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BOARD OF DIRECTORS

March 31, 2012 – April 1, 2013

Executive

Rosemary Lester	Chair
Helena Fizzard	Vice Chair
Marilyn Beaton	Past Chair
Dr. Veeresh Gadag	Secretary
Albert Croke	Treasurer
Pat Wright	Member

Directors at Large

Noreen Careen	Cathy Kleinwort
Kathleen Connors	Jan Lilly
Sarah Colborne Penney	Mary Manojlovich
Colleen Hanrahan	Doreen Neville
Nick Hounsell	Keith Soper
Susan Hounsell	Gail Wideman

Edwina Kirkland

CORE STAFF - March 31, 2012 – April 1, 2013

Kim Clarke.....Accountant
Mary Ennis..... Provincial Coordinator Peer Support Volunteer Program
Kelly Heisz.....Executive Director
Sheri Lane/Susan Cooper..... Mall Walkers Coordinator
Sheri Lane/Sharon Brown.....Friendly Visiting Coordinator
Paula Lancaster.....Provincial Coordinator Caregivers Out of Isolation
Michele LeDevehat..... Administrator Information & Referral
Marie Ryan.....Regional Coordinator
Dawn Stone Office Administrator
Virginia WellsProject and Office Assistant

TEMPORARY PROGRAM/PROJECT STAFF

Steve Barron.....Snowbuster
Danielle Cull.....Community Recreation Leadership Student Placement, CONA
Melissa Downing.....Summer Student
Gerald Head.....Snowbuster
Andrew Moody.....Mall Walkers Assistant
Angela LundriganStudent
Duanne Ralph.....Social Work Student
Beth ReillySocial Work Student
Elizabeth Siegel..... Coordinator, NL Network for the Prevention of Elder Abuse

Information Referral Line Peer Support Volunteers

Lorraine Best, Doreen Boudreau, Yvonne Jacobs, Chris Rolton,
Ed Wade, Pat Wright

*A special thanks to the many volunteers throughout the Province
who make the work of the Centre possible!*



BOARD CHAIR'S ANNUAL REPORT 2013

I am pleased to present this report on behalf of the Board of Directors of the Seniors Resource Centre of Newfoundland and Labrador which will summarize the activities of the Board over the past year. Kelly Heisz will focus on the details of the work of the Centre in the Executive Directors Report.

This has been my first year as Chair of our volunteer Board and it has been a somewhat challenging time for all of us. Following last years Annual General Meeting it became clear that the Centre was facing a serious deficit requiring immediate action by the Board. Clear recommendations were brought forward from the Finance Committee to the effect that all programs have to operate within their budgets and the Spaniards Bay Outreach Office would have to close as of April 1st if no further funding could be found. With great regret the Board voted to approve these recommendations. Extraordinary efforts were made to try to secure funding for the Outreach Office but unfortunately we were not successful. I would particularly like to recognize the work done by Cathy Kleinwort who held a number of meetings with elected officials and secured many letters of support from communities around the Baccalieu Trail.

I would like to thank the Department of Health and Community Services, especially Suzanne Brake, Director of The Office for Aging and Seniors, for providing some extra funding and members of the Fund Development Committee who were asked to raise an extra \$10,000. They rose to the task with a successful event in February. In the end we were able to eliminate the deficit and have decided that going forward the Board will approve a balanced budget for this year and for all future years.

In spite of these challenges there have been many positive achievements during the year. This was the final year of our Strategic Plan and we have begun to develop a new plan to guide our work going forward. A very successful Visioning Day facilitated by Dr. Doreen Neville was held at the Fluvarium on April 6th. Board members, staff, volunteers and representatives of key partners came together to think broadly about what constitutes quality of life for seniors and what supports are needed to achieve this. We were also asked to reflect upon the characteristics of other successful not for profit organizations and consider what can be

learned in terms of approaches that we can employ to increase our impact on the lives of seniors in the province. The next step will be to invite the participants to come together again in the Fall to examine the findings and begin to develop our new Strategic Plan.

The Building Committee has been very actively considering alternatives for a permanent location for the Centre. Given the current economic climate it is clear that rental space is going to be increasingly expensive and hard to find. Our present lease expires in 2014 so it is an appropriate time to examine our options. We plan to carry out a feasibility study under CMHC's Affordable Housing Program and also to explore possible partnerships with other like minded stakeholders. It is clear that if the Centre is going to grow to meet the needs of the province's aging population a secure and permanent home is essential.

This growth will only take place if we take steps to raise the visibility of the Centre and a number of strategies are underway to address this. A group of Board members have come together to develop a Communications Plan which will be presented to the incoming Board for approval and a permanent Communications Committee will be formed for the coming year. The Advocacy Committee will also begin to develop some position statements on issues of concern to older adults which will enable us to respond quickly when situations arise in the media. We recognize that without funding to employ a communications director progress may be slower than we would like but it is essential that we move in this direction. The Centre is also supporting the efforts of Memorial University to establish a Newfoundland and Labrador Centre on Aging. This will be primarily a research based centre but with the seniors community as a full partner. If this becomes a reality it will also serve to raise the profile of our organization.

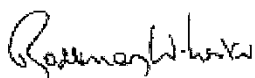
A healthy organization needs to spend some time building relationships between the Board, staff and volunteers and to this end we have held three successful events during the year. In June our volunteer and supporters open house was well attended by many friends of the Centre including politicians from all levels of government. We also enjoyed our annual Christmas dinner and social and our summer barbeque. I would like to thank Jan Lilly and her husband for hosting this very enjoyable event.

As I mentioned my first year as Chair has been a challenging one but also very rewarding in many ways. This has been due in large part to the support and assistance I have received from Kelly Heisz and the staff of the Centre. The strength of any organization is in the skill, competence and passion of its people and I see that dedication displayed in all they do on behalf of seniors and their families. I also want to extend a special thank you to all of the volunteers throughout the province whose extraordinary efforts contribute so much to the success of the Centre. I would like to acknowledge and thank the Department of Health and Community Services and all those individuals and corporate sponsors who have supported the Centre throughout the year.

In closing I extend my sincere thanks to the members of the Board of Directors for their support and committee work throughout the year. This year we have added the position of Research and Evaluation Consultant to the Board. This ex officio position has been filled by Dr Gail Wideman. I especially want to thank outgoing Board members Marilyn Beaton, Albert Croke and Pat Wright for their valuable contributions. Marilyn as past Chair paved the way for me as I took on this role and was always available when I needed advice. Albert as Treasurer has done so much to bring our accounting practices to the next level and Pat has chaired the Human Resources Committee and served on several other committees. More importantly she has provided the voice of someone who understands the day to day operations of the Centre and has guided our decisions to reflect this reality.

Finally I would like to end on an optimistic note going forward. We still have challenges to overcome but our Corporate Sponsorship Committee is ready to begin implementing a plan which I feel will result in increased revenue and we will continue discussions with our government partners with a view to stabilizing our financial situation. Our organization has a vital role to play in this province which has the most rapidly aging population in Canada and I am confident that we will rise to the challenge.

Respectfully submitted



Rosemary Lester
Chair, Board of Directors



Executive Director's Report

I am pleased to present this Annual Report to you highlighting our 2012-2013 fiscal year. It has been a busy and productive one for our organization as we move toward setting a new strategic plan that reinforces our position as the only community seniors' organization in Newfoundland and Labrador dedicated to providing information, referral and resources specific to promoting, supporting and enhancing the independence and well being of older adults in Newfoundland and Labrador.

As you read through our Annual Report, you will see that every program has been passionately coordinated by a small core of dedicated staff, which is supported by many volunteers at the Board and community level, along with many partners and supporters. I am very proud of all their hard work and commitment and it is a pleasure to work with such a team each and every day. I encourage you to read the reports as it does show their high calibre of work.

We are not surprised that there has been an increase in the number of people accessing our organization through requests for information via drop ins, our toll free line, email queries and our website. Keeping information up to date is an important daily task in order to ensure these requests receive accurate information. Important as well is maintaining our quality of personable service of providing prompt replies, a listening ear, and most importantly, respect for the story that is often behind the need. Our trained Peer Support Volunteers, seniors, who answer the toll free line, are valuable assets and we appreciate their dedication to our organization.

Collecting good and meaningful data from the inquiries we receive allows us to track issues and trends, as well as help us direct our limited resources to the topics and areas needing more attention. For example, the number of people accessing our main website has increased by 11% from last year and the number of return visitors has stayed relatively stable at 69%, up slightly from last fiscal year(68%). As more and more people access us through our website, we have customized our information delivery via our main website (www.seniorsresource.ca) and two other websites specific to our work on elder abuse(www.nlnpea.ca) and for

unpaid caregivers(www.caregiveroutofisolationnl.ca)recognizing that seniors are not the only unpaid caregivers needing information and resources. Interestingly as well, we have seen a high number of people from outside our province accessing these websites, suggesting many families are dispersed, living in other provinces, and looking for information and resources that they can use. People from 203 locations across Canada came to our main website. We are the process of finalizing a fresh new and easy to navigate main website that should be ready in the Fall of 2013. I encourage you to read the section in this Annual Report that outlines our SRC NL statistics in more detail.

Of course we know the importance of working at community level through our provincial programs in order to involve, engage and inform seniors right where they live. We do this through our two core programs; Peer Support Volunteer Program and Caregivers Out of Isolation. The former has seen an increase in the number of communities having volunteers and this past year has seen the implementation of retraining/training of existing/new Peer Support Volunteers. Our greatest and most significant growth was in Labrador, specifically in the aboriginal communities along the coast. This is as a result of a strategic partnership with the AnânauKatiget Tumingit Regional Inuit Women's Association. We were able to train thirteen women living in seven communities; Happy Valley-Goose Bay, Hopedale, Makkovik, Nain, NorthWest River, Postville, and Rigolet. It was with the help from New Horizons for Seniors that funded the Women's Association and we were able to bring full training and support with the financial support from Hydro, our multi-year sponsor. For the next couple of years, training and recruiting of new Peer Support Volunteers will build this valuable asset to seniors living throughout Newfoundland and Labrador. As this occurs, we will also be building up our data collected from them to capture their work and to keep track of issues, regional concerns, etc, allowing us to focus our attention and dollars to where it is needed most and best utilized.

The Provincial Caregivers Out of Isolation Program has been very busy, delivering important information sessions throughout the province thanks to the funding contribution by the Department of Health and Community in response to what they heard from caregivers during the public consultations for the Long Term Care and Community Supports Strategy. We were very pleased when they saw Caregivers Out of Isolation as the perfect way to deliver information on self care and accessing government

programs. These sessions have proven valuable for the program as it has set the stage to broaden its reach and enhance its existing Networks throughout the province as a result. Mindful of the larger target audience of caregivers of all ages caring for someone of any age, the program will be a new strategic plan for the coming years. For a more in depth look at this, please read the report.

Our work in elder abuse has never been stronger, finishing the first year of a three year New Horizons for Seniors funded project to strengthen our Newfoundland and Labrador Network of the Prevention of Elder Abuse. We are fulfilling our goals to grow the members who are able to share their expertise and keen interest in this area, to provide training for our volunteers for our Peer Support Volunteers and Caregivers Our of Isolation.

The final report for the Baccalieu Trail Outreach Office highlights things that it has been doing best since 2009; outreach and intergenerational activities especially in the area of technology. Due to budget restrictions, the Office closed its doors after four years. During its operation, a lot of work has been done to make it a resource for older adults living in the area. Please read their report to see what excellent work was done by the staff of two, Marie Ryan, Regional Coordinator and Virginia Wells, Project and Office Assistant, both of whom have been with the office since it opened.

Our organization has always seen the value as a partner in other groups and committees in order to bring issues to the forefront and to bring a senior's perspective to the table.

Provincial

- Aging Issues Network- Advisory Committee for Homeshare NL project
- Baccalieu Advisory Board on Housing and Homelessness
- CNIB Vision Health Steering Committee
- Coalition Against Violence
- Community Advisory Board on Housing and Homelessness(Central)
- Mayor's Advisory Committee for Seniors- City of St. John's
- MUN Exchange Group on Aging
- Provincial Wellness Advisory Committee
- RCMP's Seniors Advisory Council
- Western Regional Advisory Team on Housing and Homelessness

Annual Report 2012/ 2013

- Senior's Nutrition Working Group- Government of NL
- Seniors Liaison Committee- Eastern Health
- St. John's Community Advisory Committee on Homelessness
- Universal Design Network
- VON Coping At Home Advisory Committee

National

- Canadian Network for the Prevention of Elder Abuse

Along with the listings above, we also ensured seniors concerns were raised and submitted at the public consultations by the Residential Tenancies Board in November 2012. Our main concerns we presented were the rights of long time tenants, and the rights of those living in nursing homes, personal care homes or homes operated by non-profit organizations. The issue of rent control was a spoken by many at the consultations, as, for what we hear from seniors, has created serious and dire situations where they were either forced to pay up or move out.

While we are a provincial organization, we offer many local programs to those living in St. John's and would not be possible without the financial and in-kind support of partners.

- Christmas stockings and hampers (donated by TeleLink, Aliant Pioneers, Coast Guard, Lady Tailor, private donors, and government employee groups)
- Foot Care (VON), Flu shot (Eastern Health), and income tax clinics(members of the Association of Chartered Accountants)
- Friendly Visiting (Eastern Health)
- Heritage Crafters (Mary Queen of Peace, St.Clare's Hospital)
- Mall Walkers(Crombie Reit, Fog City)
- Snow Busters (City of St.John's)

Looking back, we have had a busy year and looking forward I do not see us slowing down any time soon. All of our work throughout Newfoundland and Labrador would not be possible without the firm commitment and dedication of the hundreds of volunteers who work carefully with such dedicated staff.

