



RESOURCES • INFORMATION • CONNECTION

Annual Report 2019- 2020



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, 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, 2019 – March 31, 2020

Executive

Anne Morris	Chair
Rosemary Lester	Vice Chair
Fern Mitchelmore/ Stephen Belanger*	Treasurer
Edwina Kirkland	Secretary

Directors at Large

Judy Beranger
Doreen Burry
Chris Facey
Helena Fizzard
Frank Fry
Helen Handrigan
Henry Kielley (Ex-officio)
Jan Lilly
Erin Winsor

**Fern Mitchelmore finished her term on the Board October 2019. Stephen Beranger joined the Board October 2019.*

Core Staff April 1, 2019 – March 31, 2020

Kim Clarke	Accountant
Sherry Cook	Office Administration/Assistant
Mary Ennis	Outreach Coordinator, Information and Referral Services, and Coordinator of the NL Network for the Prevention of Elder Abuse (NLNPEA)
Kelly Heisz	Executive Director
Trudy Marshall	Coordinator, Resource Management, Information and Referral Services
Elizabeth Siegel	Director, Information and Referral Services

Temporary/Contractual

Barbara Benson	Outreach Assistant
Ray Penton	Auction Coordinator (Contract)
Leigh Thorne	Program Coordinator, New Horizons for Seniors Pan Canadian Project

Peer Support Volunteers – Information and Referral Service

Julia Batten, Lorraine Best, Ron Day, Marie Field
Yvonne Jacobs, Meg Vis, and Pat Wright

Office Volunteers

Stella Brown, Susan Hafey

***A very special thank you to all our volunteers across
Newfoundland and Labrador who have given 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 on SeniorsNL I am pleased to present this report for the period April 1st, 2019 to March 31st, 2020. This was my first year as Board Chair. It began quite well with some successful fundraising events, a range of province wide activities for World Elder Abuse Awareness Day (WEAAD), the beginning of planning for our next Elder Abuse conference in Fall 2021, the launch of our New Horizons/Pan Canadian Project and the welcome addition of some new Board Members. Then we, along with everyone else, were all faced with some incredible challenges with Snowmageddan and the Covid-19 Pandemic.

Our staff and volunteers faced these challenges head on. Although the office was closed during Snowmageddan, the staff maintained contact with those who needed help. The Covid-19 shutdown began in mid-March and brought many more challenges for seniors. Our staff and volunteers didn't skip a beat. They worked diligently from home, online and on the phone, to meet all the challenges to provide necessary support for seniors. This involved coordination with government and many other community organizations. SeniorsNL took on a key role in food security, providing information and referral and providing a friendly person to talk to when that was what was needed. The key concerns raised during these difficult times will certainly influence policy going forward.

SeniorsNL is proud of its collaboration with provincial, federal and municipal governments, health boards, and many community organizations and agencies. We work closely with the Department of Children, Seniors, and Social Development and are grateful to them for our multi-year funding which has enabled us to plan in a more strategic way to provide the best possible service to Seniors and those who support them. We are in the final year of that funding and will be asking government to extend our long

term support so we can continue to provide these much needed services.

We also acknowledge our excellent relationship with the Seniors' Advocate for Newfoundland and Labrador, Dr. Susanne Brake. We fully support her efforts and work closely with her to provide the necessary information to promote improved services for seniors.

We would also like to highlight the contributions of our Corporate Sponsors, who have been vital to the delivery of our outreach services across the island and in Labrador. The funds they give us, along with funds raised by our Donor Relations committee, help to provide outreach services, assist our Peer Support Volunteers in 47 communities and support our work on elder abuse. Without this support we would not be able to carry out this work. Their generosity is greatly appreciated.

I would like to thank our Board of Directors. We have a very committed group who attend meetings, serve on various committees and devote many hours to promoting the goals of SeniorsNL. The Board has spent considerable time this year getting a real understanding of the value of SeniorsNL to our communities and the contributions of each of our staff. We had presentations from our staff members on the various activities they undertake so we can better support them with the work they do.

This year we welcomed three new Board members, Judy Beranger, Erin Winsor and Steve Belanger. Each of these individuals brings a unique skillset and we are happy to have them join our group. On behalf of the Board I would like to extend our heartfelt thanks to Jan Lily who is retiring from the Board. She has been involved with this organization for several years, wearing many different hats. She was on the Advisory Boards of the Friendly Visiting Program, and Life Long Learners, and part of the editorial team of the Senior's Pride monthly newsletter. She has supported this organization through donations, fundraising, committee work and administration. Most recently, she was Chair of the Board and she was instrumental in working with government to secure sustainable funding to enable us to enhance our services. We will miss Jan very much. Thank you!

The work of SeniorsNL could not be accomplished without the dedication of our peer support and other volunteers. They work tirelessly to share their knowledge, man phone lines, give presentations, work on various committees and volunteer in their communities throughout Newfoundland and Labrador. Their efforts to support seniors and those who support them is greatly appreciated by all.

We would like to sincerely thank Kelly Heisz, our Executive Director, all our incredible employees, Elizabeth, Kim, Mary, Trudy, Barb, Sherry, and Leigh for their commitment to helping Seniors. Neither a weather state of emergency nor a pandemic will hamper their dedication and commitment to the population we serve.

This has been a very interesting, different and challenging year. We started some exciting new initiatives, began some new partnerships and learned much from the difficulties faced. Together we plan to move forward with our partners to continue to make a difference in the lives of seniors in Newfoundland and Labrador.

Respectfully submitted,



Anne Morris
Chair, Board of Directors

Executive Director's Report



I am pleased to present this Annual Report that covers our work from April 1, 2019 to March 31, 2020. I encourage you to read each section highlighting the work we have done to fulfill our Mission: to promote, support, and enhance the independence and well-being of older adults in Newfoundland and Labrador.

We continue to see a steady growth of users not only in person or by phone but also through our website, designed specifically with our users in mind. Just as important is our outreach across the province and our work on elder abuse, as we continue to inform and support the empowerment of seniors and those who support them.

In June of 2019, we were very excited to have received approval for our Collective Impact project, described on page 39. Thanks to the New Horizons Pan Canadian Funding from the Government of Canada, our work will span five years to create change to support seniors in need and improve social connections. We were also extremely pleased to have Newfoundland and Labrador Housing Corporation, the Department of Advanced Education, Skills and Labour, and Connections for Seniors become Collaborating Partners in the project. This strong and committed combination of partners will help drive change for how we serve seniors and improve the lives of the ones in need.

SeniorsNL has been pleased to be part of many tables, both provincially and nationally, throughout the year, bringing our expertise as well as the issues we see and hear are impacting seniors. Our community partners are important foundations for our work, and we all have the same goal, to support seniors as best we can. We are all in this together.

