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 recognize and value what makes us different.
We create and maintain connections with people.
We adapt and think outside the box.

Cover Story
GRANDPARENTS’ DAY 2022
Connecting the Generations and Celebrating Diversity

On Sunday September 11, 2022, the agency held the first ever Grandparents Day Event at Assiniboine Park. Under the agency’s pillar of social engagement, this event was a fun, intergenerational, multi-cultural experience intended to celebrate the older people in our lives. This event raised awareness about ageism, reinforced the value of respect while promoting the programs and services of A & O and those of our partners. Thank you to The Winnipeg Foundation and the City of Winnipeg Human Rights Committee of Council for providing funding to support this event!

“Any day spent with you is my favourite day.” ~ A. A. Milne

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MESSAGE FROM BOARD CHAIR & CEO

As a specialized service provider for older Manitobans, we are pleased to present the 2022-2023 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 Planning & Priorities committee took the lead on drafting the agency’s strategic plan to provide direction over the next three years. A critical part of the strategic planning process included internal and external stakeholder engagement. Stakeholder feedback was solicited through online surveys with clients, staff, board members, volunteers, community partners and funders. Stakeholders responded to questions about internal strengths and challenges, as well as external risks and opportunities that may impact the organization. They also identified critical issues to consider moving forward. We are grateful for the meaningful feedback we received during the development of the strategic plan.

The agency’s bargaining unit and the employer successfully negotiated a new Collective Agreement that is in place until March 31, 2025.

The agency bid farewell this year to Maria Wasylkewycz, Registered Social Worker and Silvia Visintin, Housing Coordinator. Both of these valued long term staff retired from the agency. We wish them all the best in their retirement!

A & O is pleased to have the Honourable Anita Neville, Lieutenant Governor of Manitoba serve as the agency’s Honorary Patron throughout her time in office.

As we emerge from our cocoons, we are beginning to see and feel a transformation rather than merely recovering from the pandemic. It appears that things cannot go back to the way they were previously. We need to take what we have learned from the last three years and build on these experiences to better meet the needs of older Manitobans. Significant “aftershocks” remain as we continue to navigate our daily lives and readiness for increased social engagement and change.

The agency is excited to welcome people back into our bright open office space and be out in the community again! Recognizing that the community is both resilient and fragile will help the agency to move forward. We are grateful to be able to work with amazing partners and funders who are dedicated and passionate about supporting older Manitobans’ efforts to age well!

Sincerely,

Lilian Tankard
Chair, Board of Directors

Amanda Macrae
Chief Executive Officer

A & O continued to deliver innovative programs and services to support older Manitobans in aging well. At the heart of the organization are three pillars: Safety & Security, Social Engagement, and Counselling.

COUNSELLING
The agency’s counselling services provides both individual and group counselling to individuals 55 and older. This past year, the program received over 170 new referrals/intake calls and worked with an average of 95 past clients each month. Focus areas included bereavement, loneliness, depression, family conflict among others.

CAREGIVING WITH CONFIDENCE
This past year, the Caregiving with Confidence program had over 165 contacts with clients, service providers and family members. In addition, over 25 support groups were delivered to caregivers who are providing support to their loved ones.

Clients were referred to income tax clinics being provided within their community area.

A & O was happy to welcome Boni Singbeil Stienstra LLP back into the office to assist clients with Wills, Power of Attorney and Health Care Directives.

OUR THREE Pillars

OUR THREE Pillars

CAREGIVING WITH CONFIDENCE

The Housing Program’s 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.

HOUSING PROGRAM

WE SUPPORT OUR COMMUNITY

A virtual bereavement support group was offered
Registered Social Workers provided 700 hours of counselling
1,061 housing consultations in person, via phone or email
210 hours of volunteer support to older adult caregivers

Clients were referred to income tax clinics being provided within their community area.

A & O was happy to welcome Boni Singbeil Stienstra LLP back into the office to assist clients with Wills, Power of Attorney and Health Care Directives.
SAFETY & SECURITY

These programs are designed to empower, support, and protect older adults in the community.

