2004/05 Board of Directors

Title	First Name	Surname
Past Chair	Dave	Burnside
Chair	Gerry	Kaplan
Treasurer	Don	Rice
1st Vice Chair	Gertrude	Vogan
2nd Vice Chair	Jane	Kilpatrick
Secretary	Annika	Weeks
Director	Melville	Neuman
Director	Bonnie	Book
Director	Carolyn	Rickey
Director	Won Dr.	Kyum Kim
Director	Warren	Smith
Director	Katherina	Dueck
Director	Joyce	Chilton
Director	Jack	Hooper
Director	Dave	McCulloch
Director	Sheila	Hunter
Director	Russell	Demery
Director	Nancy	Robertson
Director	Bibiana	Yee
Director	Gilbert	Laberge
CEO		

AGE & OPPORTUNITY INC.

PLAYING A PIVOTAL ROLE FOR WINNIPEG'S SENIORS

SINCE 1958

Age & Opportunity's Contributions

- The Development Years (1958 – 1968)

  Organizers of the 1St Conference on Aging at U of M

  Pioneered 1st senior citizens day centres

  Notre Dame (1960)

  - Selkirk (1965)
  - Sherbrook (1966)- closes in 1973 With opening of Lions Centre

Age & Opportunity's Contributions

- The Development Years (Continued)

  Established:

  - ⋆Greater Winnipeg Day Centre Board (1965)
  - ⋆Counselling Services (1965)
  - ⋆Friendly Visiting Services (1966)

  Amalgamated Greater Winnipeg Day Centre Board with Age & Opportunity Bureau

Age & Opportunity's Contributions

- Growth & Expansion Years - The 1970s

  Opened 4 senior centres in 1971

  - ⋆Wolseley (now West End)
  - ⋆Dufferin (C of W Dufferin Seniors)
  - ⋆River Ave. (now Stradbrook Sr. Centre)
  - ⋆Smith Street

  Opened another 2 senior centres in 1973

  - ⋆St. Boniface (now St. Vital)
  - ⋆Norquay (now Main)
  - ⋆Partnership with Legal Aid MB & establishment of 6 legal clinics throughout Winnipeg

Age & Opportunity's Contributions

1975

- ⋆Opened Elgin & Ellen site

1976

- ⋆Opened Elmwood-E.K. site on Poplar (remains C of W seniors site)
- ⋆Closure of Wolseley site with new site in West End Sr. Centre
- ⋆Partnership with Golden Age Group gives rise to Gwen Sector

Age & Opportunity's Contributions

1978

- ⋆Pre-retirement Planning Services
- ⋆Volunteer Coordinator

- The 1980s

Closure of Elgin & Ellen site (1980)

Expansion of congregate meal program (1981)

Age & Opportunity's Contributions

1981

- ⋆Dental Screening in partnership with U of M
- ⋆Seniors Travel (A & O Enterprises)

1983

- ⋆Older Victim Services in partnership with Winnipeg Police Services
- ⋆Seniors Mobile Grocery Services

Age & Opportunity's Contributions

1984

- ⋆Special Transportation Project
- ⋆Energy & Advisory Services in partnership with MB. Dept. of Energy
- ⋆Site at 644 Burnell St. constructed for sr. centre

1987

- ⋆Publishes 1st Winnipeg Seniors' Housing Directory
- ⋆Relocates St. B. site to junction of St. Mary's & St. Anne's Road (St. Vital)

Age & Opportunity's Contributions

1988

★Launches Lifestyles, Seniors' Expo

- The 1990s

Published Needs Assessment of Ethnic Newcomer Seniors (1992)

1993

★Established Elder Abuse Resource Centre

★Launched Caregiver Information & Resource Network Project

Age & Opportunity's Contributions

1995 to 1999

- ⋆Speakers Advocates and Group Educators project initiated (1995)
- ⋆Multi-cultural information and assistance project for East Indian and Vietnamese seniors (1995)
- ⋆Smith Street Diners (1996) forerunner Congregate meal program at 185 Smith
- ⋆Take Action – Senior Women's Mentorship Project (1997)
- ⋆Volunteer Centre of Toronto & Scotiabank Fraud Awareness Speakers' Bureau (ABC of Fraud)

Age & Opportunity's Contributions

English-As-A-Second Language Program for Seniors

Temporary space to Creative Retirement

- The Millennium (2000-2003)

  SafetyAid

  Seniors Housing Tours

  Increasing partnerships with senior serving organizations

  - ⋆Resource Councils (Point Douglas, St. Vital, Rupertsland), MAMSC, BoniVital Active Communities

  Seniors' Information Talk Radio

Age & Opportunity's Contributions

- Other A & O led initiatives

  1973 - Institute of Continuous Learning (Creative Retirement Manitoba)

  1977

  - ⋆Initiates organizational study & the establishment of M.S.O.S.Canadian
  - ⋆Establishes Institute on Senior Centres

  1978 - Senior Citizen Job Bureau & Astra Group Non-Profit Development Corp. for Seniors Housing (64 Nassau)

ANNUAL REPORT

Age & Opportunity

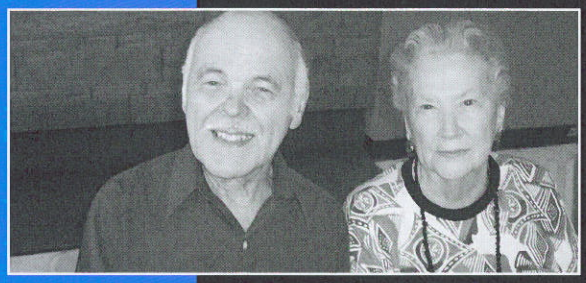
2003-2004



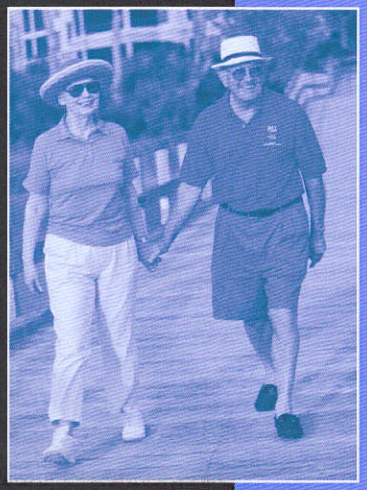
active living



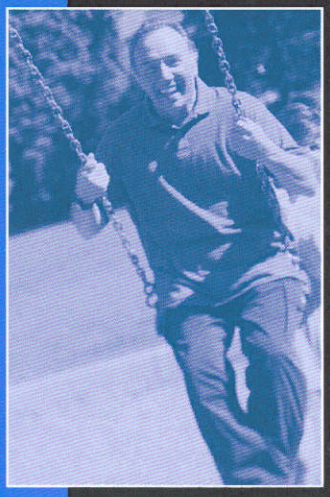
fellowship



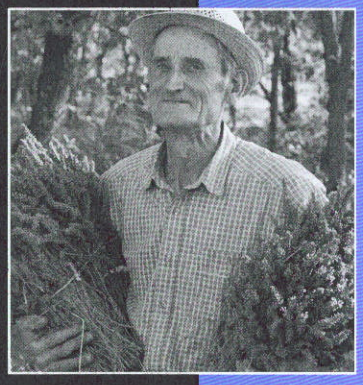
enhancing capacity



health & education



emotional wellbeing



leisure pursuits



cultural diversity



committed volunteers

what is Age & Opportunity?

Age & Opportunity is a social service agency that offers, through the central office and our network of senior centres, life enhancing services to older adults.

With roots that go back to 1957, the thrust of our operations is identifying and addressing many of the issues facing seniors. Hand in hand with older adults, and through partnerships with community groups, Age & Opportunity takes action to improve



the quality of life for older adults in Winnipeg through advocacy, education and service delivery.

Age & Opportunity strives to involve older adults in decision-making: their expertise is an important contribution to building a healthy community in which seniors play a vital role.

Our Vision...

Seniors will have the opportunity to have a good quality of life.

