

SeniorsNL

RESOURCES • INFORMATION • CONNECTION

FORMERLY SENIORS RESOURCE CENTRE OF NEWFOUNDLAND & LABRADOR

Annual Report 2017-2018



SeniorsNL is a not-for-profit, charitable organization

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

Our Mission: SeniorsNL 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 and Development

Our Mandate: Guided by our core values, and in response to identified needs, SeniorsNL:

- 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 SeniorsNL is accomplished through partnerships with older adults, family members, volunteers, organizations, communities and all levels of government.

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Board of Directors
April 1, 2017 – March 31, 2018

Executive

Jan Lilly	Chair
Edwina Kirkland	Past Chair
Fern Mitchelmore	Treasurer
Anne Morris	Secretary

Directors at Large

Edna Blake*
Suzanne Brake*
Doreen Burry
Chris Facey
Helena Fizzard
Frank Fry
Helen Handrigan
Rosemary Lester
Pat Osmond*
Keith Soper
Gail Wideman

*Resigned: Edna Blake (June 2017), Pat Osmond (September 2017), Suzanne Brake (November 2017)

Core Staff April 1, 2017 – March 31, 2018

Kim Clarke	Accountant
Mary Ennis	Outreach Coordinator, Information and Referral Services
Kelly Heisz	Executive Director
Elizabeth Siegel	Director, Information and Referral Services Coordinator, NLNPEA

Temporary Staff

Sharon Brown	Office Assistant
Barbara Benson	Office Assistant
Nancy Hackett	Fund Development Coordinator
Trudy Marshall	Coordinator, Resource Management, Information and Referral Services, Assistant Coordinator for (NLNPEA)
Mandy Penney	Social Work Field Placement

Peer Support Volunteers – Information and Referral Service

Julia Batten, Lorraine Best, Joanne Bremner, Ron Day,
Helen Handrigan, Yvonne Jacobs, Sharon Keough,
Meg Vis, and Pat Wright.

Office Volunteers

Bernard Agriesti, Stella Brown, Samantha Noseworthy

***A very special thank you to all our volunteers across
Newfoundland and Labrador who give of their time, expertise
and passion to make a difference in the lives of seniors!***



Board Chair's Report

On behalf of the Board of Directors of SeniorsNL, I am pleased to present this report covering the period from April 2017 to March 2018. This report highlights the work we have done and our involvement and engagement with providing information to seniors, concerned family members, community organizations, government departments and agencies, as well as concerned citizens, for the betterment of the senior population in our province.

The main purpose of our organization is to be an Information and Referral Service (I&R). We would like to thank Premier Dwight Ball, Minister Lisa Dempster, and the Department of Children, Seniors and Social Development, for providing multi-year funding, giving us secure core operation funding for the next three years. SeniorsNL is also proud of its excellent working relationship with the new Seniors' Advocate. SeniorsNL is extremely pleased of its collaboration with the federal, provincial and municipal governments, health boards and many community organizations and agencies. We look forward to long and beneficial partnerships to improve the sustainability and growth of the organization and the well-being of seniors in this province.

Our corporate sponsors are a very vital part of our financial stability. Their generosity makes it possible for us to do outreach work and enhance our programs of Peer Support and work on elder abuse in all areas of this vast province.

Over the past year we have improved and updated our website, started a Facebook Page and became active on Twitter to complement and enhance our work. This would not have been possible without the help and dedication of our local Peer Support Volunteers and our well-trained staff. We have over 100 Peer Support Volunteers all around the province helping in local communities and passing on information and resources to help their peers make more informed decisions for healthier, more active and fuller life styles

I would also like to take this opportunity to thank our very dedicated staff who have worked hard on our iCarol data system and have received certification as specialists in Information and Referral and Resource Management, making them the only individuals in our province with such certification. Also, I thank our Outreach Coordinator for informing our volunteers through workshops, presentations, and webinars. Thanks also to Kelly Heisz, our Executive Director, for her work to keep the office, Board and staff on task and being our representative in the community as the spokesperson for SeniorsNL.

My final thanks goes to our Board of Directors. Each member donates endless hours to make sure the organization continues to operate effectively. They have done yeoman service in raising funds for our non-core projects, keeping our budget in the black and making the public aware of the services we offer. To them I say thank you for your commitment, passion and support to the organization.

This has been a very fulfilling year, with all that we have achieved, and I look forward to the growth of SeniorsNL in the coming years.

Sincerely,

A handwritten signature in blue ink that reads "Janet Lilly". The signature is written in a cursive style with a long, sweeping underline.

Janet Lilly, Board Chair



Executive Director's Report

I am pleased to present this Annual Report that covers our work from April 1, 2017 to March 31, 2018. 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 well-being of older adults in Newfoundland and Labrador. To ensure our Mandate is fulfilled, we continue to:

- ✓ ensure our information and referral services remain up to date and serve those who contact us in a respectful non-judgemental way so they can make informed decisions;
- ✓ 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 one and to those we all serve.

We had a very interesting year. We launched our new website in October, thanks to funding from United Way of NL, and began our presence in social media via facebook and Twitter. We saw our volume of inquiries rise dramatically, which is no doubt as a result of concentrated promotion of our organization on radio, television and print which was fully supported by the Department of Children, Seniors and Social Development. This was a tremendous boost to profile our organization as the place to get information for seniors and those who support them. We are very appreciative of the Department's support. We can also attribute our increase in inquiries to the in-kind support from *The Telegram*, providing space in the newspaper and all the community papers to promote our service. As well, because of a the strong partnership with Saltwire(owners of *The Telegram*), the *Senior Living Supplement* debuted in October of 2017. This monthly insert is designed to be a wealth of information and resources that seniors and those that support them can use.

Our Information and Referral Services also include our outreach throughout Newfoundland and Labrador. We believe it is equally important to reach those who may not have full access to information and resources through technology, and often it is the face-to-face interaction that yields valuable knowledge and understanding of rural and remote areas. Our Community Peer Support Volunteers are a conduit through which we can bring forth information. As well, our public events serve an important aspect of our belief that utilizing every avenue and medium is important. Our organization understands that while technology does provide access to information, many seniors prefer, and some can only access, face-to-face and print mediums. We strive to ensure access to information through a variety of sources so that we leave no one behind.

Our organization has continued to participate in other groups and on committees in order to bring issues we see and hear to the forefront and to bring a senior's perspective to the table. We value our partners and collaborators and appreciate being at these tables that will positively impact seniors' quality of life and well-being in our province. We are also working closely with Dr. Suzanne Brake, the province's first Seniors' Advocate as she identifies systemic issues.

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. Our major funder, the Provincial Government, particularly the Department of Children, Seniors, and Social Development, has allowed us to strengthen our Information and Referral Services. We have been very fortunate to have support from the Community: Verafin who gave generously to support or work on financial abuse, The Gill Ratcliffe Foundation, Patton Family Foundation, Fortis and those who gave in memory of a loved one. We are very thankful for every contribution, both large and small, and you can view the full listing of them at the end of this report.

I want to thank each and every volunteer, from the Board of Directors to our fundraising volunteers, Committee volunteers, and our Community Peer Support Volunteers across our province. It is a pleasure to work with you.

Your passion, commitment, and expertise, are valuable assets that contribute to the strength of our organization.

I also want to thank the small core of staff who keep everything running and support our volunteers. You are a most valued asset to me, and it is a joy to work with you each and every day.

In closing, we are focused on providing service above our standards, listening well to those who connect with us and reaching them using all means necessary for them to make informed decisions. We welcome and appreciate any partnership opportunity to enhance services and programs for seniors and those that support them.

Sincerely,



Kelly Heisz, Executive Director

Rebranding Event
May 31, 2017
L-R: Rosemary Lester,
Board Member, Edwina
Kirkland, Board Chair, and
Hon. Sherry Gambin-
Walsh, then Minister of
Children, Seniors and
Social Development



Knowledge is power. Information is liberating...