SAFETY & SECURITY

1,028 hours were spent on elder abuse related work.
Registered Social Workers assisted over 290 clients.
Safe Suite Program worked with 44 older adults leaving situations of abuse.
Three clients entered a Safe Suite.
This Full House program delivered 1,065 service hours.
Two 15-session Buried in Treasures support groups were provided.
14 older adults participated in the SafetyAid: Falls Prevention Program.
Older Victim Services worked with 276 clients and provided 811 hours of support.

ELDER ABUSE PREVENTION SERVICES

The agency provides direct elder abuse prevention services and receives referrals to provide consultation about issues related to elder abuse, one-on-one support and counselling, Safe Suite program referrals, communication support group for older parents / grandparent, assistance with protection orders and more.

SAFE SUITE PROGRAM

Individuals and couples, 55 years of age and older, regardless of gender, work with Registered Social Workers on safety planning, counselling, and obtaining protection orders. Clients receive assistance with legal, financial and housing options and received long-term follow up from their Social Workers.

THIS FULL HOUSE

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. In the past year, the program received 122 new referrals and worked with an average of 69 past clients per month.

The program delivers a 15-session group called Buried in Treasures, 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 12 clients attending per session.

SAFETYAID: FALLS PREVENTION FOR OLDER MANITOBANS

The restructured SafetyAid: Falls Prevention Program was launched in the 2020-2021 fiscal year. This program is the first of its kind in Canada!

This restructured program fills a community need and employs best practices in addressing falls prevention. The program employs the following four components:

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

The program is available to Winnipeggers 65+.

“’I am able to stand without a walker.”
“Helped me gain back some quality of life.”
- SafetyAid participants

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

“I have been to counsellors, psychiatrists and professionals all of my life. I am my best self since I started working with you [A & O].”
- OVS client

COMMUNITY OUTREACH

A & O provides educational presentations to community groups seeking information on various aspects of aging. 885 individuals were reached through 33 presentations, and 6 booths in 2022-2023.
Many thanks to our major funder, Immigration, Refugees and Citizenship Canada. Your support allowed us to continue to serve our clients in the most meaningful way.

**SOCIAL ENGAGEMENT**

These programs address loneliness and social isolation by providing opportunities to connect with others.

**SENIOR IMMIGRANT SETTLEMENT SERVICES**

Senior Immigrant Settlement Services (SiSS) offers integrated settlement programming and support to older adult immigrants in Winnipeg. The program helps clients adjust to life in Canada, get connected to services, meet neighbours, make friends, and form meaningful social connections.

**SETTLEMENT ORIENTATION FOR SENIORS (SOS)**

Settlement Orientation for Seniors offers both online and in-person options for clients. Staff delivered 137 sessions, where participants learned about important settlement topics such as laws, health, safety, housing, transportation, banking, and community information. Clients gained knowledge to enable them to make decisions about their new life in Canada.

**ENGLISH LANGUAGE PROGRAM (ELP)**

The English Language Program for Seniors offered formal language classes over Zoom throughout the year. These classes provided an opportunity for older adults to improve their English language skills in order to use them to function in Canadian society.

“Irish class is my window to the world.” - ELP Student

**ENGLISH CONVERSATION CLASSES (ECC)**

The ECCs 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. Participants get connected to services, meet neighbours, make friends, and form a social network. Thanks to our wonderful team of volunteer facilitators who delivered virtual and in-person ECCs throughout the year.

**LANGUAGE BUDDY PROGRAM**

The program matches 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 engagement. Trained volunteers provide wellness checks and weekly phone calls in the client’s first language to meet their individual needs.

**SETTLEMENT WORKER**

The SiSS Settlement Worker provided settlement assistance to clients to help them integrate into the community. They performed a wide variety of tasks, including assisting clients to book vaccination appointments, supporting clients with technology needs, and conducting virtual and in-person 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 various topics such as Mental Health and Wellbeing, Workplace Health and Safety, Water Safety, the Healthcare System, Winter Safety, Old Age Security and Pensions, Falls Prevention and Taxes and Benefits. They also partnered with agencies providing employment services due to the emerging demand among program clients. We continued our partnership with Computers for Life to offer computer literacy classes and organized a support group and special conversation classes for the many Ukrainian speaking clients. During the summer months, online Line Dancing sessions were organized as well as a day trip to The Winnipeg Folk Festival.
**SENIOR CENTRE WITHOUT WALLS**
The Senior Centre Without Walls 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 and educational programs from the comfort of their homes.

