and technology.

## LANGUAGE BUDDY PROGRAM

In an effort to stay connected with clients who were unable to participate in our online classes this year, we began a Language Buddy Program. Clients were matched with a volunteer who speaks their first language, and called once or twice per week for a check-in and support.

Many thanks to our major funder, **Immigration, Refugees and Citizenship Canada**, as well as many community partners for making this program possible.



## SETTLEMENT ORIENTATION FOR SENIORS (SOS)

# 103

virtual sessions delivered

Our **Settlement Orientation for Seniors** continued throughout the year. Staff delivered 103 virtual sessions, where participants learned about important settlement topics such as laws, health, safety, housing, transportation, banking and community information. The classes helped 75 newcomer seniors adjust to their new life in Canada and build the confidence needed to participate actively in community life.

Our **English Language Program for Seniors** offered language classes over Zoom throughout the year to sixty-seven older adults. The ELP program helps them develop English language skills and build new friendships with other newcomer seniors in their community.

## ENGLISH LANGUAGE PROGRAM FOR SENIORS (ELP)

# 428

total attendance

## ENGLISH CONVERSATION CLASSES (ECC)

# 408

virtual ECCs delivered

The **English Conversation Classes** 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 our wonderful team of volunteer facilitators!

The SISS Settlement Worker provided settlement assistance to our clients in order to help them integrate into the community. They performed a wide variety of tasks, including assisting clients to book vaccine appointments and conducting virtual visits. They also supported clients in navigating systems and facilitating access to community resources through internal and external referrals. Group presentations were organized in response to the needs of the clients on the topics of winter safety, falls prevention, taxes and Covid-19.

## SETTLEMENT WORKER

# 25

outstanding  
**VOLUNTEERS**  
who contributed  
over 1,400  
hours

They volunteered as English conversation class facilitators, classroom assistants and language buddies. We deeply appreciate their dedication and are inspired by their generosity!



## SENIOR CENTRE WITHOUT WALLS

**432**  
sessions

**9,097**  
calls  
received

During the Covid-19 pandemic, the **Senior Centre Without Walls** program is more important than ever before in providing meaningful opportunities for social engagement among older Manitobans. This program is the first of its kind in Canada and offers a unique opportunity for socially isolated older adults, 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.



**Thank you to our 2020 - 2021 Celebrity Bingo hosts:**

- CKJS Radio 810 AM
- Aboriginal Peoples Television Network
- CJNU 93.7 FM - Nostalgia Radio
- 94.3 The Drive
- CTV News Winnipeg

*"SCWW provides a connection to a "family" that we may not otherwise have."*

- SCWW participant

*"Before SCWW, I had zero in my life. Since I joined this program my life has been lifted! I've made friends that I can talk to and I feel alive! I really appreciate this program."*

- SCWW participant



*"Something to look forward to. SCWW brightens up my day. It's the reason I get out of bed!"*

- SCWW participant





175

new  
referrals**COUNSELLING**

provided

960

service  
hoursworked w/  
an average of

78

past clients /  
month

The agency's **counselling** services provides individual and group counselling to older adults 55+. Focus areas included bereavement, loneliness, depression, family conflict and others.

The agency offered two virtual bereavement support groups via zoom.

**HOUSING PROGRAM**1,007  
consultations

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.

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 through A & O.

Funding for the Housing Directory is provided by

**THE  
WINNIPEG  
FOUNDATION**



Your Community Foundation  
**For Good. Forever.**

This past year, the **Caregiving with Confidence** program had over 360 contacts with clients, services providers and family members. The program provided over 225 hours of volunteer telephone support to those providing care to an older adult. In addition, over 20 support groups were delivered to caregivers who are providing support to their loved ones.

**CAREGIVING WITH CONFIDENCE**

225

hours of  
volunteer  
telephone  
support

**7,000**  
gifts  
delivered



A & O would like to thank the many donors, the Winnipeg Police Service for delivering gifts and the schools, daycares and families who made cards to be included with the gifts.