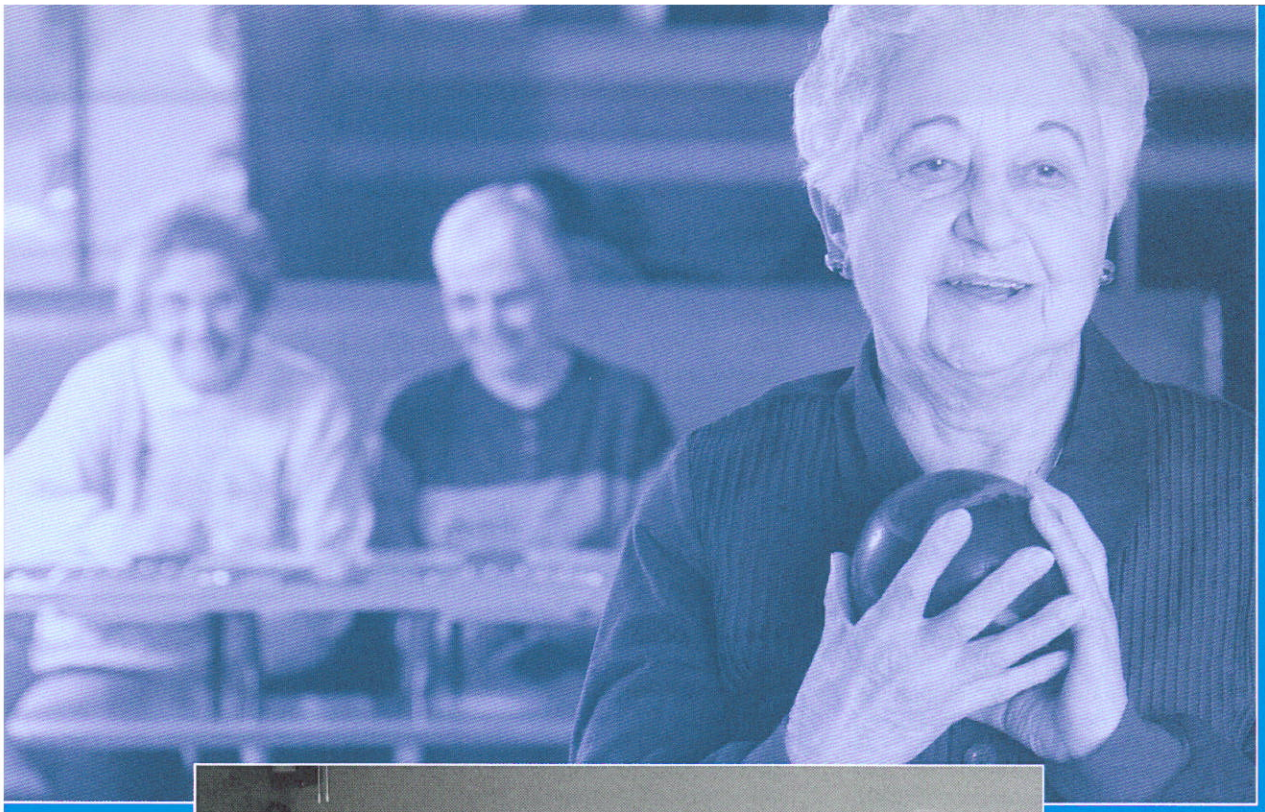
Our Values and Principles...

Age and Opportunity abides by the following values and principles:

- We value the diversity and attributes of seniors.
- We value partnerships with other organizations that will promote and enable needed services to seniors.
- We adopt the principles of:
  - respect for the dignity of all peoples.
  - seniors' access to appropriate, available services and programs.
  - having appropriate staff and volunteers to serve client population.
  - identifying emerging and unmet needs through programs/service evaluation, community needs assessment and research.
  - providing appropriate programs and services in an environmentally appropriate manner (location, size, staffing)

Our Objectives...

- We develop awareness in the community of the activities of the Agency.
- We develop and provide services for:
  - active seniors
  - seniors at risk
  - culturally diverse seniors
- We provide opportunities for seniors to develop and enhance their skills.
- We inform and educate the community in all aspects of aging.
- We advocate with governments and organizations for appropriate policy and program development on behalf of seniors.





our mission

Age & Opportunity is a community of seniors and other committed people who work together to improve the quality of life of seniors, to advocate for them and to educate and inform the public about all aspects of aging.



message from the board chair

During the past year, some important changes have occurred in the way A & O's Board of Directors operates. Much of the Board's work is now undertaken at the committee level. This lets us spend our time addressing the recommendations of our various committees without getting involved in the details. It also allows us to involve more citizen participants (i.e. non-Board members) in the work of the organization at the committee level.

Last year we also continued the practice of building effective linkages with our senior centre councils and memberships. In an effort to improve communication between the Board and the centres, we introduced by-law changes allowing us, for the first time, to appoint senior centre representatives to serve one-year terms on the Board. We have realized many benefits from this initiative.

Another recent initiative involved the development of closer relationships with our many funders through a series of Funders Meetings to begin to address some of the financial challenges facing the organization. These meetings also gave us the opportunity to share with our funders our vision for Age & Opportunity over the next five years and beyond.

I'd like to briefly touch on some of the highlights for this past year from the Board committee perspective. Over the past year, the By-Laws Committee reviewed our corporate by-laws in relation to the policies of our senior centres. This has been a long time coming and is aimed at creating greater cohesion among our various centres and social service components. This work has resulted in the development of the Senior Centre Rules and Regulations document.

The Centres Liaison Committee is where most of the communication between the Board and senior centres takes place. This past year, these committee members have spent many hours communicating by-law and operational changes to the centre members and councils. During the past year, this committee worked on three initiatives: the facilities accreditation process; working on role definitions regarding the Centre Councils; and facilitating the move to our new locations at the Lakewood and Archwood Community Centres.

The Communications Committee developed a quarterly newsletter called A & O In Touch to ensure the flow of information between the organization, its members and other constituencies. This committee is also overseeing the revamping of our website. Finally, through this committee, and with the greatly appreciated support of CJOB, A & O hosted The CJOB Seniors' Radio Show that aired from September 2003 through February 2004.

The Emerging Issues Committee administered a Membership Needs Assessment to explore the issues and concerns that affect Winnipeg's senior population. The results of this study will be used to help set the committee's future course as it establishes its role. Presentations of the findings will be made to other allied organizations and policy makers.

The Property and Facilities Committee is a new Board committee responsible for the upkeep and maintenance of properties related to our senior centres. In its first year of operation, this committee began to inventory our facilities regarding furniture, equipment and appliances. The committee also assessed our property infrastructure related to the condition of our flooring, roofing and accessibility.

The Resource Development Cabinet spent much of its time and energy on two initiatives. The first was a direct mail campaign to all members, allied organizations and suppliers regarding our planned giving campaign. The second was an agency-wide garage sale, which raised much needed funds, as well as supplied information about our programs and services to the people in attendance. This committee also began development of a fundraising strategy related to the organization's new endowment fund.

All in all 2003-2004 has been a very exciting and productive year for Age & Opportunity. In closing, I'd like to thank the members of all Board committees, both Board members and citizen volunteers, for their active and valued participation in the life of the organization. Thanks also to our Chief Executive Officer, Theresa Jachnycky, and our managers, staff and many volunteers for their valuable contributions to our programs and services. Finally, I would like to acknowledge and thank our many funders for their ongoing support: The Winnipeg Regional Health Authority, the United Way, the City of Winnipeg Community Services, the Winnipeg Police Service, the Seniors Directorate, the Department of Justice, the Winnipeg Foundation, Manitoba Conservation, Winnipeg School Division No. 1, and Manitoba Labour and Immigration.

Sincerely,
Gerry S. Kaplan, MSW
Chair, Board of Directors

AGE & OPPORTUNITY BOARD OF DIRECTORS

Chair
Gerry Kaplan

1st Vice Chair
Gertrude Vogan

2nd Vice Chair
Jane Kilpatrick

Secretary/Treasurer
Larry Cousins

Past Chair
Dave Burnside

Directors
Michael Johnson
Melville Neuman
Bonni Book
Carolyn Rickey
Dr. Won Kyum Kim
Tiffany Pau
Annika Weeks
Warren Smith
Katherina Dueck
Russell Demery
Christa Durhack
Louise Roberts
Ken Kijanka
Cathy Mitchell
Don Rice

message from the ceo



Age & Opportunity is known for its leadership and vision in delivering seniors' services. This past year was unlike any we ever experienced. Embracing change in an uncertain financial environment, we set out to expand our array of life-enhancing programs through outreach, individualized support services, senior centres and community partnerships.

To better serve the growing population of seniors in Winnipeg, Age & Opportunity launched several new initiatives in partnership with the community. These are SafetyAid, Boni Vital Active Communities, Seniors Housing Tours, Seniors Radio Show and A & O In Touch, which are described on the following pages.