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

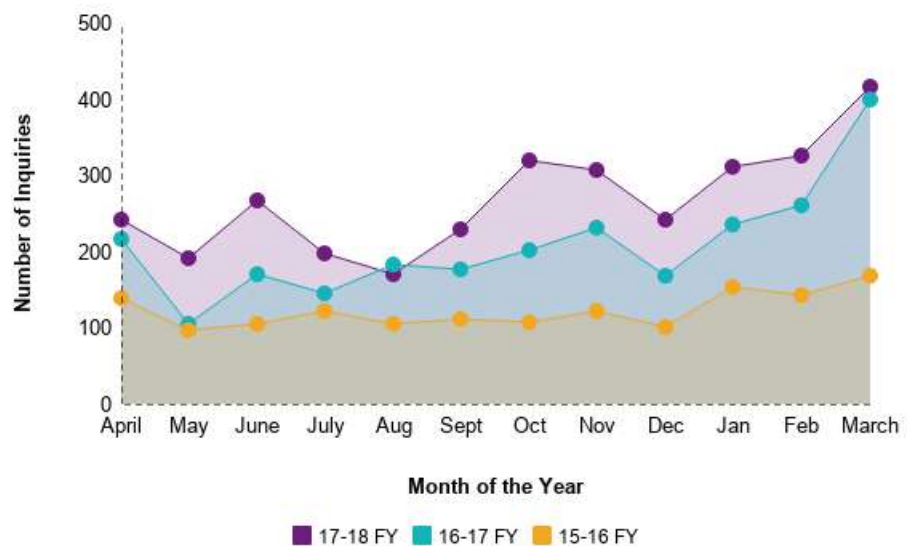
Through our Information and Referral Services, we are committed to:

- listen well and pay attention to the voices of seniors!
- provide an easy and non-judgmental way for people to connect to information and resources;
- support those who contact us to define their needs and point them to the most appropriate places to have those needs met; and
- help service providers connect their clients to additional services available from other organizations.

3203
Inquiries

29.94%
Increase From
2016-2017

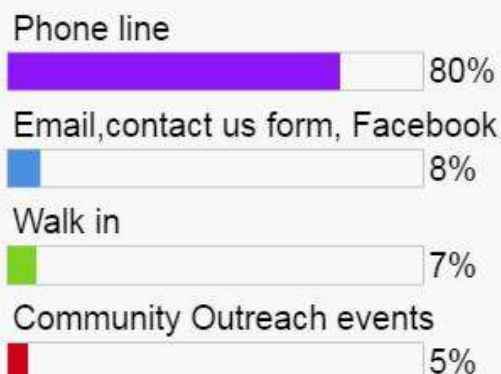
Comparison: Inquiries per Fiscal Year



People connect with us in many ways and come mostly from our province and other parts of Canada.

Connecting with us by phone is still the most popular way of accessing our service. Phone calls and walk-ins (at 88%) make up the majority, showing that people want to speak directly to a person about their need or concerns. These inquiries, for the most part, are answered by Information Line Peer Support Volunteers (PSV's).

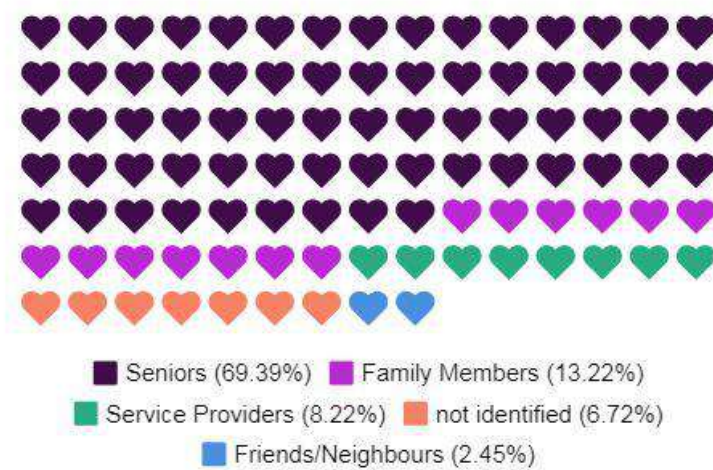
How People Connected with Us



It is no surprise that the bulk of our inquiries come from our province and that the majority of the inquiries (**69.39%**) come from seniors. However, we do see a small decline in this percentage from last year, which has been replaced by others who connect with us, in particular the number of family members (**13.22%**). We foresee this particular group reaching out to us even more in the years to come. Service providers, comprised of community and government agencies, take the number three spot (**8.22%**) in connecting with us.

The remaining groups include friends and neighbours, home support workers and people looking for phone numbers, rental space, and volunteer opportunities.

Who Connected with Us



While we received inquiries from across the province, 63% of our inquiries came from St. John's (27% of our province's 65+ population resides in St. John's). In addition, we had 48 inquiries from outside the province.

Connecting People: Our Referrals

People contact us to access programs, resources and services based on their identified need. Often we give more than one referral to seniors and those who support them. Our iCarol data system allows us to store our collection of resources, currently over 800, for referrals to services that are offered by government, public and private agencies and organizations.



Top 10 Referrals 2017-2018

1. Community Volunteer Income Tax Program (Canada Revenue Agency)
2. Community Supports Program (Eastern Health)
3. Public Legal Information Association of NL
4. Adult Protection Act (phoneline)
5. Service Canada (Government of Canada)
6. Rental Housing Program (NLHC)
7. Federal Pensions (Service Canada)
8. Non-profit housing (City of St. John's)
9. List of snowclearing businesses (not snowbusters)
10. Snowbusters

From our data we funnel the requests for information and referral into categories. The following are listed in descending order of number of inquiries.

Daily Living: accounting for **18%** of all inquirers' needs. These are specific **to enabling a senior to stay in his/her own home.**

The top ten referrals were about:

- | | |
|------------------------------|---|
| 1. Home support | 6. Footcare |
| 2. Residential snowclearing | 7. Home delivered meals |
| 3. Home maintenance | 8. Transportation to medical appointments |
| 4. Accessible transportation | 9. Home accessibility |
| 5. Emergency alert systems | 10. Yardwork |

Other subjects of daily living inquiries include in-home hairdressing, housekeeping, large item trash pickup, and accessible taxis.

Housing: accounting for **15%** of all inquirers' needs. These come from from/for seniors **who were looking for a place to live.**

Ten of our calls were from seniors in need of emergency housing to prevent homelessness.

Information and referrals falling under this category include requests for our housing lists, applications to various subsidized housing organizations and assistance with housing applications. Other housing-related inquiries included maintenance and energy efficiency and are captured under the daily living category.

Taxes: accounting for **13%** of all inquirers' needs. These are specifically related to seniors needing help with filing their taxes through the Community Volunteer Income Tax Program or who need information from the Canada Revenue Agency.

This type of inquiry is a seasonal one but is significant. Seniors on low income must file their taxes on time so that they do not lose their benefits, e.g. Guaranteed Income Supplement, drug card and the provincial seniors benefit. As well, any senior seeking subsidized housing must submit their latest income tax assessment as proof of their income in order to qualify. The Community Volunteer Income Tax Program provides a vital, free service that seniors need and appreciate.

Health: accounting for **12%** of all inquirers' needs. These include requests for information on various diseases and conditions and on how to access hearing aids, disability supports, caregiver support groups, and mental health and addictions services. **A startling finding from this category is the rise in identified needs related to Mental Health and Addictions. This year we had 53 individuals connect with us on this issue versus 11 the previous year. A whopping 381% increase!**

Leisure and Learning: accounting for **9%** of all inquirers' needs.

These were related to inquiries about recreation and social opportunities, 50+ clubs, and courses (in particular computer courses).