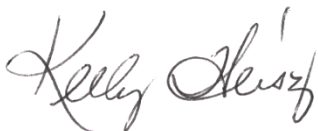
Thanks goes to all the members of the Board of Directors and external members of our Advisory Committees that provide guidance and lend their expertise and valuable time to ensure our programs are delivered and resources are secured to implement them. The full listing our committee members, including Board Members, are located at the back of this Report.

I want to thank all of the financial partners that have been supportive over this past year and see the value of what we do. We have been very fortunate to have TC Media and VOCM join our organization as sponsors; allowing us advertising and air time to help us promote our programs, services and fundraising efforts.

We have been able to access Federal funding, receive a sustainable grant from the Department of Health and Community services for our operations as well as accessing avenues from other funding sources throughout the year. We have a big operation that needs a lot of money and thankfully, our funding sources are diverse to allow large and small contributions. You can view the full listing of these at the end of this Report.

In closing, our organization continues to remain committed to listening and responding to the concerns of older adults, providing information for them to make informed decisions, and keeping connected to our partners and supporters to assist us in the delivery of our programs and services that allow us to promote, support and enhance the independence and well being of older adults living in our province.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Kelly Heisz', with a stylized flourish at the end.

Kelly Heisz
Executive Director

Information Line 1-800-563-5599 / 737-2333

The Information Line, first established in 1990, has continued to provide information and support to callers from across the province of Newfoundland and Labrador as well as outside the province. The Information Line is available through business hours, five days a week, and receives calls from:

- Seniors or families, friends and caregivers of seniors who need information about services for themselves or loved ones
- Community members or organizations that are sources of information to their own community on issues associated with seniors and aging
- Service providers who are involved in accessing services or making information available to those who seek it

Each year, the Annual General Report provides an opportunity for us to celebrate our volunteers, our community partnerships, and highlight what we have learned over the past year. It also gives us an opportunity to look at where we are headed. Sometimes, pictures convey information more efficiently and effectively than words do. So let's take a look at some snapshots of the Information Line over the past year – what we have learned and where we are headed . . .

A Snapshot of our Volunteers

Since inception, the Information Line has been staffed by volunteers. These volunteers, formerly called Peer Advocates, and now called Information Line Peer Support Volunteers (PSV's), have been a pillar of the Information Line at the Seniors Resource Centre of NL. They have contributed unwavering dedication and empathy in listening to caller's questions and informing about what community support services and resources are available to them.



The work they do is not readily seen however, believe me, they do an awful lot and I'd like to take this opportunity to thank them for all their hard work. These volunteers have contributed over **1335 hours** this past year in responding to the Information Line and have dedicated a **combined 43 years of service** since the program began!! This only includes the average time spent on the phone line/email and not additional volunteer hours for meetings, events, data collection, research, information gathering and updating.

Along with our Information PSV's we rely on many other volunteers who research, gather and update information and statistics. So, thank you again to all our wonderful volunteers who make our mission possible, supporting, promoting and enhancing the well-being and independence of all older adults throughout the province of Newfoundland and Labrador *through the provision of information.*



A Snapshot of our Community Partnerships

In recognition of the importance of ensuring that our Information Line PSV's have the knowledge, confidence and resources in providing support to callers, on-going information sharing sessions are coordinated each month with our Information Line PSV's and community partners. This past year we had the opportunity to have presentations from the Canadian Bar Association, the Royal Bank Fraud and Education Awareness for Seniors, Home Share NL, McInnes Cooper Law Firm – Wills and Power of Attorney, Newfoundland Labrador Housing – subsidized housing for seniors, and Service Canada – OAS, GIS, etc. In addition we delivered community presentations and Information Sessions about the services offered by the SRC-NL predominantly in St. John's and surrounding areas. Some of these include:

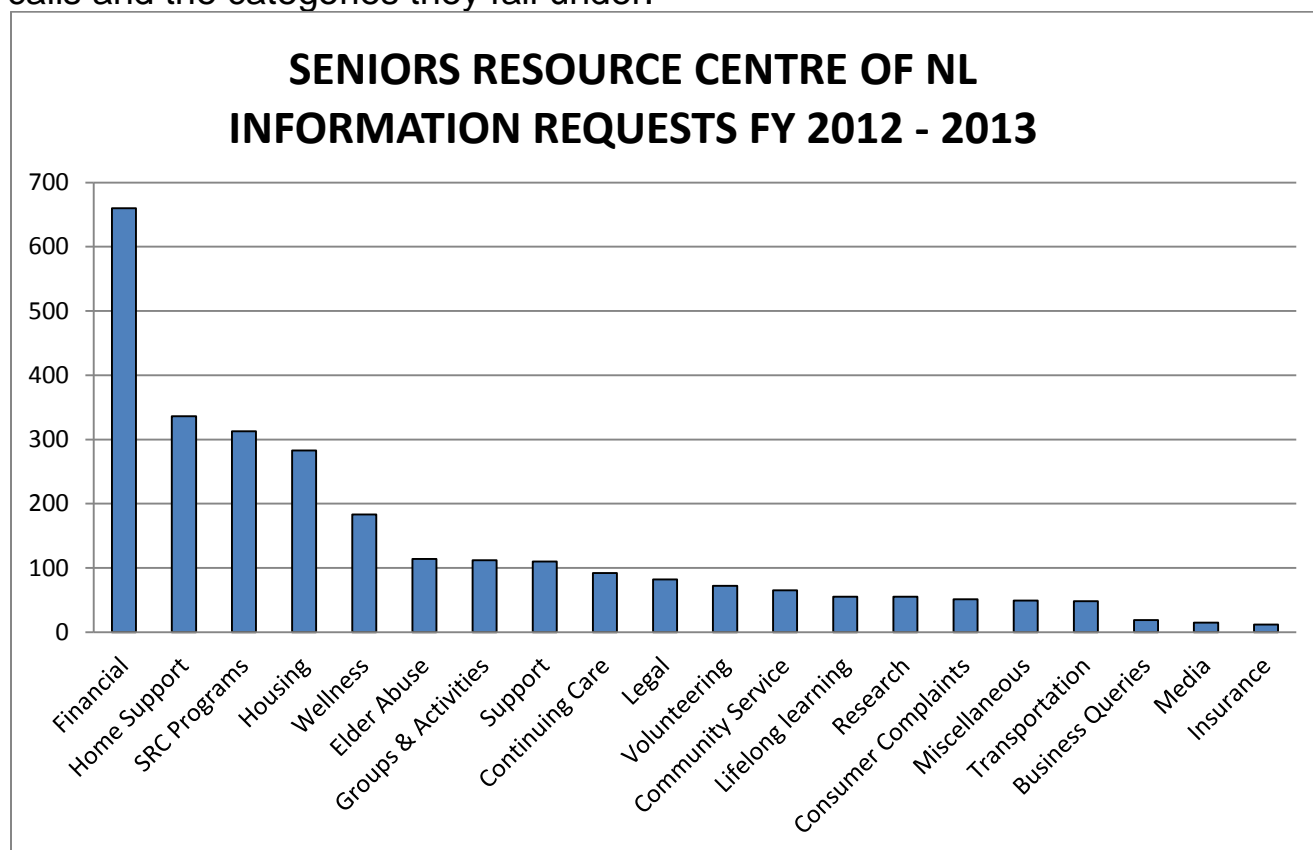
- NL Association for the Deaf
- Mt. Pearl Seniors Awareness & Health Information Day
- St. John's Seniors Day City Hall
- Tiffany Village
- MUN Volunteer Fair
- Aging Research Conference Corner Brook
- Geriatric Psychiatry Education Day
- NLHC Stakeholder Input Session
- Vision Quest Conference on Retinal Diseases

- Presentation to Government on the LTC Strategy
- Miller Centre
- Service NL Residential Tenancies Act Consultations
- Canadian Diabetes
- Healthy, Active & Older Expo
- Salvation Army Design Charette
- Association for New Canadians Health Fair & Volunteer Fair
- Housing Futures Workshop
- College of the North Atlantic
- Eastern Health Stroke Group
- MUN School of Nursing

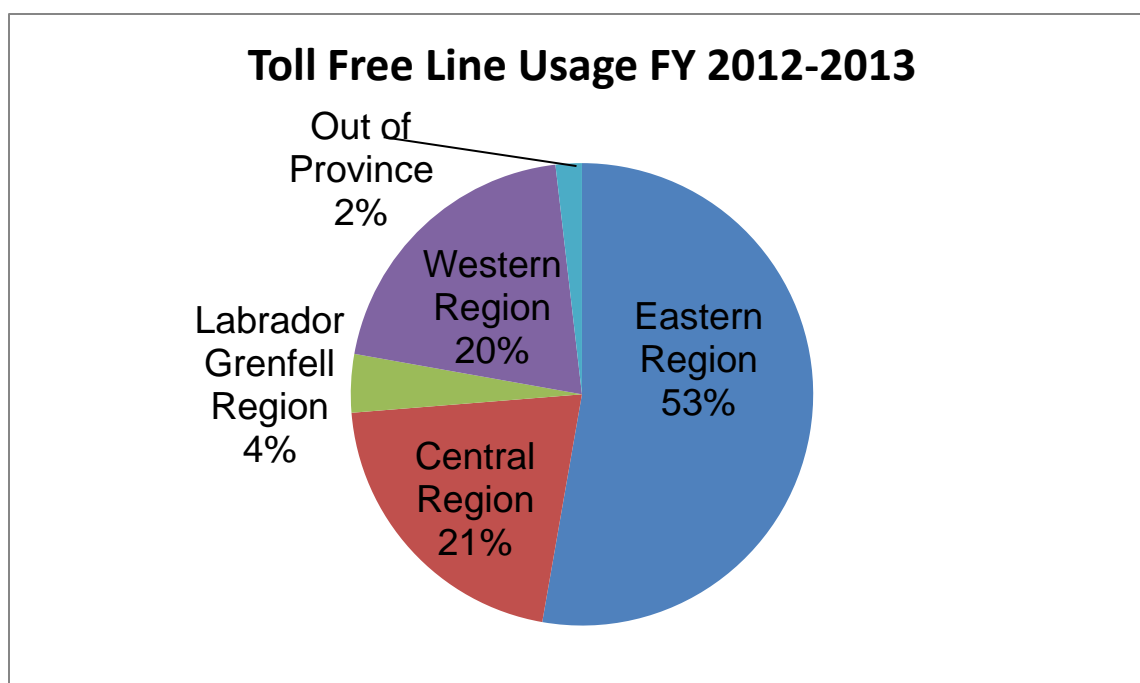


A Snapshot of the Information Line Call Data

From the calls/inquiries we encounter, we have categorized and organized them into groupings based on callers' specific needs. It streamlines our ability to think about much of what we encounter. The table below represents a distribution of the calls and the categories they fall under.



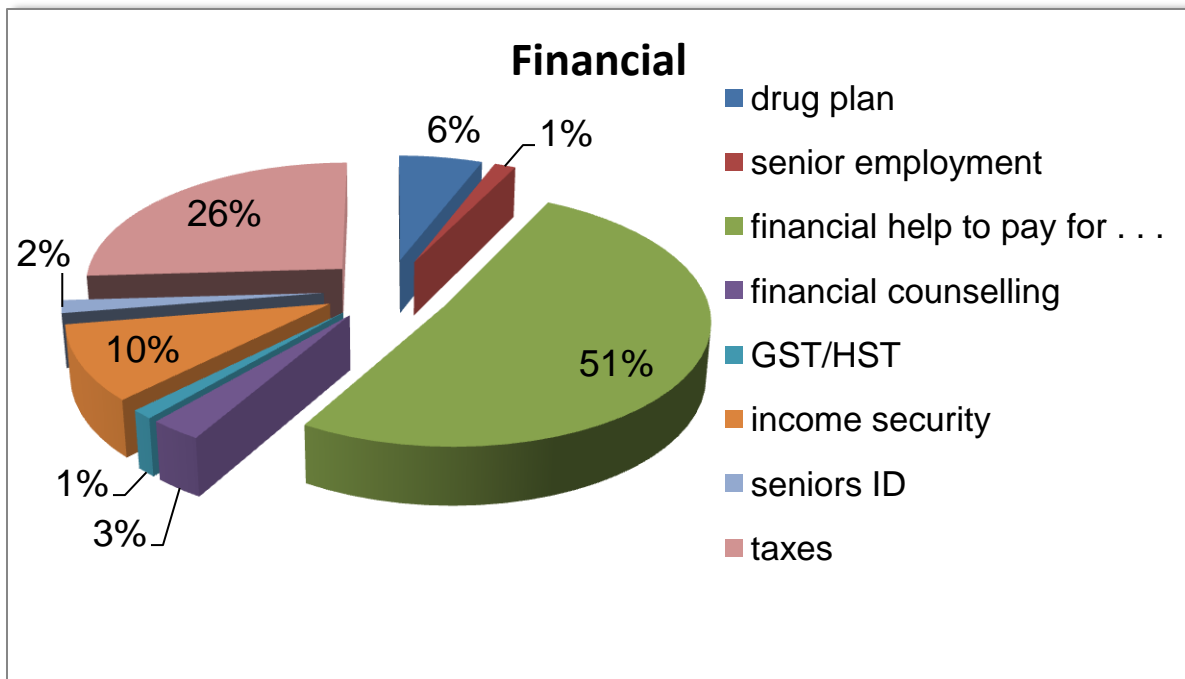
The Information Line continues to thrive in call volume and in flexibility. It seems each month brought new contacts and inquiries to the Information Line. Calls come from all over NL – from communities such as Loon Bay, Triton, Port au Port, and Coles Harbour to name a few; from other provinces; and even cities in other countries such as the Chicago, Illinois. Our toll free line allows us to capture where our incoming calls come from. The table below illustrates usage of the toll free line for the FY 2012-13.