Ensuring continued growth was especially challenging in light of financial resources afforded to senior serving agencies. Despite inflation, core funding for infrastructure and staffing has remained the same for years. Revenue from membership, program fees and fundraising has not kept pace with rising costs, and the negative performance of bond rates and investments in the commercial market caused yet another blow to an already fragile resource base as the Agency had to make thousands of dollars in solvency payments to support the its pension plan. Even with its finances severely constrained, Age & Opportunity not only managed to maintain its services, but also researched and implemented new programs. This accomplishment is due in large part to our committed employees. I am immensely proud and grateful to the employees for their dedication, commitment and resourcefulness in helping the Agency through this difficult financial period.

The vision, wisdom and contributions of our volunteers and senior leaders also helped sustain us during this year of change and financial constraint. With their support, Age & Opportunity addressed the less than optimal locations of two of its senior centres – St. Vital and Norwin 55+ (Selkirk Avenue) – by relocating their programming to other sites. For Norwin 55+, the consolidation of Selkirk Avenue operations into 817 Main Street meant closing the door to over 37 years of service; and for St. Vital Senior Centre, it meant saying good-bye to community partners who, for over 15 years, shared the premises with St. Mary's Road United Church.

Given the challenges that lie ahead, I believe that Age & Opportunity has the right strategy and structure to create an exciting new future for our clients, members and Winnipeg seniors. We look forward to providing another year of innovative life-enhancing programs and services.

T. L. (Theresa) Jachnycky
Chief Executive Officer

FAREWELL TO DEDICATED STAFF MEMBERS

Age & Opportunity recognizes the contributions of the following people who completed their employment with the Agency in 2003.

- ***Filippo Palmisani***
- ***Abdul Salim***
- ***Anita Suen***
- ***Charlene Traverse***
- ***Wendy Ens***
- ***Melody Hanslip***
- ***Jeremy Debicki - student employment initiative***
- ***Jeff Warner - student employment initiative***

CHILD MINDERS

Manjeet Sandhu
Nancy Tong

COMMUNITY LIAISON WORKERS

Flaviano Agpalza
Jenny Chan
Jose Chinchilla
Cilla Gadd
Yoon Tuk Kim
Emil Rekut
Rina Roytburg
Nirmal Sandhu
Anita Suen
Khushi Talwar
My Tang
Hien Tran
Sinderpal Turka

AGENCY STAFF

Bernadette Agpalza
Florence Burshtein
Jenny Chan
Esther Corbin
Lan Doan
Theresa Dong
Christa Durhack
Vanessa Everton
Sylvia Friesen
Dianne Frost
Aileen George
Kristen Gray
Norine Harty
Esther Held
Nancy Hotchkiss
Pam Howard
Theresa Jachnycky
Elda Juarez
Nadine Konyk
Donna Lewis
Deborah Lorteau
Shannon MacFarlane
Amanda Macrae
Lynne McCarthy
Eric Mellon
Eileen Miller
Stacey Miller
Don Mitchell
James Morden
Aruna Parbhaker
Lee-Anne Peluk
Michelle Ranville
Renee Rousseau
Barbara Russell
Nirmal Sandhu
Kathy Sawatsky
Debra Schweyer
Elizabeth Slivinski
Patti Stephenson
Valerie Unwin
Shanshan Wang
Paulette Weiss
Maria Wasylkewycz
Glenda Whiteman
Lorraine Wilks
Doreen Yasinski



senior centre highlights

SENIOR CENTRE COUNCILS

Senior centre councils are the democratic and community development arm of Age & Opportunity. Like the Agency's Board of Directors, council members are elected to identify the needs of their constituents and to facilitate the development of programs and activities to meet those needs. These elected senior leaders are a vital part of Age & Opportunity. Without them, the breadth of programming currently in place would simply not be available. These senior leaders give their time, energy and wisdom to improve the quality of life of the centre members.

Senior leaders are usually elected for a one year term, but many provide countless years of service for their senior centre. At right are the names of senior leaders who are making a difference in their communities:





Smith Street Senior Centre

- Teri Aird
- Yvette Belanger
- Lynne Belle
- Rita Berard
- Marguerite Fisher
- Dolly Fletcher
- Molly Halverson
- Jane Kolodka
- Norm LaFontaine
- Carmen Lawrence
- Louise Roberts
- Carmen Selmanovic
- Doreen Smart

West End Senior Centre

- Beth Berkhoff
- Dorothea Getschel
- Mary Halliday
- Barb Kehler
- Ted Kinsella
- Cathy Mitchell
- Jocelyn Orne
- Jessie Rempel
- Jeannie Romanoski
- Irene Sherritt
- Amy Strom
- Ray Wlock

St. Vital Senior Centre

- Gerald Brown
- Jo Hogg
- Al MacGillivray
- Kitty Murray
- Don Rice
- Cres Ryan
- Bill Varey
- Iona Varey

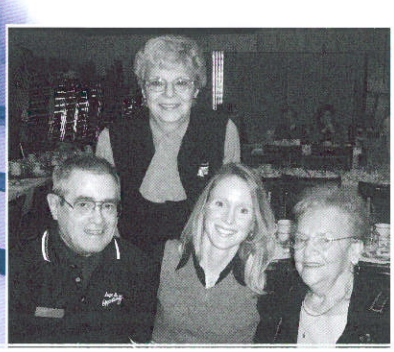
NorWin 55+ Senior Centre

- Lil Atamanchuk
- Olga Burym
- Russell Demery
- Ruth Demery
- Vi Cherny
- Bill Fitkowski
- Frances Gagaluk
- Kenneth Kijanka
- Ollie Kowaliuk
- Florence Krulicki
- Pauline Kucharski
- Rose Lysak
- Zena Maruschenko
- Mary Mazurec
- Stan Orbanski
- Walter Woroniaki
- Julius Toth

Stradbrook Senior Centre

- Wilma Busch
- Pat Kalyniuk
- Thelma Fast





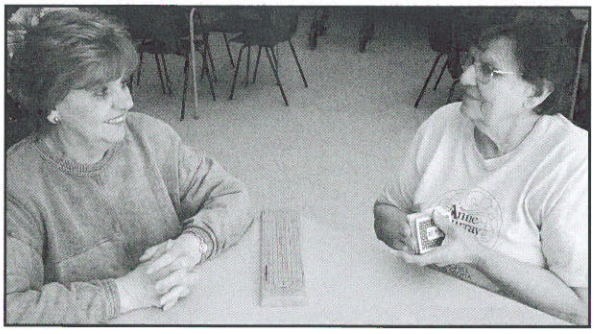
NORWIN 55+ ACTIVE LIVING CENTRE

817 Main Street

This year has seen huge changes for the members of NorWin 55+ Active Living Centre. As with any change, it is a time of opportunity as well as stress and turmoil. The Selkirk Avenue location closed with mixed feelings and a great sense of loss by many members. The Main Street location has carried on with business as usual, warmly welcoming anyone from its sister location to the activities here.

NorWin 55+ has also seen a change in facilitator staff: Esther Corbin left for a position in Friendly Visiting, and Aileen George came to the Main Street location. Main Street functioned very independently for years until the location on Selkirk closed, so the council and many members are also adjusting to new the situation. The Centre also welcomes five dedicated reception volunteers who are a great help to everyone.

It's a bit of a squeeze to offer many of Selkirk's events here, and the popular Computer Courses moved to West End, but for the first time in many years, NorWin 55+ members did host a dance to celebrate Malanka. It was a great success! Packing all members into the smallest Centre is definitely a challenge, so most of the activities are sold out as soon as they're planned!



There is a very active Senior Council at NorWin, and it continues to plan summer trips, birthday lunches every month, raffles, picnics and special meals throughout the year. Members also raise money with quilt/handicraft sales and rummage sales (with baking and good Ukrainian food), with the funds being used to subsidize the cost of the Centre's special events. Members look forward to having another dance in the fall this year, too.

SMITH STREET SENIOR CENTRE

2nd Floor, 185 Smith

With all the changes going on in the downtown area, the Smith Street Senior Centre has dealt with some challenges over the past year. Work on the new arena and the Centennial Library present constant challenges in regards to maneuvering one's way throughout the downtown area. Bus routes have been changing on a daily basis, and street closures are now commonplace.

The Centre's programs have continued in spite of this. It has made some new friends by hosting the Centennial Library Book Club, which meets monthly at the Centre during the reconstruction of the Library. The Y Women group has been very active this year with sessions on de-cluttering, cooking for one or two, and special guests from Peak of the Market and many others. The Income Tax program went very smoothly again this year as volunteers from the Canada Revenue Agency assisted 132 individuals with the completion of their income tax returns.

