



A&O

Support Services for Older Adults



2021/2022

ANNUAL REPORT



A & O: SUPPORT SERVICES FOR OLDER ADULTS

With roots that trace back to 1957, the focus of A & O: Support Services for Older Adults' operations is identifying and addressing many of the issues facing older adults.



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.



WE HAVE MOVED.

But not too far.



PORTAGE

OLD

280 Smith St.

Graham Ave.

Hargrave St.

Donald St.

Smith St.

Garry St.

Fort St.

MAIN

NEW



207 Donald St.

St. Mary Ave.

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A&O

Support Services for Older Adults

MESSAGE FROM BOARD CHAIR & CEO

As a specialized service provider for older Manitobans, we are pleased to present the 2021-2022 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.

The agency is pleased to welcome you to our new home located at 200-207 Donald Street, in the heart of Downtown Winnipeg! We are excited to continue to be located centrally and accessible to the public. This new bright space has allowed us to continue to provide essential programs and services both virtually and in-person to older Manitobans. Thank you to the board of directors and staff for your tireless efforts to make this move happen.

For yet another year, agency staff, board and volunteers have rallied and demonstrated exceptional leadership in providing support to older Manitobans in aging well during a lengthy pandemic and relentless winter. These challenges further compounded the effects of social isolation and pre-existing issues that many people faced. Due to population aging, we have known that the agency's programs and services are critical in supporting older people in aging well. This has been reinforced further through Statistics Canada's recent report where it states that from 2016 to 2021, the number of persons aged 65 and older rose 18.3% to 7.0 million. This is the second largest increase in 75 years. The 7 million people aged 65 and older in 2021 represent nearly 1 in 5 Canadians (19.0%). Older Canadians are a growing economic and politically influential group. We should be celebrating that people are living longer, hearing their voices, allocating the necessary resources, and developing policies to ensure that people are supported to age well in their communities for as long as they choose. Aging is a shared experience, we cannot "other" aging. We have a responsibility to ensure that people have options in relation to how they want to age.

The agency continued to support older people during the COVID-19 pandemic through the delivery of specialized programs and services including the 311 Food Security Line, Senior Centre Without Walls, virtual Senior Immigrant Settlement Services' 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 people know they are not alone. Knowing that the agency's programs and services provide support and opportunities for growth gives meaning to the challenges we've faced and provides a sense of progress that has helped us stay engaged over the long-term. We appreciate your continued support through the pandemic and are grateful for the older people we serve and the multifaceted communities they belong to.

Sincerely,



Lilian Tankard

Chair, Board of Directors



Amanda Macrae

Chief Executive Officer

COUNSELLING

SAFETY & SECURITY

SOCIAL ENGAGEMENT

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.

The agency's **counselling** services provides individual and group counselling to older adults 55+. This past year, the program received over 175 new referrals/intake calls and worked with an average of 88 past clients each month. Focus areas included bereavement, loneliness, depression, family conflict and others. The agency offered two virtual bereavement support groups via zoom.

Registered Social Workers provided

700 service hours to the counselling program

HOUSING PROGRAM

provided **1,061** housing 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 **Winnipeg Housing Directory for Older Adults** is a comprehensive housing guide that lists options including, rental and utility costs as well as building security and amenities.

CAREGIVING WITH CONFIDENCE

This past year, the **Caregiving with Confidence** program had over 330 contacts with clients, service providers and family members. The program provided over 210 hours of volunteer telephone support to those providing care to an older adult. In addition, over 35 support groups were delivered to caregivers who are providing support to their loved ones.

210 hours of volunteer telephone support

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.

SAFETY & SE

THIS FULL HOUSE

1,065

service hours
provided

93

new referrals

worked with an average of

97 past clients / month

This Full House assists older Winnipeggers living with Hoarding Disorder. Social Workers provide support, counselling, advocacy, access to cleaning and long-term maintenance and follow-up. As a result of the program, clients can receive in home services which had previously refused to provide assistance. Clients become engaged in their community and social networks.

The program delivered two Buried in Treasures support groups. Buried in Treasures is a 15-session group that provides education, support, and strategies for older people 55+ struggling with clutter in their homes. This group was facilitated virtually in order to comply with COVID-19 restrictions.

The agency continues to offer the Unburied from Treasures (UFT) group monthly 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 session.

ELDER ABUSE PREVENTION SERVICES

1,030

hours spent
for elder
abuse
related work

288

clients
assisted

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.