Financial: While many inquiries may have a financial aspect we wanted to separate the 7% of inquirers' needs **that were related to those looking for financial assistance** – for example, people needing emergency food; utility assistance; help with purchasing glasses, hearing aids and medical equipment, as well as people looking for help with debt management and finding employment. **There was a 55% increase** in seniors needing debt management services over the previous fiscal year. Of note, 21 of the calls related to seniors who needed emergency food (food banks).



Thank you for your assistance. You provided our family with more information in 5 minutes than we were able to find on our own in two weeks.-From a family member looking for information on services for her father

Other Categories of Inquirers' Needs

Government Benefits 6%

These needs were for information about provincial (eg. income support, seniors benefit) and federal benefits (eg. OAS, GIS, CPP).

Long Term Care/Personal Care Homes 6%

These needs were for information on how to start the process to enter LTC/PCH or about financial aspects (such as subsidies) or for lists of facilities.

Elder Abuse 5%

74 of these were inquiries related to a direct case of elder abuse. 59 were provided with referrals to the Adult Protection Line. In addition, we had 69 calls related to elder abuse awareness (e.g. requests for materials or presentations).

Legal inquiries 5%

These inquirers' needs were related to people looking for a lawyer or for information on matters such as wills, power of attorney and advanced healthcare directives.

Individual Issues or Systemic Concerns 2%

These inquirers' needs were related to help with individual issues or systemic concerns. Most of these inquiries were given referrals to their MHA (17), MP (10), City Councillor (8), Office of the Citizens' Representative (15) or the newly appointed Seniors' Advocate (19).

**Note: Re Seniors' Advocate referrals – This is a significant number as the Seniors Advocate just started Nov. 7, 2017.*

This year, **220 of our calls** involved a significant degree of emotional support, and we had several seniors who needed extensive support in finding housing and filling other needs (See George's Story below)

Facilitating Connections: George's* Story

While many of the inquiries to SeniorsNL involve a quick referral to a service, some need extra care to ensure a senior can access the service to which they are being referred. This was the case with George.

George was 76 and in poor health when he called SeniorsNL. In addition to having breathing problems, which were made worse by living in a damp basement apartment, he found he was becoming isolated and disconnected because he was having trouble walking up and down the stairs to his place. George was ready to move, but like many seniors, his fixed income didn't allow for many options. Furthermore, George didn't have a computer and had only a basic literacy level, so looking for a new place and filling out applications was difficult.

To ensure George would be able to find a new place to live, a Peer Support Volunteer at SeniorsNL read out the housing list to him and helped him send in applications to the places he was interested in. Although it took some time on a waiting list, George eventually was accepted into a non-profit housing unit that was accessible to his needs. Sometimes just a little support can go a long ways towards helping a senior make a connection to a service that can make a big difference in their life.

*Not his real name

Creating Change: A Partnership in Action

By listening to seniors and recording their needs and unmet needs in our database, SeniorsNL is able to help identify gaps in services and share this information with government and community agencies. These kinds of partnerships can lead to improved ways to support seniors. An example of this is the recently introduced **Turning 65 project** initiated by **Advanced Education Skills and Labour (AESL)**. From discussions with SeniorsNL and their own clients it became evident that some income support recipients were having trouble applying for and transitioning to the federal Old Age Security (OAS) program at age 65. It was recognized that it was important to encourage people to apply for their federal benefits early enough to avoid payment delays and to help them understand how their finances and responsibilities would change. For example, OAS recipients are expected to manage all their benefit money, whereas the provincial income support program sometimes pays some benefit money directly to a landlord to cover rent.

To ensure no one fell through the cracks, AESL took a proactive approach and began sending out letters to anyone on income support who has just turned 64. The letter provides information on what changes to expect as they move over to the federal system as well as providing them with contact information to connect with an AESL social worker and other agencies (such as SeniorsNL and Service Canada) to ensure a smooth transition.

SeniorsNL resources are often requested and are available on our website for download. Our most requested resources are:

- *Seniors Guide to Services and Programs in NL*
- housing lists
- *Seniors and Housing Transitions* booklets and
- *Guide for Family and Friend Caregivers*

The Staff and Volunteers Who Support Us

A big thank you goes to the nine seniors who serve as Information Line Peer Support Volunteers answering inquiries and supporting seniors with information and connections to needed services: Julia Batten, Lorraine Best, Joanne Bremner, Ron Day, Helen Handrigan, Yvonne Jacobs, Sharon Keough, Meg Vis, and Pat Wright.

These volunteers gave 1761.5 person-hours during the 2017-18 fiscal 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),^[1] **the value of this volunteer time is \$28,412.**

In addition to our Information Line Peer Support Volunteers, we rely on staff and other volunteers to research, gather, and update information and statistics. Thanks go to volunteers Bernard Agriesti, Stella Brown, Samantha Noseworthy and Mandy Penney, a Social Work student doing her last field placement with us.

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

Respectfully Submitted,



Elizabeth Siegel
Director, Information and Referral Services

Data analysis was done by Elizabeth Siegel, Mary Ennis and Kelly Heisz.

^[1] This calculation is based on the hourly rate that comparable staff would be paid and does not include benefits.

Time Spent Connecting with Seniors

During our last fiscal year, we spend **32,869 minutes** (547 hours) answering enquiries for seniors.

On average, we spent **10.26 minutes** per inquiry.

We also did **565 follow-up calls**, which involved another **78 hours** of phone support.

We frequently follow up with seniors, with their permission, to:

- Check that they received materials that we mailed or emailed,
- Ensure they managed to connect with the services we referred them to,
- Provide additional emotional support, if needed.

Website statistics from Google Analytics:

- Total Users²: 10,950
- 24% Returning Users
- 92% Users are from Canada,
- 80% from Newfoundland and Labrador
- 11 communities from this province were in the top 20: St. John's, Corner Brook, Paradise, Mount Pearl, Grand Falls-Windsor, Gander, Conception Bay South, Stephenville, Happy Valley-Goose Bay, and Labrador City.

Our SeniorsNL website replaced our old site in October and was funded by United Way of NL. Our website dedicated to our NL Network for the Prevention of Elder Abuse (NLNPEA) will be merged to our main site in the fall of 2018.



United Way
Newfoundland
and Labrador

²A User is defined by Goggle Analytics as a visitor that visits a website one or more times during a specific time period but is only counted once.

Collaborations/Committees

Our organization continues to participate with other groups and on committees in order to bring issues we see and hear to the forefront and to bring a senior's perspective to the table.

- Canadian Network for the Prevention of Elder Abuse (CNPEA) Board Member and Policy sub-committee
- Eastern Health's Patient Experience: Senior Friendly Task Force (SFTF) and on Senior Friendly Education working group
- Meeting with Dept.of Health and Community Services on Advance Health Care Planning project to increase uptake of this legal document
- Meetings with Suzanne Brake, Seniors' Advocate
- Member, CHHA-NL's "Here to Hear" – a seniors' project whose aim is to encourage hearing health among our aging population
- Member, Food First NL Project Advisory Committee on *SCOFF: Seniors' Celebration of Food and Film*: a series of eight videos depicting seniors from across the province working on different aspects of food growth, preparation and preserving.
- Member, Provincial Services Team of *Towards Recovery: Mental Health & Addictions Strategy*
- MUN Research Exchange Group on Aging
- MUN Research Exchange Group on Oral Health
- MUN Research Exchange Group on Service Learning & Community Engagement
- NL Regional Advisory Board (RAB) Homelessness Partnering Strategy Rural and Remote Newfoundland and Labrador (Chairperson and on Funding Application Review Committee)
- Provincial Home Support Advisory Committee
- Member, Advisory Committee, Home to Stay Project, Stella's Circle

SeniorsNL 2017-2018

Outreach and Community Peer Support Volunteers (CPSVs)



2017-18 was an awesome year! Through our Outreach and World Elder Abuse Awareness Day activities, SeniorsNL reached 81 communities across the province and distributed over 50,700 pieces of print information to 16,501 individuals. Please look through the next few pages that highlight outreach activities across the province.