Other active and successful groups at the Centre this year included the Painting and Drawing Class, Yoga Class, the Woodcarving Group, the Centre Choir and the Handbells group. The English as a Second Language classes were full, and participants learned and had fun at the same time. During the



summer, the ESL program offered a Press Club and Games Club so participants could continue to practice their language skills. Volunteer language partners also met with a number of the ESL participants to help them hone their skills.

With the help of volunteer coaches, many seniors were able to learn about computers in a one-to-one learning environment. As well, the Community Connections computers are constantly busy throughout the day, with many seniors taking advantage of their accessibility. The Lunch of the Month group continues to grow, with participants visiting many new and old favourite restaurants in the city.

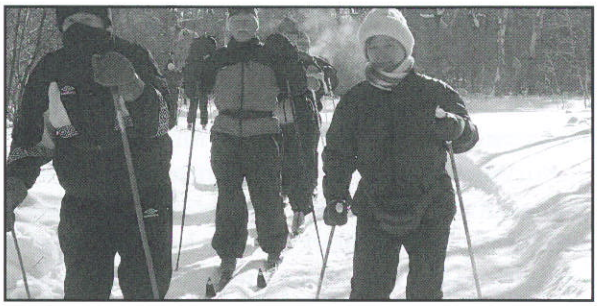
The Centre members are looking forward to a summer of fun and the year ahead, when they can hopefully begin to enjoy the changes and improvements to the downtown landscape.

ST. VITAL SENIOR CENTRE

613 St. Mary's Road

St. Vital Senior Centre is the host of a wide variety of community programs with a special focus on physical activity. Such popular classes, taught by trained instructors, include: Line Dancing, Yoga, Pilates, Firm and Flex, PACE, Muscles in Motion and Golf Clinics. Many activities run in the community by volunteer conveners are also very successful, such as an active cross country ski group, an energetic cycling group and avid golf enthusiasts.

This year St. Vital Senior Centre experienced some exciting changes. In February, an A&O office was opened at the Southdale Community Centre, located at 254 Lakewood Boulevard. Southdale provides spacious recreation areas for exercise classes and a fabulous classroom setting for ESL classes and Beginner Spanish classes.



Activities such as Carpet Bowling, Cribbage, Lunch of the Month and Legal Clinics continued to operate out of the St. Mary's Road location until March. At that time, classes began to transition to Archwood Community Centre, a beautiful facility in picturesque surroundings, located at 565 Guilbault.

Another highlight this year was the 3737 - Raffle. Tickets were sold from October 2003 to March 2004, and the draw was held on March 17, 2004. The prize allotment of $850 was awarded to seven lucky winners and three ticket sellers. Prize amounts consisted of $400 for first prize, $200 for second prize, $100 for third prize and $25 for the fourth to seventh prizes. The sellers won $25, $15 or $10 for selling the winning tickets for the first, second and third prizes. With a net profit of over $2,300, this raffle was extremely successful in its fundraising efforts for the Centre. Way to go, St. Vital Senior Centre!

STRADBROOK SENIOR CENTRE

400 Stradbrook

The Stradbrook Senior Centre, located in the heart of Osborne Village, serves as a focal point for groups of seniors from all over the city. Long considered a cultural hub, this Age & Opportunity location finds its most popular classes in the arts – including dance, visual art and writing.

This year, many participants expressed an interest in starting a drama club to learn about the "behind the

scenes" aspects of the theatre, take part in a critical dialogue, and put on their own show at the Winnipeg Fringe Festival. The goal is to establish this group in the upcoming year – and they don't have to look too far to find a playwright. The Stradbrook Senior Centre has three writing groups that range from published authors to beginners. Each group is working toward putting together a compilation of life stories.

There's a group of avid crafters that meets every Monday afternoon. This year, they made all of the decorations by hand for February's Mardi Gras Celebration – an exotic celebration featuring a local jazz pianist. Also on the list of exotic happenings is the Tuesday morning belly dancing class; passers-by are mesmerized by the flashes of colour in the stunning scarves used by the dancers. Tai Chi, Pilates and Line Dancing are among the most popular active living courses, while Round and Social Dancing have been going strong for many years.

As well, there is opportunity for members to work on their technological skills: many seniors are using the recently redecorated computer lab, which is open all day Monday to Friday. Each week private tutoring is available, allowing those who are new to the computer an opportunity to sit down one-on-one and ask all of their computer questions.

Culturally dynamic and literally brimming with opportunities that encourage personal growth, new friendships, healthy lifestyles and relaxation, the Stradbrook Senior Centre's recently renovated main floor provides a home away from home to many older adults in the community.



WEST END SENIOR CENTRE

644 Burnell Street

The West End Senior Centre continues to have a diverse membership from various cultural backgrounds. About half the membership consists of Chinese members who enjoy their weekly Wednesday Social Gathering that includes singing, dancing, table games and sharing food and stories. New to the group and the Centre is Mahjong. Many of the Chinese members are also participants in other classes offered at the Centre, such as Swing Dance, Latin American Dance and Line Dancing. Twice yearly special events, the Mid Autumn Festival and the Chinese New Year, are always well attended. The Centre also offers regular canasta and table tennis groups.

Other activities enjoyed by many are the Meal Program, the monthly Birthday Party, Painting and Drawing, Paper Tole and the Clogging Class. A popular Woodworking shop operates every day and sells some of its products, in partnership with CNIB.

New this year to the West End are the upcoming Computer classes, which will offer beginner classes initially, with specialty classes a possibility for the future. Michael's Craft group will begin offering a class once a month for those interested in learning something new.

Also available are special programs unique to the community, including the Portuguese Support Group, many ESL classes, a Stroke Recovery group, and Footcare and Blood Pressure clinics offered monthly.

New as well is A & O's partnership with the Salvation Army. This initiative welcomes a group of seniors with disabilities who join West End membership for noon meals and birthday parties. This group is looking at starting some other activities for spring/summer.

senior centre financial report

These financial statements reflect the fundraising efforts of the Age & Opportunity senior centres. Funds raised are used to subsidize social events and other senior led activities. Decisions about allocations are made entirely by members of the senior centre councils and general memberships. Each senior centre follows financial procedures prescribed by the Agency's Board of Directors.



SENIOR CENTRE FINANCIAL REPORT (UNAUDITED)

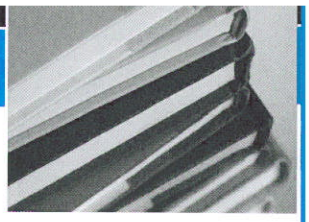
ASSETS

	MARCH 31, 2004	
CURRENT ASSETS		
Chequing/Savings		
Main Street Account	$	8,576.58
Smith Street Account		2,369.55
West End Accounts		
West End Canada Trust Account	2,315.69	
Chinese Members Account	1,070.01	
West End Accounts		3,385.70
St. Vital Current Account		5,948.16
Stradbrook Bank Account		721.95
Cash on Hand - Main Street		80.84
Cash on Hand - Stradbrook		30.00
Cash on Hand - West End		115.38
Cash on Hand - St. Vital		500.00
Total Chequing/Savings		21,727.16
Other Current Assets		
Main Street Investment Account	$	7,500.00
St. Vital SCU Share Account		5.00
St. Vital SCU Savings Act		15,035.02
Selkirk Term Deposit		5,369.32
Total Other Current Assets		27,909.34
Total Current Assets		49,636.50
Total Assets		**49,636.50**

LIABILITIES & EQUITY

EQUITY	
Retained Earnings - Main	12,778.48
Retained Earnings - Smith St.	3,120.62
Retained Earnings - St. Vital	19,279.29
Retained Earnings - West End	5,280.43
Retained Earnings - Selkirk	10,207.84
Retained Earnings - Stradbrook	524.23
Net Income	- 1,559.39
Total Equity	49,636.50
Total Liabilities & Equity	**49,636.50**





