

Newfoundland and Labrador

# SENIORS

RESOURCE CENTRE

# Annual Report

**April 2015 - March 2016**



**Seniors Resource Centre of  
Newfoundland & Labrador**

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# **BOARD OF DIRECTORS**

***April 1, 2015 – March 31, 2016***

## **Executive**

Edwina Kirkland	Co-Chair
Rob Ritter	Co-Chair
Rosemary Lester	Past Chair
Helena Fizzard	Vice Chair
Jan Lilly	Secretary
Fern Mitchelmore	Treasurer
Kathleen Connors	Member

## **Directors at Large**

Edna Blake	Nick Hounsell
Suzanne Brake	Mary Manojlovich
Chris Facey	Keith Soper
Frank Fry	Claude Sullivan
Veeresh Gadag	Gail Wideman
Helen Handrigan	



## **CORE STAFF - April 1, 2015 – March 31, 2016**

Kim Clarke.....Accountant  
Mary Ennis..... Provincial Coordinator Peer Support Volunteer Program  
Kelly Heisz.....Executive Director  
Dawn Houlihan..... Office Administrator  
Sharon Brown..... Friendly Visiting Coordinator/Mall Walkers Coordinator  
Paula Lancaster.....Provincial Coordinator Caregivers Out of Isolation  
Elizabeth Siegel..... Director, Information & Referral

## **TEMPORARY PROGRAM/PROJECT STAFF**

Shelly Collins.....Social Work Field Placement  
Gerald Head /Stephen Barron.....Snowbusters  
Sinead McGrath.....Summer Student  
Nancy Hackett.....Fund Development Coordinator  
Andrew Moody.....Mall Walkers Assistant  
Elizabeth Siegel..... Coordinator, NL Network for the Prevention of Elder Abuse (NLNPEA)  
Janet Whittaker.....Assistant, Provincial Caregivers Out of Isolation

## **Information Referral Line Peer Support Volunteers**

Julia Batten, Lorraine Best, Helen Handrigan, Yvonne Jacobs, Pat Wright

## **Office Volunteers**

Heather Evans, Michelle Parsons, Cathy Walsh, Janet Whittaker

*A special thanks to our volunteers across the  
Province who help the Centre “Make a difference in  
the lives of Seniors”!*



## Board Chair's Annual Report 2015/16

On behalf of the Board of Directors of the Seniors Resource Centre of Newfoundland and Labrador (SRCNL), I am pleased to present this report covering the period from April 2015 to March 2016.

This is my first year as Chair of the Board and thus far it has been a very productive and busy one. I wish to take this opportunity to publicly thank Rosemary Lester, outgoing Chair, for her many years of service to the board and to the seniors of this province. Rosemary has given much to all seniors in this province and for that we are most grateful. We will truly miss her strong leadership skills.

We also bid farewell to Helena Fizzard, Vice Chair of the Board. Helena has been a board member for over nine years and has served diligently as a chair of several key committees and as a committed board member. We will miss her a great deal. I also would like to thank retiring board members Veeresh Gadag and Kathleen Connors for their dedication and hard work for many years. Without the unselfish work of all of our board members the SRCNL would cease to be the integral part of seniors' lives that it now is.

As a result of an in-depth and comprehensive evaluation process of the Centre and all of the various programs we offer, a new strategic direction was undertaken. Our main focus for this year has been our Information & Referral Services. This expanded service is a result of a large grant we received from the Department of Seniors, Wellness and Social Development. Minister Sherry Gambin-Walsh has been extremely supportive of our efforts and as a result we are now in a balanced budget position.

Working with this Department our information services has flourished. Seniors all across the island are encouraged to seek information through the Centre and receive advice on specific issues pertaining to their needs. A new data collection system has been implemented so that the calls we receive and the information obtained can be collated and stored. This new system also allows us to determine where the needs of seniors in this province are greatest. Our sincere thanks also go to Suzanne Brake, Director of the Division of Seniors and Aging for her continued support and dedication to the Board.

SRCNL is very proud of its collaboration with all governments, federal, provincial and municipal, the health boards and so many community organizations and agencies. Together we make the lives of seniors so much better. We look forward to a long and beneficial partnership with all departments as we strive to improve the sustainability and growth of the organization.

Our corporate sponsors are also a big part of our financial sustainability. Their generosity makes it possible to continue with our programs and to reach out to all areas of this vast province.

I would also like to take this opportunity to thank all of our volunteers who give so freely of their time to assist in the many operations of the SRCNL. Without these dedicated individuals our Centre would not be able to offer the programs and services that we currently provide. The work that our volunteers do is demanding and often without acknowledgement. If not for them, seniors in this province would be unable to maintain the connections they so often need.

Our Board of Directors is also an integral part of SRCNL. Each member of the board donates endless hours to make sure the Centre continues to operate effectively. Most board members chair one or two committees that are the backbone of operations. Without these dedicated people the SRC would not be able to provide the kind of programs we now offer. This group of volunteers is constantly working to ensure the public is aware and that seniors are well served. To them and the members of their committees, I say a very heartfelt thank you.

Our employees are also very dedicated to the Board and to the seniors of this province. I would like to take this opportunity to thank each one of them for the effort they give every day. Our Centre could not function without their committed effort to ensure that the daily operations and needs are met.

Finally a reminder that the SRCNL is available to all seniors at any time. We are just a phone call away. Or you may drop by our new offices for a chat, a friendly visit or good company. **This is your Centre - we are here to assist in any way possible.**



**Edwina Kirkland, Board Chair**

***Quote on a thank-you card to the SRCNL from an Information Line caller***

"I am the person you spoke to over a year ago when I was being evicted from my apartment. You'll never know how you helped me. All you could be was a shoulder to cry on, but I so needed that. I thank you."

***Quote from a Senior using the Information Line***

"I can't believe you called me back with the answer right away. Usually you don't hear from people for several days."

***Quote from a Senior using the Information Line***

"Thank you for your follow-up call. This really shows an interest in your work."



## Executive Director's Report

I am pleased to present this Annual Report that covers our work from April 1, 2015 to March 31, 2016. I encourage you to read each section highlighting the work we have done to fulfill our Mission which is to promote support and enhance the independence and wellbeing of older adults in Newfoundland and Labrador. Needless to say, we were extremely busy.

As the only community seniors organization in Newfoundland and Labrador dedicated to providing information and resources to make informed decisions and resources, we have been diligent to:

- ✓ ensure our information and referral services remain up to date and serve those who contact us and in a respectful non-judgemental way,
- ✓ get out to the communities throughout the province to share information and recruit volunteers,
- ✓ engage and work with our partners and stakeholders to have a shared impact that is beneficial to each and to those we all serve,
- ✓ work toward our goal of financial stability to put us on solid ground.

Our fiscal year began with an external evaluation, financially supported by the Provincial Government's Department of Seniors, Wellness, and Social Development. It was completed by the Women's Economic Council with Valerie Carruthers as Evaluator. It was an intense exercise (April to the end of July) for all involved as every aspect of our operations was reviewed and scrutinized; resourcing, design, delivery, evaluation and reporting practices our program and service areas offered to seniors and others in the province of Newfoundland and Labrador. In the end we all felt that this evaluation proved invaluable for us to a) celebrate our achievements and our work throughout the province and b) give due focus in what we do best, information and referral via our volunteers, partnerships and collaborations, and dedicated Board and staff. It is the following quote from the evaluation that sums it nicely:

*"This caring compassionate information and referral service is provided primarily through three different programs: the Information and Referral Program, the Community Peer Support Volunteer Program and the Caregivers Out of Isolation Program. Collectively, these three programs*

*help the public learn about new information, consider options that exist within government, the community, the private sector and other places and support them to navigate the system of supports so they can connect with what they need to resolve an issue or meet a goal.*

*Regardless of what program was reviewed, it is evident that from a cost-effectiveness perspective, the SRC NL demonstrates the ability to successfully engage volunteer hours and in-kind contributions from seniors, caregivers, former caregivers, agency level stakeholders and others, including private business. The organization has a tremendous amount of support and goodwill with the public and agency level stakeholders. Those who know the organization well are quite demonstrative of its support and can articulate the value it has experienced. "*

The evaluation gave us evidence to be able to secure significant funding from the Provincial Government to strengthen our financial stability and concentrate more on providing top quality information and referral services. It is with great thanks to the Department of Seniors, Wellness and Social Development that wanted to help us increase our value to those who need us to provide information to make an informed decision.

Thus began our work to put into practise the recommendations that went with our Vision and to make our information and referral adaptable and pliable to changing needs was the place to start. In February we incorporated the iCarol system that houses all our resources and referrals we give out which will make our support more efficient and quicker. As well, this system was selected for our statistical needs, keeping track of who calls, from where, the issues, the needs and how we were able to help as well as quickly identify gaps and barriers. While the system is very new for this fiscal year, we anticipate a very robust and detailed reporting mechanism that we can provide to government, our Funders and community partners on a regular basis. I would encourage you to read through the Information and Referral report in this Annual report to see what we have been able to gather for this fiscal year.

One other major aspect of the evaluation revealed the fact that running of local programs were having an effect on how people perceived our organization as one restricted to the St. John's area. This needed to be addressed if we are to be seen as a true provincial organization. As a result it was decided to look our community partners who were best suited to run



them. George Street United Church took over Mall Walkers and Choices for Youth eagerly embraced the Snowbusters program. Our Friendly Visiting program, however, was discontinued because there was no other group or agency out there to take it on. Yet, before we closed the program we made sure those seniors in the program (23) were connected to the resources they need, namely Eastern Health Community Supports program, which the majority were through their Social Workers. This shows the importance we place on strong and lasting connections with community entities that play a role in seniors well-being and independence.

As a provincial organization, our small staff cannot work alone. Embracing the volunteering spirit of seniors throughout the province has allowed us to get information directly to communities, rural and remote. We have been able to maintain over 172 aptly named Community Peer Support Volunteers from Hopedale to Trepassey, and everywhere in between for a total of 48 communities. As well, this year we strengthened our great partnership with the 50+ Federation of Newfoundland and Labrador, reaching many more communities and recruiting more volunteers. While our culture is moving ever more towards technology to access information, we have found that, at this time, many seniors prefer, and some can only access, face to face and print mediums. We strive to ensure access to information involves all sources so that we leave no one behind. As well, our Caregivers Out of Isolation program continued to reach out utilizing various avenues of information delivery to reach unpaid caregivers of family and friends and to bring to those in policy development issues impacting uptake of services and programs by caregivers and caregiver stress as many are challenged with their own families and work. The reports on our Community Peer Support Volunteers and Caregivers Out of Isolation in this Annual report gives you details on the work this past year.

While our funding from New Horizons for Seniors for our work in elder abuse wrapped up, it did not diminish our efforts to create awareness and action to end it in our province. Our Network for the Prevention of Elder Abuse remains strong with over 350 members and we continue to connect seniors and those concerned about seniors well-being to the appropriate resources, many of which are offered by Network Members. Please take the time to read the report on the Network's activities in this Annual Report.

This year also had us looking forward to our move to a new location as result of the partnership with St.Luke's Homes (Anglican Homes

Incorporated). St.Luke's was planning to build a supportive living apartment complex with some of the funding coming from the Affordable Housing Initiative to allow them to offer affordable housing for seniors on low income and it was through this work we built our partnership to allow us to have office space in this complex. Toward the end of this fiscal year it looked like we were going to be able to move into the new office by mid 2016. We were very excited as this partnership allows us to minimize our rental costs while supporting another not for profit.

Our organization has eagerly participated in other groups and committees in order to bring issues we see and hear to the forefront and to bring a senior's perspective to the table.