Our partnerships continue to strengthen and new ones to develop, and we are grateful to all of them for their involvement and expertise. The success of SeniorsNL Outreach services during 2017-18 was bolstered by the generosity of Eastern Health who provided funding for us to convene a series of public meetings in the Eastern Health Region.



Funding from Bell's *Let's Talk* program enabled us to train volunteers from the four Health Regions on maintaining mental health and guarding against mental illness, helping them support their peers to connect to appropriate resources and information.

MUN School of Nursing once again had a team of students work with SeniorsNL to develop a resource tool during Fall 2017 - a guide for healthcare providers on effectively communicating with older adults. The tool consists of interventions to prevent miscommunication of information by health care professionals and to facilitate higher quality understanding of medication information by seniors. Thanks to Megan, Brittany and Chelsea for all their work.

2017-18 saw the introduction of *Senior Living*, an eight-page insert to *The Telegram* and community papers across the province. I am delighted to have the opportunity to highlight a SeniorsNL Peer Support Volunteer in each edition, and I am particularly grateful to those Community and Information Line Peer Support Volunteers who have stepped up to the plate, allowing me to highlight them. Thanks to each of you, as well as to all your peers across the province who help SeniorsNL keep older adults in

their communities informed about programs, services and activities, thus enabling them to make informed decisions about matters of importance.

To keep abreast of current and emerging issues, SeniorsNL implemented a survey component to its outreach work during 2017-18. At the start of each public session, participants were invited to anonymously complete a survey on different topics and return it to us for compilation and analysis. We were able survey 320 older adults over the fiscal year and from this we found there were four questions that give us cause for concern (see page 21).

On a closing note, thank you to staff, office volunteers and partners for lending me your expertise and time during 2017-18. I don't know what I'd do without all of you. I would like, as well, to extend a special thanks to the NL 50+ Federation and the many local 50+ club members who contribute so much to keeping older adults active and informed. Thank you, also, to those partners who so graciously gave their time and expertise to present during our public meetings and workshops. Through your efforts, seniors learned more about the services and programs your agencies and organizations have available for them. I treasure your partnership.



Respectfully submitted:
Mary Ennis, Outreach Coordinator
Information and Referral



Public meeting in Heart's Delight-Islington, December 7, 2017

Survey Raises Concerns

320 older adults were surveyed as part of our outreach opportunities across the province in order to capture aspects of life that impact seniors.

There were four questions that have alarming results that we are taking a closer look at how to determine they might be addressed.

Support

15.3% Did not have or did not know if they have someone to help them if they have a short term illness.

Getting Out and About

27.3% Would not or do not know if they would be able to get to places they need to go if they could not drive anymore.

Legal Documents

30.0% Did not have any of these documents: Will, Power of Attorney, Enduring Power of Attorney or Advance Health Care Directive

Finance

42.0% Reported being somewhat to very concerned about their finances.

Worth Noting: The top 4 ways, in order, people hear about us are:

1. Previous caller
2. General Knowledge
3. Friend/Acquaintance
4. Community presentation/event



**Pasadena
WEAAD event,
June 18, 2018**

Outreach 2017-2018

62

Public Opportunities

3,357

Participants

**Below is a sample of our public outreach opportunities
(not all are listed)**

- 50+ Federation of NL Convention, Gander
- Pentecostal Assemblies of NL annual Seniors Retreat, Lewisporte
- Public meetings in Gander, South Brook, Robert's Arm, Trepassey, Lamaline, Rushoon, Terrenceville, Brigus, Heart's Delight-Islington
- Workshops in St. John's on elder abuse facilitated by Margaret MacPherson, Western University Centre for Research & Education on Violence Against Women & Children
- Information booths during seniors' and age-friendly events in St. John's, Conception Bay South, Paradise
- Elder Abuse presentations and discussions in Holyrood, Gaskiers, MUN School of Nursing
- Seniors and Mental Health presentations in Witless Bay and Placentia
- Webinars on the Right of Seniors to Live at Risk, and on Canada Revenue Agency programs and services
- Seniors and Sexual Health presentation to the NL Public Service Pensioners Association (NLPSPA) annual conference
- Booth at the Geriatric Psychiatry Education Day, St. John's

2017- 2018 Provincial Reach

NOTE: This list of 83 communities reached during this fiscal year may not include all those from which participants at the 50+ Federation Convention, the Pentecostal Assemblies Seniors' Retreat and the World Elder Abuse Awareness Day (WEAAD) events come.

- | | | |
|--------------------|--------------------|-------------------|
| ➤ Aquaforte | ➤ Goose Cove | ➤ Paradise |
| ➤ Bay Roberts | ➤ Grand Bank | ➤ Pasadena |
| ➤ Benoit's Cove | ➤ Grand Falls - | ➤ Placentia |
| ➤ Black Duck Brook | Windsor | ➤ Pollard's Point |
| ➤ Bonavista | ➤ Green's Harbour | ➤ Port Au Port |
| ➤ Brigus | ➤ Happy Valley- | ➤ Port Saunders |
| ➤ Cape Broyle | Goose Bay | ➤ Postville |
| ➤ Cape St. George | ➤ Harbour Breton | ➤ Pouch Cove |
| ➤ Carbonear | ➤ Harbour Grace | ➤ Robert's Arm |
| ➤ Carmenville | ➤ Heart's Deight- | ➤ Renews |
| ➤ Cartwright | Islington | ➤ Rigolet |
| ➤ Cavendish | ➤ Hillsvie | ➤ Rushoon |
| ➤ Charlottetown | ➤ Hopedale | ➤ South Brook |
| ➤ Clarenville | ➤ Horwood | ➤ Spaniard's Bay |
| ➤ Coley's Point | ➤ Irishtown- | ➤ Springdale |
| ➤ Conception | Summerside | ➤ St. Anthony |
| Harbour | ➤ Kippens | ➤ St. George's |
| ➤ Corner Brook | ➤ L'anse Au Loup | ➤ St. John's |
| ➤ Deep Bight | ➤ Labrador City- | ➤ St. Lunaire- |
| ➤ Deer Lake | Wabush | Griquet |
| ➤ Embree | ➤ Lamaline | ➤ St. Shotts |
| ➤ Flatrock | ➤ Lewisporte | ➤ Steady Brook |
| ➤ Forteau | ➤ Lourdes | ➤ Stephenville |
| ➤ Fortune | ➤ Makkovik | ➤ Terrenceville |
| ➤ Gallants | ➤ Mary's Harbour | ➤ Torbay |
| ➤ Gambo | ➤ Marystown | ➤ Trepassey |
| ➤ Gander | ➤ Marysvale | ➤ Twillingate |
| ➤ Georgetown | ➤ Mount Pearl | ➤ Whitbourne |
| ➤ Glovertown | ➤ Nain | ➤ Whiteway |
| | ➤ North West River | ➤ Witless Bay |
| | ➤ Notre Dame | |
| | Junction | |

Outreach: Information Distribution FY 2017-18

50,749 print resources were distributed via SeniorsNL presentations/information booths as well as given, upon request, to our Community Peer Support Volunteers and Partners across the province for other public events.

57.9% of materials went to areas outside of the Eastern Health Region.

Top 12 Documents*

Distributed

World Elder Abuse Awareness Day placemats	12,299
SeniorsNL Brochures	8,423
SeniorsNL Elder Abuse Brochures	4,161
Peer Support Volunteer Brochures	3,562
NLNPEA Brochures	2,890
Medication Safety Tips	2,428
Paid Family Caregiver Information	1,948
Visits with Health Professionals	1,632
Canada's Food Guide – 2 pager	1,528
Home Energy Savings Plan	981
Making Sense of Medication	713
Best Sex in Years: Sex over 50	698

** This does not include 3,282 SeniorsNL fridge magnets.*



Public meeting in Brigus, October 30, 2017

The Newfoundland and Labrador Network for The Prevention of Elder Abuse (NLNPEA) is an integral part of SeniorNL's efforts to create awareness and take action on elder abuse. This Network currently has 350 individual members and 60 organizational members (government agencies, community groups and businesses).

