



**Established 1990**

### **MISSION**

The Seniors Resource Centre Association of Newfoundland and Labrador is a not-for-profit, charitable organization.

Through partnerships, the Centre promotes, enhances and supports the well-being and independence of older adults throughout the province.

### **MANDATE**

The Seniors Resource Centre of Newfoundland and Labrador collaborates with older adults, family members, volunteers of all ages, and organizations across the province:

- to provide information for informed decision making
- to offer opportunities to develop and participate in programs
- to influence policies that affect older adults

### **VISION**

Older adults are respected, valued and have the opportunity to be engaged in all aspects of society.

### **VALUES**

- |                             |  |
|-----------------------------|--|
| 1. Respectful Relationships | Working with, not for, older adults  |
| 2. Choice                   | Promoting the right to choose  |
| 3. Collaboration            | Partnering with older adults, family members, volunteers, organizations, communities, and all levels of government |
| 4. Lifelong learning        | Providing opportunities for continued growth and development   |

Approved by the Board of Directors - March 2006

# BOARD OF DIRECTORS 2008 - 2009

## Executive

Marilyn Beaton	Chair
Linda Bowering	Past Chair
Rosemary Lester	Vice Chair
Susan Hounsell	Secretary
Albert Croke	Treasurer
Pat Wright	Member at Large

## Directors at Large

Norman Dawe	Joan Stamp
Stephen Collett	Eric Larkin
Helena Fizzard	Doreen Bennink
Gail Wideman	Veeresh Gadag
Judy Northcott	Kathleen Connors
Colleen Hanrahan	Wendy Young

## CORE STAFF - 2008 – 2009

Jill Barron ..... Manager, Provincial Peer Advocate Program  
Kim Clarke.....Accountant  
Alicia Cox.....Program Coordinator  
\*Janice Dawe..... Friendly Visiting Coordinator  
Sheri Lane.....Friendly Visiting Coordinator  
\*Rosemary Lester.....Executive Director  
\*Robyn Murphy, Jessica Willcott, Chelsea Wade.....Program Coordinator  
Shelly Russell.....Mall Walkers Coordinator  
Shelly Russell.....Provincial Co-ordinator Caregivers Out of Isolation  
Cathy Sheehan.....Director of Fund Development  
Dawn Stone ..... Office Administrator  
Kelly Heisz.....Executive Director  
Sarah Eastman, Jessica Guy.....Summer Students

## TEMPORARY PROGRAM/PROJECT STAFF

Steve Barron.....Snowbuster  
Alicia Cox.....Lifelong Learners/Aging Issues Coordinator  
Joe Hawco.....Snowbuster  
Paula Lancaster.....Smoking Cessation Coordinator  
Clarice LeGrow .....Building Bridges Coordinator  
Trudy Marshall .....Seniors Speak Out on Elder Abuse Coordinator  
Molly Mcconnell.....Friendly Visiting Intern  
Andrew Moody.....Grocery Bus, Friday Friendship & Mall Walkers Assistant  
Elizabeth Siegel.....Elder Abuse Committee of Newfoundland & Labrador Coordinator

\*Resigned During the Year

*Thanks to the many volunteers throughout the Province who make the work of the Centre possible!*



## BOARD CHAIR REPORT

I am pleased to report on my first year as Chair of the volunteer Board of Directors of the Seniors Resource Centre (SRC). It has been an interesting and challenging year during which the Centre has been as busy and productive as always. The Centre continued work throughout 2008-2009 toward achieving its mission of enhancing the independence, health and well being of seniors in Newfoundland and Labrador.

This year we saw the departure of Rosemary Lester as Executive Director and Kelly Heisz coming on board in this role. We were very fortunate to have Rosemary agree to be a part of our Board and so continue to contribute to the seniors of the province. Kelly has brought many skills that are invaluable to the Centre and you will see in her report that she has been very busy continuing the work of the SRC and developing new approaches. The detailed reports of the Executive Director, and program managers, Jill Barron and Shelly Russell detail the many activities carried out through the Centre.

This year the opening of the Baccalieu Trail Satellite Office in Spaniard's Bay took place. This office serves all people on the Baccalieu Trail, and came about because individuals and groups in the area contacted the SRC inquiring as to the possibility of such an office going there. After much work and the support of both the provincial and federal governments the opening took place on June 5<sup>th</sup>. Under the guidance of an Advisory Committee and with the help of Kelly and her staff, the office is already filling a vital role in the community.

At the opening of the Baccalieu Trail Satellite Office the SRC's new logo was unveiled. This new logo was sponsored by Nalcor Energy, our corporate sponsor and M5 Marketing. The new logo is a more modern logo and will hopefully serve us as well as our old 'opening doors' logo did. We are very grateful to our sponsors for helping us in its development.

On December 11, 2007 NL Hydro made a five-year, \$250,000 pledge to the Centre through its Community Investment Program. These resources are helping the Centre expand its health and wellness initiatives throughout Newfoundland and Labrador. We



### **Grocery Bus**

***"This service is great  
because you don't have to  
go every week, only when  
you need to & the  
volunteers on the bus  
take your parcels right in  
to your kitchen for you."***



are incredibly proud that one of the province's most respected Crown Corporations chose to support the work we do with seniors through this partnership arrangement.

Apart from highlighting what has been accomplished in 2008- 2009, the Annual Report also outlines the sources of the Centre's financial resources and how responsibly those resources were managed and administered. Specific details are outlined both in Cathy Sheehan's fund development report and the report from our Board Treasurer, Albert Croke. This year the Centre was thankful to be chosen by the MUN Medical students to be one of eight recipients of their Monte Carlo Charity Gala. As in past years, and into the foreseeable future, the SRC will continue to aggressively pursue funding opportunities through project granting agencies. Without a permanent funding base that is sufficient to cover core activities, fundraising will continue to be a major source of revenue generation for us. This is the greatest challenge facing the SRC and is necessary in order to carry out the Centre programs and services.



***Seniors Bridging Cultures***  
***"Meeting people from*  
***around the world is so*  
***exciting. The Seniors*  
***Bridging Cultures group*  
***is such a fascinating*  
***group of people with so*  
***much energy."***************



The Centre is proud of its collaboration and cooperation with provincial, federal and municipal departments, Health Boards, and numerous community organizations and agencies. We work closely with the Department of Health and Community Services and more specifically the Office of Aging and Seniors and I would like to take this opportunity to thank Minister Ross Wiseman (who we will miss because of his great support to the SRC), Minister Paul Oram and Director Suzanne Brake for their ongoing support and funding given for core activities of the Centre.

Finally, we continue to work towards the goals set out in the Centre's strategic plan, "Towards 2010" and this has allowed employees and members of the board of directors to reflect on ways to strengthen current programming and services and as a provincial organization continue to respond to needs and issues facing our rapidly aging population.

I would like to acknowledge and thank all those individuals and corporate sponsors who support the Centre financially and in kind throughout the year. Their generosity and donations make it possible to carry on our programming.

I would also like to recognize the hard work and dedication of board members who give their time and talents in support of the Centre and its work. I want to especially acknowledge and thank the outgoing board members Linda Bowering, Eric Larkin and

Joan Stamp for their valuable contributions. Linda and Joan were members of the Board for three terms and Eric has been a volunteer on the Board off and on since the beginning, having begun as a founding member. Joan Stamp has represented the Labrador section of our province and has been an inspiration in all that she does there. Linda Bowering has been Chair and Past Chair of the Board and has been a mentor for me personally during this past year. She worked tirelessly for the Centre and we will miss her energy and sense of humour. It has been a privilege to have worked with these three diligent volunteers.