We have been so fortunate to have had the support of many funders who believe in what we do. A big thanks goes to the Department of Children, Seniors, and Social Development (CSSD) for their significant and continued support for our Information and Referral Services. Our multi-year funding for the past two years has given us the ability to plan and resource our valuable services.

Verafin has continued their support for our work on elder abuse, which we used to observe World Elder Abuse Awareness Day in June 2019, supporting many events throughout the province. The Million Dollar Roundtable Foundation also provided a great donation to support our efforts to address elder abuse.

When COVID-19 pandemic began in mid-March, we knew it was inevitable that the world would be in lockdown to curb the spread and we would remain steadfast and work quickly and nimbly to support seniors who would need us more than ever. As things evolved, community and government quickly responded. SeniorsNL also made sure that we were involved in as much as we could, working from home as many of our colleagues were, and keeping pace to ensure information was flowing to seniors. We also participated in the government's Vulnerable Population Task Force through its Food Security Task Force. There was no doubt that the beginnings of our 2020-2021 fiscal year would have a much different landscape, yet we knew the issues impacting seniors, such as housing, food, and finance would continue if not be magnified even more.

I want to thank each and every volunteer, from the Board of Directors to our office volunteers to our Community Peer Support Volunteers across the 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.

Last but certainly not least, I want to thank the small number of core staff that I work with each and every day. They give their all and are responsible for bringing our mission to life with commitment, expertise, and dedication. It is truly a pleasure to work with you!

Sincerely,



Kelly Heisz, Executive Director

Information and Referral Services

Elizabeth Siegel
Director

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.

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 78%) make up the majority of our contacts, showing that people want to speak directly to a person about their needs and concerns. These inquiries, for the most part, are answered by Information Line Peer Support Volunteers (PSVs).

Information and Referral Data 2019-2020

3,355	Inquiries
3,515	Referrals. Some inquiries receive more than one.
349	Programs and services referred
164	Agencies offering the programs and services that were referred
900	Current number of resources in our database

Who Connects With Us*

63%	Seniors
13%	Family Members
11%	Community/government agencies

** Others who contact us are: friends/neighbours, media, businesses, students, community volunteers*

280 Average number of inquiries per month

159 Newfoundland Labrador communities where inquiries come from

434 March 2020 had the highest number of inquiries

78% Inquiries were via phone call and walk-ins

204 December 2019 had the lowest number of inquiries

2% inquiries were simple directory assistance

Worth Noting: Where Inquires come from (based on Regional Health Authorities)

Eastern Health 86.92% ** Central Health 4.98% Western Health 3.46%

Labrador Grenfell .72% Out of province/unknown 3.93%

** 45% of Newfoundland and Labrador's population live in the Eastern Region

In the 2019-2020 fiscal year, we heard from seniors and those who support them in 159 communities in Newfoundland and Labrador.

It is no surprise that the bulk of our inquiries came from within the province and that the majority of the inquiries **(63%)** came from seniors. We also heard from family members of seniors **(13%)** and community and government agencies that support seniors **(11%)**. Our remaining inquiries came from friends and neighbours of seniors, home support workers, and people looking for phone numbers or volunteer opportunities.

While we received inquiries from across the province, 87% of our inquiries came from the Eastern Health region, which is not surprising as 45% of NL's seniors population (65+) live on the Avalon Peninsula. In addition, we had .025% (85) of inquiries from outside the province, mostly from the adult children of NL seniors who have moved away.

We heard from seniors and those who support them in 159 communities in Newfoundland and Labrador.

Connecting People: Our Referrals

3355 inquiries resulted in 3515 referrals to 349 programs/services offered by 164 agencies

People contact us to access programs, resources, and services based on their identified need. Often we provide them with more than one referral. Our iCarol database system allows us to store our collection of resources, currently 900, for referrals to services that are offered by government, as well as public and private agencies and organizations.

Top 10 Referrals 2019-2020¹

1. Community Volunteer Income Tax Program (Canada Revenue Agency)
2. Community Supports Program (Eastern Health)
3. Public Legal Information Association of NL
4. Connections for Seniors
5. Service Canada
6. List of Snowclearing Businesses (St. John's area)
7. Snowbusters (Choices for Youth)
8. Non-Profit Housing (City of St. John's)
9. Rental Housing Program (NLHC)
10. Adult Protection Act (phone line)

Additional top referrals (in order of demand) include:

- Newfoundland and Labrador Prescription Drug Program
- Government of NL, Department of Advanced Education Skills and Labour²
- List of odd jobs/errand services/minor home repair businesses
- Newfoundland and Labrador 50+ Federation Inc.
- Home Modification Program (HMP), NLHC
- Philips Lifeline (Personal Emergency Response System)
- Credit Counselling Services of Newfoundland and Labrador
- Office of the Seniors' Advocate for NL
- Provincial Home Repair Program PHRP (NLHC)
- Adult and Seniors Recreation Program, City of St. John's

¹ Not including SeniorsNL materials

² Now Immigration, Skills and Labour

Helping Seniors Navigate Across Systems

Sam* contacted SeniorsNL because he and his wife's bank account had been frozen for over a month because of a fraud (from an outside perpetrator) investigation. Because of this, they were a month behind in rent and their landlord was threatening them with eviction at the end of the month. Because Sam and his wife did not have a computer or access to the internet, they were finding it almost impossible to know who to go to for help.

As Sam told his story to a SeniorsNL Peer Support Volunteer (PSV), it became apparent that his landlord had not given him written notice, so there was no immediate threat of eviction. The PSV connected him with the Residential Tenancies Board (ServiceNL), so he could gain a better understanding of his rights. Next, after determining that Sam and his wife's income came from OAS, CPP, and GIS, the PSV was able to talk him through how to open a new bank account at a different bank and contact Service Canada so their future pension cheques could be deposited in the new account. In addition, they were connected with the federal Ombudsman for Banking Services and Investments to help get their original bank account unfrozen in a timely manner, as well as to the nearest food bank to help with their immediate food needs.

When the PSV followed up with Sam the next week, he reported that their next pension cheques were due to be deposited in their new account in a few days, and his landlord was willing to wait until then to be paid. His bank account was still frozen, but he was hopeful that this would be resolved soon with help from the banking ombudsman. Although it would take a while for everything to get straightened out with their finances, Sam and his wife were grateful that they had been connected with the right services to get things moving in the right direction.

** Identifying details have been changed to protect the privacy of the individuals involved.*

Sometimes one referral can make all the difference...