We continued to expand our outreach efforts to inform and educate seniors and those who support them by:

- ✓ Increasing the potential audience for elder abuse awareness presentations. Seniors in rural areas may be more likely to attend a "senior information day event" than to go to a stand-alone elder abuse presentation. There is still stigma attached to elder abuse.
- ✓ Empowering seniors through an increased awareness of their rights (legal, financial, and social). Elder abuse is a complex issue. Prevention and response require a many-sided approach.
- ✓ Expanding seniors' knowledge and skills towards better health and an increased ability to prevent and/or respond to abuse (legal documents, available resources, who to call for help and information).

This fiscal year, the concentration was on capacity building opportunities for NLNPEA members as well as interested partners and facilitating community events to commemorate World Elder Abuse Awareness Day (June 15) .

In April 2017, with funding from the Federal Department of Justice, SeniorsNL hosted a workshop and train the trainer session called *"YOU Power. It's Not Right! Neighbours, Friends and Family for Older Adults"*. This opportunity allowed participants to learn valuable skills from

Margaret MacPherson, project lead on It's Not Right! Neighbours, Friends & Families for Older Adults program. She is a Research Associate with the Centre for Research and Education on Violence Against Women and Children at Western University in London, Ontario. This workshop builds capacity for service providers and those who support older adults in how to identify abuse and help older adults at risk.



Thanks to Verafin's financial support, preparation for World Elder Abuse Awareness Day (WEAAD) on June 15 began as early as the previous fiscal year in order to maximize provincial participation on the Day. Our outreach focus was on to NLNPEA members and Community Peer Support Volunteers to raise awareness about financial abuse. This was supported by twelve \$200 grants for events. As well, specially designed paper placemats were produced for distribution to anyone wishing to use them in their facilities, restaurants, events, etc. Please see the following pages for the locations of events. A big thank you goes to Verafin, as without Verafin's support, these events and the observance of WEAAD would not have been as wide-spread.



Melgignat M'Kmaq Women's Group WEAAD event, June 21, 2017

To highlight WEAAD(World Elder Abuse Awareness Day) (June 15) we provided twelve grants of \$200 to groups throughout the province to hold WEAAD events and created 13,000 placemats as a promotional item. This made possible through the generosity of Verafin. 12, 229 WEAAD Placemats were distributed to groups in the following communities who observed WEAAD in one way or the other(including the financially sponsored events) . Other materials included our elder abuse brochure and SeniorsNL main brochure.

- | | |
|----------------------------------|------------------------------|
| ➤ Benoit's Cove | ➤ Marystown |
| ➤ Carmanville | ➤ Marysvale |
| ➤ Cartwright | ➤ Mount Pearl |
| ➤ Clareville | ➤ Pasadena |
| ➤ Corner Brook | ➤ Placentia |
| ➤ Deer Lake | ➤ Port Au Port |
| ➤ Gambo | ➤ Port Saunders |
| ➤ Gander | ➤ Postville |
| ➤ Grand Falls-Windsor | ➤ Robert's Arm |
| ➤ Happy Valley -Goose Bay | ➤ Springdale |
| ➤ Harbour Breton | ➤ St. Anthony |
| ➤ Harbour Grace | ➤ St. George's |
| ➤ Irishtown-Summerside | ➤ St. John's |
| ➤ Kippens | ➤ St. Lunaire-Griquet |
| ➤ Labrador City | ➤ Steady Brook |
| ➤ Lamaline | ➤ Stephenville |
| ➤ L'Anse Au Loup | ➤ Trepassey |
| | ➤ Witless Bay |

In March, we offered one of our most widely attended webinars and public events titled “The Right for Seniors to Live at Risk”. Topics discussed at both a public meeting and a webinar included: paternalism, ageism, self check on values and beliefs, senior’s perspective, case study, and working with seniors and NOT taking over for them. The presenters were Henry Kielley, Acting Director, Aging and Seniors Division, Department of

Children, Seniors and Social Development, Government of NL; and Cassandra Holloway, Adult Protection Coordinator, Central Health, NL. Between both the public event and the webinar, over 300 people participated, the vast majority being service providers. Post-event survey results revealed that webinars on capacity and seniors rights would be most welcome.

Respectfully Submitted



Trudy Marshall, NLNPEA Assistant Coordinator
Elizabeth Siegel, Coordinator



**Public Session on the
“Right for Seniors to Live at Risk” March 1, 2018**

FINANCE REPORT

For the year ended March 31, 2018, the Seniors Resource Centre Association of Newfoundland and Labrador Inc.(SeniorsNL) operations resulted in a surplus of \$46,744 compared to a surplus of \$59,309 for the year ended March 31, 2017.

Revenue for 2017/18 was \$502,043 compared to \$570,253 recorded in the previous year. Grants, fundraising and donations fluctuate from year to year depending on projects undertaken by SeniorsNL. During this past year expenditures were \$455,299 compared to \$510,944 in 2016/17.

In April 2018, the Provincial Government committed to implementing a strategic one-window, multi-year approach to community grant funding. Multi-year funding will deliver funding for three years. SeniorsNL was one of the twenty-two community groups selected to participate in Phase One. For SeniorsNL this reduces the reliance on unpredictable funding and securing our sustainability. SeniorsNL will continue to expand the reach of the information and referral services across the province.

The funding received from the province, however, is dedicated to our Information and Referral Service. The continuation of our Outreach Program and other services that complement the Information and Referral Service is funded entirely through other grants, donations and fundraising. As part of this, the SeniorsNL Board of Directors monitors the financial situation of the organization very closely. It 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.

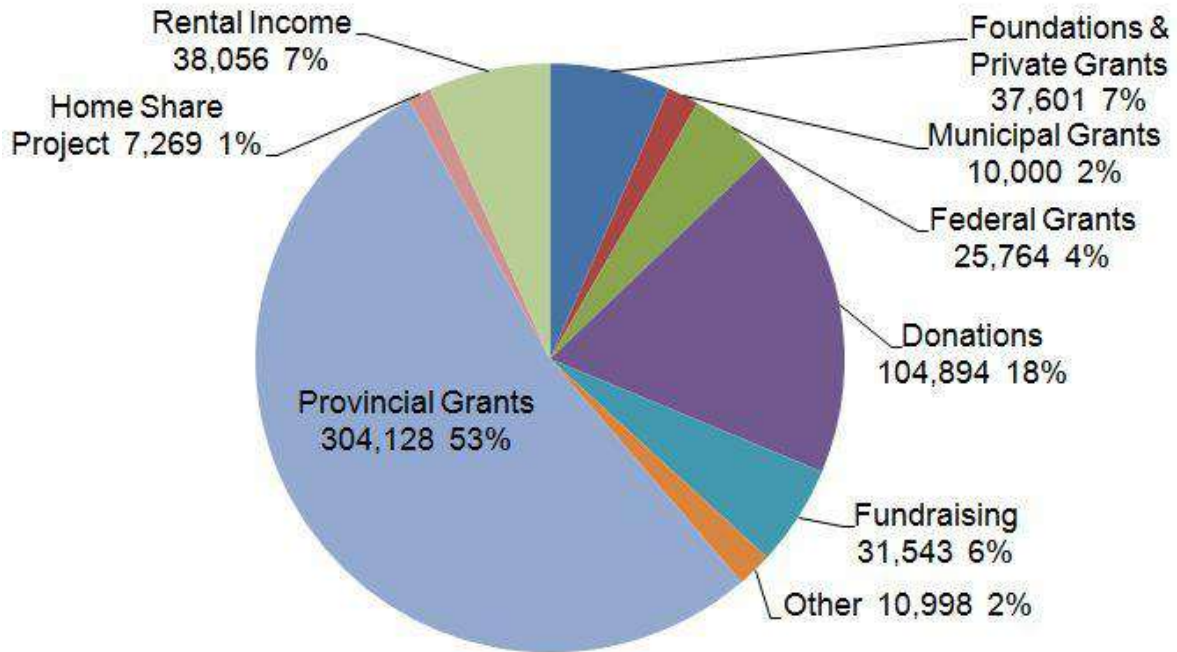
As Treasurer of the SeniorsNL Board of Directors, I present to you our Audited Financial statements located in Appendix A (page #39).

