

2023 ANNUAL 2024 REPORT

SENIOR CENTRE WITHOUT WALLS



A&O

Support Services
for 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 recognize and value what makes us different.

We create and maintain connections with people.

We adapt and think outside the box.

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MESSAGE FROM BOARD CHAIR & CEO

As a specialized service provider for older Manitobans, we are pleased to present the 2023-2024 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 has established a staff led Diversity, Equity, and Inclusion (DEI) committee that is working to ensure the agency and its programs and services are accessible, welcoming, and inclusive for all. This will be an ongoing process that will examine the agency's policies, training, and service delivery models.

Another piece of the agency's strategic plan is to provide all staff, board members, volunteers, and clients with Truth and Reconciliation training. The agency is grateful to have Barbara Nepinak, Elder & Knowledge Keeper from Pine Creek Ojibway First Nation and A & O Advisor lead this ongoing initiative.

Thanks to financial support received from an anonymous donor the agency is expanding the Senior Centre Without Walls (SCWW) program across the province of Manitoba. A & O is working closely with the Social Prescribing Program delivered through the Manitoba Association of Senior Communities (MASC) to ensure a coordinated approach when reaching out to communities.

In February 2024, the agency formalized a partnership with 211 Manitoba to establish a System Navigation Line for older adults. The purpose of this line is to streamline access to resources with just one call. The 211 System Navigation Line is a 24/7 free, confidential service for older Manitobans to connect to specialized social services. The partnership, the first of its kind in Winnipeg, offers a way for older adults 55+, their families, supporters, and caregivers to call 211 and be connected to A & O.

In June 2023 Lydia Robertson, Program Assistant working in the Senior Centre Without Walls program retired from the agency after 15 years. Janice Sawers, Administrative Assistant retired from the agency at the end of May 2024 after 16 years. We are grateful to have been able to work with such great individuals who truly care about improving the quality of life for older people. The Board of Directors, staff, volunteers, and agency clients wish Lydia and Janice all the best in their retirement!

Many agency funders have taken the time to meet with A & O to gain a comprehensive understanding of the value the agency provides to older Manitobans, as well as the current and future challenges facing the agency. We are grateful to work with a variety of partners with different areas of expertise to effectively meet the needs of an ageing population. We can't do it on our own, we are better together!

Sincerely,



Lilian Tankard
Lilian Tankard
 Chair, Board of Directors



Amanda Macrae
Amanda Macrae
 Chief Executive Officer



At the heart of the organization are three pillars: Safety and Security, Social Engagement, and Counselling.

OUR THREE PILLARS



COUNSELLING

The agency provides both individual and group counselling to individuals 55 and older. Focus areas include bereavement, loneliness, depression, and family conflict.

Virtual bereavement support group

700 hrs of counselling

23 support groups delivered to caregivers



216 new referrals/intake calls with an average of 98 clients per month

Boni Singbeil Stienstra LLP assists 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.

ELDER ABUSE PREVENTION SERVICES assisted

313 clients with consultations, one-on-one support, counselling, referrals, and assistance with protection orders.



Registered Social Workers spent

885

hours of elder abuse related work.

OLDER VICTIM SERVICES worked with

219 clients and provided **840** hours



of support providing court updates, assistance in applying for compensation, preparation of Victim Impact Statements, and court accompaniment.



SAFE SUITE PROGRAM worked with

64 older adults leaving situations of abuse

Clients received assistance with legal, financial, and housing options.

THIS FULL HOUSE received **102** new referrals and worked with 61 past clients per month.

Registered Social Workers spent over **750** hours providing support, counselling, and assistance to older Winnipeggers living with Hoarding Disorder.

Two **BURIED IN TREASURES** support groups provided education, support, and strategies for older people struggling with clutter in their homes.

UNBURIED IN TREASURES monthly support group is offered to clients who have completed the Buried in Treasures group. Over 60 clients were invited each month, an average of 18 clients attend.



6 older adults participated in the SAFETYAID: FALLS PREVENTION PROGRAM

The first of its kind in Canada, this program is available to Winnipeggers 65+. This program employs best practices in addressing falls prevention.

The program includes the following four components:

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

"I feel safer in my home."
- SafetyAid participant

COMMUNITY OUTREACH

A & O provides educational presentations to community groups seeking information on various aspects of aging.

9,634 individuals reached

40 presentations and **13** events/fairs



STAFF DEVELOPMENT



DIVERSITY, EQUITY & INCLUSION COMMITTEE established



TRUTH & RECONCILIATION TRAINING



STREET DRUGS & ADDICTION PROGRAMMING



DE-ESCALATING POTENTIALLY VIOLENT SITUATIONS



FIRST AID & CPR TRAINING RECERTIFICATION

SOCIAL ENGAGEMENT

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



SETTLEMENT ORIENTATION FOR SENIORS delivered

129 sessions and assisted 145 older adult newcomers adjust to life in Canada.