SRC NL Representation and involvement on the following:

- Canadian Network for the Prevention of Elder Abuse(CNPEA)
- Community Coalition 4 Mental Health
- Consultation on the Provincial Government's review of Home Support Services
- Dietitian Network for Seniors Nutrition- Government of NL
- End Homelessness St.John's
- Frontline Homeless-serving Organizations( part of End Homelessness St.John's)
- MUN Research Affinity Group on Aging
- MUN Research Affinity Group on Oral Health
- Provincial Wellness Advisory Committee
- Regional Advisory Board on Housing and Homelessness ( Peer Support Volunteer from Corner Brook is our Representative)
- RCMP's Seniors Advisory Council
- St. John's Advisory Committee for Seniors
- St.John's Seniors Housing Forum Organizing Committee and Presenter
- Universal Design Network

We have also been able to continue our connections with the MUN's Schools of Nursing and Social Work and its Faculty of Medicine, Academy Canada and the College of the North Atlantic. These connections are precious opportunities to be a part of future service providers' learning and contribute to their understanding of seniors they will encounter during their practise.

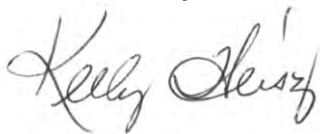


Of course, to do what we do requires funding, and we have been fortunate to tap into a variety of sources, both large and small; New Horizons for Seniors( both Federal and Provincial Component), Department of Health and Community Services, The Patten Family Foundation, United Way for NL, and TC Media to name a few. As well, our Donor Relations Committee, comprised of Board Members, made connections with larger supporters and have worked to secure some funding for our new office space. We also receive generous donations from individuals through in memoriam and general donations and they are all as equally important, appreciated and recognized. The full listing is located at the back of this Annual Report. On top of this our fundraising efforts from our Committee that oversees our Annual Dinner and Auction and Ticket Draw has brought in much needed dollars to help us help seniors.

It has been a real pleasure to work with those that have kept our organization strong. Taking care of our programs and services would not be possible without the guidance, support and dedication of the members of the Board of Directors, our Peer Support Volunteers who give passionately their time to the Information and Referral Line, our many community volunteers dedicated to our fundraising and partners who are members of our Advisory Committees and last but not least the dedicated staff who I work with every single day. I enjoyed working with such dedicated and talented people. You can check out the listing to see how many people we have involved in the running of our organization at the back of this Annual Report.

Moving into the next year, with our foundation on stronger ground and a clear focus on delivering information and referral throughout the province, I am confident we will continue to provide stellar service to those who reach out for assistance. We are committed, as always to ensuring seniors get the information they need to stay healthy, stay safe, stay active and stay well.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Kelly Heisz', written in a cursive style.

Kelly Heisz, Executive Director

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## Overview of Information and Referral Services

### **Knowledge is power. Information is liberating...**

—Kofi Annan, former Secretary-General of the United Nations

This year almost 2,400 seniors and those that support them contacted the Seniors Resource Centre of NL seeking information on a variety of topics, issues, and services. These information requests came from over 83 communities in our province and were received through our information line, by email, and from those visiting our office in person. (For demographic information about who contacted us, please see Figure 1 on next page.)

The vast majority of people who connect with us do so through a phone call to our toll-free Information Line. This line is staffed, for the most part, by volunteers called Information Line Peer Support Volunteers (PSV's). This fiscal year, we had five seniors who dedicated their valuable time and expertise. Combined, these volunteers gave 1,425 hours during the year directly to Information and Referral – providing peer support, a listening ear, connections to services, and information to support informed decision-making. Based on the Estimate of the Value of Volunteer Activity (EVVA),<sup>1</sup> the value of this volunteer time to our organization is \$23,242.

**Worth Noting...** The Senior Resource Centre NL's Information and Referral Service was established in 1990.

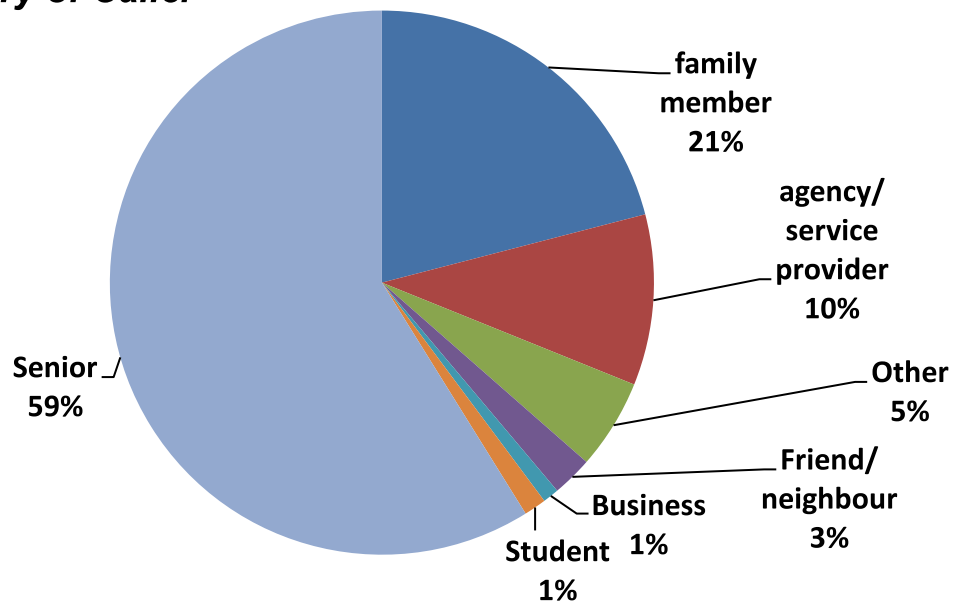
Along with our Information Line PSVs, we rely on many other volunteers who research, gather, and update information and statistics. We also take advantage of grants to hire summer students, and this year we were pleased to have been able to hire two students to help update our resources.

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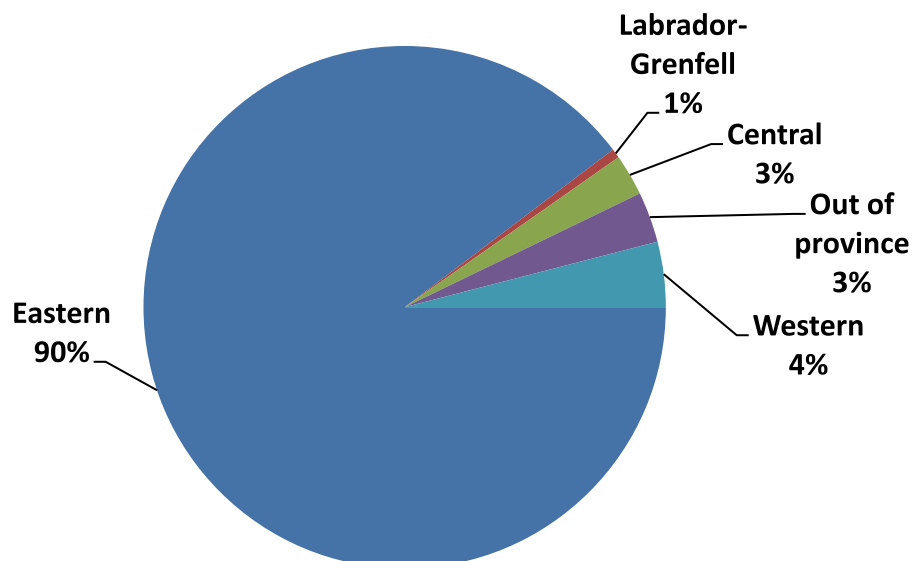
<sup>1</sup> This calculation is based on the hourly rate that comparable staff would be paid and does not include benefits.

**Figure 1. Who Contacted Us<sup>2</sup>**

***Category of Caller***



***Region of Caller***

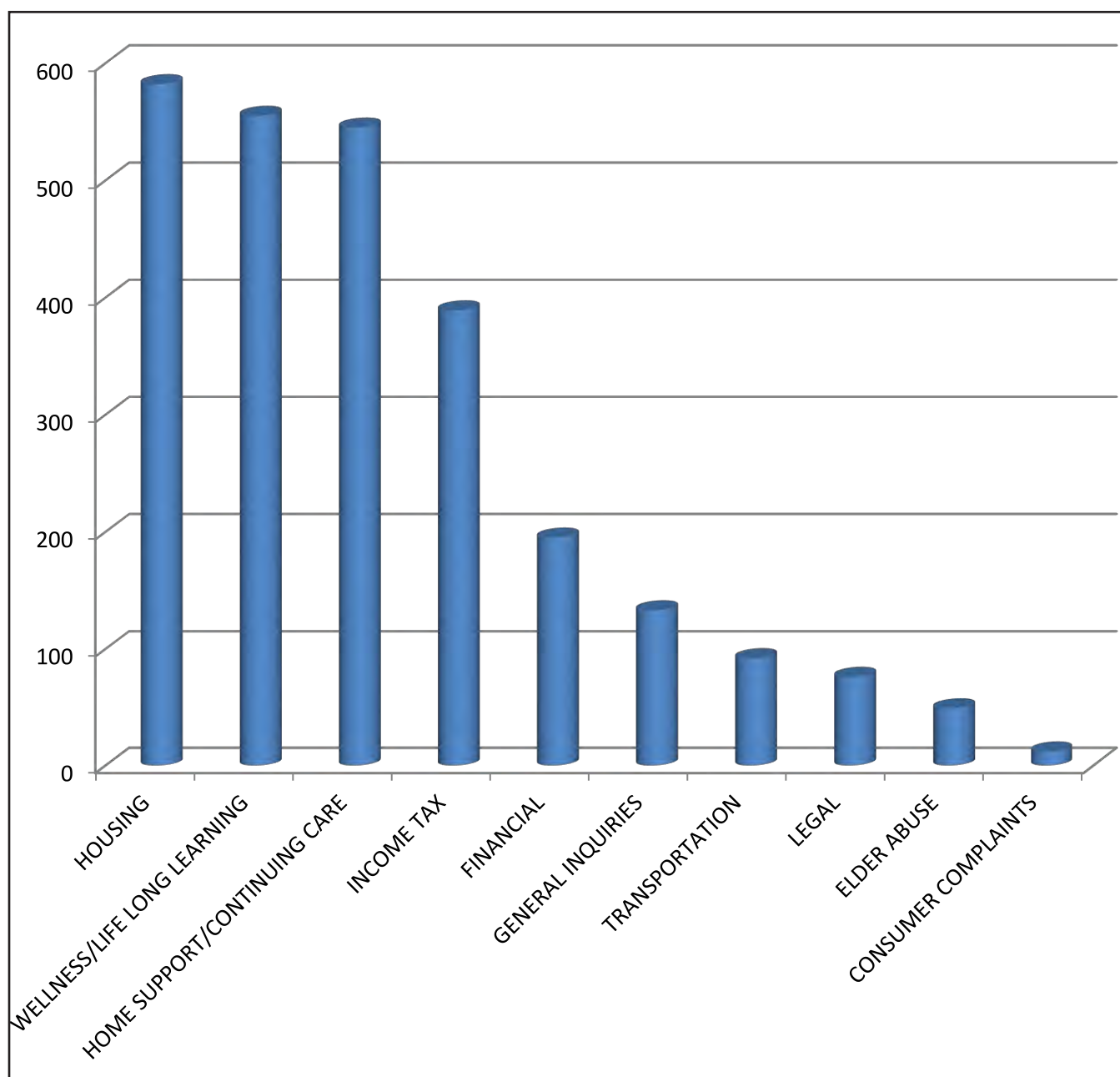


<sup>2</sup> Based on calls where demographic information was available

## Data Analysis: Information and Referral Line

We received a total of 2,386 inquiries this fiscal year. The data we collect from these inquiries are placed in categories such as housing, home support, finances, etc. As was the case last year, our biggest category of calls received was about housing issues. Figure 2 shows the categories and the number of inquiries per category.