Respectfully Submitted,

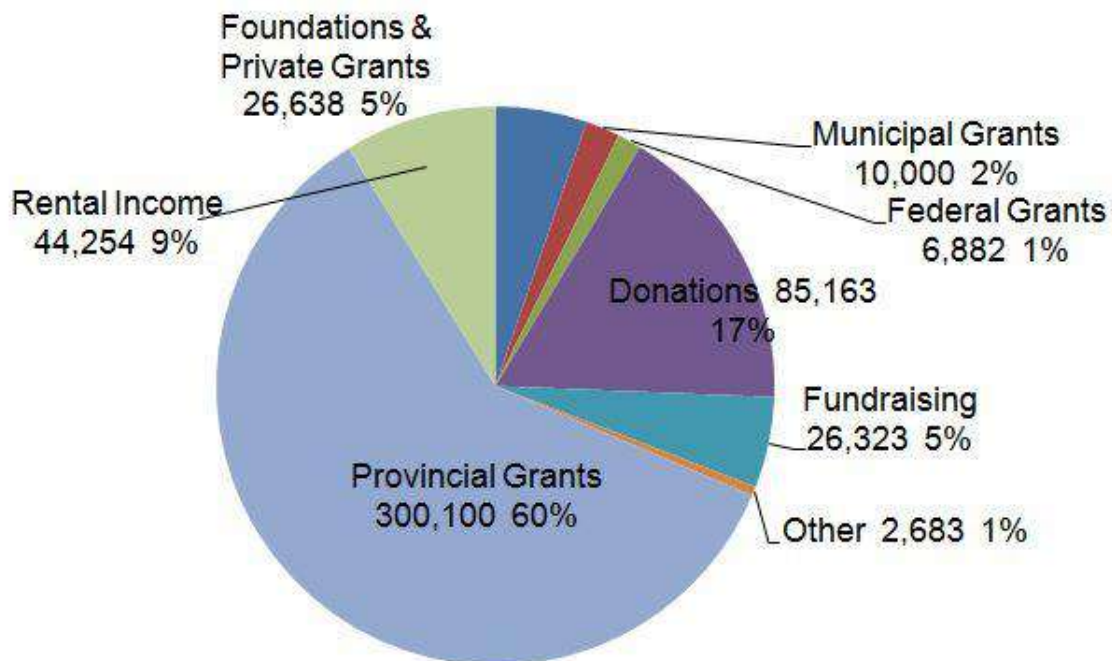


Fern Mitchelmore, Treasurer

Revenue 2016/2017 \$570,253



Revenue 2017/2018 \$502,043



SeniorsNL Committees 2017-2018

Executive Committee

Chair.....	Jan Lilly
Past Chair.....	Edwina Kirkland
Treasurer.....	Fern Mitchelmore
Secretary.....	Anne Morris
Member.....	Edna Blake
Executive Director.....	Kelly Heisz

Finance Committee

Chair.....	Fern Mitchelmore
Members.....	Edwina Kirkland
	Jan Lilly
	Rosemary Lester
	Frank Fry
	Helena Fizzard
Executive Director.....	Kelly Heisz

Nominations Committee

Chair.....	Jan Lilly
Members.....	Edwina Kirkland
	Anne Morris

Advocacy Committee (Dissolved October 2017- now working in collaboration with Seniors' Advocate)

Chair.....	Rosemary Lester
Members.....	Pat Wright
	Colleen Hanrahan
	Kathleen Stevens
	Barry Fleming
Ex-Officio, Citizens' Representative.....	
Ex-Officio, Senior Investigator, Office of the Citizens' Representative.....	Sharon Samson
Ex-Officio, Investigator, Office of the Citizens' Representative.....	Michele LeDévéhat
Director, Information and Referral Services, SeniorsNL..	Elizabeth Siegel
Executive Director, SeniorsNL.....	Kelly Heisz

Donor Relations Committee

Chair.....	Frank Fry
Board members.....	Jan Lilly
	Chris Facey
	Helena Fizzard
Executive Director.....	Kelly Heisz

Special Events/Auction Committee

Co-Chairs.....	Keith Soper
	Chris Facey
Coordinator.....	Nancy Hackett
Members.....	Reg Gabriel
	Debbie Forward
	Veeresh Gadag
Accountant.....	Kim Clarke
Executive Director.....	Kelly Heisz

Human Resources Committee

Chair.....	Helen Handrigan
Board Member.....	Rosemary Lester
Members.....	Pat Wright
	Susan Hounsell
Executive Director.....	Kelly Heisz

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

Chair.....	Rosemary Lester
Board Member.....	Anne Morris
Central Regional Health Authority.....	Karen Paddle/ Cassandra Holloway
Eastern Health Long Term Care Association.....	Ralph Stanley
Eastern Regional Health Authority.....	Terry Mahon/Amy Green/Melissa Tremblett

Labrador Grenfell Health Authority.....	Marina Brett
Twin Cities 50+ Club.....	Noreen Careen
Multicultural Women's Organization of NL.....	Yamuna Kutty/ Kaberi Sarma- Debnath
Newfoundland Aboriginal Women's Network.....	Mary White
Public Legal Information Association of NL (PLIAN).....	Kevin O'Shea/Sarah McHugh-Wade
Royal Canadian Mounted Police (RCMP).....	Sgt. Patricia Reid
Royal Newfoundland Constabulary.....	Cst. Jason Coombs
Western Regional Health Authority.....	Doreen Burry/ Lori Ryan
Outreach Coordinator, Information and Referral Services, SeniorsNL.....	Mary Ennis
SeniorsNL Peer Support Volunteer.....	Lorraine Best
Coordinator, NLNPEA.....	Elizabeth Siegel
Assistant Coordinator, NLNPEA	Trudy Marshall
Executive Director.....	Kelly Heisz
Ad Hoc Committee on Provincial Home Support	
Chair.....	Kelly Heisz
Outreach Coordinator, Information and Referral Services.....	Mary Ennis
Community Peer Support Volunteer – Labrador West....	Noreen Careen
Community Peer Support Volunteer – Labrador North...	Annie Evans
Community Peer Support Volunteer – Labrador South...	Judy Pardy
Community Peer Support Volunteer – Western.....	Gerine Collingwood
Peer Support Volunteer, Information and Referral Services.....	Yvonne Jacobs
Central Region Representative (from former Caregivers Out of Isolation)	Margaret Manuel

Major Funders, Donors, and Contributors 2017-2018

- Bell Aliant (Let's Talk)
- Canada Bread
- City of St. John's
- Congregation of the Sisters of Mercy
- ESDC(Government of Canada)
- Exxon Mobile Canada Ltd.
- Facey Financial
- Fortis Inc.
- Fresh Daily Bakery Ltd.
- Gill Ratcliffe Foundation
- Government of Newfoundland Labrador
- Hindu Temple (St. John's)
- Jeep Girls NL & Crawl the Rock Jeep
- Jiffy Cabs
- Lilly, Jan
- Patten Family Foundation
- Responsible Sharing Committee
- St. John's Kiwanis Recreation Association
- The O'Neill Foundation Inc.
- VERAFIN Inc.