When Anna,* 72, called SeniorsNL, she was struggling financially because her prescription costs had become so high. Anna had a very small private pension in addition to her Old Age Security (OAS) and Canada Pension Plan (CPP), so her income was just over the amount to qualify for the Guaranteed Income Supplement and the 65 Plus Plan drug card. After talking with Anna, the Peer Support Volunteer who answered her call realized that Anna was unaware that there were other prescription plans she might be eligible for under the NL Prescription Drug Plan (NLPDP). Anna was given information on other plans and the number to call the NLPDP. In a follow-up call to her, she happily reported that that she now had coverage under the Access Plan, and this had made a difference in her finances.

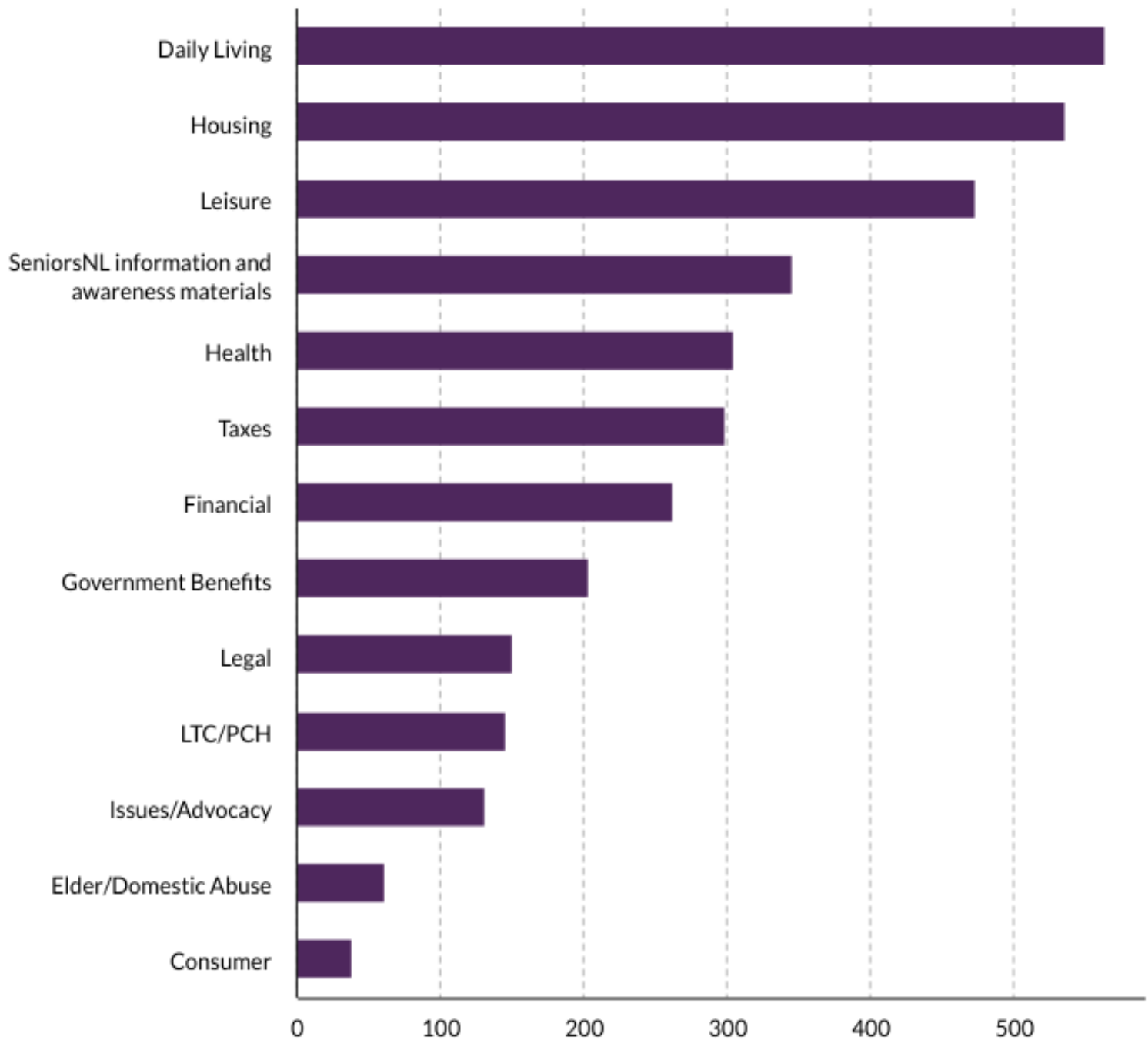
**Name has been changed*

What About Unmet Needs?

Most of the time, when seniors and those who support them contact us, we are able to refer them to a resource or service (or sometimes multiple ones) that they did not know how to access or that it even existed. However, occasionally we find UNMET NEEDS, which indicate a gap in services to seniors in our province. SeniorsNL shares this information with the Seniors Advocate, the Seniors and Aging Division (CSSD), and other government and community entities in order to facilitate changes in policies and services to address them. This fiscal year, the two biggest unmet needs identified by Inquirers were financial support for dental care and family physicians willing to take new patients.

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Figure 1: Categories of Need 2019-2020 FY



What are people looking for? Categories of Need

To better illustrate the types of needs that inquirers to SeniorsNL have, we have sorted them into categories. The categories are listed in descending order.

Daily Living needs accounted for **16%** of all inquirers' needs. These are specific **to enabling a senior to stay in his/her own home**. In the year of Snowmageddon, it is not surprising that inquiries about residential snow removal claim the top spot in this category.

The top ten referrals were about:

- | | |
|-----------------------------|-----------------------------------|
| 1. Residential snowclearing | 6. Footcare |
| 2. Home support | 7. Emergency alert systems |
| 3. Home-delivered meals | 8. Home accessibility/living aids |
| 4. Home maintenance | 9. Accessible transportation |
| 5. Home energy conservation | 10. Supportive case management |

Other subjects of daily living inquiries include yard work, housekeeping, escorts for medical appointments, and in-home services such as hair styling.

Housing needs accounted for **15%** of all inquirers' needs. These come from/for seniors **who were looking for a place to live**. Twenty-six of our calls were from seniors in need of emergency housing to prevent homelessness.

Twenty-six 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 those applications. Other housing-related inquiries

that involve maintenance and energy efficiency are captured under **the daily living** category.

Leisure and Learning needs accounted for **13%** of all inquirers' needs. These were related to inquiries about recreation and social opportunities, 50+ clubs, and courses (in particular computer courses).

Health needs accounted for **9%** of all inquirers' needs. These included requests for information on various diseases and conditions, how to get hearing tests, what MCP covers, disability supports, caregiver support groups, and mental health services.