To the employees of the Centre, I offer my sincere appreciation and pay tribute to their skills, their talents and their commitment to the organization. I also extend my heartfelt thanks to the Centre's 500 plus volunteers across the island and in Labrador for the tireless work that they do. The success of the Seniors Resource Centre is due to the enormous contribution, capacity and commitment of our corps of staff and volunteers.



Marilyn Beaton  
Board Chair



*Seniors Bridging  
Cultures*

*"It is so good to meet  
people from other  
countries & to share  
stories & fun times, we  
are like family now."*





## Executive Director Report

It has been a very busy first year for me, getting familiar with everything the Centre is involved in and does. From this I have come to know just how valuable a resource the Centre is, not only to seniors but to their families, friends, service providers, all levels of government, businesses and the community as a whole. I am pleased to give my first year's report.

The Centre continues to be a valuable resource to the thousands of people who call our toll free information line every year. As you will see when you review the report, we get a wide array of calls and the volunteer Peer Advocates who answer ensure accuracy of information given and provide exceptional personal service and follow-up. This information line has become the most valuable tool for us to identify the key issues impacting seniors in this province and is one of the major guides to what we do to address those issues.

Local core programs and services offered to those living in the St. John's region have been well attended. All are made possible through fundraising, business or government sponsorship or a combination of all. These programs are:



- ABC's of Fraud
- Bereavement Support Group
- Flu shot Clinics
- Foot Care Clinics
- Friday Friendship Club
- Friendly Visiting
- Grocery Bus
- Income Tax Clinics
- Life Long Learners
- Mall Walkers
- Seniors Speak Out on Elder Abuse
- Seniors Bridging Culture
- Snow Busters

We continue to work diligently to extend our reach across the province, especially in Labrador. Our project "Smoke Free- It's never too late" is working with aboriginal groups and the Peer Advocate Program and Caregivers Out of Isolation (Regional Networks) are working with interested seniors and organizations who have requested to bring their programs to other Labrador communities as you will read later on in this Annual Report. Another example is our satellite office for the Baccalieu Trail (encompassing 60 plus communities) that opened as a result of seniors in the area



wanting access to local information, resources and programs. It will be an interesting year for this area.

Provincially, besides our core programs (The Peer Advocate Program and the Caregivers Out of Isolation), we strive to always bring stakeholders together that are doing similar work; sharing a common goal. The Elder Abuse Committee of Newfoundland and Labrador consists of 26 associations, government divisions, and community organizations with a focus on seniors. These members include representatives from the four health authorities, divisions of the provincial government such as the Office for Aging and Seniors, several Aboriginal groups, The RNC and RCMP, and numerous other community groups. Each member brings to the table their own expertise, their own work in the area of elder abuse, and the ability to provide up to date information on what they are doing. All members are in full support of one another's work and are always willing to disseminate information and bring information back to their respective groups. They are currently working to transform into a Network in order to strengthen the membership and extend its reach and impact.

  
*Lifelong Learners*  
*"I have taken several courses in art class but found this course style to be beneficial and found that I learned a lot from it."*  


The Aging Issues Network is another great example of pulling together 40 plus stakeholders from across the province. Its purpose is to enhance communication between seniors, seniors' organizations and relevant government departments about policy issues affecting an aging population. This year, their work centred on Home Supportive Services and prepared a document ready to present to the Ministerial Council on Aging.

On the National, Regional and Provincial levels, the Centre continues to be invited to the table to bring perspective, expertise and experience that will affect change relevant and meaningful to seniors now and in the future. Some examples are:

### **National**

- Canadian Association of Occupational Therapists
- Canadian Network for the Prevention of Elder Abuse
- National Seniors Council Consultations on positive aging and volunteerism

### **Regional (Atlantic)**

- Atlantic Seniors Health Promotion Network
- Atlantic Seniors Housing Research Alliance
- Oral Health Research Project – Dalhousie University

### **Provincial**

- Affinity Group on Aging, MUN



- CNIB Vision Health Steering Committee
- Communities Against Violence
- Eastern Health Mental Health and Addictions Advisory Group
- Mayor's Advisory Committee for Seniors- City of St. John's
- Provincial Wellness Council
- RCMP Seniors Advisory Committee
- Seniors Liaison Committee- Eastern Health
- St. John's Community Advisory Committee on Homelessness
- Universal Access Network
- Vibrant Communities
- Violence Prevention Initiative
- Wellness Coalition Avalon East- Injury Prevention and Mental Health Promotion Sub-Committees



#### **Grocery Bus**

***"I have been using this service for 3 years & don't know how I would manage without it."***



Similarly, the Centre involves many community partners (government and non-government) as members of our advisory committees in order to maximize the success of our programs, services and projects.

The challenges of geography and financial resources to reach the many rural and remote areas where seniors live are what the Centre deals with regularly. It works hard to secure various financial partners. Even though we have hundreds of volunteers and

Peer Advocates across the province, the Centre needs support in order to help them to do their jobs. As you can see throughout this Annual Report, partnerships, collaborations and consultations have remained key building blocks for the Seniors Resource Centre of Newfoundland and Labrador in order to develop, implement, and sustain programs/services. They will always be front and center and I want to thank those that have provided funding, resources, and individual time and talent.



***Friday Friendship Club  
"I love to get out every  
Friday to see everyone,  
when I am not at the Club  
I miss everyone a lot."***



In closing I want to thank the Staff and Peer Advocates at the office who have been and continue to be, a tremendous support to me. They truly are a dedicated group and I cannot thank them enough.

As well, the members of the Board of Directors have been there for me with their wealth of information. Their commitment is inspiring and I thank them for their encouragement and assistance.

And last, but not least, I want to thank Rosemary Lester. With her careful planning and guidance, we were able to execute a seamless transition. For this, I thank you tenfold Rosemary.

It is a privilege to be part of this vibrant organization.

Sincerely,



Kelly Heisz  
Executive Director



*Friday Friendship Club  
"Fridays are the best day  
of the week for me, we  
have so much fun!"*



## Provincial Caregivers Out of Isolation Report



"Family caregivers are the invisible backbone of the health and long term care system in Canada. It is estimated that caregivers contribute more than \$5 billion of unpaid labour annually to the health care system".

(Fast, J., Niehaus, L., Eales, J., & Keating, N. 2002a, *A profile of Canadian chronic care providers*).

The objective of the Caregivers out of Isolation program is to raise awareness, provide information and increase recognition about unpaid caregiving in Newfoundland and Labrador. This report will highlight some of the items we have been working on during this past year. In October the former Minister of Health, the Honourable Ross Wiseman proclaimed Caregiver Week which had many of the 9 caregiver networks celebrating with events in their communities. During this time I had the opportunity to visit with the Humber Valley Regional Caregiver Network and the community of Meadows. Highlights of their caregiver event include several guest speakers such as the Hon. Gerry Byrne, MP



*"It is like you are a one  
man army. The  
Caregiver Line is a great  
service to get  
information."*



Humber-St. Barbe-Baie Verte and Mr. Terry Loader PC MHA for Bay of Islands District. This group also came up with a very unique approach to recognize the contributions of caregivers in their area. They created an award called the “Good Samaritan Award”, to honour one of their community members, Mr. Israel Hann.

We also had an exciting opportunity to bring together unpaid caregivers from each of the 9 caregiver networks to continue our work on a provincial caregiver guide. This project was made possible through the support of the Office of Aging and Seniors and Director Ms. Suzanne Brake. We are in the process of completing a draft of the Guide with the next phase of this work concentrating on focus groups to review the material.