Our call data really gives us a snapshot of many NL seniors' day to day challenges. Some of these challenges that have been identified over the past year include:

- lack of affordable and accessible housing
- lack of emergency shelters/housing for those 65+
- lack of affordable and accessible support services such as snow clearing, housekeeping, home repair and personal care
- lack of affordable, accessible transportation for seniors in many communities

For the fifth consecutive year, calls that fall into the Financial category have been the highest. The chart on the following page breaks down the reasons for calls related to the Financial category.



As the chart above indicates, just over half of the calls in the Financial Category come from people who need financial assistance to help pay for some basic necessities. Financial help to pay for eyeglasses, hearing aids, dental work, home repair, heating, and transportation rank among the highest.

Over the past year we have been working on creating a new statistical database which will allow us to quickly browse our database, filtering by client type, contact method, geography, caller need and more. This will allow us to better identify the needs of seniors in our province.

Each year we update and maintain the **Seniors Guide to Services and Programs in Newfoundland and Labrador**. The Guide assists seniors, their families and caregivers by providing accurate, up-to-date information about provincial, federal and community based programs and services available to seniors across the province. The document is available for downloading on the SRC-NL's website: www.seniorsresource.ca

The Advocacy Committee continued to promote awareness of seniors' issues and worked collaboratively to identify solutions to systemic challenges that have been identified through the Information Line and other areas. Over the past year, a significant amount of work went into the preparation of a report titled, ***What Next? Experiences of Seniors Moving From Hospital to Home.***



A Snapshot of the Way Ahead

Every picture tells a story and we hope that our snapshots have given a glimpse into some of the day to day stories of seniors in NL. In the meantime, we will continue to:

- Listen and pay attention to the voices of our seniors!
- Provide an easy, visible, and non-judgmental place for people looking to get connected to information and resources
- Help callers to define their needs and point them to the most appropriate places to find help
- Help service providers connect their clients to additional services available from other organizations.
- Provide new information about needs and gaps in services that can help our local, provincial and federal governments, policy-makers, and funders make positive decisions for all seniors of NL.

Provincial Information Line Program Quote: Thank you for your speedy reply! You have given me plenty to get started and to help motivate my Mom!

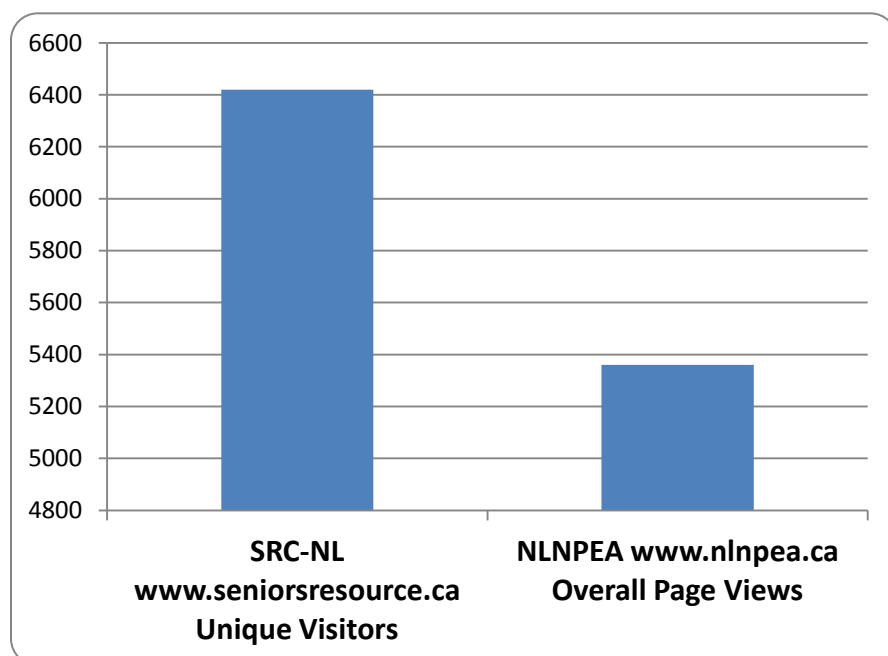
A Snapshot of Some SRC-NL Statistics



A Snapshot of our Websites

The technological advances of the last decade have made it possible to connect people to services and programs in new ways. Thus, our websites have become a very important component of our public relations and marketing strategy.

The table below represents the overall page views for the NLNPEA website and the unique visits for the SRC-NL website for FY 2012-13.



Highlights:

- ✓ SRC-NL's site saw 6420 unique visitors¹ - an 11% increase from last year (5784).
- ✓ The NLNPEA's website consistently saw its *Home Page*, *Who We Are* and *Getting Help* ranking in the top five pages visited. (See table below for a comparison.)

	FY 2011-12 Last Year	FY 2012-13 This Year
✓ The NLNPEA saw 23 events attended by 647 people over the past year as well as 61 people attend through webinar and teleconference.	Home Page	Home Page
	Who We Are	Event Postings
	Newsletters & Resources	Newsletters & Resources
	Getting Help	Getting Help
	Provincial Contacts	Who We Are

¹ *Unique visitors (or visitors)* refers to the number of distinct individuals requesting pages from the website during a given period, regardless of how often they visit.

Who visited our Websites FY 2012-13:

www.nlnpea.ca Location of Cities from where people visited the site

- | | |
|---|---|
| <ul style="list-style-type: none"> • St. John's & other locations throughout the province: 639 | <ul style="list-style-type: none"> • Canada: 300 • USA: 29 • Other Countries: 24 |
|---|---|

www.seniorsresource.ca Top Ten Cities from where people visited the site (ranked from highest to lowest)

- | | |
|---|--|
| <ol style="list-style-type: none"> 1. St. John's 2. Toronto 3. Ottawa 4. Halifax 5. Corner Brook | <ol style="list-style-type: none"> 6. Montreal 7. Mount Pearl 8. Greater Sudbury 9. Oshawa 10. Edmonton |
|---|--|

SRC-NL website activity on a monthly basis:



✓ Our website saw 69% of Return Visitors and 31% of New Visitors

✓ Over the past year we have spent significant efforts evaluating the SRC-NL's website and look forward to launching a new and updated site in FY 2013-14.

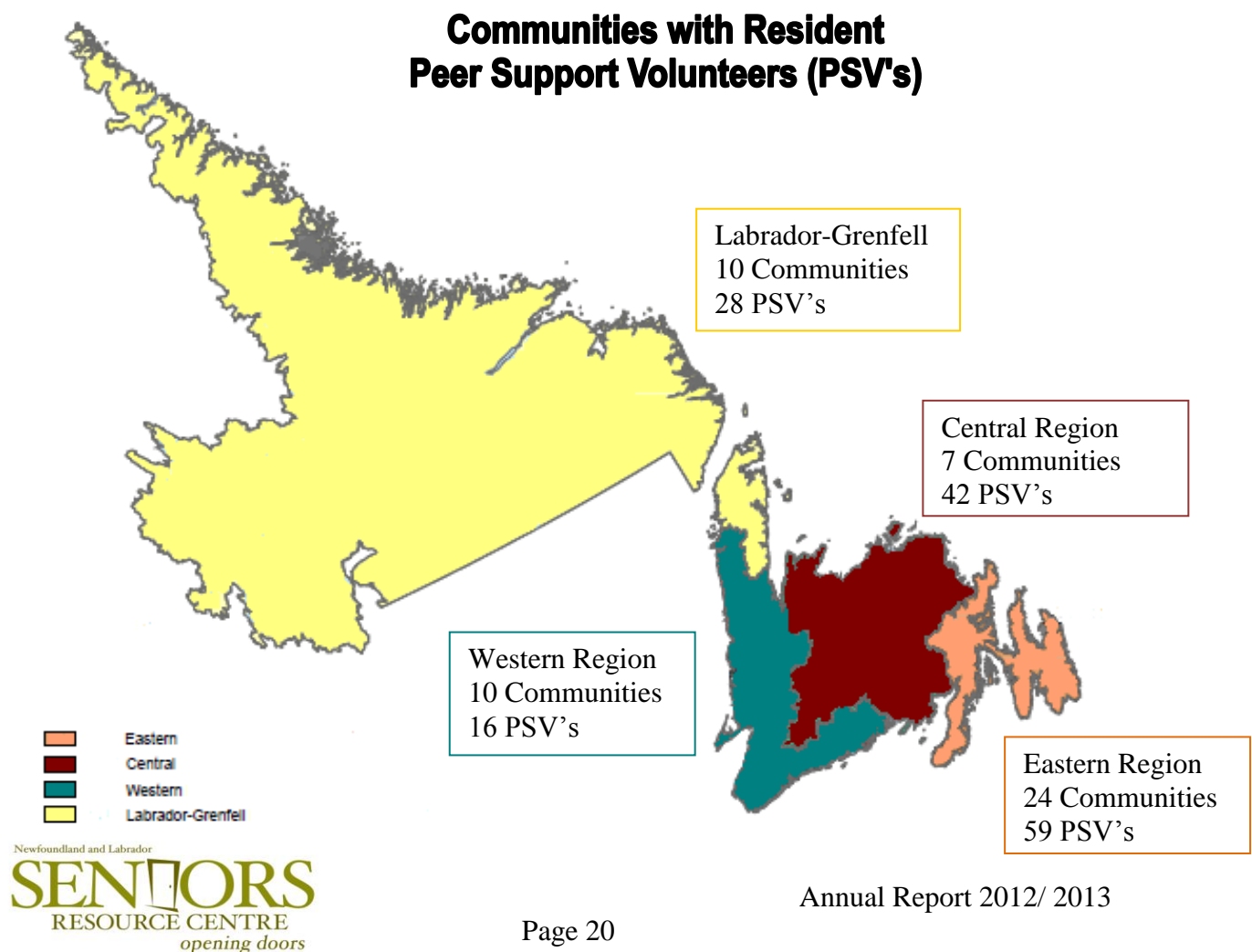
The Caregivers Out of Isolation website www.caregiversoutofisolation.ca was launched in November 2012. This new site is still under development and continues to focus on providing information, resources, support and access to services to unpaid caregivers throughout the province.

A Snapshot of our Outreach

Through outreach, we are committed to offering information, education and services to seniors, their families and to promote awareness of the Seniors Resource Centre of NL throughout our communities.

Making use of the internet and our toll free numbers (1-800-563-5599 & 1-888-726-2370), we are able to connect individuals with much of the information and services they require, through SRC-NL programs and services, as well as connecting people to services in the community.

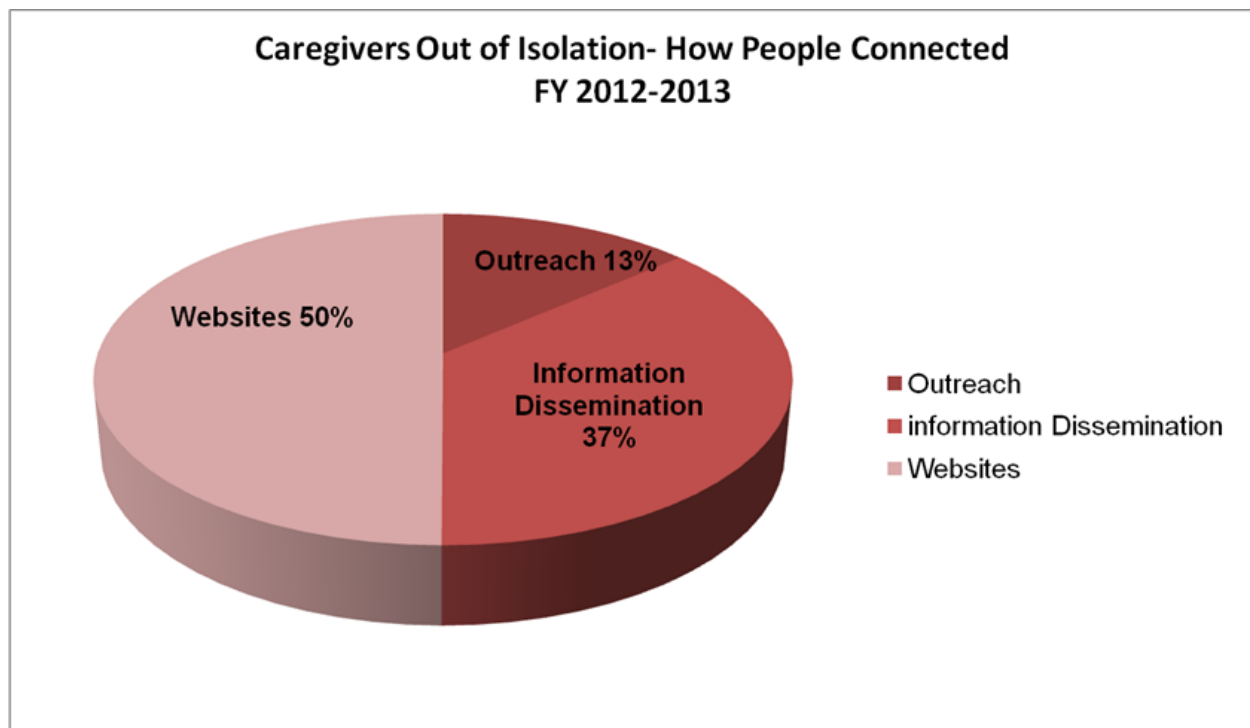
We also accomplish outreach through our Community Peer Support Volunteer Program.