SENIOR CENTRE FINANCIAL REPORTS

APRIL 2003 - MARCH 2004

	Norwin 55+	Smith Street	St. Vital	Stradbrook	West End	Total
Income	$					
Community Fundraising - Donations	126.00	50.00	79.39	-	-	255.39
Total Community Fundraising	126.00	50.00	79.39	-	-	255.39
Fees/Sales						
Sale of Merchandise	177.07	177.00	564.45	-	-	918.52
Interest Income	117.50	8.56	301.48	-	2.10	429.64
Subsidy (A&O)	211.00	-	-	-	-	211.00
Arts, Crafts & Woodwork	1,133.50	-	-	-	12.70	1,146.20
Raffles & Lottery	1,525.91	285.26	2,309.19	-	152.25	4,272.20
Coffee & Kitchen	1,503.91	710.70	223.63	468.20	7.99	2,914.43
Day Trips/Outings Income	1,834.00	656.00	-	-	-	2,490.00
Games	-	-	213.42	-	-	213.42
Social Events	2,959.60	56.00	2,551.05	1,238.29	2,362.75	9,167.69
Bingo	396.32	-	-	-	-	396.32
Drinks	671.60	-	-	-	-	671.60
Total Community Fundraising	10,530.00	1,893.52	6,163.22	1,706.49	2,527.79	22,831.02
Grants						
City of Winnipeg Grant (Coucillor)	200.00	-	-	-	-	200.00
Total Grants	200.00	-	-	-	-	200.00
Total Income	10,856.00	1,943.52	6,424.6	1,706.49	2,537.79	23,286.41
Expense						
Operating Expense						
Housekeeping/Cleaning	800.00	-	-	-	-	800.00
Equipment Purchase	1,816.86	-	193.79	-	-	2,010.65
Repairs & Maintenance	129.28	-	343.19	-	39.90	512.37
Copying	-	-	1.85	-	-	1.85
Donations to A&O	500.00	-	-	-	-	500.00
United Way Donation	150.00	-	-	-	-	150.00
Office Supplies	228.85	147.58	6.82	105.65	88.81	577.71
Postage	89.59	-	-	-	-	89.59
Interest, Bank Charges	35.00	7.50	181.12	2.40	-	226.02
Fundraising Expenses	288.46	-	19.10	-	-	307.56
Cash Short/Over	-	-	-	-	22.46	22.46
Total Operating Expense	4,038.04	155.08	745.87	105.05	151.17	5,198.21
Program Expenses						
Arts, Crafts & Woodwork	259.43	-	-	-	-	259.43
Cash Short/Over	319.00	291.03	-	-	-	610.13
Raffles & Lottery	114.09	11.18	-	-	78.55	203.82
Coffee & Kitchen	749.89	1,427.04	179.99	417.15	200.00	2,974.07
Day Trips/Outings	2,585.90	665.10	-	-	-	3,251.00
Games Expense	99.40	-	369.34	-	-	468.74
Social Events Expense	3,605.73	34.56	2,533.68	808.57	3,676.01	10,658.55
Bingo Expense	-	-	105.70	-	-	105.70
Drinks	434.00	-	-	-	-	434.00
Total Program Expenses	8,167.54	2,428.91	3,188.71	1,225.72	3,954.56	18,965.44



community services

SOCIAL WORK

Counselling

Age & Opportunity's social work staff work with older adults to address various issues, such as bereavement, caregiver stress, housing, financial concerns, loss of health, conflicts with family and depression. Through individual or group counselling, our social workers provide individuals with the assistance, support and resources they need to deal with life stressors.

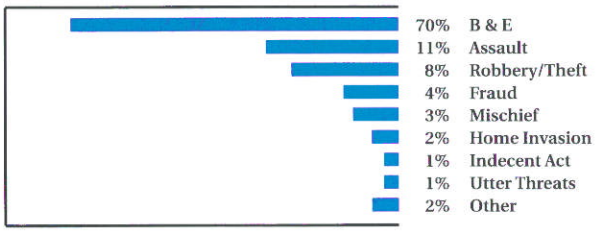
Over the past year, our social work unit reports that:

- On-going counseling services were provided to 398 new clients.
- 442 individuals were assisted via brief counselling contact or the provision of information/referral.
- 14 professional training, public awareness and general interest events/presentations were held, with 221 individuals attending.
- 610 consults with professionals in the community and family members took place.
- Four bereavement groups were conducted by social work staff in the past year.
- "Because We Care," a support group for caregivers, which is co-facilitated by a staff social worker, continued to meet monthly for informational presentations and peer support.
- The Grief Mentorship Program connects newly bereaved older men and women with widows and widowers to provide mentoring through the grieving process. This program provides on-going support and training to the mentors and is also co-facilitated by a staff social worker.

Older Victim Services

Older victim services staff and volunteers continued to provide vital supportive services for older adults who have been the victim of a crime. The Winnipeg Police Service referred over 700 older adults to the program this past year. Counselling, emotional support and information on victim's rights and court processes are offered to each client. Program staff also provided crime prevention presentations to numerous seniors groups, such as retiree groups, seniors housing residences, cultural organizations and senior women's groups.

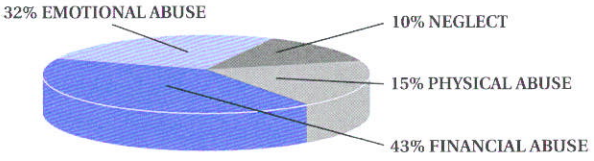
TYPES OF CRIME EXPERIENCED BY CLIENTS APRIL 1/03 TO MARCH 31/04



Elder Abuse

This past year the Elder Abuse Program worked long-term with 126 older adults who are experiencing abuse, neglect or exploitation from family members or other caregivers. The social work staff provided confidential counselling and advocacy to these individuals. Another 207 older adults, or their concerned caregivers, received valuable information regarding legal rights, financial and housing options, as well as supportive counselling. This year also saw increased outreach to Winnipeg's ethnic, immigrant and Aboriginal communities. In addition, program staff developed an "Assertiveness Training for Older Parents" group for older adults experiencing difficulties with their adult children.

TYPES OF ABUSE EXPERIENCED BY CLIENTS APRIL 1/03 TO MARCH 31/04



Special Project on Self-Neglect

The special project on self neglect is designed to provide assistance and support to older adults who are living in conditions of squalor by providing the appropriate clean-up and counselling services. The project's main goal is to improve the quality of life and general health of these individuals, thus allowing them to continue living in their home.

Increased public awareness will assist in the identification of at-risk individuals to ensure that there is support, treatment and follow-up. A task force of social service and health professionals provides expertise and guidance to this initiative.

ENGLISH FOR SENIORS

Age & Opportunity's English for Seniors Program completed its seventh year of operation in 2003-2004. Throughout the year, the program offered 21 ESL instruction classes to over 350 senior aged students from 35 different language backgrounds.



Classes were held at 11 locations throughout the city of Winnipeg. Community liaison workers provided the link to different ethnic communities, as well as on-going support to the learners. Childcare was offered at some locations to give students who care for grandchildren the opportunity to attend. Transportation was available to students identified as being in need of such services. In-class volunteer helpers and language partner volunteers provided tremendous assistance to learners by practicing informal conversational English skills.

Four summer clubs offered in June and July 2003 helped students to learn informal conversation through games and discussion of news articles.

The highlight of this fiscal year was the ESL Food Festival held on October 23. To celebrate Manitoba Seniors & Elders Month, the ESL program hosted this event, which concluded with a traditional fashion show. Most of the students participated, helping to organize 13 tables of different types of ethnic food. Over 500 attendees were attracted to this unique event.

As well as offering in-class instructional ESL, the program also provides the opportunity for students to become aware of resources and services for seniors, helping them to remain active throughout their later years.

EDUCATION AND RESEARCH

This year, Age & Opportunity was excited to provide practicum placements to students from a variety of education programs. The Agency welcomed students from the Faculties of Social Work and Human Ecology at the University of Manitoba, the University of Winnipeg's Conflict Resolution Studies Program and Red River Community College. The students gained professional skills in their field, as well as worked on special projects within the Agency. Age & Opportunity also assists other students conducting research in their respective fields by providing information regarding client demographics, client needs and service provision.

OUR VOLUNTEERS

Age & Opportunity welcomed 69 new volunteers in 2003. Of these, 45 joined the Friendly Visiting Program, six provided support to E.S.L. students and the remainder provided support at the downtown office and senior centres or worked on special projects.

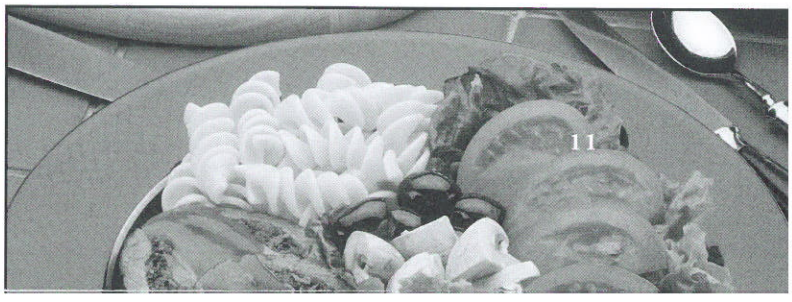
At the April 29th Volunteer Recognition Event, the Agency continued the tradition of honouring volunteers for 3, 5 and 10 plus years of service. Friendly Visiting Program long service volunteers honoured were: Venda Tarry for 25 years of service; Helena Kinal and Pauline Shewchuk for 20 years; Sheela Chekki and Kay Scarth for 15 years; and Julie Halabicki for 10 years. Nancy Graham, a familiar face at the downtown office, received a 15 year recognition award, along with Joyce McRae for her years of coordinating the Agency's income tax program. Joyce Young received an award for her 10 years of providing administrative support at Norwin 55+.