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

“I have heard comments about the cards such as, it made the recipient shed a tear of happiness, that it made their day, and that they plan to keep the card forever. I had several tenants read their cards to me because they were so happy to share it. It was truly wonderful to share that moment with them. A very meaningful program.”

**CONNECT PROGRAM**
Registered Social Workers connect clients to resources that facilitate meaningful social connections. Over 84 clients are matched with volunteer visitors for 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 Groups. This group is now offered two times a week to clients currently on the program wait list. This group is led by agency volunteers. These groups provide an opportunity to chat about topics of the day, provide tools to address anxiety and has a variety of guest speakers.

“SCWW helps me with my depression. It gives me a lift and then I can attend to looking at doing other things in life.”
- SCWW participant

**311 FOOD SECURITY LINE**
This program was developed in response to the COVID-19 pandemic and has demonstrated that it needs to be sustained. Older Winnipeggers in need of food security assistance 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.

**BE A SANTA TO A SENIOR (BASTAS)**
A & O: Support Services for Older Adults was excited to partner again this year with Home Instead, Be a Santa to a Senior Program. Due to limited resources the agency scaled the program back and prioritized A & O clients and clients accessing the 311 Food Security Line. 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.

“I have heard comments about the cards such as, it made the recipient shed a tear of happiness, that it made their day, and that they plan to keep the card forever. I had several tenants read their cards to me because they were so happy to share it. It was truly wonderful to share that moment with them. A very meaningful program.”
- Tenant Resource Coordinator

**VACCINATION CLINIC**
With the support of two practicum students from the University of Manitoba’s College of Nursing, the agency hosted an in-person vaccine clinic on October 26, 2022. The aim was to promote and educate clients on the importance of vaccinations/immunizations. Immunizations play a vital role in protecting ourselves and our community. We recognize the significance of providing education and access to vaccinations not only for older adults but also immigrants/refugees who may experience many barriers in the community.
**EMPLOYEE CAMPAIGN**

Thanks to the support of A & O staff, volunteers and participants, the United Way Committee had another successful year of fundraising. The agency raised $800.00 during the 2022 campaign. This amount was raised through pay-roll deductions, one-time donations and a staff Guacamole Cook Off fundraising event.

**STAFF PROFESSIONAL DEVELOPMENT**

The Agency was pleased to offer Emergency First Aid, CPR & AED (Level C) training to staff this past year, twenty-seven staff attended the training.

**Downtown Community Safety Partnership** presented at our January Staff Forum explaining the functions of their organization. This was followed up with a presentation on personal safety by the Winnipeg Police Service at our March meeting.

In the Summer of 2021, funded by Immigration, Refugees and Citizenship Canada (IRCC), Manitoba Associations of Newcomer Serving Organizations (MANSO) developed and produced a sector-wide Anti-Racism project, which included three live training sessions, three workbooks to accompany each training, and three videos to be shared as resources for MANSO member organizations. A & O was pleased to add these valuable resources to our staff and volunteer training package.

On October 5, 2022 Alzheimer Society of Manitoba provided training to our staff and volunteers about understanding Alzheimer’s disease and how to work with people living with dementia.

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**FUNDRAISING INITIATIVES**

**TOTAL FUNDS RAISED IN THE 2022-2023 FISCAL YEAR**

$29,430

- **GENERAL DONATIONS**
- **UNITED WAY DIRECTED DONATIONS**
- **BE A SANTA TO A SENIOR**
- **FUNDS CIP**
- **HILARY DRUXMAN NECKLACE**

**VOLUNTEER SUPPORT IN ACTION**

- **236 Volunteers**
- **8073 Volunteer hours**

- **CONNECT PROGRAM**
  - 107 Volunteer / older adults social engagement matches made
  - 92 social engagement groups facilitated
  - 427 English conversation classes delivered
  - 15 clients received phone calls in their own language
  - 431 educational and recreational programs delivered
  - 12,916 older adults participated

- **SENIOR IMMIGRANT SETTLEMENT SERVICES**
  - 458 Be a Santa to a Senior gifts were delivered by volunteers and the Winnipeg Police Services

The agency celebrates the invaluable contributions of our volunteers to support older adults 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.