SENIOR IMMIGRANT SETTLEMENT SERVICES (SISS)

SISS offers integrated settlement programming and support to older adult immigrants in Manitoba. Clients come from countries all over the world, to build new lives in Canada.

278

clients were supported in their journey toward integration and adaptation to Canadian life.



Virtual ENGLISH LANGUAGE PROGRAM FOR SENIORS classes were offered to

88 older adults. These formal language classes supported them as they worked to improve their official language skills.



ENGLISH CONVERSATION CLASS volunteers delivered

471 virtual and in-person classes.



814 older adults had the opportunity to improve their English language skills and learned about settling in Winnipeg.



"This class is my window to the world. I need it."

- English Language Program Student



LANGUAGE BUDDY PROGRAM

matches volunteers with an adult who may have few social or family connections, feels isolated or lonely, or believes they would benefit from increased social

interaction. Volunteers provide wellness checks and weekly phone calls in the client's first language.



MANY THANKS TO OUR MAJOR FUNDER, IMMIGRATION, REFUGEES AND CITIZENSHIP CANADA.

Settlement assistance is provided to clients to help them integrate into the community. The **Settlement Worker** supports clients in navigating systems and facilitating access to community resources through internal and external referrals.

The **SENIOR CENTRE WITHOUT WALLS** program offers a unique opportunity for socially isolated older adults, 55+, to join interactive and educational programs from the comfort of their homes. Thanks to an anonymous donor, this program is expanding across the Province of Manitoba.



A total of **9,390** older adults participated in **421** SCWW sessions.

"It makes the morning and afternoons much shorter! I love SCWW and it helps me in many ways"
- SCWW participant



CONNECT PROGRAM worked with **382** socially isolated older adults.

Registered Social Workers connect clients to resources that facilitate meaningful social connections.

92 clients were matched with volunteer visitors.

In response to the COVID-19 pandemic, the agency offered the **Connect Conversation Group**. This group is now offered twice a week to clients currently on the program wait list. These groups provide an opportunity to chat about topics of the day, provide tools to address anxiety, and has a variety of guest speakers. Three volunteers facilitated 92 group sessions.

Congratulations Irvine!

A & O is excited to announce that one of our volunteers, Irvine Hildebrand, has received the Mayor's Volunteer Service Award at the 40th Annual Volunteer Awards. Irvine has been a volunteer of A & O's Connect Program since 2015 and has demonstrated a passion for supporting clients who are the most in need of connection. Through his volunteer work and promotion of volunteerism to the greater community, Irvine has made an immeasurable impact on the lives of older Manitobans.

Photo: Jessica Botelho-Urbanski / Winnipeg Free Press
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PARTNERSHIP PROGRAMS

311 FOOD SECURITY LINE assisted with the delivery of over

3,149 food hampers



Older Winnipeggers in need of food security assistance can call **311** to be connected with 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

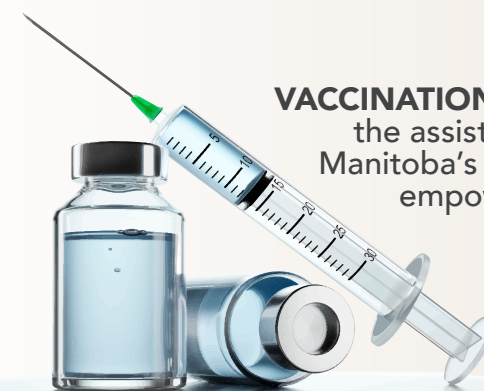
988 holiday baskets were provided to isolated older Winnipeggers.

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



"I received my gift before Christmas, but waited until Christmas to open it as it is the only gift I will receive. When the gift was delivered, I had a feeling of 'Oh! Somebody does care about me!' Thank you!"

- BASTAS participant

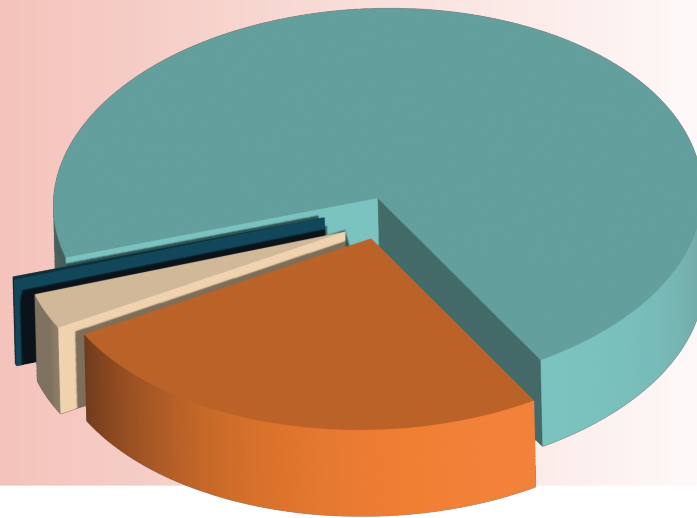


VACCINATION CLINIC for the Flu and COVID-19 was organized with the assistance of two practicum students from the University of Manitoba's Faculty of Nursing. Through this initiative, clients were empowered to make informed health decisions and curb the spread of preventable diseases.