Another 14 volunteers were honored for 5 years of service, and 14 volunteers were honoured for 3 years of service.

In total, 316 volunteers provided a total of 27,593.33 hours of service in 2003. The Agency could not provide the service it does without the commitment of its volunteers. Thank you.

MEAL PROGRAM

In 2003-2004, the Meal Program continued to take into consideration the unique differences that exist among the centres. The menus have been organized to reflect the seasons and the variety of healthy food choices available. For example, during the summer months, fresh fruit and vegetables not normally available in the fall and winter are offered - strawberry shortcake is a favourite! Summer barbecues are also used to add a different flavour and some sizzle. During the fall and winter months, hearty stews and comfort food preside. The Congregate Meal Program provides great food and an opportunity to visit with friends. Monthly highlights include birthday party luncheons, served complete with cake and ice cream, and special menus that offer multi-cultural taste sensations.



KNOWLEDGE RESOURCES

Information and Referral
The demand for information and referral services provided by the senior centres and the Seniors Information Line continues to increase as the population ages. This year the Seniors Information Line received an average of 40 calls per day requesting information on all types of community and commercial services. Volunteers and staff handle enquiries from seniors, families, professionals and the general public about Agency programs, community services, government programs, health care, transportation, job opportunities, commercial services and many others. Agency staff and volunteers spend many hours researching information so they can provide accurate, comprehensive and up-to-date information to callers. The Agency continues to network with other agencies (CONTACT Community Information, Health Links, MSOS, Seniors Directorate, Centre de resources communautaire and WRHA) to share best practices for seniors information lines.

Housing
Housing Tours - For many older adults, the decision to move is a major life event. Today, older adults have a range of options when choosing a new residence: independent living, assisted living, supportive housing, as well as choices in owning, renting or life leasing. Other considerations include location and proximity to services, space, rooms, budget, ancillary costs, rates and terms. This overwhelming multitude of factors can become added stressors to individuals, their families and/or friends.

Complicating a decision to move is a shortage of affordable age-restricted housing facilities. For this reason, Age & Opportunity decided to introduce Tours of Seniors' Housing Facilities as a new service to older adults planning to move.

In 2003/04, with the support of several community sponsors, four tours were arranged for the communities of St. Boniface/St. Vital and Fort Garry/Richmond.



Housing Directory - The Winnipeg Seniors' Housing Directory continues to serve as a valuable resource to older adults, their friends and families. This past year, the Directory was updated and expanded to include checklists for independent and assisted living, as well as personal care homes. Over 1,300 copies were distributed between September 2003 and March 2004.

Legal Services
The legal services provided by the lawyers from Legal Aid Manitoba continued to be in high demand with Age and Opportunity clients, with well over 1,000 clients utilizing the service. The lawyers assist clients with the preparation of wills, power of attorneys and advice on other legal matters. Clients are able to attend the legal clinics at four Agency locations, or the lawyers will provide telephone advice and home/hospital visits if necessary. The Agency also partnered with the Brooklands/Weston Community Resource Council to provide a clinic in the Weston area at Sparling United Church and will be looking for a new clinic site for the South Winnipeg area.

Income Tax Clinics
The Agency continued its partnership with the Manitoba Institute of Chartered Accountants to provide Income Tax Clinics to low income seniors in Winnipeg this year. During 2003-2004, 113 volunteer accountants completed 425 returns for senior clients at 10 different sites throughout the city. Due to limited financial resources, this may be their only opportunity to have a professional complete their return. This program could not be offered without the generous contribution of the Manitoba Institute of Chartered Accountants and the support of several Winnipeg Accounting firms. Age & Opportunity would like to thank the following firms for their support of the clinics:

Price Waterhouse Coopers, Meyers Norris Penny, Lazer Grant, Scarrow Donald, The Exchange Group, KPMG, BDO Dunwoody, Burke Cantnor & Co., Ernst and Young, Tadman Hornstein, Grant Thornton, and Deloitte & Touche.

The Age & Opportunity Seniors Radio Show
The Age & Opportunity Seniors Show aired on CJOB Radio Sundays from 12 to 1 p.m. and ran for a total of 23 weeks. Amanda Macrae, A & O's Manager of Member and Client Services, was the host of the call-in radio show. The purpose of the show was to offer older adults (55+) living in the community a one-hour information/talk show series on a variety of topics. On the next page is the exciting array of issues discussed on the program.



The Age & Opportunity Seniors Radio Show

Age Is No Barrier (Active Living & the Older Adult)
Guests: Betty Smith & Ron Anderson (active older adults)

Medication Management
Guest: Marie Berry, Pharmacist (Vimy Park Pharmacy)

Vitamin, Drug & Food Interactions
Guest: Marie Berry, Pharmacist (Vimy Park Pharmacy)

The Reality & Options of Cooking for One or Two
Guest: Elizabeth St.Godard, Registered Dietician (WRHA, Seniors Health Resource Team/St. James Assiniboia Senior Centre)

Will & Estate Planning
Guest: Larry Cherrett, Lawyer (Cherrett Law Office)

Driving Capacity & Aging
Guest: Dr. David Strang (Deer Lodge Centre)

Aging and Mental Health
Guest: Geri McGrath, Manager of Psychogeriatric Services (Deer Lodge Centre)

Physical Activity & Aging
Guests: Dr. Elizabeth Ready (University of Manitoba, Faculty of Physical Education & Recreation Studies) & Michelle Meade (Reh-Fit Centre)

The New Deal
Guest: Mayor Glen Murray (City of Winnipeg)

Caregiving
Guest: Susan Sprange (Rupert's Land Caregiver Service)

Scams
Guests: Donna Tardi (Consumer's Bureau), Lorraine Wilks (Scotiabank ABCs of Fraud Coordinator, Age & Opportunity), Bernice Stebbing (Scotiabank ABCs of Fraud, Age & Opportunity Volunteer)

Safety
Guest: Eric Mellon (Project Coordinator, SafetyAid Program, Age & Opportunity)

Volunteerism
Guests: Barb Gemmell (Gemmell Training & Consulting), Sheila Levine (Volunteer, Winnipeg Harvest), Russ McCloud (Volunteer, Christmas Cheer Board), Jane Walter (Volunteer, Friendly Visiting Program, Age &Opportunity)

De-cluttering & Getting Organized
Guest: Morva Bowman
(Masters of Space & Time)

Downsizing Your Home
Guest: Elizabeth Summers (Transitions)

Dentures
Guest: Darryl Audette, Denturist (two shows)

Technology
Guest: Richard Denishuk (Creative Retirement)

Intergenerational Differences
Guest: Bonnie McDonnell (Program Director of Education Services, Human Resources & Nursing, Health Sciences Centre)

Coping with the Loss of a Loved One
Guests: Karen Toole (Soul Seasons Counseling and Consulting) and Stacey Miller (Social Worker, Age & Opportunity)

Elder Abuse
Guests: Val Bakowski (Manitoba Health's Protection for Persons in Care Office), Michelle Ranville (Manager of Community Services, Age & Opportunity)

Hearing Loss
Guest: Lisa Reid (Lisa Reid Audiology)

Alumni of the Royal Winnipeg Ballet
Guests: Viola Robertson, Margaret Piasecki, Les Carter (former professional ballet dancers)

Age & Opportunity received many inquiries about the various resources that were mentioned on the program and, as a result, were able to connect older adults, family members and caregivers with the programs and services they were seeking. The Agency would like to acknowledge CJOB and staff for their support in this endeavor. This radio show would not have been possible without the guests who shared their knowledge, expertise and commitment to the well being of older adults living in the community. Thanks to all the partners who played a role in making the Age & Opportunity Seniors Show a success!



OUTREACH SERVICES

Friendly Visiting
The Friendly Visiting Program matched 118 socially isolated seniors with volunteer visitors this past year. Friendly Visitors provide supportive friendship to older adults through regular visits. Through the Phone-a-Friend Program, volunteers provide a reassuring voice and friendly conversation. Older adults may experience feelings of loneliness after the death of a loved one or a recent move, and they may feel isolated due to physical limitations. Last year the program received 177 new referrals from family, home care, hospital social workers, community partners as well as many self referrals. The Friendly Visiting Program's dedicated volunteers provided 11, 802 hours of social contact that included sharing hobbies, playing cards, discussing current events or sharing other similar interests.