Taxes accounted for **9%** of all inquirers' needs. These are specifically related to seniors needing help with filing their taxes through the Community Volunteer Income Tax Program or needing information from the Canada Revenue Agency. (This year, there was a 27% drop in the number of tax inquiries we received, but this is likely due to the extensions of the tax deadlines this year because of COVID.)

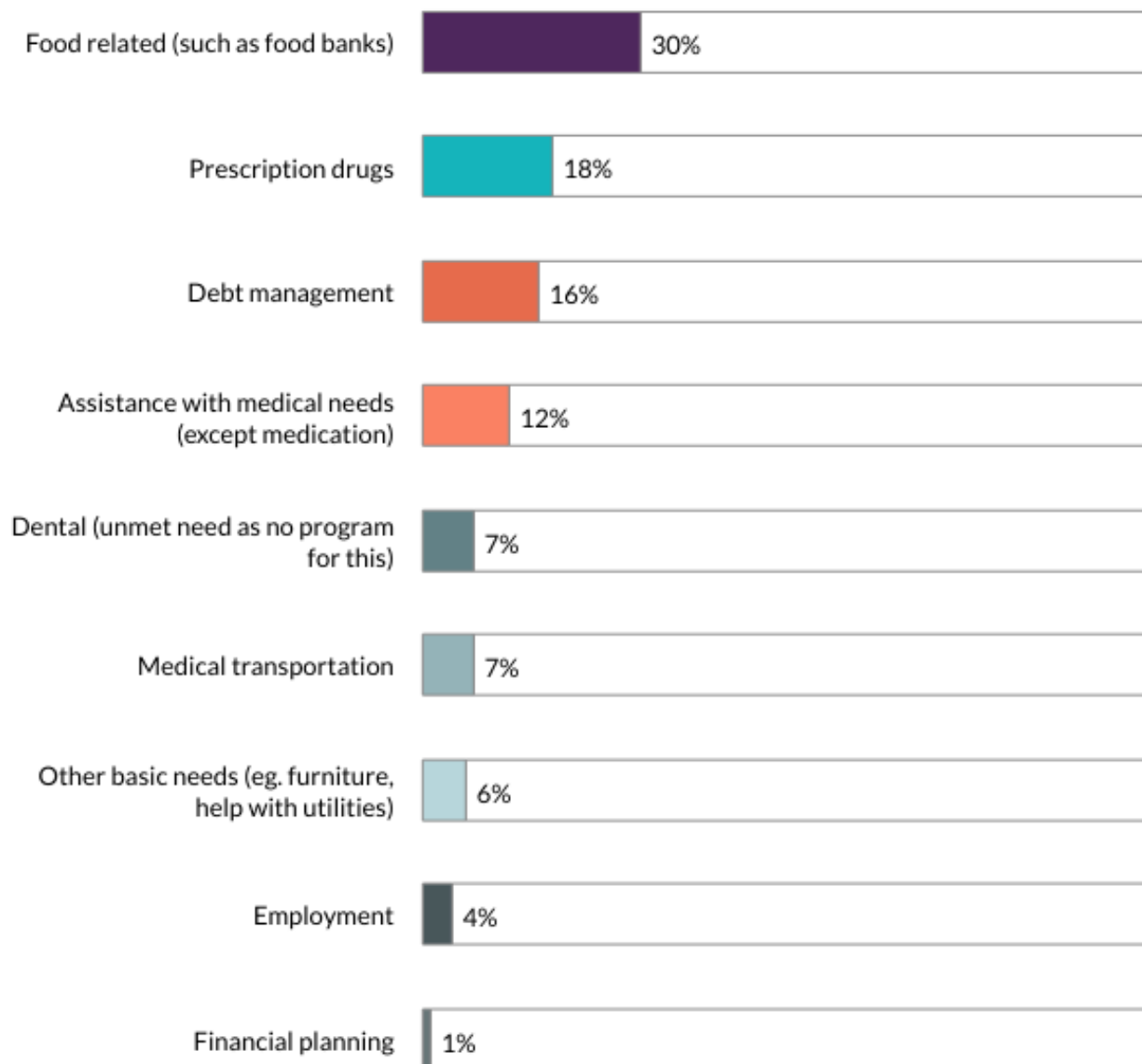
This type of inquiry is a seasonal one but is significant. Seniors on low income must file their taxes on time so that they do not lose their benefits, e.g. Guaranteed Income Supplement, 65+ drug card, and the provincial seniors benefit. The Community Volunteer Income Tax Program provides a vital, free service that seniors need and appreciate.

Financial

While most of our inquiries had a financial aspect (for example someone may be looking for housing because they can't afford the rent where they currently live), we wanted to separate the **7%** of inquirers' needs **that were related to those looking for financial assistance**. Many of these were from people seeking financial help for medical issues – purchasing glasses, hearing aids, and/or medical equipment.

Other financial concerns included people needing emergency food and/or utility assistance, looking for help with debt management, and finding employment. Of note, 54 of the calls related to seniors who needed emergency food (food banks).

Figure 2: Breakdown of Financial Needs 2019-2020 FY



Other Categories of Inquirers' Needs

SeniorsNL Information and Awareness Materials 8%

These are related requests for SeniorsNL information materials (for instance our Seniors Guide to Services in NL, Housing Transitions booklet, elder abuse brochures, etc.)³

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 4%

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

Legal Inquiries 4%

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

Issues/Advocacy 4%

These inquirers' needs were related to help with individual issues or systemic concerns. Most of these inquiries were given referrals to their MHA (29) or MP (13), the Seniors' Advocate (28), the Office of the Citizens' Representative (24) or to the client relations department of their regional health authority (20).

³ Requests for SeniorsNL's compiled housing lists are included under the housing category.

Elder Abuse/Domestic Abuse 2%

Fifty-six (56) inquiries were related to elder abuse that needed to be reported to the Adult Protection Line or the local health authority.

In addition, we had three calls from women experiencing domestic violence, who were referred to women's shelters and multiple other supports.

Consumer Related 1%

These inquirers' needs were related to consumer issues such as senior discounts, ID cards, motor vehicle registration, consumer complaints, etc.

Most of our calls involve much more than a directory-assistance kind of service (Less than 2% of our calls involve a simple phone number referral.) In fact, our average call length is **9.7 minutes**, and this year, **201 of our calls** involved a significant degree of emotional support. We also provided **577 follow-up calls** to inquirers, with their permission, to ensure they managed to connect with the resources we referred, and/or ensure they received the materials that we sent to them, and/or to check up on how they were doing during a difficult time.

Accurate Information Means Useful Referrals

When seniors (or those who support them) contact SeniorsNL with questions or looking for a referral to a service, it is essential that our staff and volunteers have up-to-date, accurate information for them. This information sits in a database containing 900 resource records filled with details on services and businesses that support seniors provincially and federally.