A & O: Support Services for Older Adults was excited to partner again this year with Home Instead's **Be A Santa to A Senior** Program. Due to the pandemic and increased feelings of isolation and need, A & O surpassed all previous year's gifts, and provided 2,861 gift requests to older adults in the community. In partnership with Home Instead, over 7,000 gifts were delivered in total.

Be a Santa to a Senior is an initiative of Home Instead, A & O has been a proud community partner of the program since it began in 2007.

***"Having a phone that works has decreased my anxiety and now I'm able to join Senior Centre Without Walls, which makes a big difference for me. It allows me to feel less isolated and more active with other people!"***  
- Be a Santa / SCWW participant

A client's daughter sent a thank you as A & O was able to individualize the gift with special meaning after the passing of her partner:

***"I just wanted to send you a quick thank you. My mom is so beside herself for an amazing thoughtful gift. She had some cheerful cries but is so thankful."***

- Be a Santa (Participant's Daughter)



## KIDS GIVE BACK PET SHOEBOX PROGRAM



A & O would like to thank the **Winnipeg Humane Society** for their partnership in donating cat and dog shoeboxes to A & O's clients. These kits contain much needed pet food, treats, and toys for our client's furry friends.

Thank you for partnering with us!



# Our Volunteers' IMPACT on Older Manitobans

This past year, A & O has seen our volunteers step-up to support older Manitobans and we recognize the value of the caring and compassion that volunteers bring, especially during this difficult time.

## Connect Program:



**85 OLDER ADULTS**

received regular one-on-one social contact from a volunteer

Volunteers facilitated

**60**



groups that provide positive, light-hearted conversation and connection to others

## Caregiving with Confidence:

Volunteers gave



**141 hours**

of encouragement, information, and support to caregivers of older adults

## Senior Immigrant Settlement Services:



Volunteers led

**408**

English conversation classes for older adult newcomers

**15**



older adults received phone calls in their own language

SISS volunteers gave a total of

**1467 hours**



Out of the 2,000 kits distributed



**159 WELLNESS KITS**

were delivered by volunteers to older adults in the community

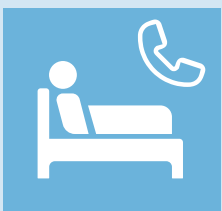


**11 COMPUTERS**

were delivered to older adults, connecting them to technology and digital communication

## Senior Centre Without Walls:

Of the 432 sessions provided, volunteers led



**220**

educational and recreational programs to socially isolated older Manitobans over the telephone

Due to the assistance of volunteer led SCWW sessions



**9,097**

older adults participated



**United Way**  
Winnipeg

### Employee Campaign

Thanks to the support of A & O staff, volunteers and participants, the United Way Committee had another successful year of fundraising. Despite the COVID-19 pandemic, the agency raised \$1,768 during the 2020 campaign. This amount was raised through pay-roll deductions and one-time donations.

# BECAUSE WE ❤️ WPG

## COMMUNITY OUTREACH

**405**

individuals  
reached

A & O provides educational presentations to community groups seeking information on various aspects of aging. 405 individuals were reached through 13 presentations in 2020-21. In addition, the agency provided information to over 10 individuals through one outreach opportunity at events such as health and wellness fairs.



Due to the COVID-19 pandemic, **Income Tax Clinics** were cancelled and clients were referred to other clinics in the community.

A & O continued to refer clients needing **Legal Services** to the office of Boni Singbeil Stienstra LLP.



# Strategic Plan 2020 - 2024

To provide direction over the next three years, A & O: Support Services for Older Adults engaged in a strategic planning process that included internal and external stakeholder engagement and a facilitated planning session. The process was guided by a Strategic Planning Committee.

Stakeholder engagement, including an online survey with current staff, board and external stakeholders provided feedback on the current mission statement, internal strengths and challenges; external risks or opportunities that may impact the organization; and critical issues to consider moving forward.

A full day facilitated planning session provided an opportunity for board and staff leadership to reflect on the organization's long-term impact, organizational goals and objectives, and strategic priorities. The planning session was informed by data gathered from the internal and external stakeholders, including identified strengths, challenges, and strategic issues.