Other Funders, Donors and Contributors 2017-2108

- | | |
|--------------------------------------|---|
| ➤ A Harvey & Company Ltd. | ➤ Marshall, Joan |
| ➤ Agriesti, Bernard J. | ➤ Marshall, Trudy |
| ➤ Air-Tite Sheet Metal Limited | ➤ Martha's Company Limited |
| ➤ Antle, Paul | ➤ Memorial University |
| ➤ Apex Construction Specialties Inc. | Pensioners Assoc. |
| ➤ Bauline to Bay Bulls 50+ Club Inc. | ➤ Newfound Resources Limited |
| ➤ Bird Heavy Civil Ltd. | ➤ Newfoundland & Labrador Nurses Union |
| ➤ Boudreau, Doreen | ➤ Newfoundland and Labrador Building & Construction |

- Brown & Way Surveys
- Cantus Vocum Chamber Choir Inc.
- Carnell's Funeral Home Ltd.
- City Sand & Gravel Limited
- Collision Clinic
- Colonial Adjusting & Appraisal Services
- Curtis, Dawe
- Deering, Jessica
- Dignified Living
- Discoveries Unlimited Inc.
- Dr. Ian J. Henderson
- Dutton, Rebecca
- Eastern Audio Limited
- Employees Reaching Out Assoc.
- Evans, Marjorie
- Executive Coffee Services Ltd.
- Facey, Christopher H. W.
- Fitzgerald, George
- Fong, Barbara
- For Your Independence Home & Safety Ltd.
- Galway, Leslie
- H.J. Bartlett Electric Inc.
- Halleran & Halleran Inc.
- Hallett, Thomas
- Independent Order of Oddfellows
- Ivany, Linda A.
- JSM Electrical LTD.
- Keough, Erin M.
- King, Francis
- King, Richard
- Trades Council
- NL Association of Optometrists
- NLCU Charitable Foundation Corp.
- Noseworthy - Chapman
- Ocean Choice International
- Oliver Orthodontics
- O'Shea, Patrick & Madonna
- Osmond Patricia
- Patel Medical Centre
- Patten, Susan H.
- PBA Industrial Supplies LTD.
- Penney Group Inc.
- Perlin, John Crosbie CM.,C.V.O.
- Pike, Philip
- Pope, Renee
- Posie Row Inc.
- Puddister Shipping Limited
- Quinlan & Taylor Services
- R.S. Rogers (1980) Limited
- Reardon Construction
- Redwood Construction Ltd.
- RNC Cadet Class
- Scampers 1984 Ltd.
- Smith Stockley Limited
- St. Marks Anglican Church Discretionary Fund
- Superior Wood Working
- Thorne, Lily
- Turpin, Ellen E. or Capt.Charles Anonsen
- Twin Cities50 Plus Seniors
- United Brotherhood Of Carpenters

- Knights of Columbus # 7786
- Knights of Columbus Council 6638
- Lawrence, Donna
- LeMessurier, June G.
- Mandeville, Richard
- United Way of NL
- W.J. Caul Funeral Home Ltd.
- Waterford Hospital Lions Club
- WorkplaceNL Social Club
- Manojlovich, Mary

**Crawl the Rock Jeep & Jeep Girls NL present a
\$4,000 cheque to SeniorsNL June 2017**



Thanks to all our Donors and Sponsors for Auction 2017

- Best, Lorraine
- Best, Steve
- Boobie Trap
- Boudreau, Doreen
- Brewery Lane
- Browning-Harvey
- Butler's Quality Contracting Inc.
- By d' Bay Cabins
- Cdn Home Builders Assn. NL
- City Honda
- Collision Clinic
- Comfort Inn
- Conway, David
- Cougar Helicopters
- Cowan's Optical
- Creative Book Publishing
- Deloitte
- Dominion Recycling Limited
- Dr. Ian Henderson
- Dr. Patrick O'Shea
- Dr. Richard Mandeville
- Eastern Audio
- EMCO
- Facey Financial
- Facey, Chris
- Fairfield Inn & Suites
- Fizzard, Helena
- Flanker Press
- Forward, Debbie
- Fry, Frank & Mollie
- Gabriel, Reginald
- Glendenning Golf Club
- Harris, Joanne & Peter
- Hollett, Nancy
- House, Mervyn
- Iceberg Quest
- Investors Group
- Janes & Noseworthy
- Johnsons
- Kelly's Custom Home Entertainment
- Kirkland, Edwina & Jerry
- Pinnacle Office Solutions
- Podiatry Associates
- Pollards Massage
- Portobellos
- Prima Information Solutions
- Provincial Air Lines
- Public Service Credit Union
- Quidi Vidi Brewery
- R&R Homes
- Saltwire Network Inc.
- Sparks, Ian
- Superior Wood Working
- Terra Nova Golf Resort
- Tickle Kids Productions
- Triware Technologies
- Unicorn Promotions
- VALE Inc.
- Vivian, John
- Wideman, Gail

Appendix A

Audited Financial Statements

SENIORS RESOURCE CENTRE ASSOCIATION OF NEWFOUNDLAND & LABRADOR INC.

Financial Statements

Year Ended March 31, 2018

SENIORS RESOURCE CENTRE ASSOCIATION OF NEWFOUNDLAND & LABRADOR INC.

Index to Financial Statements

Year Ended March 31, 2018

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INDEPENDENT AUDITOR'S REPORT	1
FINANCIAL STATEMENTS	
Statement of Financial Position	2
Statement of Revenues and Expenditures	3
Statement of Changes in Net Assets	4
Statement of Cash Flow	5
Notes to Financial Statements	6 - 9

INDEPENDENT AUDITOR'S REPORT

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, 2018 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, Seniors Resource Centre Association of Newfoundland & Labrador Inc. derives revenue from fundraising activities the completeness of which is not susceptible to satisfactory audit verification. Accordingly, verification of these revenues was limited to the amounts recorded in the records of Seniors Resource Centre Association of Newfoundland & Labrador Inc. Therefore, I was not able to determine whether any adjustments might be necessary to fundraising revenue, excess of revenues over expenses, and cash flows from operations for the year ended March 31, 2018, current assets and net assets as at March 31, 2018.

Qualified Opinion

In my opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion 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, 2018 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
August 24, 2018


Brian T. Scammell Professional Corporation
Chartered Professional Accountant

SENIORS RESOURCE CENTRE ASSOCIATION OF NEWFOUNDLAND & LABRADOR INC.

Statement of Financial Position

March 31, 2018

	2018	2017
ASSETS		
CURRENT		
Cash	\$ 128,397	\$ 173,862
Term deposits <i>(Note 3)</i>	35,282	10,226
Accounts receivable	841	3,050
Harmonized sales tax recoverable	3,551	6,136
Prepaid expenses	3,056	2,739
	171,127	196,013
CAPITAL ASSETS <i>(Note 4)</i>	10,389	13,197
TERM DEPOSIT BEARING MINIMUM INTEREST OF 1.6%, MATURING DECEMBER 2019	25,000	-
	\$ 206,516	\$ 209,210
LIABILITIES AND NET ASSETS		
CURRENT		
Accounts payable and accrued liabilities	\$ 10,538	\$ 23,879
Deferred revenue <i>(Note 5)</i>	33,660	66,998
	44,198	90,877
DEFERRED CAPITAL GRANT	9,997	12,756
	54,195	103,633
NET ASSETS		
General fund	102,616	73,136
Invested in capital assets	391	441
Internally restricted funds <i>(Note 6)</i>	49,314	32,000
	152,321	105,577
	\$ 206,516	\$ 209,210

LEASE COMMITMENTS *(Note 8)*

ON BEHALF OF THE BOARD

_____*Director*

_____*Director*

SENIORS RESOURCE CENTRE ASSOCIATION OF NEWFOUNDLAND & LABRADOR INC.**Statement of Revenues and Expenditures****Year Ended March 31, 2018**

	2018	2017
REVENUES		
Government and other grants	\$ 340,861	\$ 374,606
Donations	85,163	104,894
Rent	44,254	38,056
Fundraising	26,323	31,543
Amortization of deferred capital grants	2,759	2,819
Miscellaneous	2,627	10,998
Interest	56	68
Home Share program	-	7,269
	502,043	570,253
EXPENSES		
Salaries and wages	235,883	247,736
Rental	85,692	79,986
Travel and transportation	22,379	30,830
Meetings	17,334	19,131
Advertising and promotion	14,403	10,929
Printing and publications	12,218	5,012
Office	8,830	6,299
Photocopier	7,721	6,494
Internet/ web page	7,075	42,418
Program materials	6,397	7,645
Professional fees	6,230	21,151
Postage	5,582	6,802
Insurance	5,499	5,475
Fundraising activities	5,201	1,530
Telephone	4,895	6,050
Amortization	3,340	3,217
Interest and bank charges	2,609	2,696
Miscellaneous	1,721	5,913
Commissions	1,206	955
Memberships	499	645
Training and professional development	405	30
Equipment	180	-
	455,299	510,944
EXCESS OF REVENUES OVER EXPENSES	\$ 46,744	\$ 59,309

SENIORS RESOURCE CENTRE ASSOCIATION OF NEWFOUNDLAND & LABRADOR INC.