Eastern Region: 24 communities (was 19) = 26.3% increase
Western Region: 10 communities (was 10) = 0%
Central Region: 7 communities (was 5) = 40% increase
Labrador-Grenfell Region: 10 communities (was 4) = 150% increase

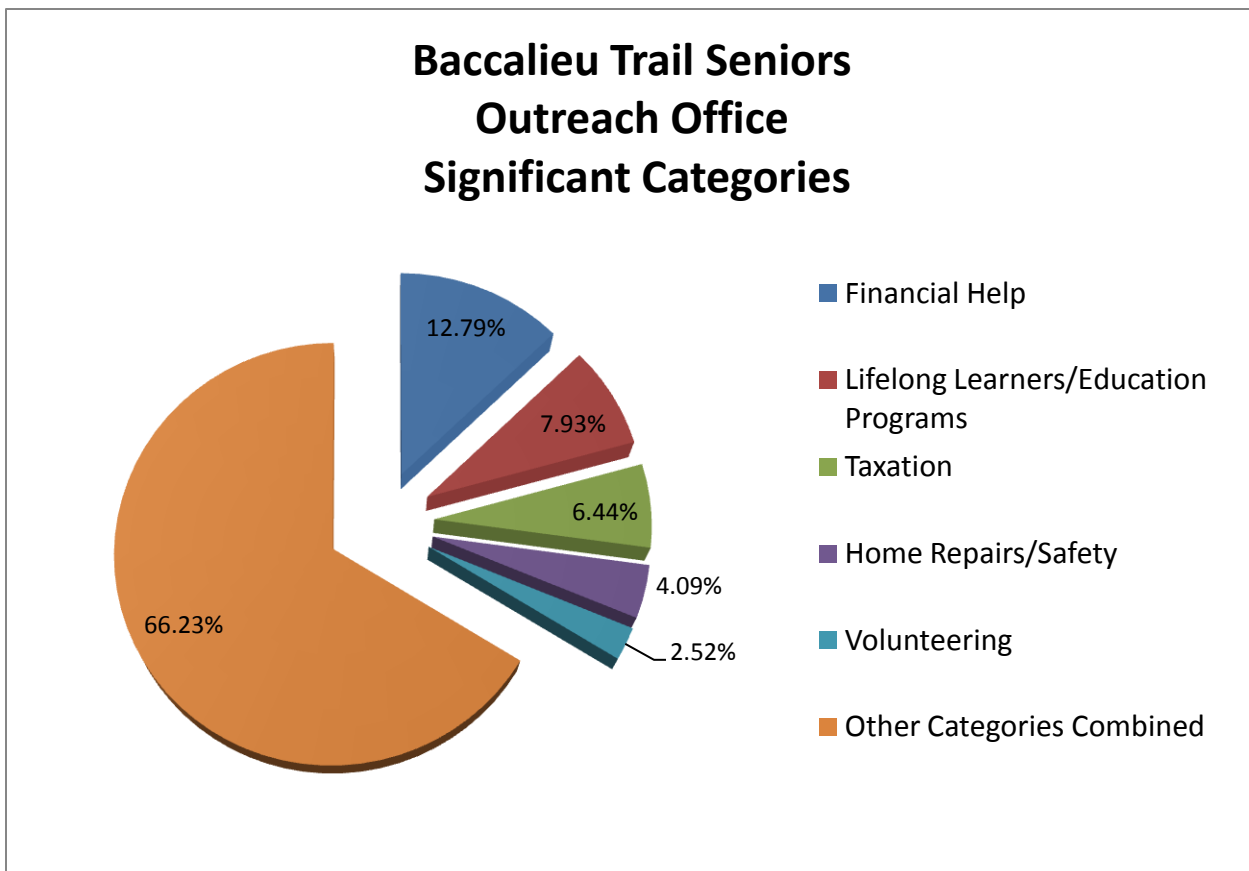
During the past FY 2012-13 we had 145 Community Peer Support Volunteers represented in 51 communities throughout our province. The diagram above shows the regional distribution. During the last six months of FY 2012-13 alone, 13.8% of PSV's were able to connect with 1700 people sharing information on over 50 topics!

The Caregiver Out of Isolation Program has been involved in a significant amount of outreach to Caregivers, Service Providers. Outreach: includes people who attended information sessions, presentations, Days Away. Information Dissemination includes, newsletters, e-bulletins, phone calls, Websites- Unique Visitors to Caregivers Out of Isolation Website and Unique Visitors to the Caregivers webpages on the SRC NL website.



Other Highlights:

- We responded to 2169, information requests this past year which generated 2726 categories of information by means of the toll-free provincial Information Line 1-800-563-5599.
- The Caregiver Out of Isolation Program responded to 230 calls via the toll free Caregiver Information Line. These calls came from all regions of the province.
- In addition to the Elder Abuse presentations given by the NLNPEA the Centre also delivered 4 additional elder abuse presentations that reached 205 people. These presentations took place in St. John's, Bay Bulls, and Grand-Falls Winsor.
- The Satellite Office located on the Baccalieu Trail in Spaniard's Bay continued to thrive in call volume and community outreach by its staff via presentations and information sessions.



- The preceding table highlights some of the most significant categories of information received by the Baccalieu Trail Outreach Office over the past year.
 - ✓ Similar to the Information Line the Financial Help category included people who were looking for financial help to pay for such necessities as heating and home repairs.
 - ✓ The once again the Outreach Office had considerable success with its intergenerational Technology program **Making the Connection**.
 - ✓ The Outreach Office saw 13 new PSVs trained in the area.

Michele LeDévéhat

Administrator, Information & Referral

*Special thanks to **Yvonne Jacobs, Janet Whittaker, Beth Reilly and Devonne Ryan** for their assistance in tracking, compiling and the analysis of the *Information Line statistics**



Provincial Peer Support Volunteer Program

They say *time flies when you're having fun*, so I must have had a truly enjoyable year as it is time again – so soon – for another Annual Report from the Provincial Peer Support Volunteer Program.

Recognizing the importance of ensuring that Peer Support Volunteers have the knowledge, confidence, and resources to provide adequate and appropriate assistance to seniors in their communities, the Seniors Resource Centre of Newfoundland & Labrador endeavors to ensure orientation and training, as well as opportunities for follow-up professional development, to the volunteers who do that work. The Peer Support Orientation & Training Workshop was emended during 2012-13, and current Peer Support Volunteers as well as recruits to the Program are expected to participate in this two-day workshop. The Workshop covers aging changes and challenges, communications (especially the importance of listening), and problem solving. It is an interactive initiative and includes a number of case studies and other exercises. The revised Workshop was piloted successfully in Clarenville in September.

Of special note, mandatory reporting on their work in the community so that one can get a full appreciation for the amazing work Peer Support Volunteers do across the province is implemented following re/training. During the last six months of 2012-13, 1700 people were reached with information on over 50 topics. That is no small feat, and we anticipate increasingly more reporting as current and new Peer Support Volunteers participate in the Orientation & Training Workshops and learn how to use the reporting system.



The year brought with it an invitation from the Inuit Women's Association to partner with them to provide training to Inuit women to become Community Peer Support Volunteers. We supported their proposal to the New Horizons for Seniors Program, welcomed their review of our Orientation & Training Workshop for

cultural sensitivity, and worked with them to have it translated to Inuktitut. Subsequently, in November 2012, we facilitated training of 13 Inuit seniors from seven Labrador communities: Happy Valley-Goose Bay, Hopedale, Makkovik, Nain, NorthWest River, Postville, and Rigolet. Some of the senior participants are seen hard at work in the previous photo. Prior to the training in Rigolet, Happy Valley-Goose Bay and Charlottetown were the sole communities in Labrador that were able to avail of local Peer Support Volunteers. Thanks to the generous support of Newfoundland & Labrador Hydro, we will be able to do additional work in Labrador during the coming year.

Also in November 2012 and again in January 2013, the Orientation & Training Workshop was facilitated to current and new Peer Support Volunteers from 12 communities in the Eastern Region of the province. These sessions also provided opportunities for Social Work interns with the Seniors Resource Centre of Newfoundland & Labrador to participate in the Workshops, even taking the lead on one or two parts of the program.

We are pleased to announce that at the end of the current fiscal year, there are 146 Peer Support Volunteers in 51 communities across the province with a number of seniors waiting in the wings for training. As well, there is a core group of Information & Referral Line Peer Support Volunteers (photographed with staff) who work out of the Seniors Resource Centre of Newfoundland & Labrador office in St. John's, taking calls and providing information and support to seniors who phone in with questions or issues. Over the course of the year, one of the five volunteers retired while three others joined the ranks, bringing the number of Information & Referral Line Peer Support Volunteers to seven.



Last year we reported the development, with the Canadian Mental Health Association – NL, of a half-day workshop on seniors and mental health. The workshop was facilitated in Burin in May and Clarenville in September.



The Seniors Resource Centre of Newfoundland & Labrador later broadened the scope of the session to a 1.5 day event, and incorporating a number of case studies and diverse exercises for participants. The revised workshop was facilitated in Grand Falls-Windsor March 27-28, 2013, for a group

of 22 Peer Support Volunteers from 11 communities across the Island. The accompanying photo was taken by Otelija Russell, Peer Support Volunteer, to mark the latter event.

As one component of the Seniors Resource Centre of Newfoundland & Labrador's work to prevent elder abuse, 2012-13 saw development of a two-day workshop on elder abuse which will be facilitated for Peer Support Volunteers in four Regional sessions. In conjunction with that work, the Program Coordinator has a seat on the NL Network for the Prevention of Elder Abuse, attended the Network's World Elder Abuse Awareness Day event, and presented on the Peer Support Volunteer Program to one of the Network's public meetings during the year. In keeping with the latter, the Program Coordinator also accepts invitations to speak on the Program at diverse events, e.g. May 2012 on Seniors and Information Technology at the Memorial University symposium, *Sus-It*.

It is worth noting that participants in workshops designed for Peer Support Volunteers are invited to complete a pre-evaluation form prior to the start of their workshops, as well as a post-evaluation form on their completion. These evaluations help both to inform the content of the initiative and to monitor the impact on participants' learning experiences.

Certificates of Recognition are presented to participants on completion of any workshop/training event for Peer Support Volunteers. Likewise, Certificates of Appreciation accompanied by a letter of thanks for time and commitment from the Chair of the Board are sent to Peer Support Volunteers on retirement from their volunteer position.

Meetings of the Provincial Peer Support Volunteer Program Advisory Committee were held as required, with the exception of the summer

months, to both review activities to date and to discuss future actions relevant to the Program and its volunteers. A special effort was made during 2012-13 to ensure provincial representation on the Advisory Committee through amendments to the Terms of Reference for the Committee. At time of writing, the first Call for Nominations under the revised Terms of Reference has been issued.

The Community Peer Support Volunteer Program also lends support to other Seniors Resource Centre of Newfoundland & Labrador programs. To that end, Community Peer Support Volunteers have been identified to participate/assist with the Caregivers Out of Isolation Program seminars and with sessions offered by the NL Network for the Prevention of Elder Abuse.

2012-13 also saw the development of a partnership with the Food Security Network which is doing excellent work with seniors through their *Root Cellars Rock* program. One initiative resulted in the production of 12 short films each featuring a senior from the Avalon region telling the audience about what life was like in their youth in terms of feeding their families. The films are captioned, and we will give Peer Support Volunteers opportunities to view them during workshop and training sessions, as well as to borrow them for public viewings in their communities.

A Seniors Resource Centre of Newfoundland & Labrador team effort, with design and layout by Social Work intern Beth Reilly, has produced a new brochure for the Peer Support Volunteer Program. The brochure will inform the public about the Program and, it is hoped, recruit new seniors to join in our work.

As ever, our thanks go to the Peer Support Program Advisory Committee for their support; to Newfoundland and Labrador Hydro for being a major partner with the Program; United Way NL, and Eastern and Central Health's Community Mental Health and Addictions Programs for their financial contributions to a number of Program initiatives. Most importantly, we thank the Peer Support Volunteers who give so

tirelessly of their time and energy to support seniors across the province and also to those Volunteers who have retired over the past year. We can never thank you enough for the support you give to us and, more importantly, to other seniors in your communities. The impact you have on people's lives is difficult to measure. The

photo insert shows three new Peer Support Volunteers participating in a training session in Ferryland January 2013.



Respectfully submitted by:

A handwritten signature in black ink that reads "Mary Ennis". The signature is written in a cursive style and is positioned above a horizontal line.

**Mary Ennis, Coordinator
Community Peer Support Volunteer Program**



Caregivers Out of Isolation NL

I would like to introduce myself as the provincial coordinator of Caregivers Out of Isolation NL; Janet Whittaker is the Program Assistant; Ed Wade was hired to assist in the delivery of 16 Information Sessions during this last fiscal year funded by Health and Community Services, and Mary Manojlovich is the new volunteer Chair of the Provincial

Advisory Committee.

Who contributes to the delivery of the COI-NL Program?

Caregivers, staff, volunteers, university students, community partners (service providers and agencies) and funding ensure that caregivers, also known as care partners, have what they need to support their family members and friends of any age whose abilities are restricted due to illness, disability, accident, medical condition or aging. The COI-NL program supports caregivers of all ages, where for example, a man in his eighties cares for a spouse or partner; a woman is fully responsible for an adult child or young sibling with a disability; or a teen makes a significant contribution to the day-to-day care of a family member.