SafetyAid –
Crime Prevention For Older Manitobans
Last June, Age & Opportunity, in partnership with the Winnipeg Police Service and the Government of Manitoba Department of Justice, launched the SafetyAid Program. This innovative program conducts home safety and security audits of senior's homes throughout Winnipeg. The SafetyAid team also installs safety devices such as deadbolts, peepholes, slide bars and extra address numbers to eligible seniors. Senior victims of a break & enter or home invasion are proactively contacted and offered free installation of security devices. Through a generous donation by Energizer Canada, Inc., free smoke detector batteries are installed in every home the SafetyAid team visits.

Since the program's start in June 2003 it has:
- conducted 208 safety audits city-wide.
- received 615 requests for information on home security and residential maintenance programs for seniors.
- provided 17 safety presentations to various seniors and retirees groups, reaching a total of 627 seniors.

Scotiabank Fraud Awareness Program:
ABCs of Fraud
In its fifth year of operation, the Scotiabank Fraud Awareness Program: ABCs of Fraud continued to bring its entertaining and informative message of consumer fraud awareness to seniors in the greater Winnipeg area. A 35% increase in presentation requests resulted in 63 presentations to approximately 1,522 seniors from February 1, 2003 to January 31, 2004. A total of 17% of all requests were made by French language, English as a Second Language or rural groups. The program was delivered by 10 volunteers who contributed 738 hours to the program this past year.

The second national Fraudbusters Conference took place May 8 to 11, 2003 in Ottawa. ABCs of Fraud volunteers from across the country increased their knowledge about identity theft, Internet fraud and investment fraud. Six A & O volunteer speakers participated in the conference.

On October 28, 2003, the ABCs of Fraud volunteer speakers were recognized by the Manitoba Council on Aging for their outstanding contribution to benefiting the lives of seniors in Manitoba. Two representatives from the group attended a reception at the Manitoba Legislature to accept the Certificate of Recognition Award.

Boni Vital Active Communities
Boni Vital Active Communities (BVAC) promotes healthy, active living for people 55+ residing in the St. Boniface and St. Vital communities by providing information about available programs and by assisting them in both making contacts and organizing transportation. The goals are: to stimulate a positive attitude towards healthy active living; to increase the participants' knowledge about the health benefits of physical activity; and to encourage the activity level of the participants through on-site try-outs of various physical activity community programs. The motto is to "Get Out! Have Fun! Be Active!"

Fort Garry Shuttle Bus
At the invitation of seniors living in Fort Garry, representatives from A & O, together with South Winnipeg Family Information Centre, Victoria General Hospital Foundation and MLA Kerri Irvine-Ross, researched the feasibility of operating a weekly shuttle service from seniors' apartments to local businesses along Pembina Highway and to Kinsman Reh-Fit Centre for exercise & shopping. Based on a program in Napanee, Ontario, the work group approached businesses and service clubs in Fort Garry for modest donations to support the program. After six months of planning, the group launched a trial run on March 26, which stopped at seven seniors' apartment complexes and at 11 Pembina Highway businesses, including the Reh-Fit Centre on Taylor Avenue.

The reasons for the service are: to meet the critical need for increased transportation services for Winnipeg's elderly population; to increase independent living among this cohort; to enrich the lives of older adults residing within the Fort Garry community; to contribute to the economic development of Fort Garry businesses & services.

contributors to Age & Opportunity

As a non-profit organization, Age & Opportunity relies on contributions from generous donors to help fund its programs and services. Each year, the list of supporters gets longer – thank you so much for your trust in the Agency's ability to provide opportunities that will make the life of seniors rich and meaningful! The following list represents donations, sponsorships and gifts-in-kind made between April 1, 2003 and March 1, 2004.

Abbott, Evelyn
Abrams, Morris
All Charities Campaign
Anonymous
Apple Seed II Investments
Archambault, Jean
Armit, Olga
Armstrong, Scott
Aron, Mr. & Mrs. Jack
Augst, Christian
Bach, Martha
Barbour, Margaret
Bausman, Marie
Bemben, Charles
Bielecka, Stella
Bohonos, Mr. & Mrs. Nestor
Boittaux, John
Bond, Dr. John Jr.
Bontay, Maria
Book, Bonni
Bornn, M.J.
Bretecher, Mary Jeanne
Brown, Bessie
Buchanan, B.
Burnside, Dave
Burridge, Karen
Button, Roger
* In Memory of Grace Mattern
Byquist, Vera
Campbell, Margaret
Cannon, Mark
Chabai, Marge
Chechvala, Alan
CJOB
Cook, Romeo
Crackston, Patricia
Dakota Garden Market IGA
Dumas, Joanne
Dyck, Abe
Ebony Eyes
Elridge, Theresa
Energizer Canada
English, Eileen
Fast, Thelma
Fedak, Irene
Fitzpatrick, Joan
Fraser, Donald
Frazer, Sadie
French, Marian
Garlinski, Sharon
Giesbrecht, Patricia
Goldie, Olive
* In Memory of Bruce Sim
Gold-Steinberg, Julie
Gregory, Margaret
Grela, Marguerite
Guse, Lydia
Halaiko, J.R.
* In Memory of Mom & Dad Owchar
Halverson, Molly
Hansen, H.J.
Hanson, Jean
Harty, Norine
Heinrichs, Daniel
Hercus, Lorraine
Hibbard, Tim
Hill, Dr. Robert
Hirkala, Elizabeth
Hlady, Mary
Hogle, Drucie
Hosegood's IGA
Hoskins, Jessie
Hryb, Stella
Hrynkiw, Linda
Hunt, Theresa
Hutchison, Grace
Irvin-Ross, Kerri
Iwacha, Nellie
Jachnycky, Theresa
Johnstone, Betty
Komar, Kelly
Kozak, Cathy
* In Memory of Olive Preston
Kuch, Patricia
Kumps, Alice
Kwast, Bernice
Lavallee, Frances
Lawrence, Carmen
Lessard, Grace
Leung, Rebecca
Lewye, Pat
Linklater, Pearl
M& M Convenience
MacDonald, Janet
MacLeod, Ms. L.
MacPherson, Fred
Maguet, Marie
Main Street Seniors
Mainland, Eileen
Malegus, Louise
Marcoux, Grace
Marks, Edward
Marr, Ernest
Martin, Janice
Martin, Margaret
McDonald, Christy
McDonald, Fae
McDougall, Reanne
McKee, Mrs.
McLaren Research
McLoughry, Eva
McMahon, Laureen
McRedmond, Tiana
Mellon, Eric
Michniuk, John
Miller's Super Valu Meats
Mitchell, Cathy
Molly's Pies
Moore, Alice
Moore, Joan
Morfoot, Mary
Morrissette, Elie
Moskal, Lorna
Mudry, Lidia
Nerbas, Armand
Neuman, Melville
Nicholls, Glenda
Nixon, Lora
Normand, Bearl
Okrusko, Norman
Olean, Elna
Oleski, Polly
Olsen, Dorothy
Onyshko, Francis
Orestes, Mel & Helen
Panchyshak, Alice
Parris, Vivian
Pascal, William
Pavetich, Otto
Penhandlers
Peters, Betty
Petroff, John
Prescott, Corinne
Pugh, James
Ramlal, Margaret
Rankin, Viola
Remple, Kay
Repchinsky, Michael
Rice, Don
Richmond, Jack
Riediger's Supermarket
Riedl, Annelise
Rivard, Marg
Robitaille, Pierre
Romas, Rose
Roth, George
Safeway - Marion
Schade, Larry
Schaf, Almine
Schjerning, Rodney
Sharman, Donald
Sidak, Mike
Sidebottom, Tom & Arla
* In Memory of Grace Mattern
Silvester, Dan
Sisson, Dorothy
Smith, Margaret
Smith, Olive
Steinberg, Julie
Stepchuk, Pauline
Strock, Helen
Swietlik, Janina
Szymik, Antonina
Tarares, Gloria
The New HP
Thompson, Bernice
Trottier, Mary
Venus, Linda
Vertone, Maria
Webster, Sage
White, Elizabeth
Whitman, James
Widerski, Carol
Wilks, Lorraine
Willis, Ginny
Wover, Robert
Wu, Angela
Yankoski, John



auditors' report

To the Members of AGE AND OPPORTUNITY INC.:

We have examined the financial statements of Age and Opportunity Inc. for the year ended March 31, 2004 and have reported thereon without qualification. In our opinion, the condensed statements of financial position and operations, and schedules of expenditures fairly summarize the related information contained in the financial statements examined by us.