ELDER ABUSE RELATED PROJECT

This last fiscal year A & O was proud to partner with Dr. Kerstin Roger (University of Manitoba), her team including partners from Saskatchewan and Alberta, as well as other community agencies in the Prairie provinces to assist with a research study conducted on under reporting of abuse of community residing older adults living in the Prairie Provinces (funded by PrairieAction Foundation).

Through this partnership, the video Who should I tell? was created to help increase the awareness of elder abuse. This video has been translated into French, Tagalog, German and Punjabi. The focus is on Who should I tell? to promote talking about the issue of elder abuse and disclosure by older adults, family and friends. Tip sheets were created for families, older adults and service providers, they are available in three different languages.

OLDER VICTIM SERVICES

220
cases
handled

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. Staff assist clients by providing court updates, assistance in applying for compensation, preparation of Victim Impact Statements and court accompaniment.

“ I know I am getting better because I am less focused on what happened and beginning to feel curious and interested in things again... moving out of helplessness, feeling more empowered. I know that this is due to counselling, talking to someone who could help me sort through things. I’m now taking small steps forward and I feel good about it. “

- Older Victim Services client

SAFE SUITE PROGRAM

assisted
48
older adults
experiencing
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. Three clients entered a Safe Suite during the 2021 – 2022 fiscal year. Clients receive assistance with legal, financial and housing options and received long-term follow up from their Social Workers.

SAFETYAID: FALLS PREVENTION FOR OLDER MANITOBBANS

A & O launched the new **SafetyAid Program**. The program is the first of its kind in Canada!

This program has been structured to ensure it both fills a community need and employs best practices in addressing falls prevention. The new SafetyAid program consists of:

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

The program is available to older Winnipeggers 65+.

COMMUNITY OUTREACH

A & O provides educational presentations to community groups seeking information on various aspects of aging. The agency provided information to over 120 individuals through two outreach opportunities at events such as health and wellness fairs.

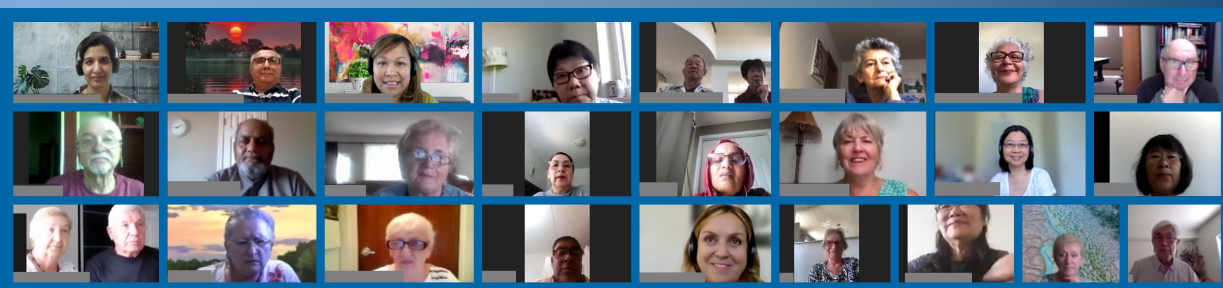
587 individuals
reached

18 presentations

SENIOR IMMIGRANT SETTLEMENT SERVICES

Senior Immigrant Settlement Services (SISS) offers integrated settlement programming and support to older immigrants in Winnipeg. The program assisted 170 clients with their settlement needs. They came from countries all over the world, to build new lives in Canada.

Newcomer communities were disproportionately affected by the pandemic in terms of job loss, the technological divide, and many other inequities. Our clients told us that SISS helped them feel less alone, gave them a sense of community, and provided them with important information and resources.



SENIOR IMMIGRANT SAFETY EXPO

A&O
Support Services for Older Adults

Funded by the Government of
Canada's New Horizons for
Seniors Program

Canada

Thanks to a grant from New Horizons for Seniors, SISS was able to deliver a three-day safety expo in November.

Three presentations were offered each day on the topics of medication safety, personal safety, frauds and scams, and online safety to name a few. All presentations were delivered online due to COVID-19. Tote bags with brochures and safety information, personal alarms and a bagged lunch were delivered to 105 participants. An average of 60 participants attended each presentation.

LANGUAGE BUDDY PROGRAM

The program matched a trained volunteer with an older person who may have few social or family connections, feels isolated or lonely, or believes they would benefit from increased social interaction. Volunteers provided wellness checks and weekly phone calls to meet the needs of each individual, both were conducted in the client's first language.