Caregivers contribute greatly to the delivery of the COI-NL program. We are increasingly inspired and guided by the stories and experience of caregivers and the person they care about. We want to know what caregivers need to support them in their role and how we can improve the service and best deliver information, education and support.

Volunteers and work-place students are key to the delivery of the COI-NL Program. There are fourteen advisory committee members located across the Island and in Labrador; their names appear in the “program facts and figures” portion of this report. We have eight *Community Caregiver Networks* in our province, facilitated by a former caregiver or a staff member from a community organization and you will also find their names in the “program facts and figures.” Clare Wall, a retired Post Master, oversees the mail-outs (4,500 newsletters in a year) and at times she is supported by a high school student who requires volunteer hours to graduate. In addition, SRC-NL Front Desk Peer Support Volunteers are a wealth of information and 146 SRC-NL Peer Support Community Volunteers deliver caregiver messages to 51 communities. Elizabeth Siegel, coordinator for the NL Network for the Prevention of Elder Abuse

supports the COI-NL program by displaying pamphlets at workshops she holds around the province. This year fourth year nursing students Megan Cole, Chelsea Hynes and Julia Plank developed a new resource, *Nursing Skills for Caregivers*. Social Work student Duanne Ralph communicated with staff of *Caregiver Programs* across Canada to learn more about their services and operations.

Equally important to having caregivers and volunteers support the COI-NL program are community and provincial partnerships. Fostering current relationships and developing new community partnerships are key to accurate *information and referral*, reaching diverse groups, and delivery of the COI-NL Program. This fiscal year there was a goal to exchange information with organizations, for example, agencies that support people of all ages with medical conditions. The Provincial Information sessions strengthened out contacts with the Regional Health Authorities. In addition, I met with Erin Holland from the Association for New Canadians to exchange program information, increase awareness of the needs of Immigrants and New Canadians, and delivered a presentation. I met with Kelly White, Executive Director of Persons with Disabilities to exchange information. A number of community partners, including the COI-NL have formed a committee addressing concerns of the LGBTQ (Lesbian, Gay, Bisexual, Transgendered, Queer) community, including the experience of men, women and caregivers as they avail of home care, or enter a personal care home or nursing home. The question is, “are services welcoming and sensitive to the needs of a diverse society?” Funding is essential to the delivery of this program. Thank you to the Department of Health and Community Services for core and project funding.

This AGM report is divided into the following sections: what caregivers are saying, program facts and figures, highlights for the year and closing remarks:

What Caregivers are Saying

As we deliver program messages and listen to caregivers' stories and experiences, three main points stand out:

- Some people do not identify with the word caregiver and consider themselves as a family member or friend where caring is a natural part of the relationship. This has implications in promotion and reaching caregivers or care partners with information and support;
- a significant number of caregivers do not avail of services that would support them and the person they care for (e.g. home care, respite, tax benefits and deductions); and
- there are situations where the primary caregiver employs a paid care worker, however does not get a break because they are training a succession of paid care workers or it requires two people to care for their family member.

These three points are echoed by staff of *Caregiver Programs* in other provinces. As we review and revise materials under our new strategic plan, this information informs how we promote and deliver our messages.

The *Caregivers Out of Isolation-NL* program provides information, education, recognition and support. Here are *facts and figures* for this reporting year, April 2012 to March 2013:

<i>Direct provincial services to Caregivers:</i>	
Phone calls, Emails and drop-ins or appointments	108 people
14 Information sessions	152 participants
<i>Additional provincial services to Caregivers, service providers and other:</i>	
Four Quarterly Newsletters	1,100 mail outs for each newsletter (caregivers (580), professionals (178), libraries (94), seniors clubs (23), MHA Offices (48) and Peer Support Volunteers (146).
Ten Monthly E-Bulletins for Service Providers	98 recipients each month
Responding to questions from professionals, service providers, and politicians	Approximately 24 people

Services for Metro and Area:	
Workplace wellness fairs and presentations from January to March	Audience of approximately 200 and 24 identified as Caregivers
<i>Caregiver Conversations</i> , a support group held at the SRC-NL the third Monday of the month with a guest speaker. e.g. Public Legal Information Association NL, How to Prevent Falls, Taxes and the Caregiver	There is a core group of eight caregivers and additional participants who attend depending on the topic of the guest speaker.
<i>Nine Community Caregiver Groups and Contacts – PAC indicates that this person is a member of the Provincial Advisory Committee:</i>	
Stephenville – Karen Andrews-Savoury, PAC, Bay St. George Women's Centre	
Mount Pearl – Elsie Chafe and Georgina Smith, Mount Pearl Seniors Independence Group	
Springdale - Patricia Lawlor, Dietitian, PAC, Green Bay Health Care Centre	
Happy Valley-Goose Bay - Hope Sheppard, PAC, Labrador Friendship Centre	
Twillingate - Margaret Manual, PAC, Former Caregiver	
Clareville - Yvonne Godfrey, PAC, Caregiver	
Trepassey - Josephine Waddleton, 50+ Club and SRC-NL Peer Support Volunteer	
Humber Valley Region - Minnie Vallis, PAC, Former Caregiver	
Avalon East Caregiver Network - Caregivers Out of Isolation NL	
Additional Community Partners on the Provincial Advisory Committee:	
Chair, Mary Manojlovich, Eastern Health and Board Member of the Seniors Resource Centre-NL	
Kelly Heisz, Executive Director, Seniors Resource Centre NL	
Sandy Penney, Eastern Health	
Megan Harris-Edwards, Alzheimer Society NL	
Darlene Billard-Croucher, Victoria Order of Nurses	
Margaret Adey, NL Women's Institutes	
Sharon Samson, Office of the Citizen's Representative NL	
Major Lorraine Davis, Salvation Army	

Other Highlights for April 2012 to March 2013:

- The 90 page Guide for Caregivers is available online and in print.
- A new website, www.caregiversoutofisolationnl.ca. The COI-NL program continues to be highlighted on the SRC-NL website. The new website is designed to capture the interest of caregivers of all ages caring for a family member or friend of any age.
- Caregiver Week NL has been celebrated in our province since 2003. In October, Minister Susan Sullivan, Health and Community Services, signed the Caregiver Week proclamation. Four of eight Community Caregiver Networks – Clarenville, Twillingate, Springdale and the North East Avalon - celebrated Caregiver Week with funding supplied by the IceCaps Hockey Team. Over 100 caregivers around the province were treated to a caregiver event that included food, fun, information, recognition and relaxation.
- Ed Wade and I were tasked to design and deliver 16 information sessions around the province, in partnership with the four health regions and funded by the Department of Health and Community Services. The delivery was in four parts: introducing the COI-NL program, addressing caregiver stress, and talked about community and provincial programs and services. We listened to caregivers about their experience and needs. The communities included Happy Valley - Goose Bay, St. Anthony, Rocky Harbour, Springdale, Stephenville, Corner Brook, Clarenville, Bonavista, St. John's, Trepassey, Harbour Breton, Grand Falls – Windsor, Twillingate; due to storm cancellations Mount Pearl and Fortune sessions are scheduled for fall of 2013. We spoke with over 200 caregivers. We listened and learned about the caregiver experience and needs as outlined in a section of this report, "What Caregivers are Saying".
- Our attention is turning to the NL Network for the Prevention of Elder Abuse. There is a COI-NL component included in NLNPEA's funding

grant from New Horizons for Seniors. During the three year project, COI will design training components for the Community Caregiver Networks. The idea is to start a conversation about the potential for elder abuse arising out of caregiver stress and frustration and conversely abuse that caregivers can experience from the person they are caring for. Care Receivers require protection from all types of abuse, whether from family members, paid care workers and anyone else who is in their company or has access to their belongings or finances.

- Phone calls and emails to staff of other Canadian Caregiver Programs to exchange information, news articles and best practice resources. Eg. Caregiver NS, British Columbia and Alberta. This outreach has paid off with sharing of information about delivering best practice messages to caregivers about abuses that can occur in a care relationship.

Closing Remarks

It has been a busy first year for me at the COI-NL Office. I hit the ground running, designing and delivering Information Sessions around the province. It was the best orientation a person could ask for, speaking directly to caregivers and learning from the experts.

On behalf of the Provincial Advisory Committee I would like to thank Gail Wideman for her many years of chairing and guiding the committee, and bringing her passion for caregiving, including the rural caregiver experience. Thank you to Shelly Collins, the previous coordinator of the COI-NL for her good work and enthusiasm. Best wishes with your new position at the Heart and Stroke Foundation NL.

Since 2000, the COI-NL has attracted skilled volunteers who bring information, ideas and direction to the program. I am pleased to be working with a team of people who are interested in the overall wellness of caregivers as they support a family member or friend.

2013 will be remembered as the year the provincial government announced a pilot project called the Paid Family Caregiver Option. The latest budget allocates 6.1 million dollars, an amount that will be annualized to 8.2 million in 2014-15. Many caregivers and service providers look forward to an announcement by Minister Susan Sullivan, Health and Community Services, regarding the details and start date for this initiative.

The next fiscal year of the COI-NL will focus on a Strategic Plan – including a vision, mandate and values – that will guide our actions as we support caregivers and in turn the person they care about. Programs all over the world are **Caring for the Caregiver**. I look forward to working with the Provincial Advisory Committee members to deliver the program in a way that impacts the well-being of caregivers and the person they care for.



Paula Lancaster
Provincial Program Coordinator



The Newfoundland and Labrador Network for the Prevention of Elder Abuse (NLNPEA)

The Newfoundland and Labrador Network for the Prevention of Elder Abuse is an integral part of the Senior Resource Centre of Newfoundland and Labrador's efforts to address elder abuse in our province. Our mission is: To provide information and support to individuals and organizations (from both community and government) working to prevent elder abuse and/or provide services to those affected by this issue.

The 2012-2013 fiscal year was a year of growth for the Newfoundland and Labrador Network for the Prevention of Elder Abuse (NLNPEA). As a new network, which was officially launched on October 4, 2011, our focus over the last year has been on increasing our membership and reaching across

the province to raise awareness of elder abuse. This has been supported largely through three-year funding received from the Government of Canada's New Horizons for Seniors program for a project entitled "Action to Awareness: Recruit, Train, and Connect."

Much of the Network's activities are centred on providing information and resources to seniors, community workers, service providers, and the general public. Over the last year, our website has proven to be a useful tool for those seeking information about elder abuse. From April 1, 2012 to March 31, 2013, our website has had 5360 hits, representing approximately 1000 visitors. Our most visited pages have been our home page, "Event Postings", "Newsletters and Resources", and "Getting Help". Most of our visitors (64%) are from our province, but our website users also come from other parts of Canada (30%) and other countries (6%).

We also share information through a quarterly newsletter (please see http://www.nlnpea.ca/newsletters_resources), an email listserve (available to our members who choose this option), and our elder abuse brochures (please see http://www.nlnpea.ca/definition_brochure). The Network has distributed over 1000 elder abuse brochures in the last year alone.

Our monthly public meetings are also a way for us to share information and inspire discussion about elder abuse. These meetings may be attended in person or by webinar and teleconference from anywhere in the province and all are welcome to participate. Each of our meetings features a guest speaker presenting on a topic related to elder abuse in some way. Presentation topics this year have included: "Preventing Elder Abuse by Family Caregivers", "Stigma and Discrimination of the Elderly", "What You Need to Know about Personal Care Homes", and "Fraud Awareness and Education for Seniors". The Network also held a special meeting featuring a panel of special guests in June 2012 to recognize World Elder Abuse Awareness Day (which is June 15). Most of our meetings are held in St. John's, but we were delighted that our funding also enabled us to hold one in Corner Brook in September 2012.

The Network also provides presentations about elder abuse to seniors groups, often as part of a half-day event for seniors on safety or wellness. Most of these presentations are given by Lorraine Best, who is a Peer

Support Volunteer with the Seniors Resource Centre NL. As a senior speaking to seniors, her energetic presentations are always well received. In fact, this model has worked so well that the Peer Support Volunteer program is in the process of offering training to other Peer Support Volunteers who may be interested in giving elder abuse presentations to groups in their region. This initiative is being headed by Mary Ennis, who is the Coordinator for the Peer Support Volunteer Program.

The Network also held three in-person training events and one webinar on "Understanding Elder Abuse: Practical Skills for Community Volunteers and Service Providers" in February 2012. The sessions were conducted with two trainers from Ontario: Sgt. John Keating, Durham Regional Police Service, and Tammy Rankin, Elder Abuse Advisor for the Regional Municipality of Durham, Ontario. The in-person sessions were held in St. John's, Spaniard's Bay, and Labrador City.

In all, the Network has held 23 events this year. These events were attended by 674 people in person and by another 61 people through webinar and teleconference. Locations of these events have included St. John's, Spaniards Bay, Labrador City, Corner Brook, Stephenville, Mainland, Holyrood, Marysvalle, and Robert's Arm. Many of these events were made possible through the support of our partners, including among others: Eastern Health, Central Health, Western Health, Labrador Grenfell Health, the Labrador West Status of Women Council, and the Newfoundland Women's Aboriginal Network. We would also like to thank both the Tiffany Village Retirement Residence and Kenny's Pond Retirement Residence for allowing us to hold many of our meetings in their beautiful facilities.

Through our efforts the Network's membership has continued to grow and now includes over 140 individuals and over 40 organizations. If you have an interest in preventing elder abuse, we welcome you to join our Network. Membership is free of charge and open to any individual or organization committed to ending elder abuse in Newfoundland and Labrador. More information about the Network and its work can be found at: www.nlnpea.ca.