Verifying and updating the information in this database is a full-time job for our Resources Management Coordinator, Trudy Marshall (CRS-DC⁴). The importance of her role became especially clear during the COVID-19 quarantine when information on the status and operating details of businesses and services was changing daily. In the first two weeks of

⁴ Trudy is an AIRS-certified Community Resource Specialist – Database Curator

lockdown (March 13-31) Trudy coordinated with staff and volunteers, all working from home, in a concerted effort to find and prioritize relevant information to help seniors access services and cope with the ever-changing realities during this time. This included updating (sometimes on a daily basis) 101 database entries on essential services and resources such as grocery delivery, healthcare, and government financial support.

The Volunteers Who Support Us

A big thank you goes to the seven seniors who served as Information Line Peer Support Volunteers this year by answering inquiries and supporting seniors with information and connections to needed services: Julia Batten, Lorraine Best, Ron Day, Marie Field, Yvonne Jacobs, Meg Vis, and Pat Wright.

These volunteers gave 1,698 person-hours during the 2019-20 fiscal year directly to Information and Referral – providing peer support, a listening ear, and connections to services and information to support informed decision-making. Based on the Estimate of the Value of Volunteer Activity (EVVA),⁵ the value of this volunteer time is \$45,846.

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 Stella Brown and Susan Hafey.

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

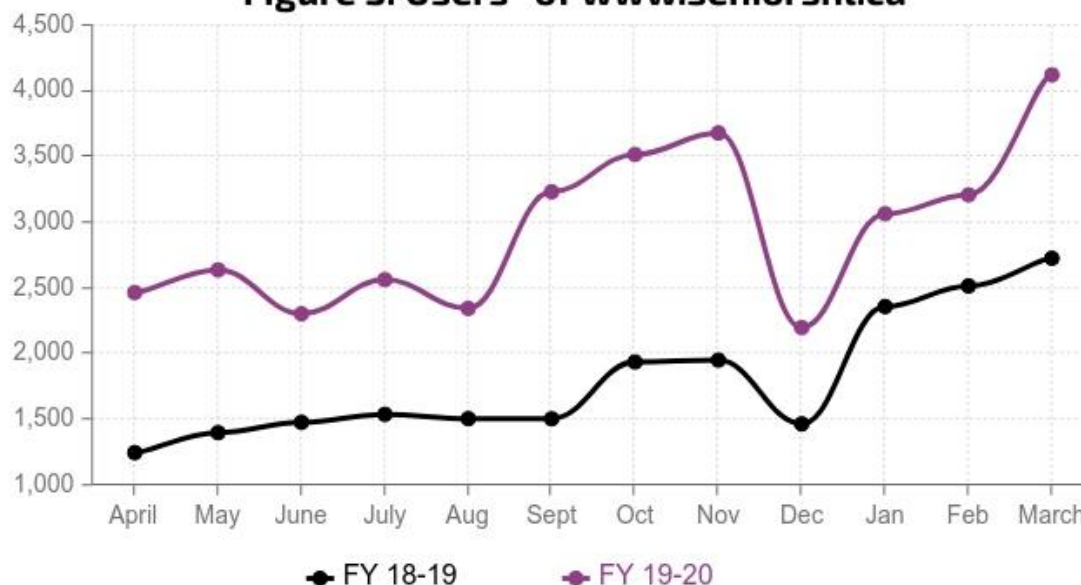


Respectfully Submitted,
Elizabeth Siegel (CRS)⁶
Director, Information and Referral Services

⁵ This calculation is based on rates set in *The Value of Volunteering in Canada*, a report by the Conference Board of Canada, 2018. (https://volunteer.ca/vdemo/Campaigns_DOCS/Value%20of%20Volunteering%20in%20Canada%20Conf%20Board%20Final%20Report%20EN.pdf)

⁶ Elizabeth is an AIRS-certified Community Resource Specialist.

Figure 3: Users* of www.seniorsnl.ca



Our website saw a **61.74% increase** in the number of Users from the last fiscal year.

** Users are defined by Google Analytics as a visitor who visits a website one or more times during a specific time period but is only counted once.*



****** A 'returning user' as defined by Google Analytics is a visitor who has already been to your website in a predetermined timeframe and has initiated another session using the same browser on the same device.

******* According to Google Analytics if a user clicks reload after reaching the page, this is counted as an additional pageview. ... A unique pageview represents the number of sessions during which that page was viewed one or more times.

Provincial Outreach

Mary Ennis, Outreach Coordinator



In spite of January's Snowmageddon and the March onset of COVID-19, SeniorsNL outreach activities flourished during 2019-2020. Through our Outreach and World Elder Abuse Awareness Day activities, SeniorsNL reached 120 communities across the province and distributed almost 33,000 pieces of print information to over 17,000 individuals.

Thanks to the generosity of Eastern Health, SeniorsNL was able to host seven public meetings in the Eastern Health Region – Port de Grave, Port Union, Dildo, Sunnyside, St. Mary's, Holyrood, and Flatrock during 2019-2020. Fund-raising efforts also enabled SeniorsNL to convene public meetings or workshops in St. Lunaire-Griquet, Jackson's Arm, and Deer Lake. We are extremely grateful to our partners in those communities for doing such a great job organizing these events.



We continued to receive requests during 2019-2020 from seniors' residences, e.g. Personal and Long-Term Care Homes, to do individual, and in several cases, a series of presentations for residents or in-service for staff. These included Alderwood Estates, Witless Bay; Charwood Manor, Carbonear; North Pond Personal Care Home, Torbay; and Meadow Creek Manor, Cambridge Estates, St. Luke's Anglican Homes Inc., and Ruby Manor, St. John's. We were also delighted to continue with presentations organized by the Town of Logy Bay-Middle Cove-Outer Cove for seniors in their community.

It is also heartening to know that the MUN School of Nursing continues to avail of our knowledge of ageism and elder abuse through our many presentations and discussions of the topic with nursing students.

As well, MUN School of Nursing once again had a team of students work with SeniorsNL to develop a resource tool during the Fall 2019. Four enthusiastic students worked hard to develop *Seniors and Immunizations*. Many thanks to Stephanie Calder, Abigail Murphy, Jordyn Saulnier, and Courtney Whitty for developing the Guide. It was great working with you!



October 14 saw the official launch of the NL Public Libraries, SeniorsNL, and NL 50+ Federation partnership to promote, support, and increase the involvement and engagement of seniors in their public libraries. The launch took place simultaneously in St. John's, Clarenville, Grand Falls-Windsor, Deer Lake, and L'Anse au Loup.