SETTLEMENT ORIENTATION FOR SENIORS (SOS)

120

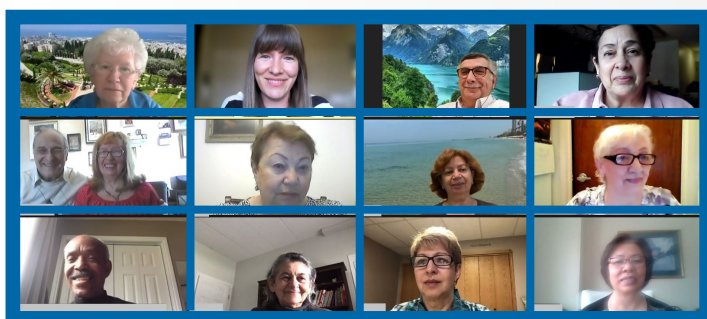
virtual
sessions
delivered

Settlement Orientation for Seniors continued online throughout the year. 120 virtual sessions were delivered, where participants learned about important settlement topics such as laws, health, safety, housing, transportation, banking and community information. The classes assisted 78 older newcomers adjust to their new life in Canada.



ENGLISH LANGUAGE PROGRAM (ELP)

The **English Language Program** for Seniors offered language classes over Zoom throughout the year to 86 older adults. The ELP program helps develop English language skills and build new friendships with other older newcomers.



ENGLISH CONVERSATION CLASSES (ECC)

354

virtual and
in-person
ECC's
delivered

Thanks to our volunteer facilitators, we were able to deliver 354 virtual and in-person ECCs throughout the year with a total attendance of 422. The ECC's were an opportunity for 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.



SETTLEMENT WORKER

The settlement worker provided assistance to clients to help them integrate into the community. They performed a wide variety of tasks, including assisting clients to book vaccine appointments, supporting clients with technology needs and conducting virtual visits. They also supported clients in navigating systems and facilitating access to community resources. Group presentations were organized in response to the needs of the clients on various topics such as winter safety, bone health, falls prevention and taxes. They also partnered with Computers for Life to offer computer literacy classes and organized Language Cafes in Spanish, Punjabi, Hindi and Urdu.

SENIOR CENTRE WITHOUT WALLS

447
sessions held

12,127
participants

During the COVID-19 pandemic, the Senior Centre Without Walls (SCWW) program is more important than ever before. This program is the first of its kind in Canada and offers a unique opportunity for socially isolated older adults, 55+, to join interactive, 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 2021- 2022 Celebrity Bingo hosts:

- CKJS Radio 810 AM
- Aboriginal Peoples Television Network
- CJNU 93.7 FM - Nostalgia Radio
- 94.3 The Drive
- CJNU 93.7 FM Nostalgia Radio "Breaky with Stecky"
- Hot 100.5 FM "Mark and Dilly in the Morning"

"I look forward to the different programs and events every week. I always learn something new and have a smile and maybe a laugh. I enjoy the people and having SCWW is an important part of my routine. Especially now, the connections help a lot, and make my day brighter."

- SCWW participant

CONNECT PROGRAM

101 volunteers provided
5,252 hours

- worked with 382 socially isolated older adults
- 269 ongoing clients
- 113 new referrals

Registered Social Workers connect clients to resources that facilitate meaningful social connections. Over 84 clients are matched with volunteer visitors for scheduled community visits. Due to COVID-19 restrictions, most clients received calls through the Phone-a-Friend Program.

CONNECT CONVERSATION GROUPS

In response to the COVID-19 pandemic, the agency offered the Connect Conversation Group. This group is offered four times a week to clients currently on the program wait list. This group is led by agency volunteers and staff. These groups provide an opportunity to chat about topics of the day, provide tools to address anxiety and has a variety of guest speakers. Five volunteers facilitated 155 group sessions.

BE A SANTA TO A SENIOR

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. A & O provided 2,450 gift requests to older adults in the community. In partnership with Home Instead, a total of over 5,000 gifts were delivered.



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

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.



"Receiving a gift from the cheerful gentleman, gave me the feeling that I am not alone in this world. This feeling of being part of a family didn't happen just that day. It happens when I think fondly of the gift I received."