**Figure 2: Topics of Information and Referral Requests**



As noted, housing issues are the number one reason why people contact us. In this category the topics that we received inquiries on include:

- Accessible housing
- Assisted living
- Crisis/emergency Housing
- General accommodation
- Home Heating Rebate
- Home Modification Program
- Home repair
- Housing lists
- Provincial Home Repair program
- Rental problems
- Residential Energy Efficiency Program (REEP)
- Seniors housing transition
- Subsidized housing

Some of these topics only require straightforward assistance, whereas a topic like crisis/emergency housing is more involved, requiring working together with our partners to: 1) Find a short-term solution and 2) Set a long-term, stable plan for seniors presenting in these circumstances. Calls in the “wellness and lifelong learning category” include topics like medical and assisted living aids, mental health, flu shots, footcare, safety, computer lessons for seniors, adult literacy, etc.

Home support and continuing care calls are about topics such as homecare, transitioning into a personal care home or long-term care home, and at-home services such as meals on wheels, snowclearing, and grocery delivery.

As you will see from Figure 2, we also received a significant amount of calls about income tax. Many of these calls were from individuals looking to connect with the free tax return service offered by Canada Revenue’s Community Volunteer Income Tax program for low-income families and individuals. This is a very important and valuable service for seniors on low income. If a senior fails to submit his/her tax return on time, he/she could lose the Guaranteed Income Supplement, which is also connected to eligibility for the Provincial Drug Program.

Financial calls tend to be about federal benefits (Old Age Security, Canada Pension Plan), supports for purchasing medication, hearing aids, glasses,

and even food. General inquiries are typically requests for us to find a phone number for a senior, and transportation calls include transportation needs within a community or for longer distances for medical procedures.

Legal calls are typically from people looking for a lawyer or for information on matters such as wills, power of attorney, and advanced healthcare directives. Sadly, we also receive a significant number of calls (49 in the last fiscal year) about elder abuse, which are then referred to the Adult Protection Act phoneline and other supports as required. Most of the elder abuse calls we receive are from a concerned friend or family member rather than from the senior who is experiencing abuse. Our last category of calls is consumer complaints. These are often from seniors who have paid for services (such as home repair) that were substandard.

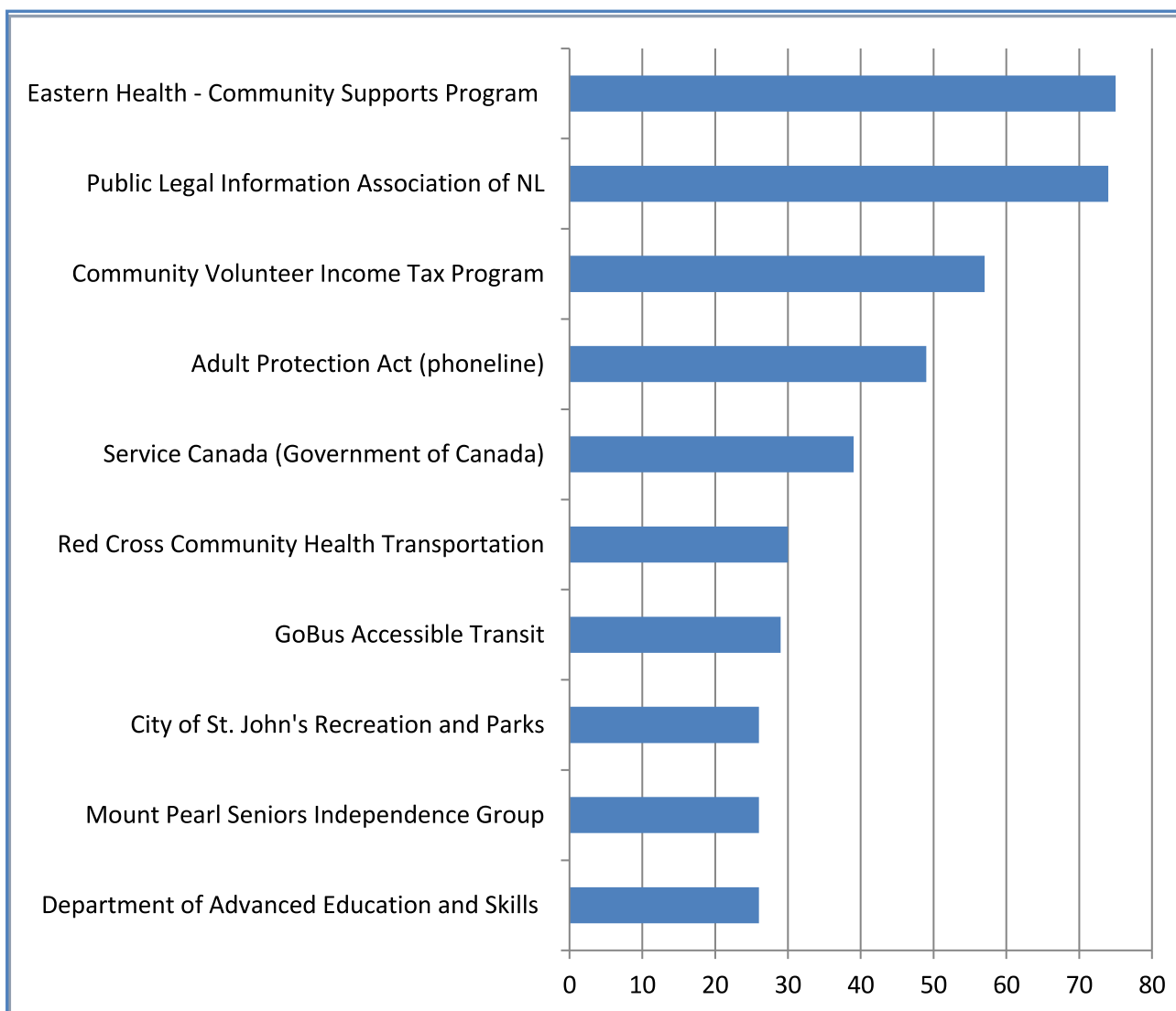
Of course, when we receive an information request, our job is to listen to what the senior needs and connect him/her (or a family member or service provider) to the right service. Sometimes emotional support and follow-up is a key part of our service.

**Through our Information Line, we are committed to:**

- Listen well and pay attention to the voices of our seniors!
- Provide an easy and non-judgmental way for people to connect 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 make positive decisions for all seniors in NL

In addition to providing general information and emotional support, one of our key services is connecting seniors and those that support them to government and community services. Figure 3 below shows the top ten agencies to which we referred people. However, in total, we referred people to a total of 283 different agencies.

**Figure 3: Top 10 Referral Agencies**



The data from our Information and Referral Services provides emerging systemic issues to the SRCNL's Advocacy Committee and our government and community partners in order to work collaboratively to identify solutions to them. Emergency Housing and seniors' mental health are two such issues.

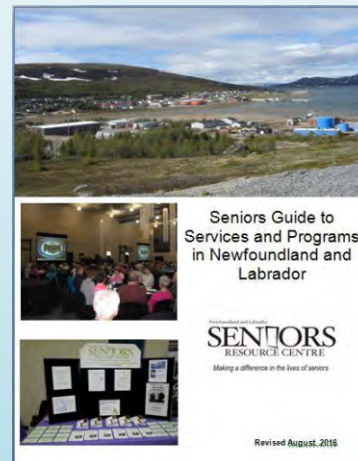


Because of the importance of the data we collect, we have begun the process of setting up an effective data collection and retrieval system known as iCarol for our information and referral service. This same system is used by 211 helplines across North America. While in the past we have recorded our inquiries on paper and then transferred the information to a database, this system will enable us to input data during the course of an inquiry and access our extensive collection of information and referral resources with the click of a mouse.

### **Another way we provide information is our *Seniors Guide to Services and Programs in NL***

This 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.

This guide is also used by our Community Peer Support Volunteers and service providers throughout the province. The document is updated regularly and can be downloaded from the SRCNL's website:  
**[www.seniorsresource.ca](http://www.seniorsresource.ca)**

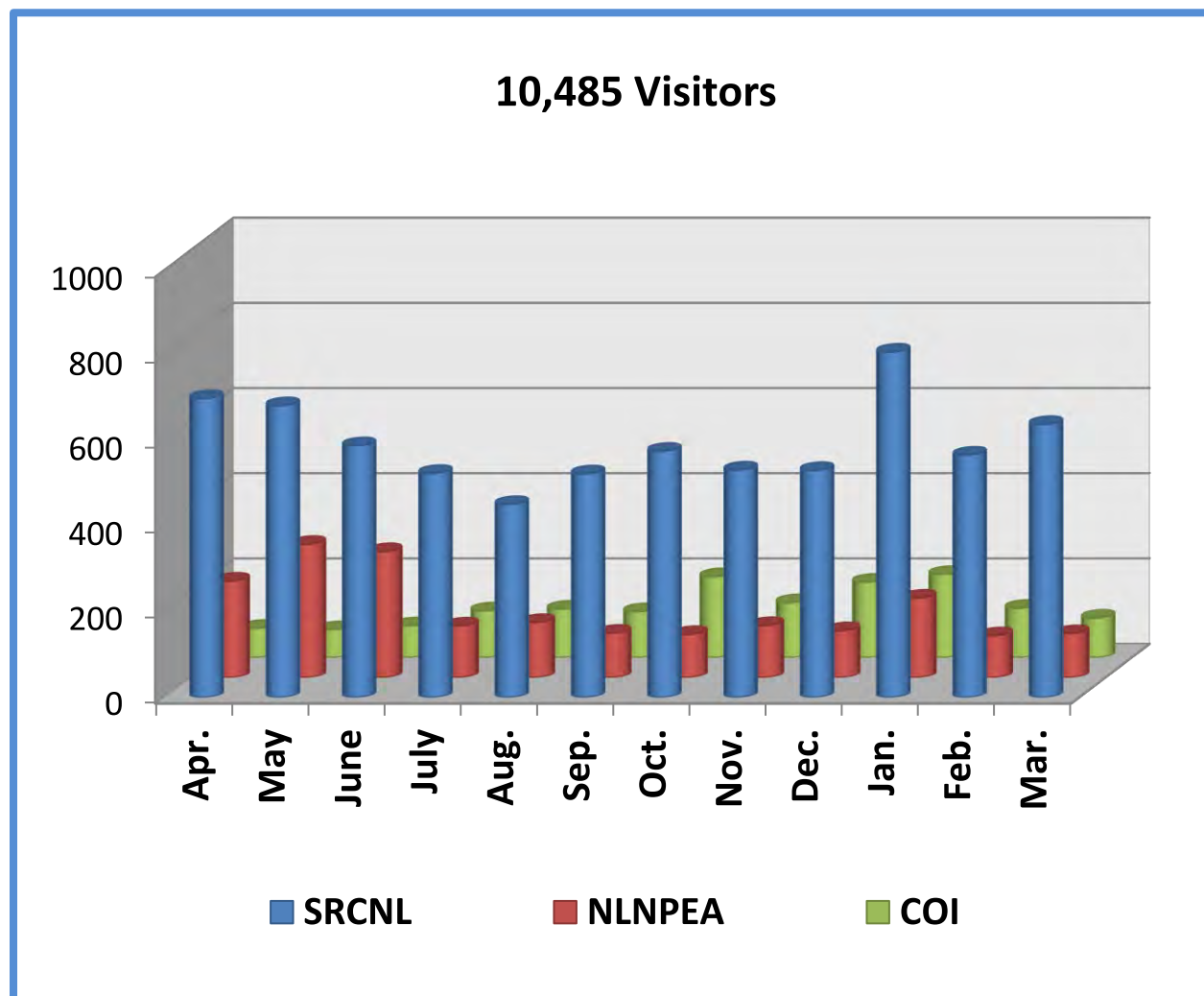


## **Connecting through the World Wide Web**

With a total of 10,485 visitors last year, use of our websites continues to grow. Our main website is [www.seniorsresource.ca](http://www.seniorsresource.ca). In addition, we maintain a website for caregivers (COI) ([www.caregiversoutofisolationnl.ca](http://www.caregiversoutofisolationnl.ca)) and one dedicated to our elder abuse work ([www.nlnpea.ca](http://www.nlnpea.ca)) through our NL Network for the Prevention of Elder Abuse (NLNPEA). Moving forward, we intend to merge all three sites into one comprehensive and user-friendly resource.