  
*“Thank you for being so  
patient for just listening.  
Most people try to rush  
you off the phone.”*  


Many new contacts and have also established this year including a caregiver network in Happy Valley – Goose Bay. This was made possible through a wonderful person within the Labrador Friendship Centre. One of our goals is to increase the level of support given to unpaid caregivers in Labrador and to expand by providing additional support to rural and coastal areas. We have also had some very promising contacts with groups in New Wes Valley. After a recent trip to Newtown for a Seniors Wellness Day we made a great connect with members from Central Health that have expressed interest in care giving issues and support.

We have also continued with a project called the Caregiver Appreciation Card. This was possible with the support of the Wellness Coalition Avalon East. Being a member of the coalition gave us further opportunity to promote and raise awareness about unpaid caregiving. This was done through several events organized by the Wellness Coalition including the Carry the Torch Light the Way conference and a recent wellness celebration.

I look forward to this coming year and the challenges it will bring. Look for the upcoming provincial caregiver guide in the near future! If you have any questions or are interested in setting up a caregiver network in your area don't hesitate to give me a call on the provincial toll free caregiver line at 1-888-571-2273.



Shelly Russell , Provincial Program Coordinator

## Provincial Peer Advocate Report



This past year has been a busy, successful one for the Peer Advocate Program. Peer Advocates are volunteer seniors who are helping other seniors. Peer Advocates in the St. John's area answer the Centre's toll-free Information Line. They offer a listening ear and provide information on the programs and services that are available throughout the province. The statistics from the Information Line, which follow, highlight the wide variety of questions the Peer Advocates answer. There are also Peer Advocates throughout the province who help seniors in their own communities by passing on information on a one-on-one basis. Some Peer Advocate groups also organize information sessions, advocate for needed services and work with community partners to develop local programs for seniors. All Peer Advocates complete a series of Information Sharing Sessions to help prepare them for their roles. These sessions include discussions on aging changes and challenges, available services and resources for seniors, and communication and problem solving.

The Peer Advocate network has continued to grow in the past year. The Peer Advocate group in Grand Falls-Windsor recruited seven new volunteers and they completed the Information Sharing Sessions in April 2008. There is also a new group in Harbour Breton. Ten seniors signed up to be Peer Advocates there after completing the Information Sharing sessions in March 2009. We are also very excited to be expanding the network into Labrador. Preliminary meetings have been held with seniors in Labrador and we expect to have new groups in Charlottetown and Happy Valley-Goose Bay in the near future.

Peer Advocates are continuing to benefit from funding that the program received from Newfoundland and Labrador Hydro. This partnership with Hydro has enabled the Peer Advocate Program to expand and deliver health and safety initiatives for seniors across the province. Peer Advocates have been organizing "Health and Safety Days" in their communities to educate seniors about different issues, such as active living, healthy eating, mental health, injury prevention and safety. Peer Advocates in the following communities have organized such events: Grand Falls-Windsor, Robert's Arm, St. Anthony, Trepassey, Calvert and Bonavista. A Community Action Fund has also been developed so that Peer Advocate groups can apply for small grants of up to \$250 for their health promotion activities. This funding has enabled groups to do things such as start a



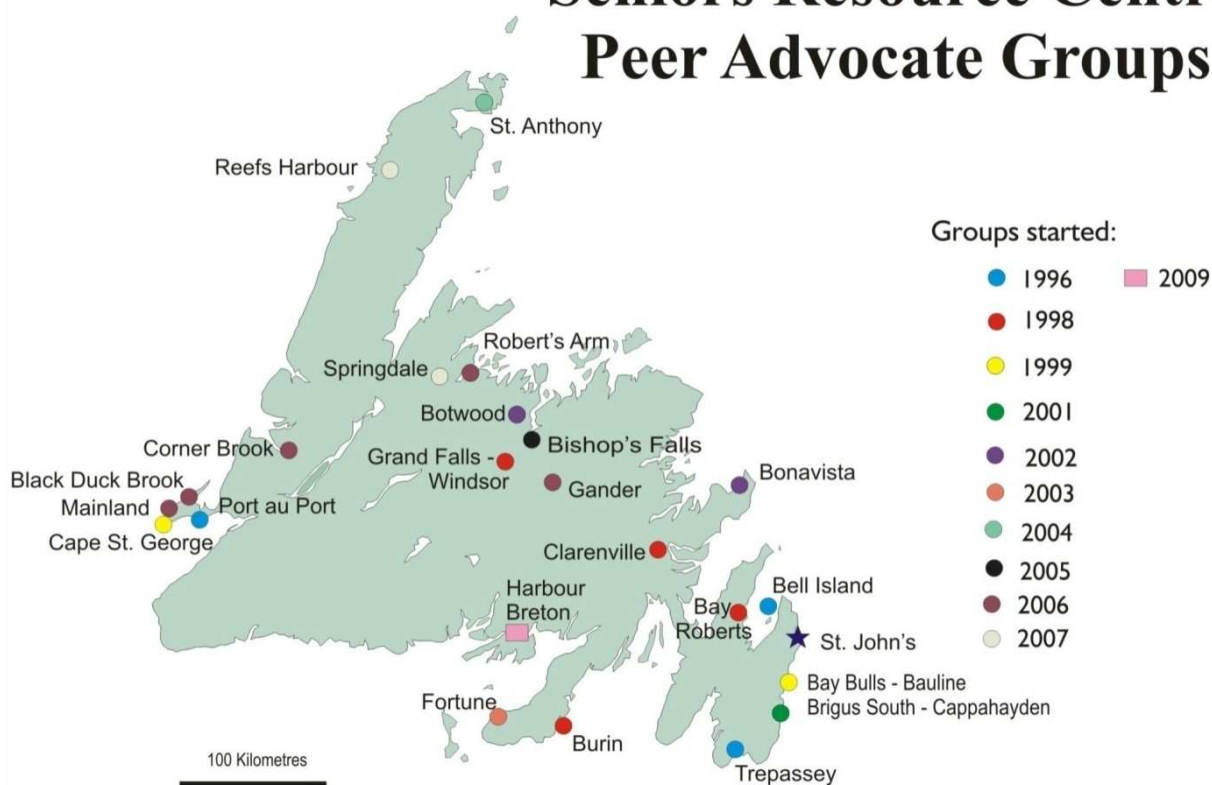
***"I tell all my friends to call the Seniors Resource Centre because there is always someone friendly at the end of the line to help you."***



community singing kitchen, open a Peer Advocate office, and buy equipment for their exercise programs.

The Peer Advocate Program always encourages volunteers to connect with other community organizations and groups to meet their goals. This past year there were several new partnerships which provided Peer Advocates with opportunities to expand their knowledge and develop new skills. Peer Advocates in Trepassey, Calvert and St. John's received free first aid training by participating in an emergency preparedness project with the Canadian Red Cross and Community Health Promotion Network Atlantic. A partnership with Community Mediation Services provided free training in Interpersonal Conflict Resolution and Conflict Coaching to the Information Line Peer Advocates.