- Be a Santa / SCWW participant

KIDS GIVE BACK - PET SHOEBOX PROGRAM

A & O would like to thank the **Winnipeg Humane Society** for their partnership and for donating cat and dog shoe boxes to A & O's clients over the holiday season. These kits contained well needed pet food, treats, and toys for many of our A & O clients and their happy furry friends!

COVID-19 PANDEMIC RESPONSE

311 FOOD SECURITY LINE

3,490
food hampers
delivered

Older Winnipeggers in need of food security assistance during this trying time, 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, access to A & O's specialized social services and more.

WELLNESS KITS

In response to COVID-19, A & O and its partners provided Wellness kits to at risk / vulnerable older adults in the Community.

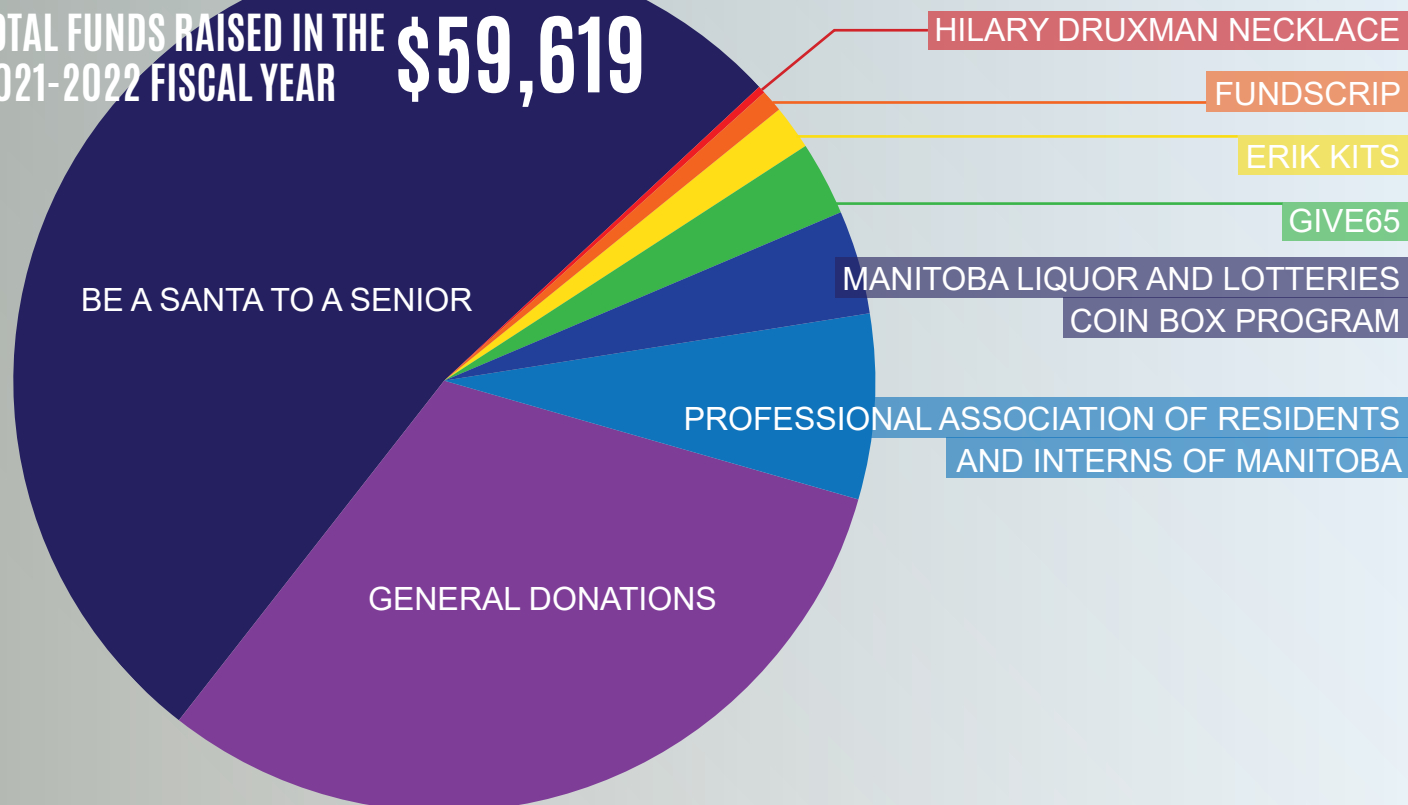
The Wellness kits contained:

- 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
- Travel sized tissue
- Word puzzle/word search
- Community resources

1,000
wellness kits
distributed

FUNDRAISING INITIATIVES

TOTAL FUNDS RAISED IN THE
2021-2022 FISCAL YEAR **\$59,619**



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.