Statement of Changes in Net Assets

Year Ended March 31, 2018

	General Fund	Invested in Capital Assets	Internally Restricted Funds	2018	2017
NET ASSETS - BEGINNING OF YEAR	\$ 73,136	\$ 441	\$ 32,000	\$ 105,577	\$ 46,268
Excess of revenues over expenses (expenses over revenue)	46,744	-	-	46,744	59,309
Amortization of deferred capital grants	(2,759)	2,759	-	-	
Amortization	3,340	(3,340)	-	-	
Acquisition of equipment	(531)	531	-	-	-
Transfer from internally restricted funds	9,770	-	(9,770)	-	-
Transfer to internally restricted funds <i>(Note 6)</i>	(27,084)	-	27,084	-	-
NET ASSETS - END OF YEAR	\$ 102,616	\$ 391	\$ 49,314	\$ 152,321	\$ 105,577

SENIORS RESOURCE CENTRE ASSOCIATION OF NEWFOUNDLAND & LABRADOR INC.

**Statement of Cash Flow
Year Ended March 31, 2018**

	2018	2017
OPERATING ACTIVITIES		
Excess of revenues over expenses	\$ 46,744	\$ 59,309
Items not affecting cash:		
Amortization of capital assets	3,340	3,217
Amortization of deferred capital grants	(2,759)	(2,819)
	47,325	59,707
Changes in non-cash working capital:		
Accounts receivable	2,209	(3,050)
Accounts payable and accrued liabilities	(13,342)	(58,648)
Deferred income	(33,338)	(27,447)
Prepaid expenses	(317)	538
Harmonized sales tax payable	2,585	(1,298)
	(42,203)	(89,905)
Cash flow from (used by) operating activities	5,122	(30,198)
INVESTING ACTIVITIES		
Purchase of capital assets	(531)	(8,610)
Term deposits	(50,056)	(66)
Cash flow used by investing activities	(50,587)	(8,676)
FINANCING ACTIVITY		
Deferred capital grant	-	8,610
DECREASE IN CASH FLOW	(45,465)	(30,264)
Cash - beginning of year	173,862	204,126
CASH - END OF YEAR	\$ 128,397	\$ 173,862
CASH FLOW SUPPLEMENTARY INFORMATION		
Interest received	\$ -	\$ -
Interest paid	\$ 2,609	\$ 2,696
Income taxes paid	\$ -	\$ -

Notes to Financial Statements

Year Ended March 31, 2018

1. DESCRIPTION OF BUSINESS

The Seniors Resource Centre Association of Newfoundland and Labrador Inc. (the "Centre" or "Organization") 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.

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 (ASNFPPO).

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.

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.

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.

(continues)

Notes to Financial Statements

Year Ended March 31, 2018

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

Income tax

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

3. TERM DEPOSITS

	2018	2017
Term deposit bearing interest at 0.55% maturing October 2018	\$ 10,282	\$ 10,226
Term deposit bearing interest at 2.4% maturing December 2018	25,000	-
	\$ 35,282	\$ 10,226

4. CAPITAL ASSETS

	Cost	Accumulated amortization	2018 Net book value	2017 Net book value
Equipment	\$ 5,338	\$ 4,705	\$ 633	\$ 462
Computer equipment	38,744	34,343	4,401	6,343
Furniture and fixtures	8,540	3,185	5,355	6,392
	\$ 52,622	\$ 42,233	\$ 10,389	\$ 13,197

Notes to Financial Statements

Year Ended March 31, 2018

5. DEFERRED REVENUE

Some of 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:

	2018	2017
Deferred -City St. John's-Operating	\$ 8,000	\$ 10,001
Deferred - New Horizons - Equipment	7,215	-
Deferred - Outreach	6,556	23,646
Deferred - Eastern Health	5,912	9,050
Deferred - Verafin (Outreach)	3,874	-
Deferred - Auction	2,103	-
Deferred- Bell Aliant-Let's Talk	-	15,000
Deferred - EA - ESDC	-	4,988
Deferred- "Moving" Donations	-	1,788
Deferred-EA- Ins Bureau Canada	-	1,500
Deferred - U. Way - Website Upgrade	-	1,025
	\$ 33,660	\$ 66,998

6. INTERNALLY RESTRICTED FUNDS

Internally earnings have been restricted to fund specific projects in the coming years.

	2018	2017
Internally restricted earnings- Outreach	\$ 27,084	\$ -
Internally restricted earnings- Communications	22,230	32,000
	\$ 49,314	\$ 32,000

During the year, the Board of Directors designated funds of \$27,084 for the Outreach Project Fund. \$9,770 was charged to the internally restricted Communications Fund and credited to the General Fund to offset expenditures during the year.

7. 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, 2018.

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.

(continues)

Notes to Financial Statements

Year Ended March 31, 2018

7. FINANCIAL INSTRUMENTS (continued)***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. The Organization manages liquidity risk by monitoring its cash flows and ensuring that it has sufficient cash available to meet its obligations.

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.

8. 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, 2018, are as follows, net of reimbursement for sublet premises.

2019	\$	53,400
2020		45,980
2021		35,000
2022		5,833
		<hr/>
		\$ 140,213

9. COMPARATIVE FIGURES

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



Thanks to Canada Bread who generously donated a computer and mobile desk. Peer Support Volunteer Meg Vis sends a BIG thank you from everyone here at SeniorsNL!
November 2017

Volunteer and Supporter Appreciation event, June 2017. Then Minister of Finance Cathy Bennett (c) cuts the cake with Melly Swamidas(r) and Patricia Cleary. Recipients of our Dorothy Whittick Volunteer Award were: Noreen Careen, Judy Pardy and Malina Sutradhar.



Marvin Siegel presents a donation of \$1,000 from the St. John's Kiwanis Club.
August 2017



Long time Peer Support Volunteer Lorraine Best(r) is here with Joanne Chafe at the Canadian Nursing Association Conference May 2017 where she spoke about her work with MUN's School of Nursing and about SeniorsNL.



Public meeting in Trepassey, September 28, 2018. This was one of many meetings supported by Eastern Health's Community Living Fund,



January 2018- The Royal Newfoundland Constabulary Class of 2018 visits our office to donate \$950!



April 2017: YOU Power! Workshop and Train the Trainer Sessions. Facilitator! Margaret MacPherson from *It's Not Right! Neighbours, Friends and Families for Older Adults*.

May 2018- One of our greatest community Partners, the RCMP, came to celebrate our Rebranding to SeniorsNL I-r Stg. Brad Squires, then Board Chair Edwina Kirkland, Sgt. Patricia Reid



January 2018: 50/50 Winner(c) receives her prize by Kelly Heisz, Executive Director (r) and Nancy Hackett, Fund Development Coordinator (l).