**Figure 4: Websites usage for FY 2015-16**



## Provincial Outreach and Engagement

It is important for us to keep informed and connected with our community partners who have vital information and resources seniors can access and, in turn, share with them what we offer seniors. Thus, we partner with other groups to do presentations and participate in seniors events (such as information fairs) for their clientele and members of the public. In the last fiscal year, we participated in 71 such events and reached 3,436 participants.

# Outreach

**71**

Public Opportunities

**3,436**

Participants

## **Below is a sample of our public outreach opportunities**

- National Caregiver Day luncheon presentation in St. John's
- 50+ Federation of NL Convention
- Conne River public presentations and volunteer recruitment
- Elder abuse presentation in Chance Cove
- Elder abuse presentation at the Royal Canadian Legion Women's Auxiliary provincial conference in Spaniard's Bay
- Placentia Age Friendly Fair
- World Elder Abuse Awareness Day event at Salvation Army Citadel in St. John's
- City of St. John's Seniors Housing Forum
- Seniors Information Roadshows in McCallum, Pool's Cove, Gaultois, and Rencontre East
- Petty Harbour-Maddox Cove Age-Friendly Fair
- Caregiver Appreciation & Proclamation signing at Mount Pearls' Seniors Tea
- 50+ public meetings in Port aux Basques, Come By Chance, Hillgrade, and St. Bernard's-Jacques Fontaine
- Elder abuse presentation for MUN School of Nursing students
- Presentation in Harbour Breton specific to caregiver stress at a workshop on women's mental health

At these outreach events, we give out materials and resources that we have put together for seniors, such as our *Seniors Guide to Services in NL* (mentioned previously), *Guide for Caregivers*, *Activity Guide for St. John's and Surrounding Areas*, housing lists, etc. In total, we gave out over 6,000 of these publications during the last fiscal year.

## The Staff and Volunteers Who Support Us

Our team of staff and volunteers has made our Information and Referral services an important resource to support, promote, and enhance the well-being and independence of all older adults throughout the province *through the provision of information*. A big thank you goes to our Peer Support Volunteers who answer our Information Line and support seniors with information and connections to services. Their contribution is invaluable to what we do. This year our Peer Support Volunteers were: Julia Batten, Lorraine Best, Helen Handrigan, Yvonne Jacobs (see more about Yvonne on the next page), and Pat Wright. We are also delighted to have two new Information Line Peer Support Volunteers joining us for the coming fiscal year: Ron Day and Sharon Keough.



**Our Information Line Peer Support Volunteers:** (l-r) Yvonne Jacobs, Ron Day, Julia Batten, Lorraine Best, Sharon Keough, and Pat Wright. Missing from the picture is Helen Handrigan.

Thank you also to Michele LeDévêhat and Michelle Parsons, the Administrators of the Information and Referral Services who helped to further develop our services and resources and ran it until November 2015. At that time, Elizabeth Siegel became the Director of Information and Referral Services.

With this team, we look forward to serving seniors and those who support them in the coming year!

### **Of Special Note...**

#### ***Yvonne Goes to Ottawa to Meet Our Prime Minister***

In January, CBC called the Seniors Resource Centre NL looking for a female senior from Newfoundland and Labrador to go to Ottawa to talk about “seniors’ issues” with the Prime Minister for a television special. We suggested Yvonne Jacobs, one of our Information Line Peer Support Volunteers and were delighted when they agreed with us that her background as a nurse and her work with us would make her a great representative.

As part of the show, Yvonne was one of 10 people from across Canada chosen to have a 10-minute meeting alone with the Prime Minister! (The other 9 represented different ages and were from other parts of the country with different areas of concern.) Yvonne did an amazing job of bringing up key issues – many of which seniors call us about. These included the promised increase in the Guaranteed Income Supplement (and the need for an even bigger increase) and the need for a National Pharmacare program, expanded homecare services, more geriatricians, national standards, and a concerted effort to combat hospital-acquired infections.

The clip of Yvonne’s time with the Prime Minister is well worth watching and can be viewed online at:  
[www.cbc.ca/player/play/2682826253/](http://www.cbc.ca/player/play/2682826253/)

<i>Information and Referral by the #'s 2015-2016 FY</i>	<b>Worth noting...</b>
<p style="text-align: center;"><b>2,386</b> Number of inquiries</p>	<p>Seventy-five percent (75%) of the calls we received from seniors this last year were from women.</p>
<p style="text-align: center;"><b>10,485</b> Total website users</p>	
<p style="text-align: center;"><b>3,436</b> Number of people who we reached through presentations and information sessions/booths</p>	<p>Anecdotally, we have seen an increase in the number of “middle-class” individuals seeking financial help – especially in the area of housing.</p>
<p style="text-align: center;"><b>283</b> Number of agencies to which we made referrals</p>	<p>Our number one referral for seniors and those that support them has been to the Eastern Health Community Supports Program.</p>
<p style="text-align: center;"><b>83</b> Number of communities in our province from which we received calls</p>	<p>We had 133 walk-in inquiries, 131 email inquiries, and 2,122 calls, proving that one-on-one contact over the phone is still an important way of sharing information with seniors.</p>





## **SRCNL Outreach – Community Peer Support Volunteers**

Reflection on the past year conjures up the image of a whirlwind, a virtual storm of people, places, events and activities.

Kelly Heisz and I visited Conne River April 21 and held a meeting (attended by 30 people) to present to 50+ Club members and the general public on the SRCNL and its programs, with a particular focus on the work of Community Peer Support Volunteers (PSVs). A similar meeting (attended by 15 people) was held in Harbour Breton for PSVs, 50+ Club members and the general public on April 22.

On April 23-24 Kelly and I facilitated Orientation and Training for PSVs in Bonavista, welcoming seven new Volunteers to the ranks. It was decided at that time to increase the session from 1.5 to two days to dedicate more time to elder abuse, mental health and general discussion.

The third week of June saw Elizabeth Siegel, Lorraine Best and me on the South Coast of the province where we convened on behalf of the NL Network for the Prevention of Elder Abuse, four public meetings for older adults. My role was to present an overview of the SRCNL, its programs and activities, and an introduction to Advance Health Care Directives. Meetings were held in Pool's Cove, Rencontre East, McCallum and Gaultois, with a total attendance of 81.

On July 7 the Executive Director of the Coalition of Persons with Disabilities NL and I co-presented on Advance Health Care Directives to 23 residents of Alderwood Estates in Witless Bay. This event was arranged by a PSVs residing at the facility.

Kelly and I attended the 50+ Federation NL Convention (Corner Brook, September 8-10) and during Registration Day encouraged Convention participants to complete a survey of ten questions. Responses were developed into a presentation delivered to the Convention by Kelly on the following day. On Day Two of the convention, I presented on the importance of information and partnership and called attention to a recently developed partnership between the 50+ Federation NL and the SRCNL.

During the summer of 2015, the 50+ Federation NL in partnership with the SRCNL successfully submitted a proposal for an Age-Friendly Grant from the Department of Seniors, Wellness and Social Development. This grant allowed the two organizations to hold two-hour public meetings in a number of communities to highlight what local 50+ Clubs and the SRCNL do to promote, support and enhance the independence and well being of older adults in the province. It also allowed the SRCNL to share information on programs and services available to older adults as well as the issues they are facing in this province.

Co-ordination of the project was done by the SRNCL with local 50+ Clubs hosting the meetings. Members of the general public and members of 50+ Clubs surrounding the host site were also invited to attend.

Area Directors of the 50+ Federation NL, if possible, opened each meeting in their region, introduced key speakers and provided closing comments. Each 50+ Club in attendance gave an overview of their activities, and I followed with a presentation on the power of information and partnership and an overview of the activities of the SRCNL. The floor was then open for discussion. Topics included, but were by no means limited to: home support, housing, health care, medical transportation, advance health care directives, physician-assisted dying, wills, power/enduring power of attorney, elder abuse, care giving, access to technology, long-term care, and transportation.

A total of 475 people (members of 39 50+ clubs and the general public) attended the 16 public meetings that were held between October 2015 and March 2016. The meetings took place in Corner Brook, Port aux Basques, Grand Falls-Windsor, Virgin Arm, Badger's Quay, Clarendville, Come By Chance, Swift Current, St. Bernard's-Jacques Fontaine, Marystown, Grand Bank, Trepassey, Port Rexton, Placentia, Paradise, and Mount Carmel. We were also honoured to have Andrew Parsons, MHA (currently Minister of Justice), attend and address the Port aux Basques meeting, and Minister Sherry Gambin-Walsh attend and address the Mount Carmel meeting. Similar meetings will be convened during 2016-17.

The number of PSVs across the province continues to fluctuate as some retire, some move to other provinces or countries, and, sadly, some pass away. We shall be forever grateful to the six Volunteers we lost during 2015-16 for their hard work and commitment to senior Newfoundlanders

and Labradorians. Fiscal year 2014-15 ended with 172 PSVs in 48 communities across the province. That said, we were also fortunate in being approached by individuals from several new communities who expressed interest in joining the ranks of PSVs. They will participate in our Orientation and Training program during 2016-17 and will be represented in our next Annual Report.

During 2015-16, 170 pieces of information, including the *Seniors Guide to Programs and Services*, on 141 issues/initiatives were distributed via e-mail and post.

Again, during 2015-16, we had three fourth-year nursing students approach us with an offer to develop a resource document on grief and depression. The document will be used as a reference tool during Orientation and Training sessions for new PSVs.

During 2015-16 I had the pleasure of representing the SRCNL at several meetings and consultations including:

1. In April I attended a presentation to stakeholders of the Waterford Hospital's master plan and functional program for a new facility.
2. Rosemary Lester and I attended the *It's Not Right! Neighbours, Friends and Family* conference convened in Toronto by Western University May 4-5 as well as a half-day meeting on May 6 to discuss next steps in our combined efforts to prevent elder abuse.
3. In January 2016 I attended a community meeting convened by the Refugee Immigrant Advisory Council to gather ideas of what can be done to better serve isolated women. Challenges identified during the meeting included transportation, language, child care, social activities to maintain mental health, and awareness of available programs and services. Suggestions offered by the SRCNL were (a) to invite members of the disability community to contribute to the discussion as women with disabilities and mothers of children with disabilities may find care giving activities keeping them isolated; (b) network and exchange information with other communities in the province that are welcoming refugees; and, (c) prepare a list of all resource guides available in the community to share with refugees.
4. Also in January 2016 I attended a community meeting that was part of a larger national engagement initiative focused on creating social change for mental illness. Challenges identified included: gaps in services particularly in rural and remote parts of the province; inability to access care prior to being in



crisis; service availability is determined by funding, not need; formal care settings do not support the family's role in care; and there remains a lack of education about mental illness at all levels/ages.

Suggestions and opportunities for the national initiative were: to engage with other individual/groups across provinces and territories – an important aspect of this starts with provinces/territories finding and strengthening their own voice; develop a system portal to allow people to connect and discuss solutions would be helpful; develop a website where resources can be shared and people can take and use in their own communities; social media is a good tool for engaging people, but traditional media (i.e. evening news) is still an important way to reach people in the province; find different ways to engage people where they are at – just because you are affected by mental illness doesn't mean that you are ready to participate; work with groups and organizations that aren't geared to mental illness specifically; and connect with groups such as stigma fighter bloggers.