STAFF PROFESSIONAL DEVELOPMENT

Anti-Racism Workshop: Embracing Diversity & Enhancing Cultural Competency

A & O was able to offer virtual training to all staff in May 2021. The training focused on capacity building for organizations to create a just, equitable and inclusive society. It provided a safe space for candid discussion about incidences of racism and the impact of colonization. It also aimed to increase awareness on how to dismantle racism while building cultural safety within organizations, the broader communities, and our society.

Addressing the Impact of (dis)Stress, Burnout and Vicarious Trauma in Service Providers

Service providers, caregivers and community leaders have been working tirelessly to meet the evolving needs of clients and community in new and meaningful ways since the onset of COVID-19. The Workplace Safety and Health Committee offered this session to all staff on February 16, 2022. The session invited dialogue to share experiences to recognize the successes and hardships of these unprecedented times.

VOLUNTEER SUPPORT IN ACTION



239 Volunteers gave **10,140** hours



CONNECT PROGRAM

112

Volunteer / older adults social engagement matches made

155

social engagement groups facilitated



SENIOR CENTRE WITHOUT WALLS

293

educational and recreational programs delivered

8,326

older adults participated



136

digital literacy lessons were delivered



44

food hampers were delivered



12

older adults were contacted to provide emotional support and information following a police-reported incident



250

Be a Santa to a Senior gifts were delivered by volunteers and the Winnipeg Police Services