## Seniors Resource Centre Peer Advocate Groups



Another role of Peer Advocates is to advocate for other seniors. Many Peer Advocates do this by representing seniors on various advisory committees and community groups throughout the province. This past year the Peer Advocates have been offered several new opportunities to have their voices heard. For example, the Provincial Department of Health & Community Services was doing some research on seniors and nutrition as part of the Provincial Food and Nutrition Plan. Peer Advocates assisted with this



process by distributing questionnaires and surveys to seniors in their communities. Peer Advocates in Trepassey, Bay Roberts, Gander, Grand Falls-Windsor, and St. Anthony also helped to organize and facilitate focus groups on seniors and nutrition. Also, the Citizen's Representative is interested in meeting with Peer Advocate groups to hear their opinions on the issues facing seniors in their communities. To date, there have been meetings with Peer Advocates in Gander, Grand Falls-Windsor and St. John's.

Peer Advocates are exceptional volunteers who make a difference in the lives of seniors throughout the province. They provide valuable information to seniors, advocate on their behalf and help create new programs and services. And they do all of this with kindness and compassion. Each bringing their own unique life experience and personality to the role. Thank you so much for all you do to help and support seniors throughout Newfoundland and Labrador!

Sincerely,



Jill Barron  
Peer Advocate Program Manager

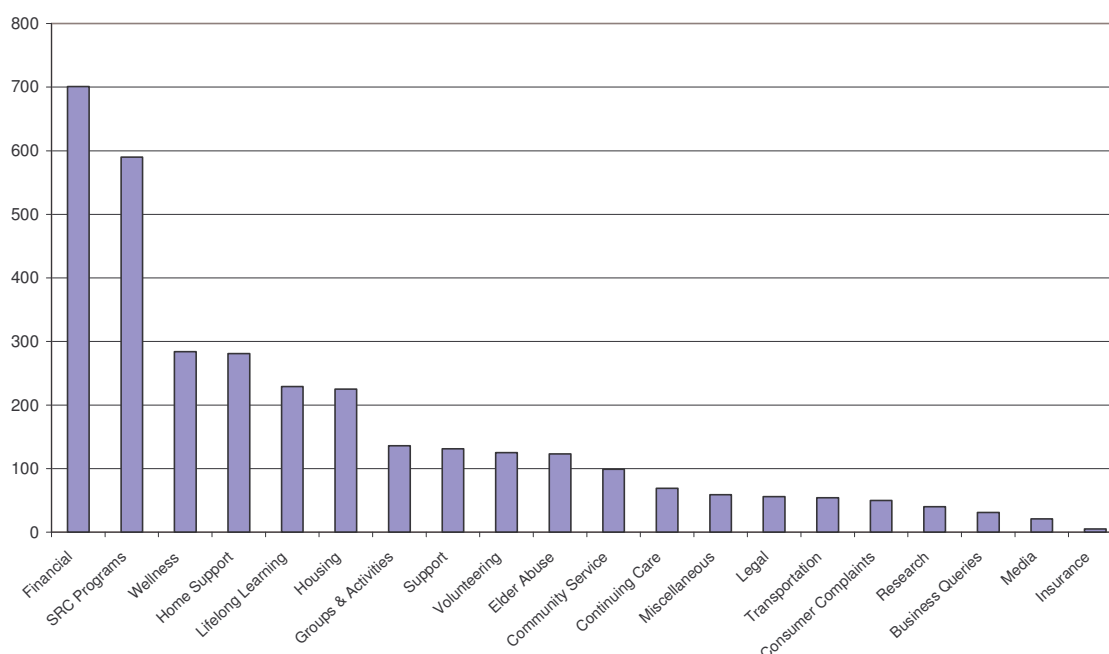


***Friday Friendship Club***  
***"I consider the Friday***  
***Club my extended family,***  
***they are such a great***  
***group of people."***



# INFORMATION LINE STATISTICS – 2008 2009

SENIORS RESOURCE CENTRE OF N&L  
Information Line Requests FY 2008-2009



The number of calls to the Seniors Information Line has remained stable. Calls come from seniors all over the province, from family and friends concerned about seniors, as well as organizations and health professionals.

Once again the highest number of calls concern **finances**. However, it is noteworthy that calls about the need for help to pay for medications are almost 50% fewer than last year, probably due to the fact that there are now three provincial drug plans available.

The financial category also includes requests for information about pensions, guaranteed income supplement (GIS), GST/HST, help with income taxes and where to go for financial counseling. It includes those looking for help to pay for heating, food, hearing aids, glasses, dental treatment, dentures, ambulance costs; also supplies such as prostheses, wheelchairs, incontinence pads, and oxygen. Questions about discounts, employment, ID cards and the New Horizons program are also included.

Not surprisingly, requests for information about the programs offered by the **Seniors Resource Centre** are second highest. This category also includes requests for the *Seniors Guide to Services and Programs in Newfoundland and Labrador* as well as 150 requests to rent out the "Centre's building on Bennett Avenue" which once again shows that the Centre could benefit financially if it did in fact own such a building.

There was a slight increase in the number of calls categorized as **Wellness**. These include mental health, family relations, addiction services, information about help available for hearing and vision



loss, memory problems and Alzheimer's disease, and other diseases such as Parkinson's, arthritis, and osteoporosis; problems such as incontinence; information about exercise; self help groups; foot care; nutrition, and falls prevention including creepers; aids to living such as ramps, equipment, adaptive clothing and the role of occupational therapists; flu clinics; information about Medic Alert and the Vial of Life and also organ donation; audio books, the Health Line number; also for the names of doctors taking new patients and those doing home visits.

There was an overall decrease in the number of calls in the **Home Support** category. This may be accounted for by the fact that there was less snow this winter and a 50% decrease in new calls for snow clearing. However, there was a 30% increase in calls for seniors needing help with odd jobs including gardening. The Home Support category also includes those needing assessments for levels of care as well as those looking for private or subsidized home support services; live-in companions; home hairdressing; foot care; meals-on-wheels; blood collection services; and Emergency Alert.

The number of calls about **LifeLong Learning** remains constant and includes requests for information about educational opportunities and programs across the province, literacy, and the Centre's Life Long Learners Program.

There has been an almost 30% increase in the number of calls concerning **Housing** this year. Calls include province-wide queries about independent living options, accessible housing, flex housing/universal access; subsidized housing and home repairs including energy efficiency programs.

There was a 15% increase in calls in the **Groups and Activities** category which includes requests for information about 50+ clubs province wide, as well as activities offered in communities such as card games, outings, physical activities (including dancing and Tai Chi); requests for ideas for activities; and information about seniors' publications

The **Support** category remains constant and includes information and support for bereavement, separation or divorce; support for unpaid caregivers of family and friends, and also peer support from Peer Advocates.

There was an increase in the **Volunteering** category which includes calls from people interested in volunteering with the Centre as well as individuals and organizations who offer volunteer help (time, goods and outings); also requests from other organizations for volunteers.

The number of calls about **elder abuse** as well as requests for elder abuse presentations has remained constant over the last two years. Requests are still being received for *Looking Beyond the Hurt: A Service Provider's Guide to Elder Abuse*.

There was a slight increase in the **Community Service** category which includes requests for representatives from the Centre to attend meetings and conferences, sit on boards and committees, give presentations, fill out surveys, provide letters of support; exchange information with other organizations, and student placements.

**Continuing Care** includes questions about nursing homes and personal care homes and the financial assessments involved; also respite care and adult day care.

**Miscellaneous** includes such things as requests for phone numbers; whether 94 year old twins are the oldest in the province; a request for seniors to take part in a movie. Other calls included concern about misdirected mail; someone wanting a phone connected and someone else ordering 10 rolls of toilet paper!

There was a 50% drop in the number of **Media** calls which include calls from radio, TV and print media requesting information, interviews and input.

There was no change in the number of calls regarding the remaining categories:

**Legal** includes calls about where to get help with legal problems, as well as information about wills, power of attorney, and advanced health care directives.