**5.** On March 1 I attended the NE Avalon Forum, one of ten forums being convened across the province by Food First NL to address food security in Newfoundland and Labrador. Together with feedback to a Discussion Paper on the State of Food Security in Newfoundland and Labrador, the forums will help set the agenda for a Provincial Food Security Assembly in the fall of 2016.

**6.** On March 11, I was a panelist during an ethics education event at MUN to discuss Physician-assisted Dying from the seniors' perspective. My focus was on vulnerable seniors and the need to develop strong safeguards which will:

- ensure older adults first have access to quality end-of-life care
- avoid decisions based on coercion, inducement and abuse
- ensure the choice for physician-assisted suicide is not a result of issues leading to suicidal ideation and intent, such as race, socio-economic deprivation, sexual orientation, major psychiatric syndrome, physical and/or sexual abuse, domestic violence, family history of suicide and onset of physical disability. Five hundred people had registered to participate via webinar and approximately 200-300 attended in person.

Other meetings I attended during 2015-16 included a February meeting on home support facilitated by John Abbott, Consultant, as part of the Provincial Government review of home support services.

Committee meetings continued during 2015-16 as I was a member of the:

- RCMP Commanding Officer's Seniors Advisory Committee
  - Caregivers Out of Isolation Advisory Committee
  - Ex Officio member of the NLNPEA Steering Committee
  - Placentia Area Chamber of Commerce Seniors Award Selection Committee
  - Food First NL Advisory Committee on the Provincial Food Security Assembly 2016 (to chart the path for the future of food security in Newfoundland and Labrador)
  - Interview Committee convened to identify a new Administrator, Information and Referral.
- I also attended staff meetings as well as meetings of the Information and Referral Line Peer Support Volunteers.

I had the opportunity to meet a number of interesting people while attending to SRCNL information booths at various venues during the year, including the 50+ Federation NL Convention in Corner Brook, the Age-Friendly Fair in Placentia, the Petty Harbour-Maddox Cove Seniors Fair and the Revenue Canada Wellness Day at the Taxation Centre in St. John's. Approximately 1,100 people attended these events.

The SRCNL team initiated webinars over the past year to acclimatize PSVs to using technology as an alternate form of training. We offered a webinar on Advance Health Care Directives for Western Region PSVs.

A very special thank you goes to all the Peer Support Volunteers across the province for your commitment to and engagement with, older adults in Newfoundland and Labrador. Many thanks as well, to those of you who contributed so much to our calls for input to CBC's Cross-Country Town Hall with the Prime Minister, the National Engagement Initiative for Mental Health, the Provincial Government review of home support, the Food First NL Discussion Paper on Food Security in NL and the Poverty Reduction Strategy. I look forward to working with you on future issues.

**Respectfully submitted by:**

*Mary Ennis*

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

## Caregivers Out of Isolation NL Fiscal Year in Review 2015-2016



### Program Objectives

Two program objectives and focus areas are Networks and Partnerships. Here are some activities that demonstrate the program's provincial reach, growth and support of caregivers.

### Partnerships

In April we hosted a Luncheon with Dr. Janice Keefe, NS Centre on Aging, Mount Saint Vincent University and Expert Advisor for the Employer Panel for Caregivers in the Workplace, held April 7. To date, SRC NL, through its Caregiver Out of Isolation program, is the only organization who requested a presentation on the federal report: *When work and Caregiving Collide – How Employers can Support their Employees who are Caregivers*, which is the report coming from the Federal Government's Canadian Employers for Caregivers Plan. We were very fortunate to have the Federal Government cover the cost for Dr.Keefe to come a present on this report. There were 65 participants who attended for the luncheon (provincial and municipal levels of government, Eastern Health, researchers, non-profit, Associations, business, caregivers, etc). Then Minister of Seniors, Wellness and Social Development, the Honourable Clyde Jackman, brought greetings from the Province. His Deputy Minister Brent Meade also attended, along with Suzanne Brake, Director of the Division of Seniors and Aging Division.

Bringing attention to the issues facing unpaid caregivers to those who work on policy to enhance the support given to them is the reason why were we met to have an in-depth conversation with provincial government consultants on the subject of Caregiver Assessment. This is one example of the SRC-NL supporting caregivers by relaying information to government on what we hear from caregivers who contact us on a regular basis

The Refugee and Immigrant Advisory Council (RIAC) hosted a Stakeholder Round Table to have a conversation on women in isolation. This was of particular interest as many caregivers are women and oftentimes their role isolated them from their other interests and supports. We wanted to ensure caregiver issues were brought to the table.

We were eager to participate in the Easter Seals NL stakeholder information session to discuss their expanded mandate to now serve people of all ages and abilities and therefore attending this has allowed us to make connections to ensure we can get the message out and build the partnership with Easter Seals NL

Social work student, Shelly Collins completed her placement with the COI Program – Shelly is a distance student with the University of Manitoba, worked two days a week and had a well defined learning contract. Gail Wideman acted as an advisor. Shelly help developed a community capacity toolbox for starting and sustaining a caregiver network in communities interested in support caregivers in their area. Working with Peer Support Volunteers and the local 50+ club in Trepassey, the toolbox was tested and fine tuned to be an available resource. Shelly also helped with the promotion and logistics of the Luncheon with speaker Janice Keefe.

Working partnerships were formed with the Alzheimers Society NL, Heart and Stroke Foundation NL, the Canadian Mental Health Association-NL, and the Coalition of Persons with Disabilities (COD). Strengthening the communication and collaboration to being information to caregivers is a joint objective for all and we are exploring ways to enhance our reach together and share our resources and information.

We have been exploring the potential to work with the 96 libraries across the province whose mandate is information and community programs. The COI Program has been having conversations with staff from the AC Hunter Public Library, Michael Donovan Library and the Marjorie Mews to discuss and implement ways to promote information for Caregivers (and seniors) for Caregiver Appreciation month in October. There are three other library regions and the SRC NL will explore/act further on this. Utilizing such community assets would forge a strong collaborative to get information to the many communities that access them.

We were invited by Central Health to come and speak about the COI program at an information session they held in harbor Breton. This was a great opportunity for us to talk about what we do, but more importantly talk to the caregivers in attendance, listen to their stories and connect them to programs and services they can avail of that many are not aware exist.

## Networks

The COI-NL program has six Community CARE Networks; Green Bay(Springdale), Twillingate, Happy Valley GooseBay, Clarenville, Avalon East, and Trepassey . Every year the Networks make a special effort to support caregivers during Caregiver Appreciation Month in October. Networks are both unique in structure and how they support caregivers, for example, coffee breaks, information sessions and informal support. Some examples are:

- The Green Bay is Network received funding from the Food First NL to host a caregiver brunch, held November 24<sup>th</sup>. 14 participants worked together to prepare the meal in stations: egg frittata, pumpkin raisin muffins, French toast and smoothies. Everyone received a tree ornament as a gift.
- The Avalon East Network hosted A Caregiver Café was held at the Clay Café with 12 caregivers attending. As well, in partnership with the Mount Pearl Seniors Independence Group, held an Afternoon Tea and Social. Then Minister of Seniors, Wellness and Social Development, the Honourable Clyde Jackman, attended and brought greetings from Government. Then Minister of Health and Community Services, the Honourable Steve Kent, also attended.
- In celebration of 10 years as a Network, Twillingate organized a Meet & Greet and Lunch. 44 people attended, including pioneers of the program. This event was covered by the *Lewisporte Pilot* Newspaper. Personal invitations went out to former and current caregivers. Paula attended.
- The Clarenville network had their Caregiver Day Away and 10 year Anniversary on October 30. Thank you to the Clarenville Lions Club for funding this event. Key points: Caregivers whose loved ones have passed away still participate and are welcome to the events. A Seniors Fair was held October 27 and the Network had a booth for One identified trend this Network is seeing is that families are keeping loved ones home longer than they can manage because they don't want their family member to go to the closest care facility which would be Placentia or Bonavista.
- “Practically everyone is or has been a caregiver.” That is the situation in Trepassey as they have become the newest Network to join COI. At the 50+ Club meetings, caregiving is addressed and



there is an informal support group for caregivers. In October, a volunteer appreciation event was held and Caregivers were recognized for the important role they play in their families and communities

### **Other mediums for reaching caregivers where they live and work**

Providing information on programs and services that caregivers can avail of is an important aspect of the Caregivers Out of Isolation Program. Utilizing as many avenues and mediums as possible to reach them allows us to ensure anyone can access the information. From regular newsletters (1,100) and e-bulletins (200+ on Listserv) to keeping our website updated regularly (with over 2000 visits) are just two that have been very successful. Participation in events such as the Placentia Age Friendly Fair, Workplace Wellness Fairs (Taxation Centre), CONA's Recreational Leadership Class, It is also important to note here that we also reach out to service providers in government and private businesses that are seeking information for their clients and staff as well. The Caregiver line was also an important way for caregivers to reach us, averaging ten calls per month directly to the line (other calls coming in from the SRCNL main line to connect with us, tell their story, and link to resources.

Over all, the Caregivers out of Isolation program has achieved in:

- ✓ Reaching out to caregivers with information to make informed decisions, to provide a listening ear.
- ✓ Bringing their issues to policy makers and program developers
- ✓ Bringing partners with similar objectives together to combine our resources and expertise to reach more caregivers
- ✓ Letting community decide how best to support caregivers in their area

### **Thank you, thank you, and thank you!**

The Advisory Committee for Caregivers Out of Isolation, comprised of representatives from the Networks, community partners, the Regional Health Authorities have been invaluable experts that have allowed the program to make a difference and to always keep the caregiver front and center in everything the program did. A big thank you goes to them and their time devoted to caregivers is greatly appreciated. Their names are listed in the back of this report.

***Special thanks goes to Mary Manojlovich, Chairperson of the Committee. Janet Whittaker( Admin Assistant ) and to Paula Lancaster, Provincial Coordinator of the Caregivers Out of Isolation Program during this fiscal year who help foster the partnerships and translate the vision into action. This report comes from Paula's regular updates and data collection.***



## **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.*

2015-2016 was the first year in four years that the Newfoundland and Labrador Network for the Prevention of Elder Abuse did not have a full-time coordinator. However, despite the wrap-up of a three-year funding grant from 2012-2015 from the Government of Canada's New Horizons for Seniors program, the Network managed to stay strong and find other ways to continue its work to raise awareness about elder abuse. The Network has over 370 individual members and over 60 organizational members. Much of our success has been due to the support of the Network's Steering Committee members, our Network members, and community partners, and by accessing other funding pots to support our outreach.

One example of this was a Seniors' Information Roadshow (made possible by New Horizons for Seniors Community Funding) to the Southern Coast in June 2015. Seniors Information Days were held in Pool's Cove, Recontre East, Gaultois, and McCallum. (These last three communities are only

accessible by ferry.) The trip was done in partnership with Central Health and a public health nurse accompanied us for all our presentations. Each Seniors' Information Day included presentations about the SRCNL, elder abuse, Central Health services, and advanced planning (wills, advanced health care directives, power of attorney, etc.). In total, over 80 seniors participated in these presentations. In addition, public awareness materials were left in the communities for other seniors to view. The SRCNL has found that these "information roadshows" are an effective way to share information with seniors in rural and isolated communities.

June 2015 was also busy with World Elder Abuse Awareness Day (June 15th) activities. The Network Coordinator wrote an article about World Elder Abuse Awareness Day (WEAAD) for the 50+ Federation Newsletter, and the Network partnered in a WEAAD event with the St. John's Citizens Crime Prevention Committee. The event was called "Seniors and Crime Prevention: Frauds and Financial Abuse" and included a presentation and a free lunch at the Salvation Army Citadel in St. John's (for 64 participants). In addition, the Network connected with its members across the province and promoted their WEAAD events on the Network website.