SENIOR IMMIGRANT SETTLEMENT SERVICES

354

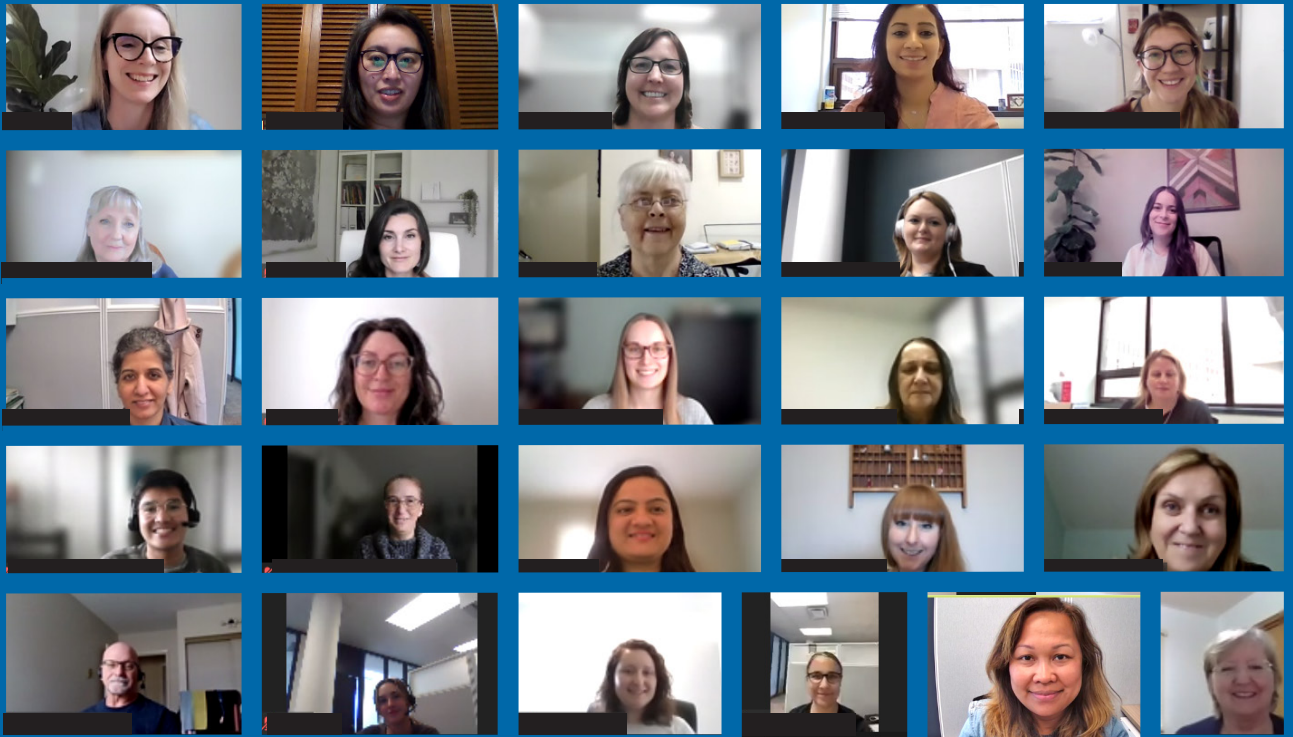
English conversation classes delivered

14

clients received phone calls in their own language

The agency celebrated its volunteers and their commitment in supporting people in aging well. Many of the agency's volunteers particularly those that volunteer in the Senior Immigrant Settlement Services program are former clients who want to give back. It has been said that the pandemic has made us less empathetic, this is not the case among A & O's resilient, compassionate, and committed volunteers - Thank you!

AGENCY STAFF LIST 2021 / 2022



Anita Adams
Mary Bana
Patti Bérubé
Silvia Del Vecchio
Kelsie Dueck
Maria Franco
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
Meghal Oza
Sara Parsons
Tiffany Pass
Monica Phaneuf
Chanique Phillips
Lori Pickerl
Josef Quintana

Lydia Robertson
Rubina Saini
Janice Sawers
Lisa Smyrichinsky
Anita Suen
Silvia Visintin
Suzanne Wabick
Maria Wasylkewycz
Liane Zayco

BOARD OF DIRECTORS 2021 / 2022



CHAIR Lilian Tankard

VICE CHAIR Gabrielle Marrin

TREASURER Rafiq Punjani

PAST CHAIR Vernon De Pape

DIRECTORS

Megan Ferguson

Dr. Lori Koz

Barbara Nepinak

Jamie Penner

Jacqueline St. Hill

Dr. Philip St. John

VOLUNTEERS - Connect / SCWW / CWC / Digital Literacy**5 YEARS**

Peter Bergman
 Patricia DeCorby
 Jean Feliksiak
 Kimberley Girouard
 Kimberly Gunson
 Alex Labuschagne

Cheryl Langer
 Meghal Oza
 Jaime Ramsey
 Gerry Searcy
 Lyle Skinner
 Dana Smith
 Josie Wilsbech

10 YEARS

Ben Goebel
 Albert Toews
 Claude Vermette

BOARD OF DIRECTORS**5 YEARS**

Megan Ferguson
 Dr. Lori Koz
 Dr. Phil St. John

STAFF

5 YEARS - Jenna Harding

**LONG-TERM SERVICE AWARDS
 2021-2022**

94.3 The Drive

Aboriginal Peoples Television Network

Accredited Music Therapist

Active Aging in Manitoba

Altered Minds Inc.

Armstrong & Small Eyecare Centre

Assiniboine Park Zoo

Aurora Family Therapy Centre

Black History Month Winnipeg

Boni Singbeil Steinstra LLP

BridgeCare Clinic

Businesses and Organizations
 Supporting Seniors

Canada Revenue Agency

Canadian Red Cross

Care at Home Pharmacy

Certified Art Therapist

Certified Reflexologist

CJNU 93.7 FM - Nostalgia Radio

CJNU 93.7 FM Nostalgia Radio
 "Breaky with Stecky"

CKJS Radio 810 AM

CMHA Manitoba and Winnipeg, The
 Well-Being Learning Centre

Community Health Sciences,
 University of Manitoba

Consumer Protection Office

Cropo Funeral Chapel

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

Fibromyalgia Support Group of
 Winnipeg

GLUU Society

Harvest Manitoba

Healthy Aging Resource Team

Heart to Home Meals

Historian - Heritage Winnipeg Board
 Member

Home Instead

Hot 100.5 FM "Mark and Dilly in the
 Morning"

Immigrant Centre Manitoba Inc.