**Transportation** includes problems with transportation, requests for volunteer drivers, requests for information about accessible transportation, drivers' safety course, handicapped parking permits, financial help available for medical transportation, and enquiries about driving licence medicals and complaints about having to pay for this compulsory test..

**Consumer Complaints** includes complaints about long term care homes; seniors sent home from hospital without homecare assistance; lack of accessibility in NL Housing; no superintendents in seniors' apartment buildings.

**Research** includes requests for the centre's participation in research projects and requests to interview seniors or hold focus groups. It also includes student research

**Business Queries** are from those setting up businesses to serve seniors.

**Insurance** includes enquiries about MCP, private health insurance, and other insurance questions and concerns.

**Yvonne M. Jacobs**

**Information Line Peer Advocate and compiler of statistics**



## Fund Development Report

The fiscal year 2008/09 has been a year of changes for The Seniors Resource Centre. We have a new Executive Director in Ms. Kelly Heisz. We also have a new and very impressive logo. Those, coupled with exciting projects in Fund Development, are a recipe for success.

This is my tenth year as Director of Fund Development with the Centre and I am very excited about the future. While many innovative projects are being researched, we still depend on the customary fund raising ventures that have been in place for many years; the Mother's Day Roses Campaign, Golf Tournament, and Dinner and Auction, just to mention a few.

The Mother's Day Roses Campaign was a tremendous success this year. Our Golf Tournament has always been a hit or miss (excuse the pun) because of Mother Nature and the magnitude of competition in the market place. The Shopping Spree, although fruitful, is one among literally hundreds of sweepstakes hosted by worthy charities that are competing for support. Yet, we survive.

In 2008 we were very fortunate to become involved with the Midlife Riders, a motorcycle club, who selected the Seniors Resource Centre as a charity of choice. Under the direction of Mervyn House the club introduced a new project aptly named '*Ride for seniors*'. On June 21<sup>st</sup> 2008 they came from far and wide to participate in the first ever event. And it was an amazing success! This one project received more media attention than we could have hoped for. The *Second Annual Ride for Seniors* is slated for August 29<sup>th</sup> and promises to be even more successful. All monies raised will help sustain our Friendly Visiting Program, of which Mervyn is an active volunteer.

Unfortunately, at a crucial time in fund raising I took some time away from my job. Yet, thanks to the support of my colleagues, the fund development department continued on. It would be remiss of me not to mention Lisa Davis, my faithful and dedicated assistant who has moved into a more distinct field of employment. As we look forward to 2010 and the introduction of more exciting funding projects, I would like to thank all who encourage and support the funding initiatives of the Seniors Resource Centre.

In closing, I would like to add that one of the new fundraising projects will be unveiled in early September. This is one you won't want to miss.

Cathy Sheehan, Director Fund Development



## Seniors Resource Centre Baccalieu Trail Satellite Office

As Regional Coordinator of the Seniors Resource Centre, Baccalieu Trail Satellite office, it has been an exceptionally busy and exciting time throughout the past 5 months. During the first few weeks, our Office Assistant, Shelley Grant, and I worked diligently creating databases of countless contacts and the many programs and services that are available to seniors along the Baccalieu Trail. We used many avenues of advertising to inform the public that our office was opened and ready to serve, such as, newspaper, television, circulated flyers to local businesses, schools, municipalities, seniors' organizations and churches around Baccalieu Trail area. All organizations were very accommodating in assisting us broadcast the news of our opening and eager to help in any way they could! The Centre's first interview with The Compass Newspaper was held on April 20<sup>th</sup>; after it was published we received countless well wishes from the public.

Numerous hours were dedicated to organizing our Grand Opening, which was a very successful event. Attendees included various provincial and municipal officials, service organizations, clubs, churches and local people along the Baccalieu Trail. Donations for the Grand Opening came in many forms, such as: flowers from local businesses, musicians donated their talent, organizations/people donated their time and services to help make our event a very triumphant one.

As the word spread around that the Seniors Resource Centre was opened and ready to help seniors along the Baccalieu Trail, calls started to come in from seniors looking for answers to a variety of questions. One such call was from a senior who was interested in a basic computer workshop for older adults.

After further research, it was determined that there were insufficient local programs provided to seniors of this nature. By means of advertising and contacting our mailing list for feedback, the results clearly indicated that there was an overwhelming need for this program. The feedback resulted in the development of 3 one day basic computer workshops, which were implemented in collaboration with Human Resources, Labour and Employment. Interested persons have been calling our office to be placed on a waiting list; this indicates an eagerness for this program. The waiting list includes persons inquiring on the subject of both basic and intermediate classes. This program



***"The Seniors Resource  
Centre is a much needed  
service on the Baccalieu  
Trail."***

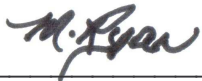


has been so well received by the seniors in our area, that we feel this particular type of program will be needed on a continual basis.

We completed three (3) one day basic computer workshop with a total of 21 students. The workshop consisted of basic computer fundamentals, knowledge of the working computer and its' components, creating/revising/printing word documents, also a short introduction to internet surfing and email setup. Based on the skill level of the participants, it is my recommendation that this course would be better served, if offered in a two day program. At the end of the workshop, each student completed an evaluation, the end result, was a high overall satisfaction with the workshop. There was an interest in an extended basic computer workshop, either two or three day.


On August 6<sup>th</sup>, the Seniors Resource Centre Baccalieu Trail Satellite Office in partnership with Communities Against Violence, hosted a Free Seniors Breakfast at the Spaniard's Bay Legion. This event was held to show the seniors our appreciation and let them know how important they are throughout our communities. The only payment we requested was a donation of a non-perishable food item, as we strongly believe in giving back to our communities.

Since our official opening on April 6, 2009, we have received an overwhelming response from the public along the Baccalieu Trail. We whole heartily believe that the Seniors Resource Centre is an essential and necessary service to our seniors and will be a great success story.



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Marie A. Ryan  
Regional Coordinator

  
*"I'm really glad you are  
here otherwise I wouldn't  
know who to turn to."*



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## Finance Report, Sources of Revenue and Financial Statements

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### Finance Report

For the year ended March 31, 2009 the Seniors Resource Centre Inc. operations resulted in a surplus of \$13,470 compared to a surplus of \$29,161 for the year ended March 31, 2008. For the second year in a row the Centre is showing a surplus, though this past year is somewhat smaller than the previous year.

During 2008/09, as in previous years, the Centre attempted to operate on a break even basis. We are indeed pleased that the Centre can carry out its activities within its financial resources and even report a modest surplus. Operations were similar to those of past years. The revenue for the year was \$770,495 an increase of \$62,630 over 2007/08. The increase in government and other grant revenues more than offset the decrease in fundraising and donation revenues during the year.

Expenditures for 2008/09 were \$757,025, compared to \$678,704 the previous year. Some of the areas where expenses increased included the Centre's program material costs, salaries, internet and web development and advertising and promoting the Centre's programs and activities.

For 2009/10 the Centre's budget has been set at \$666,667. Revenues include Grants of \$429,326, Fundraising of \$175,709, Donations of \$36,000, Grocery Bus of \$11,868, Course Fees of \$ 7,800 and Interest and Other of \$2,700. The Centre will again rely on fundraising activities and donations to be a critical component of the overall operating budget. The overall budget is less than 2008/09 because certain funded grant projects that were started in 2008/09 have concluded and will not continue into the next year.

The Finance committee wishes to thank the Executive Director, her staff and all our volunteers for their efforts during 2008/09 for continuing to achieve the financial objectives of the Seniors Resource Centre.