In closing, I would like to thank our Network Chair, Rosemary Lester, and the members of the Network Steering Committee who continue to commit both time and effort to ensuring our Network serves our members, seniors, and the public to the best of its ability. In addition, I would also like to acknowledge the work of our members and partners who support the Network's activities and also use their expertise and dedication to prevent elder abuse through their own work and interactions in the community.

Submitted by,



*Elizabeth Siegel
Coordinator, NLNPEA.*



Baccalieu Trail Seniors Outreach Office, SRC NL

The Baccalieu Trail Outreach Office has had tremendous success in reaching out to older adults in the area. It has provided services and information for callers and drop ins, partnered with other organizations to bring information and services to the vast area and actively participated in round tables and advisory committees to ensure a seniors' perspective. The dedicated staff of Marie Ryan, Regional Coordinator, Virginia Wells, Programs Assistant and the committed members of the Advisory Committee has ensured quality service and attention to what mattered most; the independence and well-being of older adults living along the Baccalieu Trail.

Throughout the 2012-2013 fiscal year, the Office continued its success phone calls to the Outreach Office, follow-up, drop ins to the Outreach Office, and outreach by its staff via presentations and information sessions. The most requested information were those about technology classes, taxes and the home heating rebate.



Intergenerational activities and services have proven quite successful and the Outreach Office has fostered some great relationships with secondary schools in the area in order to deliver requested programs from seniors. Technology programs

were offered twice yearly and were beneficial to seniors looking to get one on one instruction for computers, cameras, iphones, iPods, etc. The students from Ascension Collegiate (Bay Roberts), Baccalieu Collegiate (Old Perlican) and Carbonear Collegiate (Carbonear) were able to utilize their savvy to seniors in technology and able get the much-needed volunteer hours required for graduation.

Both *Making the Connection* and the *High Tech History* programs were a favorite all around and provided a great opportunity for both generations to participate in something of mutual benefit. These the two programs were funding by Eastern Health's Community Development Fund and the Job Creation Program by the Department of Advanced Education and Skills. Another significant and long-standing relationship fostering intergenerational activities was with the College of the North Atlantic, teaming specifically with the students an instructor of the Community Studies Course. Not only was the Office able to offer volunteer work placement for a number of students over the years, but have been able to bring information and opportunities for seniors to share their experiences in the classroom setting.

Other significant partnerships and collaborations that enabled the Office to bring their expertise and a seniors' perspective have included:

- Participation in Eastern Health's Needs Assessment for the Trinity Conception area

- As a member of the Advisory Committee for Communities Against Violence, held a joint event in recognition of Seniors Month and World Elder Abuse Awareness on a yearly basis.
- With the Spaniard's Bay Environment Committee, Mariner Resource Opportunities Network M-RON) and the Atlantic Kidney Foundation, NL hosted a 'Volunteer Leadership Motivation' workshop with Minister Nick McGrath as guest speaker.
- Member of the Baccalieu Community Advisory Board on Housing and Homeless
- Connected with the Canada Revenue Agency to list the free Income Tax Clinic's offered by the Outreach Office.

Outreach has always been an important element for promotion and providing information, and education and awareness sessions for our organization and this past year has been an active one for the Outreach Office

- Presented to the Old Perlican Friendship Seniors' Club
- Presentation at Charwood Legion which resulted in assisting them in applying for funding from the Eastern Health Wellness Coalition in order to set up a 'Hobbies Group' for the residents
- Set up information booth in the Malls in Bay Roberts and Carbonear to distribute information on the Outreach Office and the SRC NL.
- Presented to Turks Gut Heritage House seniors group
- Assisted the Provincial Coordinator of the Caregivers Out of Isolation Program to promote and invite people from the Baccalieu Trail area to attend the special information session.

- Assisted the Provincial Coordinator for the Community Peer Support Volunteer Program in recruiting people to become Peer Support Volunteers and participated in the new training program for the volunteers. Eleven seniors are on a waiting list for the fall training.



**Peer Support Volunteer Training
Carbonear for Baccalieu Trail**

- Assisted the Coordinator for the SRC NL's NL Network for the Prevention of Elder Abuse to promote and invite people from the Baccalieu area to attend the special training opportunity offered in the area.
- Ten presentations were completed at Ascension Collegiate in Bay Roberts, the Baccalieu Collegiate in Old Perlican and Carbonear Collegiate, Carbonear regarding 'High Tech History' with three hundred seventy nine students participating. The purpose was to recruit volunteers for the program and network the SRC, NL and Baccalieu Trail Outreach Office.
- Presentation at Golden Ages 50+ Club, Clarke's Beach specifically to talk about opportunities for other activities that the members could get involved with
- Sharing of information to a number of seniors organizations to in the area, example the Heart and Stroke Foundation and Community Sector Council to the Turks Gut Heritage Seniors Club.
- Visited a number of seniors prior to Christmas, bringing them either food hampers or a tote bag filled with presents.

While outreach was important over past years, regular drop ins to the office and the yearly free income tax clinics for seniors kept the office humming. During March and April, eleven days of free income tax clinics for low-

income seniors, were offered thanks to Shelly Grant and Mary Carroll, Volunteers gave their time and expertise to be able to offer this service were trained by Canada Revenue Agency.

The office had seen an increase in the number of seniors dropping by the office, either to pick up home rebate forms, to get assistance filling out government forms and to check out what programs and services were available in the area.

The Outreach Office has done a lot to engage and involve not only seniors living along the Baccalieu Trail, but everyone in the community, truly embracing the importance of intergenerational and multi-sectoral partnerships to promote, enhance and support the independence and well being of older adults.

April 26, 2013 marked the end of operation for the Baccalieu Trail Seniors Outreach Office. With budget cuts, it was slated to close March 31, 2013, and while a concerted effort was made to appeal for funding, it did not happen. Mayor John Drover and Council Members decided to provide for the month of April at no charge for rent or services. The Outreach Office was opened in the spring of 2009 thanks to the dedicated staff of Marie Ryan, Regional Coordinator, Assistants Shelly Grant (2009-10) and Virginia Wells (2009-2013) who worked tirelessly and passionately to bring access

to information to the seniors living along the Baccalieu Trail.



The dedicated and passionate staff for the Outreach Office since its opening in 2009
L-R, Marie Ryan, Regional Coordinator & Virginia Wells, Projects and Office Assistant

Big bouquet of thanks goes out to the Baccalieu Trail Advisory Committee, who worked to bring this service to the area for their dedication and commitment in promoting

independence and well-being of all older adults living in the area. Members listed in the SRC, NL Annual Report.

To those volunteers and supporters that gave so freely of their time and expertise we thank you for believing that the rural area of the Avalon was as important for seniors as their urban counterparts.

Thank you to our community partners; Advanced Education & Skills, (HRDC) Eastern Health, Community Against Violence, College of the North Atlantic, Canadian Hard of Hearing Association NL for your dedication, moral and financial support for the Outreach Office without your tremendous resources it would have been much more of a challenge.

Without Mayor John Drover, Council Members and Town Staff of Spaniard's Bay the Outreach Office would have had a much harder time financially. We thank you sincerely for all the support and resources you gave to the Advisory Committee and the Outreach Office staff. There are no other words that would suffice for the past five years other than a big thank you, 2008 for letting the Advisory Committee know space would be made available to open an Outreach Office if nothing was found in Carbonear and 2009 -2013 for your full support.

Finance Report, Sources of Revenue & Financial Statements

For the year ended March 31, 2013 the Seniors Resource Centre Inc. operations resulted in a surplus of \$16,177 compared to a deficit of \$30,774 for the year ended March 31, 2012.

Revenue for 2012/13 was \$745,646 compared to \$523,807 recorded in the previous year. The largest increases in revenue were in grants, donations and the home share program while there was a decrease in fundraising revenues. Grants, fundraising and donations can fluctuate from year to year depending on projects undertaken by the Centre. This past year was the first year for the home share project. The Centre continues to rely heavily on fundraising and donations to help fund the core operations and while total revenues can vary the net profits are somewhat consistent.

During this past year expenditures were \$729,469 compared to \$554,581 in 2011/12. The main areas of expenditure increases during the year were in salaries and wages, travel and transportation and meeting expenses, most of which is associated with the new home share programs as well as the Peer Support Volunteer program and Elder Abuse project throughout the province. Funding was received specifically for these expenditures. Fundraising expenditures decreased during the year and this is in line with the decrease in fundraising revenues.

For the coming fiscal year the Centre has been subject to a reduction in its provincial operating grant which impact some services. The Centre will still carry out its core services such as the information hotline, friendly visiting, peer advocate, elder abuse and caregivers, however, the outreach program is no longer being operated by the Seniors' Resource Centre. The Centre will continue to focus on making its operations as efficient as possible while working with the Department of Health and Community Services and other organizations to secure appropriate funding for our services. Seeking sustainable funding is a key goal for the Centre in the coming year.

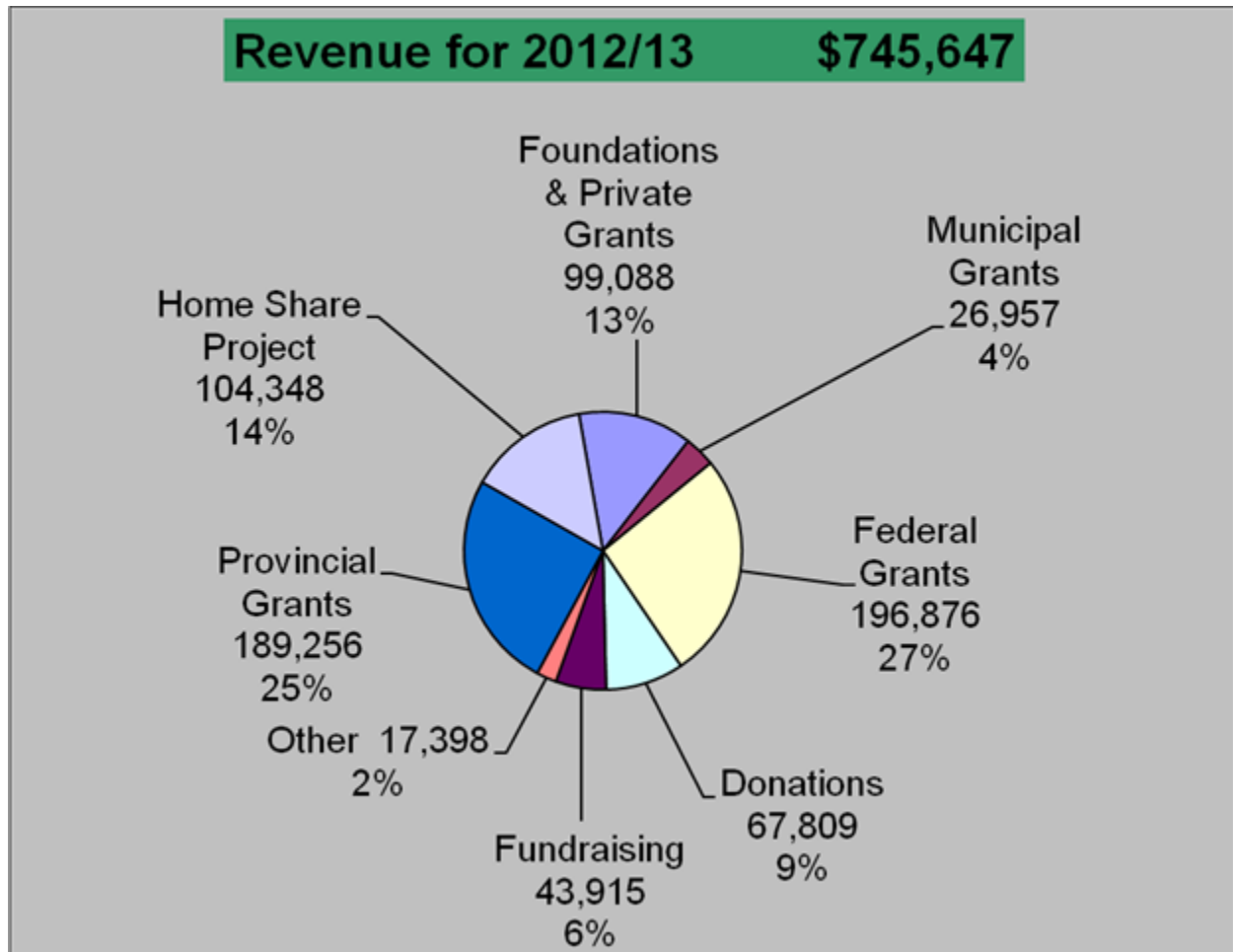
The Finance committee wishes to thank the Executive Director, her staff and all our volunteers for their efforts during 2012/13.