Another way that the Network has continued its outreach is through webinars. In partnership with the Government of NL's Violence Prevention, Initiative (VPI), the Network offered four webinars based on the VPI's "Respect Aging" training. The Respect Aging – Preventing Violence Against Older Persons training "was designed to educate and train various audiences in the recognition, prevention and intervention of violence against older persons." In total, 92 seniors and service providers from across the province participated in these webinars.

The Network also worked with the media to help raise awareness about elder abuse. For instance, the Network Coordinator appeared on *Out of the Fog* to talk about elder abuse, and Executive Director Kelly Heisz did a radio (VOCM) and television (NTV) interview about elder abuse during Violence Prevention Month (February). It is clear that this kind of media exposure is important, as the SRCNL's Information Line received 8 elder abuse calls from seniors and concerned family members who saw the interviews.



As always, the Network continues to provide elder abuse presentations to outside organizations that request them. In the 2015-2016 fiscal year, the Network did 17 such events, reaching 572 seniors, students, and service providers. The Network also helps to raise awareness about elder abuse through its website ([www.nlnpea.ca](http://www.nlnpea.ca)). From April 1, 2015 to March 31, 2016, its website was visited 2,204 times by 1,836 users.

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 is the best it can be. In addition, I would like to thank our members and partners who supported the Network's activities throughout the year and who carry out their own work to prevent elder abuse in our province. Our efforts to obtain financial support to continue our Network activities have been very promising, and we are excited for what this next year will bring.

*Submitted by,*

*E Siegel*

*Elizabeth Siegel*

*Coordinator, NLNPEA*

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## Finance Report, Sources of Revenue & Financial Statements

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For the year ended March 31, 2016, the Seniors Resource Centre Association of Newfoundland and Labrador Inc. operations resulted in a surplus of \$22,558 compared to a deficit of \$1,341 for the year ended March 31, 2015.

Revenue for 2015/16 was \$520,531 compared to \$673,551 recorded in the previous year. Grants, fundraising and donations fluctuate from year to year depending on projects undertaken by the Centre. The Centre is currently holding on the HomeShare project funds until MUN takes it into its Off Campus Housing Division. As well, this year saw the completion of the three year federally funded Elder Abuse project. During this past year expenditures were \$497,973 compared to \$674,892 in 2014/15. The main areas of expenditure decline during the year were in salaries and wages, travel and transportation and operational expenses such as telephone, internet and postage.

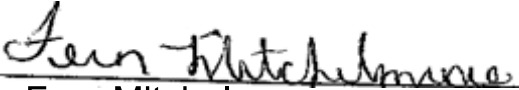
During the first part of the year the Centre continued to rely heavily on fundraising and donations to help fund the core operations, and we were pleased when the provincial government announced on September 2, 2015 its generous support for the information and referral aspect of operations, thus reducing the reliance of unpredictable funding and securing our sustainability. As part of this, the Seniors Resource Centre will continue expanding the reach of the information and referral services across this province.

The Seniors Resource Centre of NL Board of Directors monitors the financial situation of the Centre very closely. The Centre is developing a plan that will incorporate the recommendations of the independent program review that took place at the beginning of the fiscal year. The Centre will continue to focus on making its operations as efficient as possible while working with the Department of Children, Seniors, and Social Development, the corporate community and other organizations to secure ongoing partnerships and funding for our services.

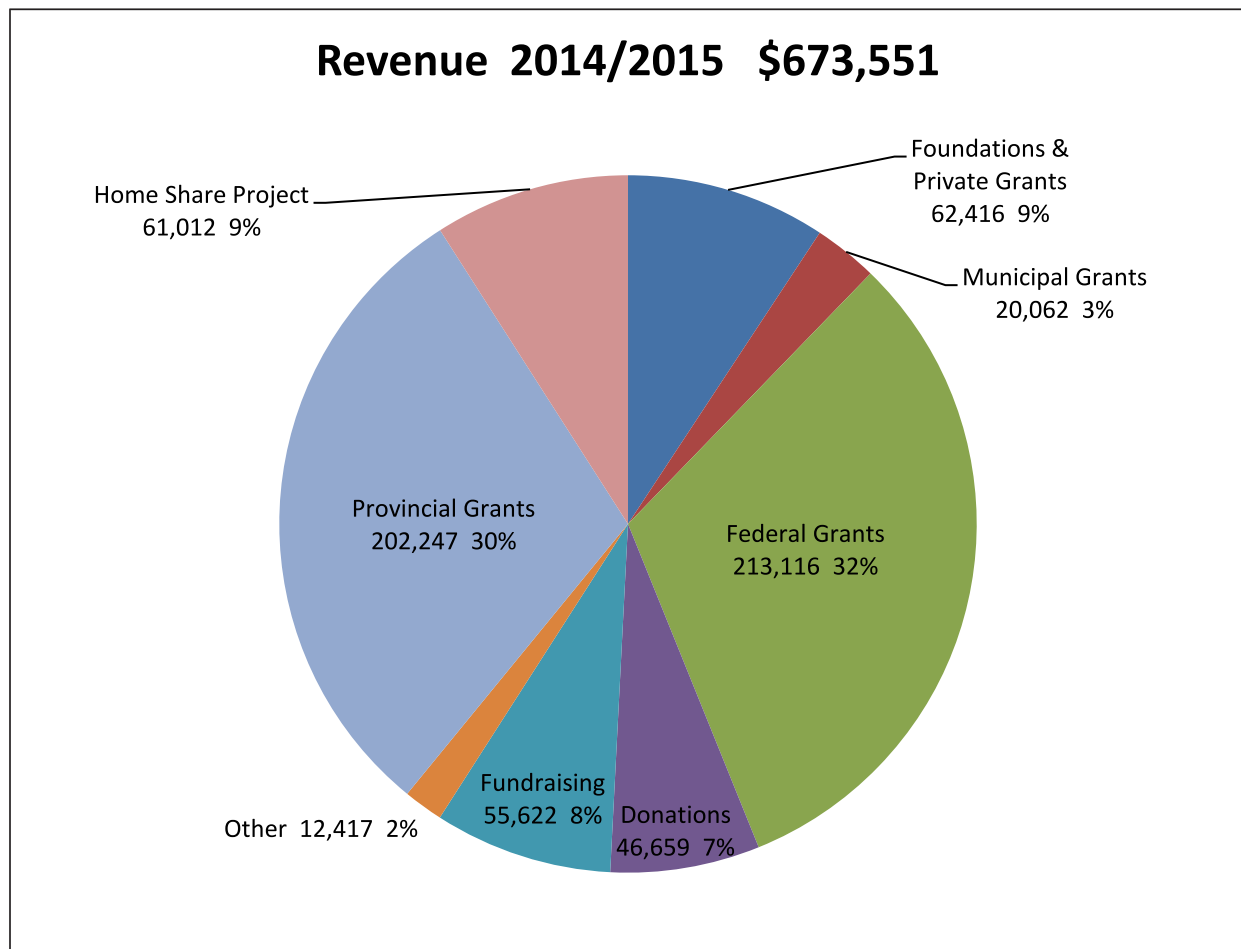
The Finance committee wishes to thank the Executive Director, her staff and all our volunteers for their efforts during 2015/16.

As Treasurer of the SRCNL Board of Directors, I present to you in this Annual Report, our Audited Financial Statements.

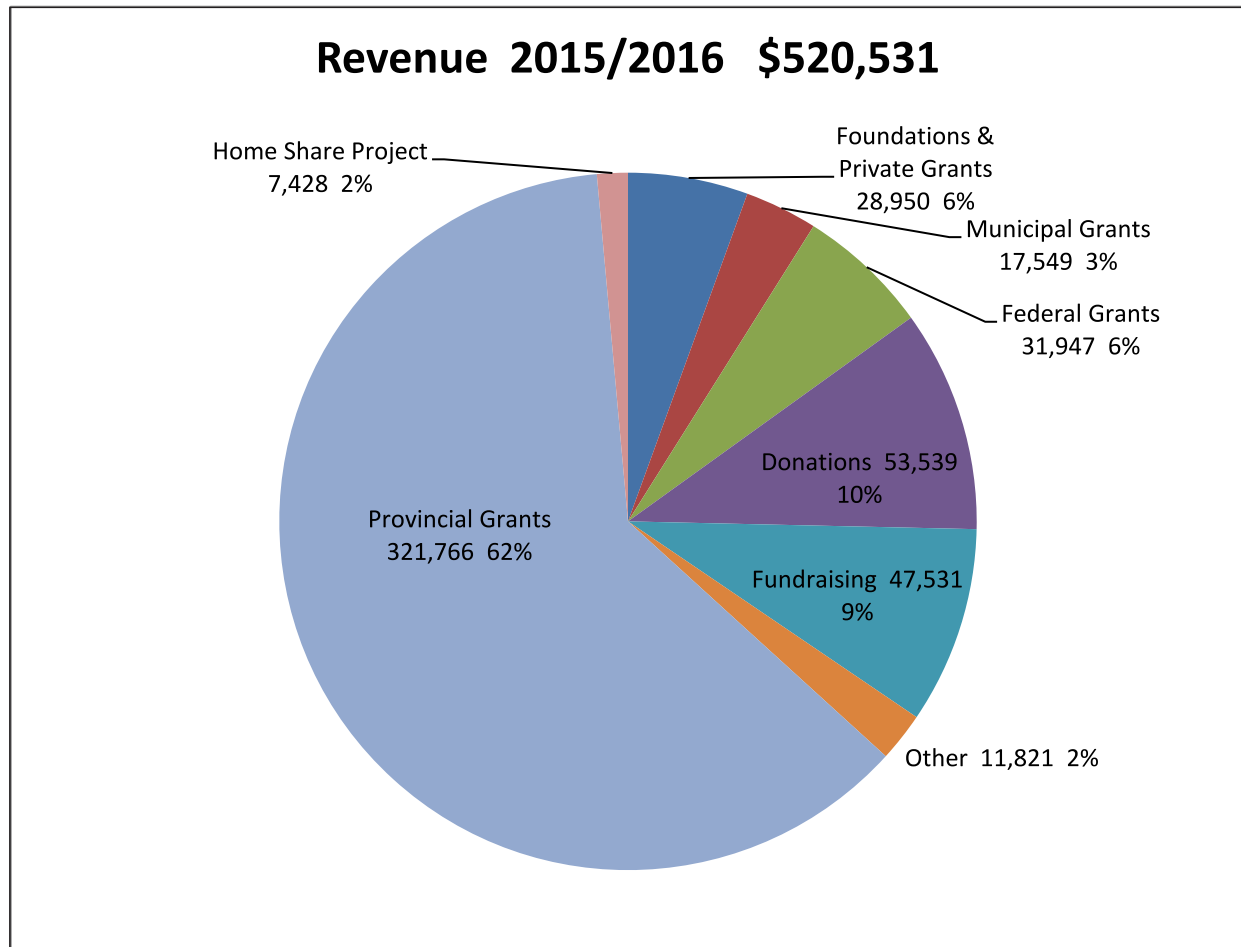
Respectfully Submitted

  
Fern Mitchelmore  
Treasurer

### Seniors Resource Centre of Newfoundland & Labrador Sources of Revenue



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



**SENIORS RESOURCE CENTRE ASSOCIATION OF NEWFOUNDLAND & LABRADOR INC.**

**Financial Statements**

**Year Ended March 31, 2016**

**SENIORS RESOURCE CENTRE ASSOCIATION OF NEWFOUNDLAND & LABRADOR INC.**  
**Index to Financial Statements**  
**Year Ended March 31, 2016**

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## INDEPENDENT AUDITOR'S REPORT

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To the Members of Seniors Resource Centre Association of Newfoundland & Labrador Inc.

I have audited the accompanying financial statements of Seniors Resource Centre Association of Newfoundland & Labrador Inc., which comprise the statement of financial position as at March 31, 2016 and the statements of revenues and expenditures, changes in net assets and cash flow for the year then ended, and a summary of significant accounting policies and other explanatory information.

### Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

### Auditor's Responsibility

My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my qualified audit opinion.

### Basis for Qualified Opinion

In common with many not-for-profit organizations, the Organization derives revenue from fundraising activities the completeness of which is not susceptible of satisfactory audit verification. Accordingly, my verification of these revenues was limited to the amounts recorded in the records of the Organization and I was not able to determine whether any adjustments might be necessary to fundraising revenue, excess of revenue over expenses, and cash flows from operations for the year ended March 31, 2016, current assets at March 31, 2016 and net assets at March 31, 2016.

The financial statements for the year ended March 31, 2015 were unaudited and I was unable to determine whether adjustments might have been necessary in respect of the excess of revenue over expenses and cash flows from operations for the year ended March 31, 2016.

Independent Auditor's Report to the Members of Seniors Resource Centre Association of Newfoundland & Labrador Inc. *(continued)*

Qualified Opinion

In my opinion, except for the effect of adjustments, if any, which I might have determined to be necessary had I been able to satisfy myself concerning the completeness of the fundraising revenue and had I been able to audit the opening balances referred to in the preceding paragraph, the financial statements present fairly, in all material respects, the financial position of Seniors Resource Centre Association of Newfoundland & Labrador Inc. as at March 31, 2016 and the results of its operations and its cash flow for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

St. John's, NL  
September 1, 2016



Brian T. Scammell Professional Corporation

**SENIORS RESOURCE CENTRE ASSOCIATION OF NEWFOUNDLAND & LABRADOR INC.**

**Statement of Financial Position**

**March 31, 2016**

	2016	2015
<b>ASSETS</b>		
<b>CURRENT</b>		
Cash	\$ 204,126	\$ 125,535
Marketable securities ( <i>Market value \$ 10,160; 2015 \$10,080</i> )	10,160	10,080
Accounts receivable	-	3,443
Harmonized sales tax recoverable	4,838	8,886
Prepaid expenses	3,277	4,632
	<b>222,401</b>	152,576
<b>CAPITAL ASSETS (<i>Note 3</i>)</b>	<b>7,804</b>	11,037
	<b>\$ 230,205</b>	\$ 163,613
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT</b>		
Accounts payable and accrued liabilities	\$ 82,527	\$ 8,141
Deferred income ( <i>Note 5</i> )	94,445	121,795
	<b>176,972</b>	129,936
<b>DEFERRED CAPITAL GRANT</b>	<b>6,965</b>	9,967
	<b>183,937</b>	139,903
<b>NET ASSETS</b>		
General fund	45,429	22,640
Investment in capital assets	839	1,070
	<b>46,268</b>	23,710
	<b>\$ 230,205</b>	\$ 163,613

**ON BEHALF OF THE BOARD**

\_\_\_\_\_ *Director*

\_\_\_\_\_ *Director*

# SENIORS RESOURCE CENTRE ASSOCIATION OF NEWFOUNDLAND & LABRADOR INC.

## Statement of Revenues and Expenditures

Year Ended March 31, 2016

	2016	2015
<b>REVENUE</b>		
Government and other grants	\$ 397,209	\$ 454,591
Donations	53,540	89,926
Fundraising	47,531	55,622
Miscellaneous	11,740	9,783
Home Share program	7,428	61,012
Amortization of deferred capital grants	3,002	2,537
Interest	81	80
	<b>520,531</b>	<b>673,551</b>
<b>EXPENSES</b>		
Salaries and wages	309,421	394,175
Rental	56,589	41,801
Program materials	25,818	27,721
Meetings	15,522	50,492
Travel and transportation	14,542	53,750
Advertising and promotion	10,351	14,764
Office	8,035	10,031
Telephone	7,254	7,963
Miscellaneous	7,209	1,785
Photocopier	6,578	6,981
Accounting fees	6,232	2,316
Insurance	5,597	10,041
Postage	5,539	5,830
Printing and publications	4,761	1,788
Amortization	3,233	2,902
Interest and bank charges	2,757	2,721
Internet/ web page	2,725	5,886
Training and professional development	2,638	-
Fundraising activities	2,507	12,599
Commissions	615	2,008
Memberships	50	105
Equipment	-	404
Feasibility study	-	18,829
	<b>497,973</b>	<b>674,892</b>
<b>EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES</b>	<b>\$ 22,558</b>	<b>\$ (1,341)</b>

**SENIORS RESOURCE CENTRE ASSOCIATION OF NEWFOUNDLAND & LABRADOR INC.**

**Statement of Changes in Net Assets**

**Year Ended March 31, 2016**

	General Fund	Investment in Capital Assets	<b>2016</b>	2015
<b>NET ASSETS - BEGINNING OF YEAR</b>	\$ 22,640	\$ 1,070	\$ <b>23,710</b>	\$ 25,051
Excess (deficiency) of revenue over expenses	22,558	-	<b>22,558</b>	(1,341)
Amortization of deferred capital grant	(3,002)	3,002	-	-
Amortization expense	3,233	(3,233)	-	-
<b>NET ASSETS - END OF YEAR</b>	\$ 45,429	\$ 839	\$ <b>46,268</b>	\$ 23,710

**SENIORS RESOURCE CENTRE ASSOCIATION OF NEWFOUNDLAND & LABRADOR INC.**

**Statement of Cash Flow**  
**Year Ended March 31, 2016**

	2016	2015
<b>OPERATING ACTIVITIES</b>		
Excess (deficiency) of revenue over expenses	\$ 22,558	\$ (1,341)
Items not affecting cash:		
Amortization of capital assets	3,233	2,902
Amortization of deferred capital grants	(3,002)	(2,537)
	<b>22,789</b>	<b>(976)</b>
Changes in non-cash working capital:		
Accounts receivable	3,443	(1,292)
Accounts payable and accrued liabilities	74,386	(9,829)
Deferred income	(27,350)	112,398
Prepaid expenses	1,355	(259)
Harmonized sales tax recoverable	4,048	(81)
Employee deductions payable	-	(6,775)
	<b>55,882</b>	<b>94,162</b>
Cash flow from operating activities	<b>78,671</b>	<b>93,186</b>
<b>INVESTING ACTIVITIES</b>		
Purchase of capital assets	-	(7,879)
Investment in long term deposits	(80)	(80)
Cash flow used by investing activities	<b>(80)</b>	<b>(7,959)</b>
<b>FINANCING ACTIVITY</b>		
Capital grants received	-	7,602
<b>INCREASE IN CASH FLOW</b>	<b>78,591</b>	<b>92,829</b>
Cash - beginning of year	<b>125,535</b>	<b>32,706</b>
<b>CASH - END OF YEAR</b>	<b>\$ 204,126</b>	<b>\$ 125,535</b>



# SENIORS RESOURCE CENTRE ASSOCIATION OF NEWFOUNDLAND & LABRADOR INC.

## Notes to Financial Statements

Year Ended March 31, 2016

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### 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 Organization,.

#### *Basis of presentation*

The financial statements were prepared in accordance with Canadian accounting standards for not-for-profit organizations (ASNFPO).

#### *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.

#### *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 are periodically reviewed and any adjustments necessary are reported in earnings in the period in which they become known. Actual results could differ from these estimates.

#### *Contributed services*

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

# SENIORS RESOURCE CENTRE ASSOCIATION OF NEWFOUNDLAND & LABRADOR INC.

## Notes to Financial Statements

Year Ended March 31, 2016

### 2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES *(continued)*

#### *Capital assets*

Capital assets are stated at cost or deemed cost less accumulated amortization. Capital assets are amortized over their estimated useful lives on a declining balance basis at the following rates and methods:

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

The Organization regularly reviews its capital assets to eliminate obsolete items. Government grants are treated as a reduction of capital assets cost.

Capital assets acquired during the year but not placed into use are not amortized until they are placed into use.

#### *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.

#### *Income tax*

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

### 3. CAPITAL ASSETS

	Cost	Accumulated amortization	2016 Net book value	2015 Net book value
Equipment	\$ 5,075	\$ 4,497	\$ 578	\$ 722
Computer equipment	37,192	30,015	7,177	10,253
Furniture and fixtures	1,214	1,165	49	62
	\$ 43,481	\$ 35,677	\$ 7,804	\$ 11,037

### 4. GOVERNMENT REMITTANCES PAYABLE OTHER THAN INCOME TAX

Government remittances (other than income taxes) include, for example, federal and provincial sales taxes, payroll taxes, health taxes, and workers' safety insurance premiums. The following government remittances were payable (receivable) at year end:

	2016	2015
Workers' safety insurance (included in accounts payable)	\$ 2,949	\$ 3,568
Harmonized sales tax recoverable	(4,838)	(8,886)

# SENIORS RESOURCE CENTRE ASSOCIATION OF NEWFOUNDLAND & LABRADOR INC.

## Notes to Financial Statements

Year Ended March 31, 2016

### 5. DEFERRED INCOME

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:

	2016	2015
Deferred - Elder abuse - ESDC	\$ 24,911	\$ 24,979
Deferred - Elder abuse- RCMP	24,111	-
Deferred- Moving donations	12,250	-
Deferred - Elder abuse - CWF	10,043	-
Deferred - PSV - United Way NL	8,000	-
Deferred - Elder abuse conference/NLNPEA	4,516	7,367
Deferred - Elder abuse- General	2,800	-
Deferred - PSV	2,262	2,262
Deferred - Auction	1,975	-
Deferred - PSV -50+ Federation	1,966	-
Deferred - Government NL - Evaluation	1,150	20,000
Deferred - Home Share Project (HSP)	321	44,218
Deferred - CareGivers - Day Away	140	1
Deferred- Caregivers	-	1,403
Deferred - Snowbusters	-	9,549
Deferred - EA HRDC	-	6,968
Deferred-FV CG Inc	-	3,750
Deferred - Mall Walkers	-	1,298
	\$ 94,445	\$ 121,795

### 6. FINANCIAL INSTRUMENTS

The Organization is exposed to various risks through its financial instruments. The following analysis provides information about the Organization's risk exposure and concentration as of March 31, 2016.

#### (a) 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.

#### (b) Liquidity risk

Liquidity risk is the risk that an entity will encounter difficulty in meeting obligations associated with financial liabilities. The Organization is exposed to this risk mainly in respect of its receipt of funds from its fund providers and donors and other related sources, accounts payable and accrued liabilities and deferred income. The Organization manages liquidity risk by monitoring its cash flows and ensuring that it has sufficient cash available to meet its obligations.

(continues)

# SENIORS RESOURCE CENTRE ASSOCIATION OF NEWFOUNDLAND & LABRADOR INC.

## Notes to Financial Statements

Year Ended March 31, 2016

### 6. FINANCIAL INSTRUMENTS *(continued)*

#### *(b) Market risk*

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. Market risk comprises three types of risk: currency rate risk, interest rate risk and other price risk. The Organization has minimal exposure to these risks. The carrying value of the cash and cash equivalents, marketable securities, accounts receivable and accounts payable and accrued liabilities approximate their fair value based on the short term maturity of these instruments.

Unless otherwise noted, it is management's opinion that the Organization is not exposed to significant other price risks arising from these financial instruments.

### 7. LEASE COMMITMENTS

The Organization has a long term lease with respect to its premises. Estimated future minimum lease payments inclusive of harmonized sales tax as at March 31, 2016, are as follows, net of reimbursement for sublet premises.

2017	\$	43,326
2018		49,053
2019		49,053
2020		41,520
2021		30,973
Thereafter		5,162
		<hr/>
		\$ 219,087

### 8. COMPARATIVE FIGURES

Some of the comparative figures have been reclassified to conform to the current year's presentation. The comparative figures were reviewed by another firm of chartered professional accountants.