Respectfully Submitted



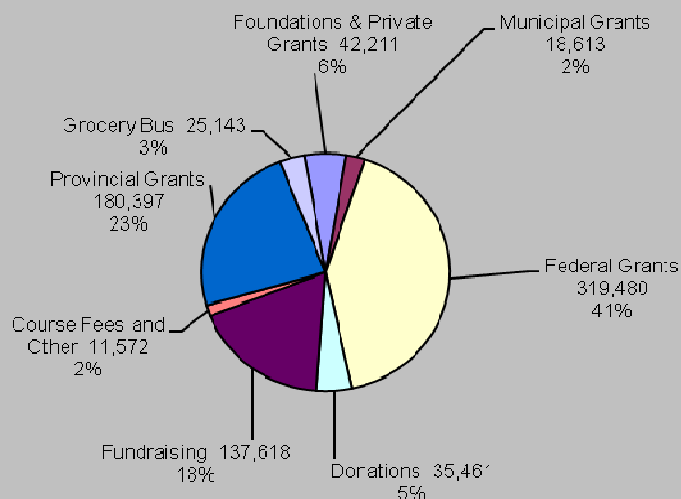
Albert P. Croke  
Treasurer



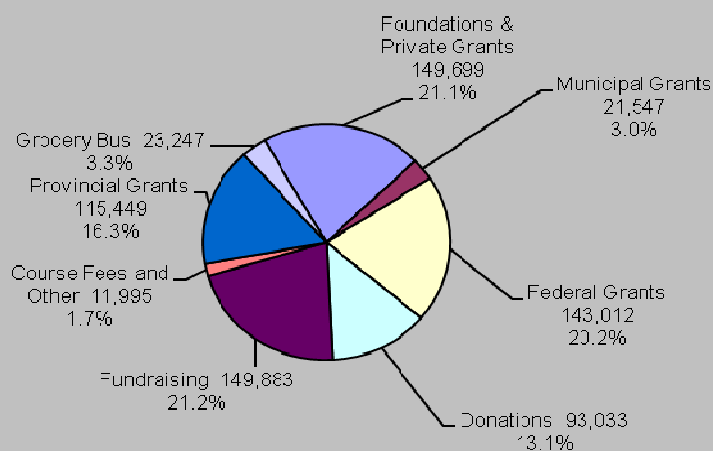
# Seniors Resource Centre of Newfoundland & Labrador

## Sources of Revenue

**Revenue for 2008/09 \$770,495**



**Revenue for 2007/08 \$707,865**





**SENIORS RESOURCE CENTRE INC.**

**Index to Financial Statements**

**Year Ended March 31, 2009**

*(Unaudited)*

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Statement of Financial Position	2
Statement of Revenues and Expenditures	3
Statement of Changes in Net Assets	4
Statement of Cash Flow	5
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# Fred Earle

Chartered Accountant

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## REVIEW ENGAGEMENT REPORT

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To the Members of Seniors Resource Centre Inc.

I have reviewed the statement of financial position of Seniors Resource Centre Inc. as at March 31, 2009 and the statements of revenues and expenditures, changes in net assets and cash flow for the year then ended. My review was made in accordance with Canadian generally accepted standards for review engagements and accordingly consisted primarily of enquiry, analytical procedures and discussion related to information supplied to me by the company.

A review does not constitute an audit and consequently I do not express an audit opinion on these financial statements.

Based on my review, nothing has come to my attention that causes me to believe that these financial statements are not, in all material respects, in accordance with Canadian generally accepted accounting principles.

St. John's, Newfoundland and Labrador  
August 27, 2009

CHARTERED ACCOUNTANT

**SENIORS RESOURCE CENTRE INC.****Statement of Financial Position****March 31, 2009***(Unaudited)*

	<b>2009</b>	<b>2008</b>
<b>ASSETS</b>		
CURRENT		
Cash	\$ 166,020	\$ 147,333
Accounts receivable	14,315	48,553
Harmonized sales tax recoverable	8,260	10,264
	<b>188,595</b>	206,150
CAPITAL ASSETS <i>(Note 3)</i>	<b>5,526</b>	4,550
	<b>\$ 194,121</b>	\$ 210,700
<b>LIABILITIES AND NET ASSETS</b>		
CURRENT		
Accounts payable	\$ 35,417	\$ 12,143
Employee deductions payable	5,967	-
Deferred income	58,682	120,221
Deferred capital grants	2,249	-
	<b>102,315</b>	132,364
NET ASSETS		
General fund	56,261	41,519
Restricted fund	32,267	32,267
Invested in capital assets	3,278	4,550
	<b>91,806</b>	78,336
	<b>\$ 194,121</b>	\$ 210,700

**ON BEHALF OF THE BOARD**\_\_\_\_\_  
*Director*\_\_\_\_\_  
*Director*

The notes are an integral part of these financial statements

**SENIORS RESOURCE CENTRE INC.**  
**Statement of Revenues and Expenditures**  
**Year Ended March 31, 2009**  
*(Unaudited)*

	2009	2008
<b>REVENUE</b>		
Government and Other Grants	\$ 560,701	\$ 429,707
Fundraising	137,618	149,883
Donations	35,461	93,033
Grocery Bus	25,143	23,247
Life Long Learners Courses	7,631	9,528
Registration Fees	1,830	2,265
Miscellaneous	428	45
Interest	1,433	157
Amortization of deferred capital grants	250	-
	<u>770,495</u>	<u>707,865</u>
<b>EXPENSES</b>		
Accounting fees	1,070	1,145
Advertising and promotion	11,454	1,184
Amortization	1,522	1,784
Equipment rentals	486	717
Insurance	3,410	3,555
Interest and bank charges	1,144	1,335
Miscellaneous	1,946	2,534
Office	8,948	28,639
Fundraising activities	77,829	92,236
Photocopier	6,031	4,622
Postage	8,750	9,397
Meetings and conferences	1,362	23,198
Program evaluation	-	7,610
Program materials	141,553	54,991
Internet/ Web page	15,837	1,532
Rental	31,950	32,063
Salaries and wages	364,485	357,335
Telephone	5,069	4,125
Travel and transportation	74,179	50,702
	<u>757,025</u>	<u>678,704</u>
<b>EXCESS OF REVENUE OVER EXPENSES</b>	<u>\$ 13,470</u>	<u>\$ 29,161</u>

**SENIORS RESOURCE CENTRE INC.**  
**Statement of Changes in Net Assets**  
**Year Ended March 31, 2009**  
*(Unaudited)*

	General Fund	Restricted Fund	Invested In Capital Assets	<b>2009</b>	2008
<b>NET ASSETS - BEGINNING OF YEAR</b>	\$ 41,519	\$ 32,267	\$ 4,550	<b>\$ 78,336</b>	\$ 49,174
Excess of revenue over expenses	<b>13,470</b>	-	-	<b>13,470</b>	29,161
Amortization of deferred capital grants	(250)	-	250	-	-
Amortization expense	1,522	-	(1,522)	-	-
<b>NET ASSETS - END OF YEAR</b>	<b>\$ 56,261</b>	<b>\$ 32,267</b>	<b>\$ 3,278</b>	<b>\$ 91,806</b>	<b>\$ 78,335</b>