BDO Dunwoody LLP

Chartered Accountants
Winnipeg, Manitoba
May 13, 2004

CONDENSED STATEMENT OF FINANCIAL POSITION

MARCH 31, 2004

ASSETS

	2004	2003
CURRENT		
Cash and short-term investments	$275,428	211,874
Grants and accounts receivable	56,511	26,740
Prepaid expenses	12,946	8,667
	344,885	247,281
INVESTMENTS - ENDOWMENT	8,224	-
CAPITAL ASSETS	15,448	24,795
	368,557	272,076

LIABILITIES

CURRENT		
Accounts payable	$ 69,047	77,863
Deferred revenue	151,870	47,387
Accrued vacation pay	54,766	47,858
	275,683	173,108
DESIGNATED ACCOUNTS	5,495	3,195
	281,178	176,303

NET ASSETS

NET ASSETS INVESTED IN CAPITAL ASSETS	15,448	24,795
NET ASSETS INTERNALLY RESTRICTED FOR EQUIPMENT REPLACEMENT AND BUILDING REPAIRS	32,457	32,564
AGE & OPPORTUNITY ENDOWMENT FUND	8,224	-
UNRESTRICTED NET ASSETS	31,250	38,414
	87,379	95,773
	$ 368,557	$ 272,076

CONDENSED STATEMENT OF OPERATIONS

YEAR ENDED MARCH 31, 2004

REVENUE	2004	2003
Grants		
City of Winnipeg - Planning and Community Services	$ 87,000	87,000
Older Victims' Services Program	48,252	48,252
Manitoba Health-Winnipeg Regional Health Authority	527,804	527,304
United Way	267,463	256,610
Winnipeg Foundation	14,800	42,000
Elder Abuse Resource Centre		
Province of Manitoba-*Seniors' Directorate*	80,500	60,500
United Way	18,036	18,036
Winnipeg School Division No. 1	20,700	20,700
Community Connections Grant	3,120	3,400
Province of Manitoba - HRDC Grant	3,444	-
Manitoba Metis Federation - Summer Career Placement Grant	-	3,763
Department of Justice - SafetyAid	78,333	-
Province of Manitoba - Conservation	5,000	-
	1,154,127	1,067,565
Service Recoveries		
Congregate meals	24,883	29,066
Courses, workshops, seminars	31,617	25,594
Program Administration & Recoveries	37,175	18,791
Sale of merchandise	7,463	3,600
	101,138	77,051
Other		
Boni Vital Active Communities	4,500	-
Designated United Way donations	4,942	5,883
Donations	46,217	8,907
Garage sale	1,009	-
Memberships	15,947	17,377
Interest	3,418	2,862
Sponsorships	300	-
Miscellaneous	981	1,148
	77,314	36,177
Projects		
Boni Vital Active Communities - Health Canada	35,000	22,192
Manitoba Labour and Immigration (English for Seniors Program)	250,000	244,965
Scotiabank ABCs of Fraud	22,500	20,000
Other	500	500
	308,000	287,657
TOTAL REVENUE	1,640,579	1,468,450
EXPENDITURES-CENTRES	588,405	570,508
EXPENDITURES-GLOBAL & COMMUNITY SERVICES	1,061,292	928,345
	1,649,697	1,498,853
DEFICIENCY OF REVENUE OVER EXPENDITURES FOR THE YEAR	(9,118)	(30,403)
ALLOCATED AS FOLLOWS:		
Invested in capital assets	9,454	13,605
Unrestricted net assets	(336)	16,798
Unallocated	$ -	-

SCHEDULE OF EXPENDITURES - GLOBAL AND COMMUNITY SERVICES

FOR THE YEAR ENDED MARCH 31, 2004

	Global Services	Community Services	Elder Abuse Resource Centre	E.S.L.	SafetyAid	2004	2003
Amortization of capital assets	$ 9,454	-	-	-	-	9,454	13,605
Delivery	1,345	102	21	120	91	1,679	2,005
Equipment purchases	-	-	-	-	-	-	3,043
Equipment rental	2,040	2,467	709	913	627	6,756	-
G.S.T.	4,466	761	72	2,010	673	7,982	6,048
In-kind rent contribution	-	-		-	-	-	2,184
Insurance	3,714	2,518	839	914	246	8,231	5,566
Interest and bank charges	1,372	-	-	1,178	1	2,551	4,066
IT support	782	-	70	70	111	1,033	-
Maintenance and supplies	677	-	70	1,043	1,860	3,650	3,653
Office Supplies	5,040	12,923	1,612	3,864	2,405	25,844	21,313
Other	2,220	1,940	-	1,806	2,470	8,436	3,094
Payroll expenses	1,943	-	-	-	-	1,943	-
Pension deficiency	5,360	-	-	-	-	5,360	5,550
Postage	2,396	1,635	66	382	65	4,544	5,224
Professional fees	9,785	540	1,880	443	-	12,648	8,155
Program supplies	8,921	550	40	3,227	6,533	19,271	18,504
Public relations and promotion	51,508	262	-	131	6,001	57,902	7,315
Rent	61,144	-	4,800	2,120	-	68,064	64,829
Salaries, benefits and honouraria	230,679	132,903	76,697	179,429	41,272	660,980	615,097
Staff development and training	165	449	130	1,295	155	2,194	8,742
Telephone	6,605	4,169	621	1,285	1,017	13,697	11,266
Travel	3,243	4,604	250	46,567	1,172	55,836	62,135
Utilities	3,300	120	-	40	40	3,500	4,132
Volunteer recognition and training	4,691	3,805	34	2,483	612	11,625	13,994
	420,850	169,748	87,911	249,320	65,351	993,180	889,520
Boni Vital Active Communities	44,367	-	-	-	-	44,367	22,285
Scotiabank ABCs of Fraud	23,671	-	-	-	-	23,671	16,540
Point Douglas Coalition	74	-	-	-	-	74	-
	$488,962	$169,748	$87,911	249,320	65,351	$1,061,292	$928,345

SCHEDULE OF EXPENDITURES - CENTRES

FOR THE YEAR ENDED MARCH 31

	Smith	Norwin	St. Vital	Stradbrook	West End	South Winnipeg	2004 Total	2003 Total
Community Connections	$ -	321	-	1,109	567	-	1,997	2,654
Delivery	131	450	157	211	179	8	1,136	1,057
Education program costs	4,766	1,266	9,500	10,109	5,390	496	31,527	38,072
Equipment rental	1,074	1,217	1,081	1,209	1,544	172	6,297	2,878
Food costs	320	10,674	293	8,865	7,022	72	27,246	27,845
G.S.T.	379	1,956	597	606	1,309	92	4,939	6,495
IT support	17	87	446	87	189	18	844	-
Interest and bank charges	-	-	-	5	-	-	5	422
Maintenance and supplies	575	28,211	103	5,099	13,705	-	47,693	29,472
Office supplies	5,347	5,381	8,333	5,504	5,586	224	30,375	38,435
Other	225	211	900	621	331	173	2,461	550
Pension deficiency	-	-	-	-	-	-	-	9,250
Postage	685	1,025	2,121	787	1,148	79	5,845	5,987
Professional fees	188	338	188	336	188	-	1,238	225
Program supplies	688	1,782	482	1,158	2,396	7	6,513	3,750
Promotion and public relations	98	98	98	97	97	331	819	1,795
Rent	-	-	8,025	-	-	-	8,025	7,698
Salaries, benefits and honouraria	63,115	64,110	52,164	65,843	71,842	28,841	345,915	319,663
Staff development and training	262	207	137	192	192	95	1,085	2,853
Taxes and insurance	890	4,681	890	890	8,667	-	16,018	21,804
Telephone	2,439	4,723	3,357	2,967	2,775	558	16,819	18,995
Travel	435	853	874	584	704	1,254	4,704	4,363
Utilities	-	9,601	-	-	12,762	-	22,363	21,058
Volunteer expenses	484	1,132	571	1,369	977	6	4,541	5,187
Total expenditures	$82,118	$138,324	$90,317	$107,648	$137,570	$32,428	$588,405	$570,508

For more information about
Age & Opportunity's programs,
call the central office at:

(204) 956-6440

or check our website at
www.ageopportunity.mb.ca

United Way
Winnipeg

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