**THANK YOU VOLUNTEERS!**

**LONG-TERM SERVICE AWARDS 2022-2023 CONNECT / SISS / CWC**

- **5 YEARS**
  - Shari Block
  - Cecilia Boyd Bernier
  - Serena Bittner
  - Amy Graceffo
  - Salah Hathout
  - Darlene Hildebrand
  - Jeff McAuley
  - Natalia Nguyen
  - Vivianne Robidoux

- **10 YEARS**
  - Mary Bana
  - Phyllis Neave

- **20 YEARS**
  - Feza Kungwa

- **15 YEARS**
  - Anne Lacosses

**BOARD OF DIRECTORS**

- **5 YEARS**
  - Lilian Tankard
AGENCY STAFF 2022 / 2023

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

STAFF LONG-TERM SERVICE AWARDS 2022-2023

5 YEARS
Anita Adams
Tiffany Pass
Liane Zayco

10 YEARS
Maureen Keelan

15 YEARS
Janice Sawers
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, 2023 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, 2023.

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 31, 2023.

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 31, 2023

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

As at March 31

<table>
<thead>
<tr>
<th></th>
<th>2023</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current Assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and bank</td>
<td>$635,684</td>
<td>$664,397</td>
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<tr>
<td>Investments</td>
<td>$306,048</td>
<td>$315,818</td>
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<td>Grants and accounts receivable</td>
<td>$92,452</td>
<td>$22,786</td>
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<td>Prepaid expenses</td>
<td>$25,158</td>
<td>$30,596</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$919,322</td>
<td>1,033,600</td>
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<tr>
<td>Capital assets</td>
<td>102,747</td>
<td>95,983</td>
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<tr>
<td><strong>Total</strong></td>
<td>$1,022,069</td>
<td>1,129,483</td>
</tr>
</tbody>
</table>

| Liabilities and Net Assets |       |       |
| Current Liabilities        |       |       |
| Accounts payable and accrued liabilities | $276,847 | $406,058 |
| Deferred contributions     | $321,850 | $298,805 |
| **Total**                  | $598,697 | 704,863 |
| Deferred contributions related to capital assets | $43,597 | 28,846 |
| **Total**                  | $642,294 | 733,709 |

| Net Assets                 |       |       |
| Unrestricted               | 320,629 | 328,737 |
| Invested in capital assets | 59,150  | 67,037 |
| **Total**                  | 379,779 | 395,774 |
| **Total**                  | $1,022,069 | 1,129,483 |