**SENIORS RESOURCE CENTRE INC.****Statement of Cash Flow  
Year Ended March 31, 2009***(Unaudited)*

	2009	2008
<b>OPERATING ACTIVITIES</b>		
Excess of revenue over expenses	\$ 13,470	\$ 29,161
Item not affecting cash:		
Amortization of property, plant and equipment	1,522	1,784
	<u>14,992</u>	<u>30,945</u>
Changes in non-cash working capital:		
Accounts receivable	34,238	(33,707)
Accounts payable	23,275	6,623
Deferred income	(61,539)	54,454
GST payable (receivable)	2,004	(2,030)
Employee deductions payable	5,967	(8,494)
	<u>3,945</u>	<u>16,846</u>
Cash flow from operating activities	<u>18,937</u>	<u>47,791</u>
<b>INVESTING ACTIVITY</b>		
Additions to capital assets	(2,499)	-
Cash flow used by investing activity	<u>(2,499)</u>	<u>-</u>
<b>FINANCING ACTIVITY</b>		
Capital grants deferred	2,249	-
Cash flow from financing activity	<u>2,249</u>	<u>-</u>
<b>INCREASE IN CASH FLOW</b>	<u>18,687</u>	<u>47,791</u>
Cash - beginning of year	<u>147,333</u>	<u>99,542</u>
<b>CASH - END OF YEAR</b>	<u>\$ 166,020</u>	<u>\$ 147,333</u>

The notes are an integral part of these financial statements

# SENIORS RESOURCE CENTRE INC.

## Notes to Financial Statements

Year Ended March 31, 2009

(Unaudited)

### 1. DESCRIPTION OF BUSINESS

The Seniors Resource Centre Inc. is a non-profit, charitable, voluntary organization organized by a volunteer Board of Directors. It is dedicated to promoting the independence and well being of older adults through the provision of various services and programs.

The Centre commenced operations on March 8, 1990 and was incorporated on December 3, 1993 under the Newfoundland Corporations Act as the Seniors Resource Centre Association Inc. The Centre changed its name to the St. John's Seniors Resource Centre Association Inc. on August 31, 1993, and to Seniors Resource Centre Inc. on June 3, 1999.

In the event of dissolution of the centre, any funds and assets of the centre remaining after satisfaction of its debts and liabilities shall be transferred to another non-profit organization committed to serving the needs of seniors'.

### 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

These financial statements have been prepared in accordance with generally accepted accounting principles in Canada. Outlined below are those policies considered particularly significant for the Company.

#### Revenue recognition

The Organization follows the deferral method of accounting for contributions. Restricted contributions are recognized as revenue of the appropriate fund in the year in which the related expenses are incurred. Unrestricted contributions are recognized as revenue of the operating fund in the year received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

#### Measurement uncertainty

The preparation of financial statements in conformity with Canadian generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amount of assets and liabilities, disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the period. Such estimates include providing for amortization of property, plant and equipment and goodwill. Actual results could differ from these estimates.

#### Contributed services

Volunteers contribute a significant number of hours each year to assist the organization in carrying out its service delivery activities. As well, the organization receives other donated materials and services throughout the year. Because of the difficulty of determining their fair value, these services are not recognized in the financial statements.

#### Capital assets

Capital assets are stated at cost less accumulated amortization. Capital assets are amortized over their estimated useful lives at the following rates and methods:

Equipment	20%	declining balance method
Computer equipment	30%	declining balance method
Furniture and fixtures	20%	declining balance method



# SENIORS RESOURCE CENTRE INC.

## Notes to Financial Statements

Year Ended March 31, 2009

(Unaudited)

### 3. CAPITAL ASSETS

	Cost	Accumulated amortization	2009 Net book value	2008 Net book value
Equipment	\$ 5,075	\$ -	\$ 5,075	\$ 631
Computer equipment	16,916	-	16,916	3,622
Furniture and fixtures	1,214	17,679	(16,465)	297
	<u>\$ 23,205</u>	<u>\$ 17,679</u>	<u>\$ 5,526</u>	<u>\$ 4,550</u>

### 4. DEFERRED REVENUE

Some off the grants received are for completion of specific projects. Where applicable the revenue is recognized at the same rate as the expenditures are incurred for the appropriate project. The deferred revenue represents the unexpended funds for the relevant projects as per the following:

	2009	2008
Deferred - Snowbusters	\$ -	\$ 1,080
Deferred - CareGivers - Coffee Break	-	200
Deferred - CareGivers - Day Away	2,566	3,200
Deferred - CG - Universal Access	654	654
Deferred - ABC'S Of Fraud	-	2,274
Deferred - Hydro - Public Relations	5,303	10,000
Deferred - Peer Advocate	-	46,400
Deferred - Snowbusters	3,818	351
Deferred - Building Bridges	-	21,495
Deferred - Literacy	-	30,826
Deferred - Roses Campaign	3,500	3,500
Deferred - CareGivers - Cards	241	241
Deferred - CareGivers Dept-Finance	21,000	-
Deferred - CAP Innovation	1,500	-
Deferred - Lunch and Learn	20,000	-
Deferred - Life Long Learning	100	-
	<u>\$ 58,682</u>	<u>\$ 120,221</u>

### 5. RESTRICTION ON NET ASSETS

The organization has internally restricted a portion of its unrestricted net assets to be used for the purchase of a building. The amount to be added to the building fund annually is calculated at 10% of donation revenue received in the year.

### 6. FINANCIAL INSTRUMENTS

The organization's financial instruments consist of cash, accounts receivable, deferred revenue, accounts payable and accrued liabilities. Unless otherwise noted, it is management's opinion that the organization is not exposed to significant interest, currency or credit risks arising from these financial instruments. The fair value of these financial instruments approximate their carrying values, unless otherwise noted.

**SENIORS RESOURCE CENTRE INC.**

**Notes to Financial Statements**

**Year Ended March 31, 2009**

*(Unaudited)*

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**7. COMPARATIVE FIGURES**

Some of the comparative figures have been reclassified to conform to the current year's presentation.

## SENIORS RESOURCE CENTRE STANDING COMMITTEES – 2008/2009

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### **Executive Committee (2008/2009)**

Chair.....	Marilyn Beaton
Past Chair.....	Linda Bowering
Vice Chair.....	Rosemary Lester
Secretary.....	Susan Hounsell
Treasurer.....	Albert Croke
Member at Large.....	Pat Wright
Executive Director.....	Kelly Heisz

### **Finance Committee (2008/2009)**

Chair.....	Albert Croke
Members .....	Linda Bowering
.....	Susan Hounsell
.....	Marilyn Beaton
.....	Pat Wright
.....	Helena Fizzard
.....	Rosemary Lester
Accountant .....	Kim Clarke
Executive Director.....	Kelly Heisz

### **Fund Development/Public Relations Committee**

Chair.....	Helena Fizzard
Co-Chair.....	Reg Gabriel
Member.....	Mervyn Howse
Accountant.....	Kim Clarke
Director of Fund Development.....	Cathy Sheehan
Executive Director.....	Kelly Heisz

### **Building Committee**

Chair.....	Stephen Collett
Members .....	Jane Morgan
.....	Mollie Fry
.....	Bruce Pearce
.....	Edward Wade
.....	Rosemary Lester
Advisor .....	Wendolyn Schlamp-Hickey
Executive Director.....	Kelly Heisz

### **Advocacy Committee**

Chair.....Colleen Hanrahan  
Members.....Rosemary Lester  
.....Pat Wright  
.....Barry Fleming  
.....Jill Barron