Respectfully Submitted



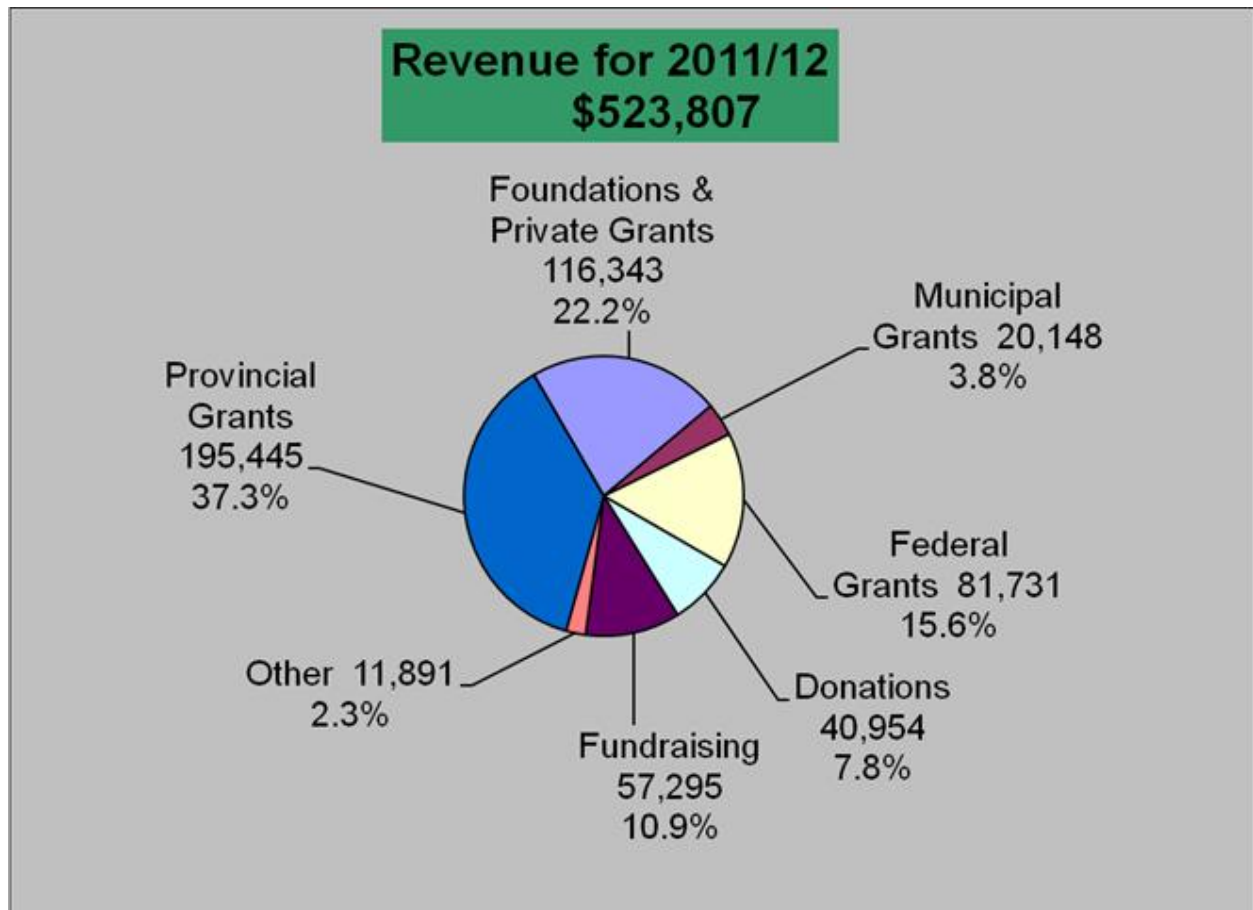
Albert P. Croke
Treasurer

Seniors Resource Centre of Newfoundland & Labrador Sources of Revenue



Homeshare is a community based program comprised of several community leaders and stakeholders. As one of its partners, the Seniors Resource Centre NL administers the funds. Homeshare is a two pilot project meeting the housing needs of post secondary students needing affordable housing with seniors who own homes want to share their homes for a number of reasons.

Seniors Resource Centre of Newfoundland & Labrador Sources of Revenue (Con't)



SENIORS RESOURCE CENTRE INC.
Financial Statements
Year Ended March 31, 2013
(Unaudited)

SENIORS RESOURCE CENTRE INC.
Index to Financial Statements
Year Ended March 31, 2013
(Unaudited)

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Fred Earle

Chartered Accountant

REVIEW ENGAGEMENT REPORT

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, 2013 and the statements of revenues and expenditures, changes in net assets and cash flows for the year then ended. My review was made in accordance with Canadian generally accepted standards for review engagements and, accordingly, consisted primarily of inquiry, 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 accounting standards for not-for-profit organizations.

St. John's, Newfoundland and Labrador
August 1, 2013

CHARTERED ACCOUNTANT

3 Church Hill
St. John's, NL
A1C 3Z7

738-3333 Phone
738-3334 Fax
E Mail fred@fredearleca.com

1

SENIORS RESOURCE CENTRE INC.
Statement of Financial Position
March 31, 2013
(Unaudited)

	2013	2012
ASSETS		
CURRENT		
Cash	\$ 127,521	\$ 179,812
Term deposits	75,747	75,000
Accounts receivable	48,574	5,020
Harmonized sales tax recoverable	9,667	5,254
Prepaid expenses	5,831	4,753
	<u>267,340</u>	<u>269,839</u>
CAPITAL ASSETS (Note 3)	<u>8,482</u>	<u>11,899</u>
	<u>\$ 275,822</u>	<u>\$ 281,738</u>
LIABILITIES AND NET ASSETS		
CURRENT		
Accounts payable	\$ 13,999	\$ 40,155
Employee deductions payable	7,697	5,918
Deferred operating grants (Note 4)	152,945	147,881
	<u>174,641</u>	<u>193,954</u>
DEFERRED CAPITAL GRANT	<u>6,871</u>	<u>9,651</u>
	<u>181,512</u>	<u>203,605</u>
NET ASSETS		
General fund	92,699	75,885
Invested in capital assets	1,611	2,248
	<u>94,310</u>	<u>78,133</u>
	<u>\$ 275,822</u>	<u>\$ 281,738</u>

ON BEHALF OF THE BOARD

Director

Director

The notes are an integral part of these financial statements

Fred Earle C.A.

2

SENIORS RESOURCE CENTRE INC.
Statement of Revenues and Expenditures
Year Ended March 31, 2013
(Unaudited)

	2013	2012
REVENUE		
Government and Other Grants	\$ 512,176	\$ 413,667
Home Share Program	104,348	-
Donations	67,809	40,954
Fundraising	43,915	57,295
Miscellaneous	11,644	8,502
Amortization of deferred capital grants	2,780	915
Interest	1,619	984
Registration Fees	1,355	1,490
	<u>745,646</u>	<u>523,807</u>
EXPENSES		
Salaries and wages	419,242	330,181
Travel and transportation	59,277	43,240
Meetings	51,705	39,575
Rental	46,192	44,475
Advertising and promotion	35,844	2,486
Program materials	23,609	7,307
Office	17,169	10,426
Internet/ Web page	15,267	6,706
Printing and publications	11,168	3,948
Postage	9,783	11,448
Insurance	8,492	5,223
Photocopier	8,433	4,236
Telephone	7,859	9,718
Amortization	3,417	2,683
Fundraising activities	3,319	23,515
Equipment	2,939	-
Interest and bank charges	1,755	2,333
Accounting fees	1,438	1,555
Memberships	1,421	-
Miscellaneous	576	1,291
Commission	564	4,235
	<u>729,469</u>	<u>554,581</u>
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	<u>\$ 16,177</u>	<u>\$ (30,774)</u>

The notes are an integral part of these financial statements

Fred Earle C.A.

3

SENIORS RESOURCE CENTRE INC.
Statement of Changes in Net Assets
Year Ended March 31, 2013
(Unaudited)

	General Fund	Invested in Capital Assets	2013	2012
NET ASSETS - BEGINNING OF YEAR	\$ 75,885	\$ 2,248	\$ 80,381	\$ 80,656
Excess of revenue over expenses	16,177	-	16,177	(30,774)
Amortization of deferred capital grant	(2,780)	2,780	2,780	-
Amortization expense	3,417	(3,417)	(3,417)	-
NET ASSETS - END OF YEAR	\$ 92,699	\$ 1,611	\$ 95,921	\$ 49,882

Fred Earle C.A.

The notes are an integral part of these financial statements

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SENIORS RESOURCE CENTRE INC.

Statement of Cash Flows
Year Ended March 31, 2013
(Unaudited)

	2013	2012
OPERATING ACTIVITIES		
Excess (deficiency) of revenue over expenses	\$ 16,177	\$ (30,774)
Items not affecting cash:		
Amortization of capital assets	3,417	2,683
Amortization of deferred capital grants	(2,780)	(915)
	<u>16,814</u>	<u>(29,006)</u>
Changes in non-cash working capital:		
Accounts receivable	(43,554)	12,429
Accounts payable	(26,156)	(2,777)
Deferred income	5,064	64,001
Prepaid expenses	(1,078)	(4,753)
HST payable (receivable)	(4,413)	(1,756)
Employee deductions payable	1,779	802
	<u>(68,358)</u>	<u>67,946</u>
Cash flow from (used by) operating activities	<u>(51,544)</u>	<u>38,940</u>
INVESTING ACTIVITY		
Additions to capital assets	<u>-</u>	<u>(10,000)</u>
FINANCING ACTIVITY		
Capital grants received	<u>-</u>	<u>10,000</u>
INCREASE (DECREASE) IN CASH FLOW	<u>(51,544)</u>	<u>38,940</u>
Cash - beginning of year	<u>254,812</u>	<u>215,872</u>
CASH - END OF YEAR	<u>\$ 203,268</u>	<u>\$ 254,812</u>
CASH CONSISTS OF:		
Cash	\$ 127,521	\$ 179,812
Term deposits	<u>75,747</u>	<u>75,000</u>
	<u>\$ 203,268</u>	<u>\$ 254,812</u>

Fred Earle C.A.

The notes are an integral part of these financial statements

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SENIORS RESOURCE CENTRE INC.

Notes to Financial Statements

Year Ended March 31, 2013

(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 Canadian accounting standards for not-for-profit organizations. Outlined below are those policies considered particularly significant for the Company.

Cash and cash equivalents

Cash is defined as cash on hand, cash on deposit, and short-term deposits with maturity dates of less than 90 days, net of cheques issued and outstanding at the reporting date.

Financial instruments policy

Financial instruments are recorded at fair value when acquired or issued. In subsequent periods, financial assets with actively traded markets are reported at fair value, with any unrealized gains and losses reported in income. All other financial instruments are reported at amortized cost, and tested for impairment at each reporting date. Transaction costs on the acquisition, sale, or issue of financial instruments are expensed when incurred.

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 accounting standards for not-for-profit organizations 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.

(continues)

SENIORS RESOURCE CENTRE INC.**Notes to Financial Statements****Year Ended March 31, 2013***(Unaudited)***2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES *(continued)***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

Income tax

The organization is a not-for-profit organization and is not subject to corporate income tax.

3. CAPITAL ASSETS

	Cost	Accumulated amortization	2013 Net book value	2012 Net book value
Equipment	\$ 5,075	\$ 3,947	\$ 1,128	\$ 1,410
Computer equipment	7,257	-	7,257	10,368
Furniture and fixtures	1,214	1,117	97	121
	<u>\$ 13,546</u>	<u>\$ 5,064</u>	<u>\$ 8,482</u>	<u>\$ 11,899</u>

Fred Earle C.A.

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SENIORS RESOURCE CENTRE INC.**Notes to Financial Statements****Year Ended March 31, 2013***(Unaudited)***4. DEFERRED OPERATING GRANTS**

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:

	2013	2012
Deferred - Home Share Project (HSP)	\$ 78,652	\$ -
Deferred - HRDC	28,155	-
Deferred - Aging Issues	10,300	54,555
Deferred - NL Hydro - Peer Advocate	10,000	50,000
Deferred - United Way - Peer Advocate	9,900	-
Deferred - Snowbusters	5,306	7,262
Deferred - Satellite - JCP	4,725	-
Deferred - Aging Issues	2,017	-
Deferred - Seniors Pride	1,740	1,419
Deferred - Peer Advocate	1,000	-
Deferred - Mall Walkers	622	3,378
Deferred - Public Relations	356	356
Deferred - Life Long Learning	100	500
Deferred - Universal Access	72	391
Deferred - NLNPEA	-	28,590
Deferred - Eastern Health	-	1,317
Deferred - CareGivers - Coffee Break	-	293
Deferred - CareGivers - Day Away	-	(180)
	\$ 152,945	\$ 147,881

5. FINANCIAL INSTRUMENTS

The organization's main financial instrument risk exposure is detailed as follows.

Credit Risk

Credit risk arises from the potential that a counter party will fail to perform its obligations. The organization is exposed to credit risk from funding agencies. In order to reduce its credit risk, the organization conducts regular reviews of its existing fund provider performance. The organization has a significant number of fund providers which minimizes concentration of credit risk.

Liquidity Risk

The centre's liquidity risk represents the risk that the organization could encounter difficulty in meeting obligations associated with its financial liabilities. The organization is, therefore, exposed to liquidity risk with respect to accounts payable, accrued liabilities and deferred operating grants. The organization manages liquidity risk by monitoring its cash flows and ensuring that it has sufficient cash available to meet its obligations and liabilities.

Fair Value

The organization's carrying value of cash and cash equivalents, accounts receivable, and accounts payable approximates its fair value due to the immediate or short term maturity of these instruments.

Fred Earle C.A.

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SENIORS RESOURCE CENTRE INC.

Notes to Financial Statements

Year Ended March 31, 2013

(Unaudited)

6. LEASE COMMITMENTS

The company has a long term lease with respect to its premises. Future minimum lease payments as at March 31, 2013, are as follows:

2014	<u>\$ 47,017</u>
------	------------------

7. COMPARATIVE FIGURES

Certain of 2012 figures, presented for comparative purposes, have been restated to conform to the current years financial statement presentation.