Based on the information gathered during the planning session, a draft framework comprising of long-term impact statements, goals, objectives, strategic priorities with benchmarks, and organizational values was developed.

This strategic plan will inform the development of an operational plan and quarterly reporting to measure progress on the strategic plan.





Anita Adams  
 Mary Bana  
 Patti Bérubé  
 Silvia Del Vecchio  
 Kelsie Dueck  
 Maria Franco  
 Amy Graceffo  
 Marina Grinko  
 Monica Grocholski  
 Samantha Halvorsen  
 Victoria Hampton  
 Jenna Harding  
 Meenu Kapoor

Maureen Keelan  
 Jamie Kinaschuk  
 Corrina Loewen  
 Amanda Macrae  
 Lorena Martinez  
 Tara McLeod  
 Stacey Miller  
 Katherine Nelson  
 Julie Nybakken  
 Sara Parsons  
 Tiffaney Pass  
 Monica Phaneuf

Lori Pickerl  
 Lydia Robertson  
 Janice Sawers  
 Lisa Smyrichinsky  
 Kelsey Streber  
 Jackie Suderman  
 Anita Suen  
 Silvia Visintin  
 Shanshan Wang  
 Maria Wasylkewycz  
 Madison Wilford  
 Liane Zayco



**CHAIR**

Lilian Tankard

**VICE CHAIR**

Gabrielle Marrin

**TREASURER**

Rafiq Punjani

**PAST CHAIR**

Vernon De Pape

**DIRECTORS**

Nike Bello

Megan Ferguson

Dr. Lori Koz

Barbara Nepinak

Jacqueline St. Hill

Dr. Philip St. John

Laryssa Sawchuk

Rick Walker

**PROVIDING INNOVATIVE  
PROGRAMS AND SERVICES  
TO OLDER ADULTS SINCE 1957.**

# THANK YOU

94.3 The Drive

A & O Senior Immigrant Settlement Services

Aboriginal Peoples Television Network

Accredited Music Therapist

Assiniboine Park Zoo

Black History Month Winnipeg

Boni Singbeil Steinstra LLP

CAA

Canada Revenue Agency

Canadian Hard of Hearing Association Board Member

Canadian Red Cross

Caregiving With Confidence

Certified Art Therapist

CJNU 93.7 FM - Nostalgia Radio

CKJS Radio 810 AM

Community Health Sciences, University of Manitoba

CTV News Winnipeg

DNA Rhythms

DOROT University Without Walls (New York)

Edmonton Southside Senior Centre Without Walls (Edmonton, Canada)

Ethnocultural Council of Manitoba

Exchange District Pharmacy

Families Canada

Fibromyalgia Support Group of Winnipeg

Harvest

Health in Common

Historian - Heritage Winnipeg Board Member

Immigrant Centre Manitoba Inc.

Lifesaving Society Manitoba Branch

Lifetime Connections Without Walls (Texas)

Manitoba Association of Newcomer Serving Organizations

Manitoba Historical Society

Manitoba Lung Association

Manitoba Museum

Manitoba Prostate Support Group Board Member

Manitoba Sports Hall of Fame

Mosaic Newcomer Family Resource Network

Myers LLP Barrister & Solicitors

Nina Condo Consulting

Norwest Co-op Community Health

Optometrists, Armstrong & Small Eyecare Centre

Parkinson Canada

Rainbow Resource Centre

Rapid Relief Team

Regulatory Operations and Enforcement Branch, Health Canada

SafetyAid

Senior Center Without Walls (San Francisco, CA)

Senior Centre Without Walls (Moose Jaw, Canada)

Senior Centre Without Walls (Ottawa, Canada)

Tech Manitoba

The Spanish Institute

Valour Football Club

Winnipeg English Language Assessment and Referral Centre

Winnipeg Regional Health Authority



## VOLUNTEERS

### *Connect Program*

#### **20 YEARS**

Shirley Strain

#### **10 YEARS**

Lynda Locke

#### **5 YEARS**

Brigit Krasovec

### *Senior Immigrant Settlement Services*

#### **5 YEARS**

Florence Robinson

### *Senior Centre without Walls*

#### **5 YEARS**

D. Andrew Torbiak

### *Caregiving with Confidence*

#### **15 YEARS**

Roxanne Marks

## STAFF

#### **5 YEARS**

Sara Parsons

#### **10 YEARS**

Silvia Del Vecchio

Victoria Hampton

#### **15 YEARS**

Jamie Kinaschuk

Katherine Nelson

#### **25 YEARS**

Anita Suen



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 201 Portage Avenue - 26<sup>th</sup> Floor  
 Winnipeg MB R3B 3K6 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, 2021 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, 2021.