Klinic Mental Health Resources

Lifesaving Society Manitoba Branch

Lifetime Connections Without Walls
 (Texas)

Manitoba Association of Newcomer
 Serving Organizations

Manitoba Association of Rights and
 Liberties

Manitoba Association of Senior
 Centres

Manitoba Astrology Association

Manitoba Historical Society

Manitoba Lung Association

Manitoba Master Gardeners
 Association

Manitoba Museum

Manitoba Possible

Manitoba Prostate Support Group
 Board Member

Manitoba Sports Hall of Fame

Manitoba Underdogs

Mosaic Newcomer Family Resource
 Network

Myers LLP Barrister & Solicitors

Nina Condo Consulting

Norwest Co-op Community Health

Osteoporosis Canada

Palliative Manitoba

Parkinson Canada

Rainbow Resource Centre

Rapid Relief Team

Regulatory Operations and
 Enforcement Branch, Health
 Canada

Riverview Health Centre

Senior Center Without Walls
 (San Francisco, CA)

Senior Centre Without Walls
 (Moose Jaw, Canada)

Senior Centre Without Walls
 (Ottawa, Canada)

Senior Scope

South West Self-Management
 Program

Tache Pharmacy

Tech Manitoba

The Pros Know Expos On-line
 Resource Hub for Older Adults

The Spanish Institute

Transportation Options Network
 for Seniors

University of Manitoba

Valour Football Club

Victoria Lifeline

Winnipeg English Language
 Assessment and Referral Centre

Winnipeg Police Service

Winnipeg Transit

Winnipeg Transit Plus

WRHA Clinical Health Psychology
 Program



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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, 2022 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, 2022.

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, 2022.

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, 2022

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

As at March 31	2022	2021
Assets		
Current Assets		
Cash and bank	\$ 664,397	\$ 581,240
Investments	315,818	334,053
Grants and accounts receivable	22,786	30,465
Prepaid expenses	30,599	54,048
	<u>1,033,600</u>	999,806
Restricted cash and bank	-	133,820
Capital assets	<u>95,883</u>	-
	<u>\$ 1,129,483</u>	<u>\$ 1,133,626</u>
Liabilities and Net Assets		
Current Liabilities		
Accounts payable and accrued liabilities	\$ 406,058	\$ 301,990
Deferred contributions	298,805	319,800
	<u>704,863</u>	621,790
Deferred contributions related to capital assets	<u>28,846</u>	-
	<u>733,709</u>	621,790
Net Assets		
Unrestricted	328,737	378,016
Internally restricted	-	133,820
Invested in capital assets	67,037	-
	<u>395,774</u>	511,836
	<u>\$ 1,129,483</u>	<u>\$ 1,133,626</u>

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	2022	2021
Revenue		
Grants		
City of Winnipeg		
Community Services	\$ 72,090	\$ 70,088
Police Service	18,225	18,225
Government of Canada		
Canada Summer Jobs	3,731	3,688
Employment and Social Development Canada	626,935	538,367
Immigration, Refugees and Citizenship Canada	308,356	314,695
Justice Canada	-	4,102
Other grants	84,641	73,747
Province of Manitoba		
Community Services Council	-	16,832
Health, Seniors and Active Living	241,600	254,347
Justice	35,000	35,000
The Winnipeg Foundation	15,504	70,746
United Way	466,561	528,836
Winnipeg Regional Health Authority	665,373	621,520
Other Revenue		
Amortization of contributions related to capital assets	2,436	-
Donations	56,726	34,195
Endowment funds distributions	36,761	36,149
Fundraising and other revenue	3,743	440
Gain on disposal of capital assets	6,000	-
Housing directory	434	417
Investment revenue		
Realized	10,247	13,992
Unrealized gain (loss)	(25,930)	2,476
Legal services	3,000	2,250
	2,631,433	2,640,112
Expenses (see schedule)	2,747,495	2,642,904
Deficiency of revenue over expenses for the year	\$ (116,062)	\$ (2,792)

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	2022	2021
Amortization	\$ 6,379	\$ -
Bad debt	1,165	31
Bank charges	1,109	1,471
Contract services	364,405	317,482
Equipment leases	4,959	4,856
Equipment purchases	108,531	57,405
Insurance	16,236	15,100
Maintenance and supplies	58,927	35,571
Meetings	6,069	5,510
Office	40,997	44,120
Postage and courier	10,313	9,394
Professional development	20,413	20,259
Professional fees	31,942	23,561
Program supplies	105,376	173,664
Public relations and promotion	15,524	6,898
Rent	102,588	90,433
Salaries and benefits	1,763,444	1,747,547
Telephone and internet	61,183	54,809
Travel	19,100	23,432
Volunteer recognition and training	8,835	11,361
	\$ 2,747,495	\$ 2,642,904

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.



A&O

204.956.6440

1.888.333.3121

aosupportservices.ca

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CELEBRATE grandparents' day 2022

SUNDAY, SEPTEMBER 11, 2022
10:00 AM - 2:00 PM
ASSINIBOINE PARK

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