SeniorsNL continued to contribute articles to the *Senior Living* insert in Saltwire-published papers which, in addition to *The Telegram* include community newspapers across the province. Our *Just Ask* column appeared in ten publications, our *Volunteer Profile* column in six editions, and other articles included our "Friends of SeniorsNL", "Education and Outreach", "World Elder Abuse Awareness Day", and an article on the new partnership among the NL Public Libraries, the NL 50+ Federation, and SeniorsNL.

Other media opportunities included an interview Elizabeth Siegel, Director of Information & Referral Services, and I did with Danette Dooley on financial abuse as a follow-up to an interview on the same topic with one of our Community Peer Support Volunteers. The interview was included in the September issue of *Senior Living*. In November Kevin O'Shea, Public Legal Information Association of NL, and I were guests on CBC's *Crosstalk* discussing legal documents, in particular Power of Attorney and Advance Health Care Directives, the two very important legal documents that our research continues to show that seniors are not making. Made properly and thoughtfully, these documents can be useful tools against elder abuse.

Many thanks go out to our 2019-2020 Outreach funders without whom we would not be able to reach so many seniors across the province. A special thanks to all those who invited SeniorsNL to share our information and knowledge in various venues throughout the year. Our deepest gratitude goes out to our partners, particularly the NL 50+ Federation and its 50+ clubs across the province. You are a tremendous help! I would like to particularly acknowledge those of you who stepped up to the podium over the course of the year to share your knowledge on different topics with hundreds of seniors during our public meetings – Lorraine Best, Leo Bonnell, Catherine Connolly, Meg Vis, Tammy Greening, Kelda Newport, Nancy Power, Sarah McHugh-Wade, Kevin O'Shea, and Julia Batten. As ever, we are grateful to our network of Peer Support Volunteers and our Friends of SeniorsNL for sharing our information with your peers and directing those in need of support to our Information Line. I would also like to say a sincere thank you to Stella Brown and Susan Hafey for their hours of volunteer work for Outreach.



2020-2021 is already a very different year than any that we have known. You can look forward to next year's Annual Report to find out how SeniorsNL lives up to its mandate in spite of COVID-19. In the meantime, keep well, everyone, and stay safe.

Respectfully submitted,

Mary Ennis,

Outreach Coordinator, Information and Referral

Outreach: Information Distribution to Networks during 2019-2020

- 452 items of information on 397 topics to 109 Peer Support Volunteers in 47 communities
- 369 items of information on 321 topics to NL 50+ Federation Area Directors for sharing with local 50+ clubs
- 47 items of information on 33 topics to 23 Friends of SeniorsNL in 13 communities

Outreach: SeniorsNL Presence 2019-2020

71 Public Opportunities

24 Topics Covered

3,642 Participants

The following is a **sample** of our public Outreach opportunities.

- Public meetings in Port de Grave, Port Union, Sunnyside, St. Mary's, Holyrood, Jackson's Arm, Deer Lake, Flatrock, Conception Bay South, and Dildo
- Presentations to provincial conferences of 50+ Federation Convention, Canadian Council of the Blind, Canadian Condominium Institute, Canadian Association of Retired Pensioners, Pentecostal Assemblies of NL, National Association of Federal Retirees
- Information booths during seniors' and age-friendly events in St. John's (8), Grand Falls-Windsor, Lewisporte, Clarenville
- Presentations and discussions for staff/residents of long-term and/or personal care homes in Torbay, St. John's, Witless Bay, Carbonear
- Presentations on Elder Abuse and Financial Literacy to students at Corner Brook Regional High School (120 students) and Menihek High School, Labrador City (118 students)
- Presentations and discussions for seniors in the Town of Logy Bay-Middle Cove-Outer Cove, Buckmaster's Circle, Gambo, Lewisporte, Centreville-Wareham, Hillview
- Workshops for seniors in St. Lunaire-Griguet (Elder Abuse), Sunnyside (Proposal Writing)
- Staff training for Compassion Home Care
- *CBC Crosstalk* on Powers of Attorney and Advance Health Care Directives – audience numbers unknown

Presentation topics by SeniorsNL and partners during 2019-2020

50+ Federation and local 50+ Clubs	iCarol
Adult Protection Act	Information & Referral Line
Advance Health Care Directive	Legal Documents
Ageism	Loneliness
Caregiving	Proposal Writing
Elder Abuse	Safer Meds
Enduring/Power of Attorney	Seniors and Mental Health
Falls Prevention	Seniors and Safety
Financial Abuse	Seniors and Sexual Health
Financial Literacy	SeniorsNL
Frauds and Scams	Service Canada Programs
Healthy Aging	Survey Findings – 50+ Federation



June 2019 Summerside.
Joint presentations on
Elder Abuse and Frauds
and Scams, and Partner
presentation on Falls
Prevention - Philips
Lifeline

Outreach: Information Distribution to Public 2019-20

32,770 pieces of material to approximately **17,194** individuals via SeniorsNL presentations/information booths as well as given, upon request, to our Community Peer Support Volunteers, 50+ Clubs/groups, and partners for other public events.

Eastern – 18,218
Central – 7,166
Western – 4,711
Labrador-Grenfell – 2,675

Top 12 documents (distributed via Outreach)

- SeniorsNL Fridge Magnets
- SeniorsNL Visits with Health Professionals
- Cold or Flu: Know the Difference
- SeniorsNL Medication Safety Tips
- Philips Lifeline Information
- Reporting Abuse and Neglect Leads to Help
- Friends of SeniorsNL
- Immunizations
- Philips Lifeline Falls Prevention Survey
- Where to I go for help if I know or suspect elder abuse
- De-prescribing
- Medication Review

NOTE: The foregoing list of top 12 documents does not include those SeniorsNL documents distributed regularly, e.g. WEAAD placemats (12,836) SeniorsNL Brochures (8,889), SeniorsNL Elder Abuse brochures (8,839).