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 May 26, 2021.

### 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  
 May 26, 2021



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

As at March 31	2021	2020
<b>Assets</b>		
<b>Current Assets</b>		
Cash and bank	\$ 581,240	\$ 475,489
Investments	334,053	320,874
Grants and accounts receivable	30,465	42,402
Prepaid expenses	54,048	30,197
	<u>999,806</u>	<u>868,962</u>
<b>Restricted cash and bank</b>	<b>133,820</b>	<b>133,820</b>
<b>Capital assets</b>	<u>-</u>	<u>-</u>
	<b>\$ 1,133,626</b>	<b>\$ 1,002,782</b>
<b>Liabilities and Net Assets</b>		
<b>Current Liabilities</b>		
Accounts payable and accrued liabilities	\$ 301,990	\$ 228,435
Deferred contributions	319,800	259,719
	<u>621,790</u>	<u>488,154</u>
<b>Net Assets</b>		
Internally restricted	133,820	133,820
Unrestricted	378,016	380,808
	<u>511,836</u>	<u>514,628</u>
	<b>\$ 1,133,626</b>	<b>\$ 1,002,782</b>

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	2021	2020
<b>Revenue</b>		
Grants		
City of Winnipeg		
Community Services	\$ 70,088	\$ 80,100
Police Service	18,225	20,250
Government of Canada		
Canada Summer Jobs	3,688	3,465
Employment and Social Development Canada	538,367	253,269
Immigration, Refugees and Citizenship Canada	314,695	292,988
Justice Canada	4,102	5,015
In Memory of Peter D. Curry	-	4,387
Other grants	73,747	38,046
Province of Manitoba		
Community Services Council	16,832	-
Health, Seniors and Active Living	254,347	228,853
Justice	35,000	25,000
The Winnipeg Foundation	70,746	23,332
United Way	528,836	429,996
Winnipeg Regional Health Authority	621,520	619,364
Other Revenue		
Donations	34,195	29,771
Endowment Funds distributions	36,149	35,872
Fundraising and other revenue	440	22,411
Housing Directory	417	854
Investment revenue		
Realized	13,992	12,959
Unrealized gain	2,476	2,073
Legal services	2,250	12,872
Sponsorship, exhibitor and registration fees	-	25,626
	<b>2,640,112</b>	2,166,503
<b>Expenses</b> (see schedule)	<b>2,642,904</b>	2,165,502
<b>Excess (deficiency) of revenue over expenses for the year</b>	<b>\$ (2,792)</b>	<b>\$ 1,001</b>

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	2021	2020
Bad debt	\$ 31	\$ -
Bank charges	1,471	1,696
Contract services	317,482	171,690
Equipment leases	4,856	4,969
Equipment purchases	57,405	27,213
Insurance	15,100	13,813
Maintenance and supplies	35,571	35,935
Meetings	5,510	4,717
Office	44,120	44,293
Postage and courier	9,394	8,296
Professional development	20,259	22,728
Professional fees	23,561	31,356
Program supplies	173,664	79,702
Public relations and promotion	6,898	7,198
Rent	90,433	87,762
Salaries and benefits	1,747,547	1,537,160
Telephone and internet	54,809	38,489
Travel	23,432	37,897
Volunteer recognition and training	11,361	10,588
	<b>\$ 2,642,904</b>	<b>\$ 2,165,502</b>

### 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 changes in net assets, the statement of cash flows and the 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.

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





**FOR MORE INFORMATION  
PLEASE CALL:**

204.956.6440

1.888.333.3121

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**THANK YOU TO THE FOLLOWING FUNDERS:**