### **Elder Abuse Committee of Newfoundland & Labrador (EACNL)**

Chair.....Rosemary Lester  
Eastern Health .....Lisa Adams  
.....Elsie McMillan  
.....Virginia Whitten  
Social worker.....Charlene Luffman  
Department of Health & Community Services.....Wanda Legge  
Seniors Wellness Committee.....Marie McKinnon  
.....Bernice Buckle  
.....Marilyn Avery  
Eastern Long Term Care Association.....Col. Ralph Stanley  
Nunatsiavut Dept. Of Health .....Heather Barnes  
Labrador South Home Care.....Debra Barney  
Royal Newfoundland Constabulary .....Constable Kevin Foley  
Division of Aging & Seniors.....Helene Davis  
St. John's & District Ministerial Association.....Fr. William Browne  
Western Health.....Lisa BurrIDGE  
Labrador West Status of Women Council.....Noreen Careen  
Central Health .....Mimie Carol  
Labrador Friendship Centre.....Patricia Fleming  
Violence Prevention Labrador.....Carmen Hancock  
Dietitians of NL.....Maureen Leat  
Member.....Joan Marshall  
Independent Living Resource Centre.....Trudy Marshall  
Royal Canadian Mounted Police.....Cst. Paul Nicholson  
Council for Licensed Practical Nurses.....Janice O'Neil  
Labrador-Grenfell Health.....Kim White  
Labrador Metis Nation.....Melita Paul  
Kirby House.....Sheila Ryan  
PLIAN.....Kristin O'Keefe  
Violence Prevention Initiative.....Sharon Whalen/Sherril Gilbert  
Victims Services.....Anita Stanley  
National Seniors Council.....Ed Wade  
Newfoundland & Labrador Housing.....Kevin Williams  
Coalition Against Violence.....Vyda Ng  
Seniors Resource Centre Peer Advocate.....Lorraine Best  
Seniors Resource Centre Board.....Dr. Roger Butler  
Community Health Promotion Network Atlantic.....Lisa Pike

ABC's of Fraud Seniors Resource Centre.....	Alicia Cox
Seniors Resource Centre Caregiver Program.....	Shelly Russell
Seniors Resource Centre Peer Advocate Information Line.....	Jill Barron
SRC Creating a Community Response to Elder Abuse Project .....	Elizabeth Siegel
Executive Director.....	Kelly Heisz

## Provincial Peer Advocate Program

Chair.....	Kathleen Connors
Parkinson Society Canada.....	Neil Hamilton
Faculty of Medicine.....	Dr. Doreen Neville
Information Line Peer Advocate.....	Lorraine Best
Community Peer Advocate.....	Margaret Bradbury
Eastern Health.....	Lisa Adams
Silver Lights Club.....	Dennis Jones
Executive Director.....	Kelly Heisz
Program Manager.....	Jill Barron

## LifeLong Learners

Chair.....	Doreen Bennink
MUN.....	Dan Dillon
Member.....	Jan Lilly
.....	Bill O'Driscoll
.....	Dr. Frederick Woodruff
.....	Cecil Roebathan
.....	Dorothy Williams
.....	Dr. Chris Heughan
.....	Brigitta Schmid
.....	Jennifer Langmead
.....	Nancy Knight
Program Co-ordinator.....	Alicia Cox
Executive Director.....	Kelly Heisz

## Friendly Visiting Committee

Chair.....	Father Bill Brown
CNIB.....	Melinda Duggan
Canadian Hard of Hearing.....	Kim Pratt-Baker
Canadian Red Cross.....	Clarice LeGrow
Eastern Health .....	Deborah Craig
.....	Pamela Hiscock
.....	Lynda Morgan
City of St. John's.....	Jennifer Langmead
Mount Pearl Seniors Independence Group.....	Ruth May
Seniors Resource Centre Volunteer Coordinator.....	Pat Wright
VON .....	Darlene Billard- Croucher

Member.....Jan Lilly  
 Coordinator.....Sheri Lane  
 Executive Director.....Kelly Heisz

### **Provincial Caregivers Out of Isolation Program**

Chair.....Gail Wideman  
 Caregivers .....Minnie Vallis  
 Former Caregiver.....Elsie Chafe  
 Eastern Health.....Sandy Penney  
 National Council of Aging and Seniors.....Ed Wade  
 Health & Community Services.....Sandra Dingle  
 Grand Falls-Windsor Regional Caregiver Network.....Annie Pope  
 Humber Valley Regional Caregiver Network.....Eileen Pitcher  
 NFLD & Lab. Women's Institutes.....Sylvia Manning  
 St. Anthony Regional Caregiver Network .....Vacant  
 Springdale Regional Caregiver Network.....Patricia Lawlor  
 Stephenville Regional Caregiver Network .....Lorraine Sheehan  
 Twillingate Caregiver Support Committee.....Margaret Manuel  
 Happy Valley – Goose Bay Caregiver Network.....Patti Fleming  
 Seniors Resource Centre of Newfoundland & Labrador.....Kelly Heisz  
 Co-ordinator.....Shelly Russell

## PROJECT COMMITTEES

### **Literacy Project**

Chair.....Rosemary Lester  
 Community Representative.....Mary Woodruff  
 Teachers On Wheels.....Tom Dawe  
 Seniors Bridging Cultures/Seniors Pride.....Brigitta Schmid  
 Literacy Newfoundland & Labrador.....Caroline Vaughan  
 Doctoral Student/Evaluator.....Linda Coles  
 Media.....Jean Edwards Stacey  
 Community Services Council.....Sheldon Quinton  
 NL Centre for Applied Health Research .....Pablo Navarro  
 Community Representative.....Kim Gillard  
 Community Representative.....Sr. Phyllis Corbett  
 Learning for Life Coordinator.....Ed Wade  
 Seniors Resource Centre.....Jill Barron  
 Executive Director.....Kelly Heisz

### **Building Bridges**

Chair .....	Dr. Veersh Gadag
Newfoundland Sikh Society.....	Puran Singh Cheema
.....	Pritam Singh Cheema
Multicultural Women's Organization.....	Melly Swamidas
MUN School of Pharmacy.....	Rebecca Law
Member.....	Yamuna Kutty
Refugee Immigrant Advisory Council.....	Jose Rivera
Association of New Canadians.....	Holly White
Muslim Association.....	Dr. Mahmoud Haddara
Seniors Resource Centre.....	Alicia Cox
Community Representative.....	Lloydetta Quaicoe
Executive Director.....	Kelly Heisz

### **Aging Issues Committee**

Chair .....	Linda Bowering
Members.....	Dr. Sharon Buehler
.....	Frankie O'Neill
.....	Lorraine Best
.....	Maurice Brewster
.....	Clayton Rice
.....	John Eddy
.....	Lorraine Best
.....	Kathleen Connors
.....	Ed Wade
Coordinator.....	Alicia Cox
Executive Director.....	Kelly Heisz

### **Smoke Free Project Advisory Committee**

Chair .....	Kathleen Connors
NL Lung Association – Smokers' Helpline .....	Niki Legge
Alliance for the Control of Tobacco (ACT) .....	Melissa Moore
MUN School of Human Kinetics and Recreation.....	Angela Loucks-Atkinson
NL Aging and Seniors Division.....	Farah McCrate
Aging Issues Committee.....	Maurice Brewster
Seniors Resource Centre Board .....	Eric Larkin
Eastern Health .....	Janice Field
Western Health .....	Tanya Matthews
Labrador Grenfell Health.....	Karla Loder
Central Health.....	Tanya Edwards
SRC-NL Peer Advocate Manager .....	Jill Barron
Project Assistant .....	Janet Whittaker
Project Manager.....	Paula Lancaster
SRC-NL Executive Director.....	Kelly Heisz