Community Partnerships

SeniorsNL partners with other community organizations, municipalities and/or Government departments/agencies to deliver presentations, facilitate discussion on topics relevant to seniors and those who care for them, and to develop joint projects. Listed are the 71 organizations/ agencies with whom SeniorsNL partnered during 2019-2020

- Alderwood Estates
- Baccalieu Trail 50+ Club
- Bay de Grave 50+ Club
- Buckmaster's Circle Community Centre
- Cambridge Estates
- Canada Revenue Agency
- Canadian Association of Retired Pensioners
- Canadian Condominium Institute
- Canadian Council of the Blind
- Canadian Network for the Prevention of Elder Abuse
- Centre for Research and Education on Violence against Women and Children, Western University, London, ON – *It's Not Right!*
- Charwood Manor
- City of St. John's
- CNIB
- College of the North Atlantic
- Community Volunteer Income Tax Program
- Compassion Home Care
- Connections for Seniors
- Corner Brook Regional High School
- Credit Counselling Services NL
- Credit Counselling Services of Atlantic Canada
- Exploit's Valley 50+ Club
- Federation des francophones de Terre-Neuve et du Labrador
- Flatrock Fifty Plus Fun Club
- Food First NL
- Forever Young 50+ Club
- Jackson's Arm 50+ Club
- Kirby Retirement Living
- Lewisporte Area 50+ Club
- Menihek High School, Labrador City
- Miller Centre School of Nursing
- Million Dollar Round Table Foundation of Canada
- Multi-Cultural Women's Association
- MUN Botanical Gardens
- MUN School of Nursing
- MUN School of Pharmacy
- National Association of Federal Retirees, Central NL Branch
- New Horizons Random Citizens 50+ Club

- New Visions 50+ Club
- Newfoundland & Labrador Housing
- Newfoundland Aboriginal Women's Network (NAWN)
- Newfoundland & Labrador 50+ Federation
- Newfoundland & Labrador Public Service Pensioners Association
- NL Public Libraries (NLPL)
- Pentecostal Assemblies of NL
- Philips Lifeline
- Placentia Area Chamber of Commerce
- Port de Grave 50+ Club
- Pottle Centre
- Public Legal Information Association NL (PLIAN)
- Random Age-Friendly Communities
- Retired Bankers Association
- Regional Health Authorities: Eastern, Western, Central, Labrador Grenfell
- Royal Canadian Mounted Police
- Royal Newfoundland Constabulary
- Ruby Manor
- SaferMeds NL
- Salvation Army Men's Fellowship
- Seniors Bridging Cultures
- Service Canada
- St. Luke's Anglican Homes Inc.
- Sunnyside 50+ Club
- The Caribou 50+ Club
- Town of Conception Bay South
- Town of Holyrood
- Town of Logy Bay-Middle Cove-Outer Cove
- Yesterday's Youth 50+ Club
- Verafin

November 2019
Public Session in
Deer Lake. Rose
Wilson (L) introduces
Nancy Power from
Service Canada



2019-2020 Provincial Reach

NOTE: The following list of 120 communities reached during 2019-2020 may not include all those from which participants at the NL 50+ Association Convention, the Pentecostal Assemblies of NL Seniors Retreat, or the NL Public Service Pensioners Association Convention came. Also worthy of note is that events in some of the foregoing communities may also have drawn participants from communities not listed

- Aquaforte
- Avondale
- Bay Bulls
- Bay Roberts
- Bay St. George
- Bishop's Falls
- Black Duck Brook
- Blaketown
- Bonavista
- Bonne Bay Pond
- Brigus
- Bryant's Cove
- Burin
- Burnside
- Cape Broyle
- Cape St. George
- Carbonear
- Cartwright
- Catalina
- Centreville-Wareham
- Channel-Port aux Basques
- Charlottetown
- Clarenville
- Coley's Point
- Conception Bay South
- Conception Harbour
- Conne River
- Corner Brook
- Deep Bight
- Deer Lake
- Dildo
- Eastport
- Embree
- Flatrock
- Fox Harbour
- Freshwater
- Gallants
- Gambo
- Gander
- Glovertown
- Goose Cove
- Goulds
- Grand Bank
- Grand Falls-Windsor
- Happy Valley-Goose Bay
- Harbour Breton
- Harbour Grace
- Harbour Main
- Hickman's Harbour
- Hillview
- Holyrood
- Hopedale
- Irishtown
- Jackson's Arm
- Jersey'side
- Joe Batt's Arm
- Kilbride
- Kippens

- L'Anse au Loup
- La Scie
- Labrador City
- Lamaline
- Lewisporte
- Logy Bay-Middle Cove-Outer Cove
- Lord's Cove
- Lourdes
- Makkovik
- Marystown
- Marysvale
- Mobile
- Morrisville
- Mount Pearl
- Nain
- New Harbour
- North West River
- Paradise
- Pasadena
- Placentia
- Pollard's Point
- Port de Grave
- Port Saunders
- Port Union
- Portland Creek
- Portugal Cove South
- Portugal Cove-St. Philips
- Postville
- Reidville
- Renews
- Rigolet
- Robert's Arm
- Robinsons
- Rocky Harbour
- Rushoon
- Sandringham
- Sandy Cove
- Seal Cove
- Shearstown
- South River
- Spaniard's Bay
- Springdale
- St. Anthony
- St. John's
- St. Joseph's
- St. Lunaire-Griquet
- St. Mary's
- Steady Brook
- Stephenville
- Summerside
- Sunnyside
- Torbay
- Trawl Cove
- Traytown
- Trepassey
- Trinity
- Wabush
- Whitbourne
- Whiteway
- Winterland
- Witless Bay
- Woody Point



June 2019: Seniors Health Day in Grand Falls-Windsor.
(L-R) Cecelia Hickey Town's Age-Friendly Committee, Mary Ennis, Outreach Coordinator, SeniorsNL



September 2019 St. Luniare-Griquet
Workshop on Elder Abuse

Survey Reveals Issues of Concern

Over the past number of years, as part of its outreach opportunities, SeniorsNL has surveyed seniors in order to capture information on their knowledge of programs, services, and issues that may impact their lives as well as any concerns they may have about different aspects of their lives. The overall purpose of the surveys is to get seniors to think about important topics that can impact their overall health and well-being. This exercise identified some startling information that needs to be addressed through partnership efforts involving all sectors.

- 329 seniors from 67 communities participated in the 2019-2020 FY survey (*using Survey Monkey for analysis*).
- Age range of respondents: 40-49 (.31%) 50-59 (5.21%) 60-69% (26.99) 70-79 (46.93%) 80+ (20.55%)
- 77.74% were female, 22.26% were male

Health & Well-Being

30.88%	Either do not get a flu shot every year (22.32%) or not at all (8.56%)
46.32%	Thought while adult vaccines were important they did not get any (34.05%) or thought getting vaccines were not important (12.27%)
38.53%	Did not have or did not know if they have someone (other than a spouse) to help them if they have a short-term illness
52.28%	Felt loneliness among seniors was an issue in their community
84.45%	Felt elder abuse was not an issue in their community.

Finances

- 42.64%** Receive the Guaranteed Income Supplement
- 60.37%** Are somewhat concerned (46.13%) or very concerned (14.24%) about their finances

Legal Documents

- 32.92%** Did not have any of these documents: Will, Power of Attorney, Enduring Power of Attorney, or Advance Health Care Directive. Highest uptake was for Wills (64.31%). Lowest uptake was for Enduring Power of Attorney (12.31%) followed closely by Advanced Health Care Directive (13.85%).