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 2023 | 2022
--- | ---

**Revenue**

<table>
<thead>
<tr>
<th>Description</th>
<th>2023</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants</td>
<td></td>
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<tr>
<td>City of Winnipeg</td>
<td>72,090</td>
<td>72,090</td>
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<tr>
<td>Community Services</td>
<td>18,220</td>
<td>18,220</td>
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<tr>
<td>Police Service</td>
<td>-</td>
<td>-</td>
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<tr>
<td>End Homelessness Winnipeg</td>
<td>34,767</td>
<td>-</td>
</tr>
<tr>
<td>Government of Canada</td>
<td>-</td>
<td>3,751</td>
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<tr>
<td>Canada Summer Jobs</td>
<td>659,504</td>
<td>626,935</td>
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<tr>
<td>Employment and Social Development Canada</td>
<td>310,413</td>
<td>308,356</td>
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<tr>
<td>Immigration, Refugees and Citizenship Canada</td>
<td>89,847</td>
<td>94,641</td>
</tr>
<tr>
<td>Other grants</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Province of Manitoba</td>
<td>243,350</td>
<td>241,600</td>
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<tr>
<td>Health, Seniors and Active Living</td>
<td>36,000</td>
<td>36,000</td>
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<tr>
<td>Justice</td>
<td>25,856</td>
<td>15,504</td>
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<tr>
<td>The Winnipeg Foundation</td>
<td>446,570</td>
<td>465,061</td>
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<tr>
<td>United Way</td>
<td>639,033</td>
<td>665,373</td>
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<tr>
<td>Winnipeg Regional Health Authority</td>
<td></td>
<td></td>
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<tr>
<td>Other Revenue</td>
<td>7,051</td>
<td>2,436</td>
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<tr>
<td>Amortization of contributions related to capital assets</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Donations</td>
<td>29,224</td>
<td>58,725</td>
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<tr>
<td>Endowment funds distributions</td>
<td>37,108</td>
<td>36,761</td>
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<td>Fundraising and other revenue</td>
<td>7,526</td>
<td>4,177</td>
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<tr>
<td>Gain on disposal of capital assets</td>
<td>-</td>
<td>6,000</td>
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<tr>
<td>Investment revenue</td>
<td>-</td>
<td>-</td>
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<tr>
<td>Realized</td>
<td>12,004</td>
<td>10,247</td>
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<tr>
<td>Unrealized loss</td>
<td>(17,517)</td>
<td>(25,930)</td>
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<tr>
<td>Legal services</td>
<td>13,725</td>
<td>2,000</td>
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**Expenses (see schedule)**

<table>
<thead>
<tr>
<th>Description</th>
<th>2023</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2,677,005</td>
<td>2,747,495</td>
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**Deficiency of revenue over expenses for the year**

<table>
<thead>
<tr>
<th>Description</th>
<th>2023</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$(15,998)</td>
<td>$(115,062)</td>
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</tbody>
</table>

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

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### Summary Schedule of Expenses

For the year ended March 31 2023 | 2022
--- | ---

<table>
<thead>
<tr>
<th>Description</th>
<th>2023</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amortization</td>
<td>14,838</td>
<td>6,379</td>
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<td>Bad debt</td>
<td>-</td>
<td>1,165</td>
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<tr>
<td>Bank charges</td>
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<td>1,109</td>
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<tr>
<td>Contract services</td>
<td>339,692</td>
<td>364,405</td>
</tr>
<tr>
<td>Equipment leases</td>
<td>4,775</td>
<td>4,859</td>
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<tr>
<td>Equipment purchases</td>
<td>36,363</td>
<td>108,531</td>
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<tr>
<td>Fundraising</td>
<td>2,265</td>
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<tr>
<td>Insurance</td>
<td>20,306</td>
<td>16,236</td>
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<tr>
<td>Maintenance and supplies</td>
<td>61,332</td>
<td>58,927</td>
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<tr>
<td>Meetings</td>
<td>5,387</td>
<td>7,068</td>
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<tr>
<td>Office</td>
<td>47,910</td>
<td>40,997</td>
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<tr>
<td>Postage and courier</td>
<td>10,368</td>
<td>10,313</td>
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<tr>
<td>Professional development</td>
<td>21,846</td>
<td>20,413</td>
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<td>Professional fees</td>
<td>34,715</td>
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<td>Program supplies</td>
<td>77,657</td>
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<td>Public relations and promotion</td>
<td>6,151</td>
<td>15,524</td>
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<tr>
<td>Rent</td>
<td>126,366</td>
<td>102,588</td>
</tr>
<tr>
<td>Salaries and benefits</td>
<td>1,798,210</td>
<td>1,793,444</td>
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<td>Telephone and internet</td>
<td>49,934</td>
<td>61,183</td>
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<td>Travel</td>
<td>19,035</td>
<td>19,100</td>
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<tr>
<td>Volunteer recognition and training</td>
<td>3,514</td>
<td>8,835</td>
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</tbody>
</table>

**$ 2,677,005 | 2,747,495**

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.
THANK YOU TO THE FOLLOWING FUNDERS:

Canada

Canadian Red Cross

Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada

Manitoba

THE WINNIPEG FOUNDATION

United Way Winnipeg

Winnipeg Regional Health Authority

End Homelessness Winnipeg

HOPE