FUNDRAISING INITIATIVES

TOTAL FUNDS RAISED IN THE
2023-2024 FISCAL YEAR
\$37,278

- GENERAL DONATIONS
- BE A SANTA TO A SENIOR
- FUNDRAISING
- HILARY DRUXMAN NECKLACE



EMPLOYEE CAMPAIGN

Thanks to the support of A & O staff, volunteers, and participants, the United Way Committee had another successful year. The agency raised \$860.00 during the 2023 campaign. This amount was raised through the Staff Gingerbread Making Competition, pay-roll deductions, and one-time donations.



THE AGENCY WOULD LIKE TO EXTEND A HEARTFELT THANK YOU TO THE COMMUNITY CONTRIBUTORS WHO GENEROUSLY PROVIDED THEIR TIME AND EXPERTISE TO SUPPORT OLDER MANITOBANS OVER THE LAST FISCAL YEAR 2023 - 2024!



VOLUNTEER SUPPORT IN ACTION

257 Volunteers **8,324** Volunteer hours

CONNECT PROGRAM

92 social engagement group sessions
5,044 hours of visits and calls to clients

210 hours of support provided to older adult caregivers

13 older adults were provided with emotional support and information following a police-reported incident.

SENIOR IMMIGRANT SETTLEMENT SERVICES

471 English conversation classes delivered
391 phone calls were made in the Language Buddy Program

80 volunteers delivered **600** Be a Santa to a Senior gifts

SENIOR CENTRE WITHOUT WALLS

421 educational and recreational programs delivered
9,390 older adults participated in the program

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 2023-2024 CONNECT / SISS / SCWW / SUPPORT FOR CAREGIVERS

5 YEARS

Gaida ALKadmani	Cassandra Jones
Marge Barker	Debbie Kissick
Heather Fraser	Herman Klasses
Donna Goranson	Elizabeth Morrison
Kathryn Harper	Christa Richard
Laura Isbister	Vladimir Tretiakov

10 YEARS

John Wilsbech

20 YEARS

Norm Asher
Jamie Kinaschuk

40 YEARS

Helena Kinal

45 YEARS

Venda Tarry



AGENCY STAFF 2023 / 2024



Anita Adams
 Rebecca Adams
 Carly Appler
 Mary Bana
 Khyla Bautista
 Patti Bérubé
 Sarah Boyce
 Zoe Coates
 Miguel De Leon
 Silvia Del Vecchio
 Rachel Dorge
 Maria Franco

Amy Graceffo
 Monica Grocholski
 Samantha Halvorsen
 Victoria Hampton
 Jenna Harding
 Madison Hooper
 Meenu Kapoor
 Maureen Keelan
 Jamie Kinaschuk
 Melissa Lafreniere
 Corrina Loewen
 Amanda Macrae

Tara McLeod
 Claire Milgrom
 Stacey Miller
 Katherine Nelson
 Maisy Nguyen
 Julie Nybakken
 Sara Parsons
 Tiffany Pass
 Stacey Paton
 Thi Anh Hong Pham
 Monica Phaneuf
 Chanique Phillips
 Lori Pickerl
 Josef Quintana
 Lydia Robertson

Katie Romney
 Rubina Saini
 Regina Santos
 Janice Sawers
 Roman Shukh
 Lisa Smyrichinsky
 Samantha Steele-Mitchell
 Samantha Steinke
 Anita Suen
 Jessica Vandale
 Silvia Visintin
 Yevgeniy Yegorov
 Liane Zayco



LYDIA ROBERTSON

In June 2023 Lydia Robertson, Program Assistant working in the Senior Centre Without Walls program retired from the agency after 15 years. Lydia's dedication to the agency's clients and her role as Program Assistant was admirable. Lydia was always researching new innovative topics and presenters to add to the program.

JANICE SAWERS

After 16 years of service with the agency, Janice Sawers, Administrative Assistant retired from the agency at the end of May 2024. Janice balanced her administrative duties along with being the face of the agency when clients visited the office. Ensuring clients were connected to the programs and services they required was a priority for Janice.

We are grateful to have been able to work with such great individuals who truly care about improving the quality of life for older people. The Board of Directors, staff, volunteers, and agency clients wish Lydia and Janice all the best in their retirement!