## Human Resources Committee

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

## Provincial Peer Support Volunteer Advisory Committee

Newfoundland and Labrador  
**SENIORS**  
RESOURCE CENTRE  
*Making a difference in the lives of seniors*



### **Friendly Visiting Advisory Committee**

Co Chairs.....	Father Bill Browne/Jan Lilly
VON .....	Darlene Billard- Croucher
Eastern Health .....	Deborah Craig
CNIB.....	Vacant
Eastern Health .....	Pamela Hiscock
Canadian Red Cross.....	Clarice LeGrow/Kate Smissaert
Mount Pearl Seniors Independence Group.....	Ruth May
City of St. John's.....	Christine Edmonds
Canadian Hard of Hearing NL.....	Kim Pratt-Baker/Alison Butler
SRCNL Peer Support Volunteer.....	Pat Wright
Coordinator.....	Sharon Brown
Executive Director.....	Kelly Heisz

### **Provincial Caregivers Out of Isolation Advisory Committee**

Chair.....	Mary Manojlovich
NL & Labrador Women's Institutes.....	Margaret Adey
Office of Citizen's Representative .....	Sharon Samson
Springdale Community Caregiver Groups.....	Patricia Lawlor
Former Caregiver.....	Elsie Chafe
Mount Pearl Seniors Independence Group.....	Georgina Smith
Happy Valley – Goose Bay Caregiver Network.....	Jamie Jackman
CMHA Central.....	Troy Hollett
Clareville Community Caregiver Groups.....	Yvonne Godfrey
Twillingate Community Caregiver Groups.....	Margaret Manuel
Western Health .....	Eva Payne-Laing
Eastern Health.....	Sandy Penney
Labrador Grenfell Health.....	Beverly Woodward
CODNL.....	Kelly White
Caregiver Network Trepassey.....	Josephine Waddleton
Executive Director.....	Kelly Heisz
Provincial Co-ordinator.....	Paula Lancaster

### **Auction Committee**

Members:.....	Susan Hounsell
.....	Helena Fizzard
.....	Debbie Forward
.....	Reg Gabriel
.....	Melissa Kelly
.....	Cherry Ralhan
.....	Kelly Heisz
.....	Nancy Hackett

### **Donor Relations Committee**

Chair.....	Helena Fizzard
Members .....	Chris Facey

.....	Frank Fry
.....	Nick Hounsell
.....	Rosemary Lester
.....	Keith Soper
.....	Jan Lilly
.....	Claude Sullivan
Executive Director .....	Kelly Heisz

**Nominations Committee**

Chair.....	Helena Fizzard
Members.....	Jan Lilly
.....	Rosemary Lester

## **Large Funders, Donors & Contributors – 2015/16**

- Alpha Group
- Apotex Inc. – Signet
- Bell Aliant
- Bell Aliant Pioneers
- Canadian Women's Foundation
- CareGivers Inc.
- City of St. John's
- Congregation of the Sisters of the Presentation
- Crombie REIT
- Eastern Edge Credit Union
- 50+ Federation of NL
- Government of Canada
- Government of NL
- Hindu Temple (St. John's)
- Nalcor
- Oliver Orthodontics
- O'Neill Foundation
- Patten Family
- RBC Foundation
- RCMP
- Sisters of Mercy Responsible Sharing Committee
- United Way of NL
- Verafin

***Special thanks to those who made donations in memory of loved ones.***

## **Other Funders, Donors & Contributors – 2015/16**

- A. Harvey & Company Ltd.
- Action Electrical
- Air-Tite Sheet Metal Limited
- Aliant Pioneers
- Alpha Chapter Beta Sigma Phi
- Apex Construction Specialties
- Avalon Dental Corp.
- Avalon Employment
- Bavis, Angela
- Beltone Hearing Aid Service
- Boudreau, Doreen
- Brown & Way Surveys
- Butler, Donald & Kimberly
- CanadaHelps.org
- Canadian Iceberg Vodka
- Carew, Helen F.
- Carnell's Funeral Home Ltd.
- City Honda
- Clovelly Golf Course
- Colborne-Penney, Sarah
- Collision Clinic
- Colonial Adjusting & Appraisal Services
- Compusult
- Conway, David
- Cougar Helicopters
- Cox & Palmer
- Crosbie, John C.
- Curtis, Dawe
- Delaney, Patricia
- Diamond Design
- Discoveries Unlimited Inc.
- East Coast Mortgage Brokers
- Eastern Audio Limited
- Eastern Sheet Metal Works Limited
- Ellsworth, Ron
- Employees Reaching Out Assoc.
- Facey, Christopher H.W.
- Fizzard, Helena
- Fong, Barbara
- Fresh Daily Bakery Ltd.
- Fry, Frank & Mollie
- Gabriel, Reg
- George Fitzgerald Ltd.
- GlenDenning Golf Club
- H.J. Bartlett Electric Inc.
- H.J. O'Connell Construction Ltd.

- Hackett, Nancy
- Hann Construction Limited
- Head, Kevin
- Hicks, Kathie – Spirit of NL
- Hounsell, Susan
- Iceberg Quest
- Independent Order of Oddfellows
- Industrial Alliance Securities Inc.
- Ivany, Linda A.
- Jiffy Cabs
- Keough, Erin M.
- King, Albert & Yordis
- King, Francis
- Kirkland, Edwina & Jerry
- Knights of Columbus #7786
- Knights of Columbus #6638
- Knights of Columbus Pasadena
- Lancaster, Paula
- LGL Limited
- Lily, Jan & Augustus
- Long & McQuade
- Maderra
- Mark's Work Wearhouse
- Marshall, Joan
- Martha's Company Limited
- McDonald & Hounsell Law Offices
- Memorial University Pensioners Association
- Mercer, Rick
- Molson
- Moody, Andrew
- Murphy, Trevor – St. John's Ice Caps
- Newfound Resources Limited
- NL Association of Optometrists
- NLCU Charitable Foundation Corp.
- NL Film Development Corp.
- Newfoundland & Labrador Nurses' Union
- NL Regional Council of Carpenters
- Noseworthy-Chapman
- Nuport Holdings Limited
- O'Brien Engineering
- Ocean Choice International
- O'Dea, Earle, Mr. Padraig Mohan
- Parsons, Sharon

- Patel Medical Centre
- Patten, Susan H.
- PBA Industrial Supplies Ltd.
- Pennecon Limited
- Perlin, John Crosbie CM., C.V.O.
- Pike, Philip
- Pittman, Terence & Carmel
- Pluto Investments Inc.
- Pratt, Mary
- Production Services Network
- Pro-Tech Construction
- Provincial Airlines
- Public Service Credit Union, Brian Quilty
- Puddister Shipping Limited
- Quinlan Taylor Services
- R&R Homes
- Reardon Construction
- Reddy Kilowatt Credit Union
- Redwood Construction Ltd.
- Re/Max Realty Specialists
- Richler Vision Center
- Ritter, Robert
- Roche, Ed
- Rotary Club of St. John's East Foundation
- Royal Canadian Legion, Branch 10
- Royal Canadian Legion, Branch 56
- RS Rogers (1980) Limited
- Scampers 1984 Ltd.
- Scotiabank, Ms. Joan Flood
- Siegel, Marvin & Diane
- Smith Stockley Limited
- Sobeys Inc.
- Sparks, Ian
- Squires, David
- Superior Office Interiors
- Superior Wood Working
- TC Media
- Terra Nova Charitable Foundation
- Terra Nova Golf Resort
- Tiffany Village Retirement Residence
- TLC Home Care Incorporated
- Traders Atlantic Inc.
- Tremblett, Darrin, Mary Brown's
- Triware Technologies



- Turpin, Ellen E.
- UA of Plumbers & Pipefitters Local 740
- Unifor Local 597
- United Way
- United Way of NL
- VALE – Bob Carter
- Variety Foods Limited
- VOCM Cares Foundation
- Walker-Wilson, June
- Walsh, Raymond
- Watson, Steve, Central Dairies
- Weightwatchers
- The Wilds Golf & Country Club
- WJ Caul Funeral Home Ltd.
- Wood Group, Mr. Ed Rumsey
- Woodford, John, RBC Financial Group
- Woodland Nurseries Ltd.

***Thanks to all our Donors and Sponsors for Auction 2015***

Abbot, Alice  
 Abbot, Dale – Hair Factory  
 Altius Resources Inc.  
 Avalon Physiotherapy  
 Best, Lorraine  
 Best, Steve  
 Big Eric's  
 Boudreau, Doreen  
 Brewery Lane  
 Browning Harvey  
 Bulldog Builders  
 Butler's Quality Contracting Ltd.  
 By d'Bay Cabins  
 Forward, Debbie

Fry, Frank & Mollie  
 Genoa Design International  
 Lewis, Ben  
 Lily, Jan  
 Manojlovich, Mary  
 Marshall, Joan  
 Murray Crosbie Capital Corporation  
 Nalcor  
 NL Association of Optometrists  
 O'Shea, Patrick & Madonna  
 Prima Information Solutions  
 Quality Care Hearing Inc.  
 Stoodly, S.  
 Superior Wood Working

## Volunteer & Supporters Appreciation Event - 2015

One of the highlights of the Volunteer & Supporters Appreciation Event is the Dorothy Whittick Memorial Award Yvonne Jacobs, Committee Member recognizes recipients including Yvonne Godfrey & Margaret Manuel who could not attend.



Gerine Collingwood



Elsie Chafe



### Board of Directors Award 2015



### All Award Recipients!





## Last Year's AGM 2015

### Partnerships Prevent Elder Abuse

NEWFOUNDLAND & LABRADOR  
**SENIORS**  
RESOURCE CENTRE  
Making a difference in the lives of seniors

**Presentation by:** Elizabeth Siegel, Provincial Coordinator, Newfoundland & Labrador Network for the Prevention of Elder Abuse (NLNPEA) & Sgt. Kevin Foley, Royal Newfoundland Constabulary ; Nicole Kieley Executive Director, NL Sexual Assault Crisis and Prevention Centre; Teleconference: Doreen Burry, Social Work Consultant, Community Supports Western Health





Seniors listen to a presentation on elder abuse at a Seniors' Information Day in June 2015 held by the SRCNL's NL Network for the Prevention of Elder Abuse. One participant at the event remarked that the SRCNL was "the first provincial organization to EVER visit our community."



**Lorraine Best, Peer Support Volunteer, talks about elder abuse with seniors in Gaultois, a community accessible only by ferry. The SRCNL's NL Network for the Prevention of Elder Abuse was able to hold a Seniors Information Day there thanks to New Horizons for Seniors Community Funding. We were pleased to partner with Central Health on this project.**

QUOTE: "I just wanted to let you know that I really enjoyed the last couple of NLNPEA webinar presentations (for example on sexual violence against older adults and on health directives). Keep up the good work as I think getting all this information out there is really important to all individuals in this province."

--Service provider who attended several NLNPEA webinars



# **Community Peer Support Volunteer Program**

## ***Public meeting Corner Brook October 2015***



## **Orientation & Training Bonavista April 2015**



## ***Public Meeting Harbour Breton April 2015***



# **Community Peer Support Volunteer Program**

## ***Public Meeting Conne River April 2015***



## ***Public meeting Port aux Basques October 2015***



## ***Public meeting Badgers Quay October 2015***





Christmas Stocking Draw Winner 2015  
Matt Cross



Pioneers Donation by Allan Miller to Kelly Heisz,  
Executive Director. September 17, 2015







## OUR VISION

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

## OUR MISSION

The Seniors Resource Centre supports, promotes and enhances the well-being and independence of all older adults throughout the province of Newfoundland and Labrador.

## OUR VALUES

Respect    Choice    Collaboration    Growth & Development

## OUR MANDATE

Guided by our core values, and in response to identified needs, the Seniors Resource Centre

- provides information and referral to support informed decision-making
- facilitates the development and implementation of programs
- works to influence policies affecting older adults.

The mandate of the Seniors Resource Centre is accomplished through partnerships with older adults, family members, volunteers, organizations, communities and all levels of government.