Advocacy Committee

Chair..... Rosemary Lester
Members.....Colleen Hanrahan
.....Pat Wright
.....Michele LeDevehat
Ex-officio, Citizens' Representative.....Barry Fleming
Ex-officio, Senior Investigator, Office of the Citizen's Representative.....Sharon Samson
Ex-officio, Student Intern, Office of the Citizen's Representative.....Jacob Kimball

Human Resources Committee

Chair..... Pat Wright
Member..... Susan Hounsell
.....Rosemary Lester
Executive Director.....Kelly Heisz

Newfoundland & Labrador Network for the Prevention of Elder Abuse (NLNPEA) Steering Committee

Chair.....Rosemary Lester
Department of Health & Community Services.....Lisa Adams
Seniors Resource Centre NL Peer Support Volunteer.....Lorraine Best
Labrador – Grenfell Health Authority.....Marina Brett
Labrador West Status of Women Council.....Noreen Careen
Royal Newfoundland ConstabularyConstable Kevin Foley
Eastern Health.....Norman Matthews
Public Legal Information Assoc. of NL(PLIAN).....Sarah McHugh
Royal Canadian Mounted Police.....Sgt. Wayne Newell
Newfoundland Aboriginal Women's NetworkOdelle Pike
Eastern Long Term Care Association.....Col. Ralph Stanley
Coordinator..... Elizabeth Siegel
Executive Director.....Kelly Heisz

Provincial Peer Support Volunteer Advisory Committee

Chair.....Kathleen Connors
Department of Health & Community Services.....Lisa Adams
Peer Support Volunteer, Information Line.....Lorraine Best
Community Peer Support Volunteer, Bay Roberts.....Margaret Bradbury
Community Peer Support Volunteer, Charlottetown.....Ardena Cadwell
Silver Lights.....Dennis Jones
Canadian Hard of Hearing Assoc. NL.....Heather Fudge/Alison Butler
Board Member.....Doreen Neville
Administrator, Information & Referral Michele LeDevehat
Executive Director.....Kelly Heisz
Coordinator.....Mary Ennis

Friendly Visiting Advisory Committee

Chair.....	Father Bill Browne
VON	Darlene Billard- Croucher
Eastern Health	Deborah Craig
CNIB.....	Melinda Duggan
Eastern Health	Pamela Hiscock
Canadian Red Cross.....	Clarice LeGrow
City of St. John's.....	Jennifer Langmead
Board Member.....	Jan Lilly
Mount Pearl Seniors Independence Group.....	Ruth May
City of St. John's.....	Robyn Murphy/Christine Edmonds
Canadian Hard of Hearing NL.....	Kim Pratt-Baker
SRCNL Volunteer Coordinator.....	Pat Wright
Coordinator.....	Sheri Lane/Sharon Brown
Executive Director.....	Kelly Heisz

Provincial Caregivers Out of Isolation Advisory Committee

Chair.....	Gail Wideman/Mary Manojlovich
NL & Labrador Women's Institutes.....	Margaret Adey
Office of Citizen's Representative	Sharon Samson
Springdale Community Caregiver Groups.....	Patricia Lawlor
Stephenville Community Caregiver Groups	Karen Andrews-Savoury
VON	Darleen Billard-Croucher
Former Caregiver.....	Elsie Chafe
Happy Valley – Goose Bay Caregiver Network.....	Hope Sheppard
Clareville Community Caregiver Groups.....	Yvonne Godfrey
Twillingate Community Caregiver Groups.....	Margaret Manuel
Eastern Health.....	Sandy Penney
Former Caregiver.....	Maria Kelsey
Former Caregiver.....	Minnie Vallis
Executive Director.....	Kelly Heisz
Provincial Co-ordinator.....	Shelly Collins/Paula Lancaster

Baccalieu Trail Outreach Advisory Committee

Chair.....	Cathy Kleinwort
Vice Chair.....	Zoe Kopetsky
Communities Against Violence.....	Heather Sutton
Member.....	Harold Brown
M-RON.....	Kim Crane
Partner Representative, Princess Sheila 50+.....	Melvina King
Heart's Content 50 Plus Club	Minnie Matthews
Carbonear Women's Institute.....	Christine Noel
Heart's Content 50 Plus Club	Lina Payne
Department of Advanced education and Skills.....	John Kennedy

Eastern Health.....	Maxine Paul
Dept. of Human Resources Labour & Development	John D. Kennedy
College of the North Atlantic, Carbonear Campus	Gary Myrden
Carbonear Women's Institute.....	Patsy Rogers
Office Assistant/Project Coordinator.....	Virginia Wells
Regional Coordinator.....	Marie Ryan
Executive Director.....	Kelly Heisz

Corporate Sponsorship Committee

Chair.....	Nick Hounsell
Members	Keith Soper
.....	Albert Croke
Executive Director	Kelly Heisz

Funders, Donors & Contributors – 2012/13

- New Horizons for Seniors
(Provincial and National Components)
- Provincial Government, Department of Health and Community Services, HRLE/AES
- NL Hydro
- City of St. John's
- VOCM
- TC Media
- Eastern Health
- United Way of NL
- Ice Caps Care
- Crombie Reit (Avalon Mall)
- VOCM Cares Foundation
- Central Health
- Human Resources Skills Development Canada
- CIBC Wood Gundy
- Estate of the Late John F. Pittman
- East Coast Mortgage Brokers
- Husky Energy
- RBC Foundation
- Jiffy Cabs
- Fry Family Foundation
- Hindu Temple (St. John's)

Other Funders, Donors & Contributors – 2012/13

- Adams, Lisa
- Agriesti, Bernard
- Aliant Pioneers Fort Pepperrell Life
- AnanauKatiget Tumingi Regional Inuit Womens' Assoc.
- Apex Construction Specialties Inc.
- B & B Sales Ltd.
- Baird, Sandra
- Bavis, Angela
- Bell Aliant Pioneers Playday Lottery Fund
- Beltone Hearing Aid Service
- Best Boy Productions
- Best Dispensers Ltd.
- Blagdon, Joanne
- Blazer Concrete Cutting
- Bowering, Linda
- Brigus and Area 50+ Club
- Brown & Way Surveys
- Bruneau, Ian
- Canning, Rachel
- Cansel Wade
- Cardinal Homes Ltd.
- Carew, Helen
- CIBC – District Office
- Colette NAP Architect Inc.
- Compusult
- Connors, Kathleen
- Congregation of the Sisters of the Presentation
- Credit Counselling Services
- Credit Union
- Crosbie, John C.
- Dr. Paul Walsh
- Durdle, Jason
- Dental Crafts Ltd.
- Duff, Diane
- Eastern Audio Ltd.
- Eastern Sheet Metal Works Limited
- Employees Reaching Out Assoc.
- EnerCon Builders Inc.
- Evans, Marjorie
- Facey, Christopher H. W.
- Fugro Jacques GeoSurveys Inc.
- Furlong, Anne
- Goulds Lions Club
- H.J. Bartlett Electric Inc.

- H.J. O'Connell Construction Ltd.
- Hoskins, David
- Independent Order of Oddfellows
- Johnson, Evan & Neva
- JSM Electrical Ltd.
- Julmar Holdings Ltd.
- Keating, Blanche
- Keep Cool Refrigeration
- King, Heather
- Kinsmen Club of St. John's East
- Knights of Columbus # 6638
- LeMessurier, June G.
- LGL Limited
- Living Rooms Ltd.
- Marquis Limited
- Marsh, Marilyn
- Marshall, Joan
- McDonald & Hounsell Law Offices
- McNamara, John
- McNeil-Smith, Jean
- Memorial University Pensioners' Association
- Miller, Linda
- Mount Scio Farms
- Munn Insurance Ltd.
- NLCU Charitable Foundation Corp
- Newfound Disposal Systems Ltd.
- Newfoundland & Labrador Building & Construction Trades Council
- NL Nurses Union
- North Atlantic Petroleum
- Noseworthy – Chapman
- O'Brien, Michael
- Ocean Choice International
- O'Connor 50+ Club
- O'Driscoll, Bill
- Oliver Orthodontics
- Osmond, Sandra
- Paiva, Iris
- Parrott's Hearing Clinic Inc.
- PBA Industrial Supplies Ltd.
- PC & Network Solutions
- PCO Services Corporation
- Pennecon Limited
- Penney Group Inc.
- Perlin, John Crosbie CM.,C.V.O.
- Pike, Philip
- Pinsent, Christine
- Pittman, Katie
- Ploughman, Anthony
- Power, Bernadette
- Quinlan Brothers Limited
- Quinlan Taylor Services
- RBC Foundation

- Reardon Construction
- Redwood Construction Ltd.
- Re-new Shingle Ltd.
- Rennie, Charles & Phyllis
- Responsible Sharing Committee,
Sisters of Mercy
- Richler Vision Center
- Royal Canadian Legion-Branch 10
- RNC Assoc.
- RNC Cadets
- Rotary Club St. John's Northwest
- Russell, June
- San Can Fisheries Ltd.
- Scampers 1984 Ltd.
- Scotsburn Co-operative Services
Limited
- SGS Laser-Paper Plus Inc.
- The Siding Experts
- Smith Stockley Limited
- Smith's Home Centre Ltd.
- Southwestern Coalition to End
Violence
- St. Pius X Parish
- Taj Mahal Restaurant
- Teddy Bear Productions
- Terra Nova Charitable Foundation
- Terra Nova Motors Ltd.
- Toyota Plaza
- Transcontinental
- Triware
- True Blue
- Turpin, Ellen E. or Capt. Charles
Anonsen
- Walsh, Raymond
- Woodland Nurseries
- Young, Wendy

***Special thanks to those who made donations in memory of
loved ones. It is gifts such as these that help the Seniors
Resource Centre of Newfoundland & Labrador continue to
carry on its work.***

Thanks to all our Donors and Sponsors for Auction 2012

- Baccalieu Players
- Belbins
- Best Boy Productions
- Blazin Horizon's
- Blue on Water
- Brewery Lane
- Browning Harvey
- Butler's Quality Contracting
- By d'Bay Cabins
- Cathy Kleinwort
- Celtic Rendez-Vous
- Central Dairies
- Chapters
- CI
- Clancy's
- Clovelly Golf
- Costco
- Crotty's Garage
- David Squires
- Dawn Baker
- Derm Power
- Desjardins
- Di Dabinet
- Dojourn
- Ed Roche
- Elizabeth Heisz
- Flanker Press
- Fog City
- Frito Lay
- Fry Family Foundation
- Get Stuffed
- Glendale Gardens
- Glendenning Golf
- Hallmark
- Horizon Aire
- Ian Sparks
- Jo Shawyer
- Johnson Insurance
- Lakeside at Thorburn
- Larry Mahoney
- Leaside Manor
- Legge's Sunset Inn
- Legrow's
- Lorraine Best
- m5 Marketing Communications
- Manulife
- Mary Pratt
- Maverick Sports
- NL Association of Optometrists
- PAL
- Pollard's Massage
- Pitcher's Pond Golf
- Pizza Delight
- Polyanna Art Gallery
- Portabello's
- R & R Homes
- Republic of Doyle
- Rick Mercer Report
- Ross Traverse
- Rotary Club St. John's Northwest
- Sanitary Products
- Shamshara
- Sheraton
- Signature Salon
- Sound
- Spa at the Monastery
- St. John's Ice Caps
- Steve Best
- Sunlife
- Terra Nova Golf
- The Telegram
- Tom Cooper, NLC
- Traders
- Triware Tech
- Underground Spa
- VOCM
- Whink
- Yuk Yuk's

Quotes & Pictures

The NL Network for the Prevention of Elder Abuse held three training sessions and a webinar on "Understanding Elder Abuse: Practical Skills for Community Volunteers and Service Providers" in February 2012. The training sessions were held in St. John's, Spaniard's Bay, and Labrador City. Shown here leading the session in Labrador City are Sgt. John Keating, Durham Regional Police Service, and Tammy Rankin, Elder Abuse Advisor for the Regional Municipality of Durham, Ontario. The session in Labrador City, which was held in partnership with the Labrador West Status of Women Council, also featured a speaker from Labrador Grenfell Health.

QUOTE from participant:
"The content was great!
Also the presentation
touched on local issues and
community barriers (related
to elder abuse)."



Caption: The Turks Gut HH Seniors Group's (in Marysville) St. Patrick's Day's celebration included a presentation about elder abuse by Lorraine Best, Peer Support Volunteer, Seniors Resource Centre NL and speaker for the **NL Network for the Prevention of Elder Abuse**.



NLNPEA

QUOTE from
participant:
"Appreciated the
variety of
information – both
local and national.
Great to see
programs we could
possibly model
that would work
here in NL."

Quotes & Pictures

Peer Support Volunteer (PSV) Program



Annie Evans PSV Training in Rigolet

Workshop held in Grand Falls-Windsor on Seniors & Mental Health



"Please come again. We need to talk about this (elder abuse) as we are seniors. Good job."

--Quote from attendee at a seniors' presentation on "Recognizing Elder Abuse and Where to Go for Help"

Pictures

Provincial Caregivers Out of Isolation Program



Friendly Visiting Program



Quotes: "It feels like I've known her forever!" I enjoy her company so much"

"He's very smart and loves for me to challenge him!"

Pictures

SRCNL Volunteer Appreciation Day



Dorothy Whittick Memorial Award

Some Volunteers receiving the award presented by Sandy Collins, Parliamentary Secretary to the Minister of Health & Community Services.



**MELLY
SWAMIDAS**



Emma Wells

Pictures



VALE NL helpers to clean up for seniors after hurricane IGOR



Spreading Christmas cheer to seniors -
Donation of Christmas boxes from the
Coast Guard.



Information Line Peer Support
Volunteer Afternoon Tea