BOARD OF DIRECTORS 2023 / 2024

DIRECTORS

Dr. Lori Koz
 Barbara Nepinak
 Jamie Penner
 Dr. Alexander Segall
 Lisa Sinnicks
 Jacqueline St. Hill, K. C.
 Dr. Philip St. John

CHAIR
 Lilian Tankard

VICE CHAIR
 Rafiq Punjani



LONG-TERM SERVICE AWARDS 2023 - 2024

BOARD OF DIRECTORS

5 YEARS
 Rafiq Punjani
 Jacqueline St. Hill, K.C.

15 YEARS
 Dr. Alexander Segall

STAFF

5 YEARS
 Julie Nybakken

10 YEARS
 Maria Franco

20 YEARS
 Amanda Macrae
 Stacey Miller

**THANK YOU FOR
 YOUR DEDICATION
 IN SUPPORTING
 OLDER ADULTS IN
 THE COMMUNITY!**



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201 Portage Avenue, 26th 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, 2024 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, 2024.

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 30, 2024.

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 30, 2024

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

As at March 31	2024	2023
Assets		
Current Assets		
Cash and bank	\$ 1,000,851	\$ 535,684
Investments	313,076	306,048
Grants and accounts receivable	52,253	52,432
Prepaid expenses	35,276	25,158
	<u>1,401,456</u>	<u>919,322</u>
Capital assets	85,629	102,747
	<u>\$ 1,487,085</u>	<u>\$ 1,022,069</u>
Liabilities and Net Assets		
Current Liabilities		
Accounts payable and accrued liabilities	\$ 307,386	\$ 276,847
Deferred revenue	1,976	17,276
Deferred contributions	704,961	304,574
	<u>1,014,323</u>	<u>598,697</u>
Deferred contributions related to capital assets	34,365	43,597
	<u>1,048,688</u>	<u>642,294</u>
Net Assets		
Unrestricted	387,133	320,625
Internally restricted	51,264	-
Invested in capital assets	-	59,150
	<u>438,397</u>	<u>379,775</u>
	<u>\$ 1,487,085</u>	<u>\$ 1,022,069</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	2024	2023
Revenue		
Grants		
City of Winnipeg		
Community Services	\$ 72,090	\$ 72,090
Police Service	18,225	18,225
End Homelessness Winnipeg	157,616	34,767
Government of Canada		
Employment and Social Development Canada	623,632	659,504
Immigration, Refugees and Citizenship Canada	350,656	310,413
Other grants	-	88,847
Province of Manitoba		
Health, Seniors and Active Living	311,600	243,350
Justice	45,000	35,000
The Winnipeg Foundation	17,673	25,856
United Way	429,989	444,570
Winnipeg Regional Health Authority	864,252	639,033
Other Revenue		
Amortization of contributions related to capital assets	9,232	7,051
Anonymous donor	48,842	-
Donations	36,121	29,224
Endowment funds distributions	37,540	37,108
Fundraising and other revenue	14,035	7,755
Investment revenue		
Realized	14,672	12,004
Unrealized loss	(717)	(17,517)
Legal services	14,971	13,726
	3,065,429	2,661,006
Expenses (see schedule)	3,006,807	2,677,005
Excess (deficiency) of revenue over expenses for the year	\$ 58,622	\$ (15,999)

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	2024	2023
Amortization	\$ 17,118	\$ 14,938
Bad debt	200	-
Bank charges	896	791
Contract services	376,784	339,592
Equipment leases	5,847	4,775
Equipment purchases	29,038	35,363
Fundraising	950	2,205
Information Technology	53,510	48,419
Insurance	20,995	20,306
Maintenance and supplies	16,973	12,913
Meetings	8,317	5,397
Office	43,654	47,910
Postage and courier	8,934	10,358
Professional development	44,847	21,846
Professional fees	22,920	34,715
Program supplies	80,540	77,597
Public relations and promotion	13,016	6,131
Rent	137,176	125,366
Salaries and benefits	2,041,686	1,796,210
Telephone and internet	50,887	49,924
Travel	20,542	19,035
Volunteer recognition and training	11,977	3,214
	\$ 3,006,807	\$ 2,677,005

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.



Support Services for Older Adults

204.956.6440

1.888.333.3121

aosupportservices.ca

THANK YOU TO THE FOLLOWING FUNDERS:

Canada



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

Manitoba 

THE
WINNIPEG
FOUNDATION  Your Community Foundation
For Good. Forever.



United Way
Winnipeg



Winnipeg Regional
Health Authority
Caring for Health

Office régional de la
santé de Winnipeg
À l'écoute de notre santé


Winnipeg

HOPE
END HOMELESSNESS
WINNIPEG