Active Participation: Collaborations/Boards/Committees

- Canadian Association of Retired Pensioners NL (CARP-NL)
- Canadian Network for the Prevention of Elder Abuse, Board Member (and member of Policy Sub-Committee)
- Connections for Seniors, Board member
- Department of Health and Community Services Advanced Care Planning Advisory Committee
- Department of Health and Community Services New Opportunities for Personal Care Homes Committee
- Department of Health and Community Services Provincial Home Dementia Project
- Department of Health and Community Services Provincial Home Support Advisory Committee
- Eastern Health Patient Experience Task Force, Member (also member of Senior Friendly Education Working Group), now called Seniors Care Task Force, Member

- Food First NL Self-sufficiency Action Group, Member
- Food Security Working Group, part of the Vulnerable Population Task Force
- Home to Stay Advisory Committee, Stella's Circle, Member
- Provincial Services Redesign Team of *Towards Recovery: Mental Health & Addictions Strategy*, Member.
- Reaching Home Rural and Remote Advisory Committee, Chairperson
- *Right to Decide* Pilot Project Committee, Association for Community Living NL
- Seniors Advisory Committee, City of St. John's
- Violence Prevention – Avalon East, Board member



November 2019: Public Meeting in Pollard's Point – topics included partner Service Canada on their services, SeniorsNL: Healthy Aging and Elder Abuse

NL Network for the Prevention of Elder Abuse

**Mary Ennis,
Provincial Coordinator**

Evolving over the years from SeniorsNL's efforts to address elder abuse, the Newfoundland and Labrador Network for the Prevention of Elder Abuse (NLNPEA) is an integral part of SeniorsNL. Today's membership includes 106 individuals, and 52 organizations (community groups, government departments/agencies, and businesses). NLNPEA is a member of, and SeniorsNL has a seat on the Board of Directors of the Canadian Network for the Prevention of Elder Abuse (CNPEA).

The NLNPEA Steering Committee is co-chaired by two members of SeniorsNL's Board of Directors and consists of members from the four regional health authorities, the RCMP, the RNC, the Multi-Cultural Women's Organization NL, the NF Aboriginal Women's Network, the Public Legal Information Association NL, the NL 50+ Federation, MUN Psychology Program (Grenfell Campus), and the Department of Children, Seniors, and Social Development. Three staff members attend meetings. The Steering Committee was especially pleased this year to accept the invitation of the RCMP Commanding Officer, Ches Parsons, to reconvene meeting at RCMP headquarters. Meetings now alternate between that site, RNC headquarters, and SeniorsNL.

The Steering Committee met six times during the past fiscal, with the main agenda item being the need for another conference on elder abuse. Members agreed that with the number of concerns from seniors and bank employees about financial abuse together with the number of requests SeniorsNL receives for presentations on *Elder Abuse*, *Frauds and Scams*, and *Financial Literacy*, the main theme of the conference should be financial abuse with sessions on the other types of abuse leading up to, or resulting from, financial abuse of seniors. A small Planning Committee was established to determine conference needs, e.g. financial, sub-committees, volunteer time. The Committee was in the process of recruiting a Fund-raiser/Logistics coordinator for the conference when COVID-19 set in. It was hoped that the conference could be held in 2021, but current health regulations have postponed the event.

SeniorsNL was invited to hold a focus group with representatives of the Steering Committee, SeniorsNL Volunteers, and the Department of Children, Seniors, and Social Development's Aging and Seniors Division to help inform the five-year review of the Adult Protection Act. SeniorsNL also widely distributed and urged recipients to respond to a survey from Minister Dempster requesting input to the review.

Previously, Jennifer Smith, while in her second year as nursing student, worked with SeniorsNL to research how family physicians were doing with diagnosing and managing elder abuse in NL. In the Fall 2019, Jennifer received a grant from the NL College of Family Physicians at MUN to develop and produce information

cards to guide physicians' discussions with their patients to help determine whether or not elder abuse might be evidenced.

Over the course of 2019-2020, SeniorsNL shared 133 emails on 100 topics with NLNPEA membership, keeping them up to date on elder abuse issues and prevention initiatives across the country.

Thanks to the financial support of Verafin, the NLNPEA was once again able to support a number of events to commemorate World Elder Abuse Awareness Day (WEAAD 2019), observed on June 15.



Here at SeniorsNL, we hosted a well-received webinar – *Shining a Light on Financial Exploitation of Older Adults* – with a presentation and discussion led by Leo Bonnell, retired banker and a Community Peer Support Volunteer with SeniorsNL.

This fiscal year 14 grants of \$200 each were awarded to organizations across the province to host WEAAD events for seniors and family members.

World Elder Abuse Awareness Day Sponsored Events 2019-2020

14 Sponsored Events

Over 760 participants coming from 16+ communities

Organization	Host Community
Active Living for Older Adults Inc.	Robert's Arm
Alderwood Estates	Witless Bay
Alexander Bay 50+ Association	Glovertown
Bay St. George Coalition to End Violence	Stephenville
Crosswinds Seniors Resort	Robinsons
Deer Lake Manor-Humber Valley Complex	Deer Lake
Gateway Seniors 50+ Club	Port aux Basques
Harbour Breton Community Youth Network	Harbour Breton

Lanes Retirement Living
 New Visions 50+ Club
 Peaceful Communities
 Royal Newfoundland Constabulary
 and Town of Conception Bay South
 Status of Women Central, Violence
 Prevention South & Central, and
 Horwood's Home Care
 Twin Cities 50+ Club

Carbonear
 Trinity, Bonavista Bay
 Port aux Basques

 Conception Bay South
 Grand Falls-Windsor

 Labrador West

WEAAD promotion: In addition to promotion done by event organizers, the following WEAAD promotion occurred:

- Website, Facebook, twitter, posters and word of mouth worked well to promote WEAAD 2019, its events, and activities.
- *A Seniors Living* Supplement (found in all SaltWire provincial papers) featured an article on WEAAD submitted by SeniorsNL.

Distribution of WEAAD placemats and elder abuse materials

22,000 pieces of information were distributed for World Elder Abuse Awareness Day events in 42 communities across the province:

- 12,094 WEAAD placemats(for luncheon events /restaurants)
- 4,837 elder abuse brochures
- 4,671 SeniorsNL brochures

Also, placemats were used to highlight WEAAD at:

- Sponsored events and those planned by seniors', youth and other community organizations (e.g. dinners, kitchen parties, intergenerational events)
- Presentations and discussions on elder abuse
- Local restaurants in a number of communities

Communities that received WEAAD Placemats and Brochures

- Bay Roberts
- Bay St. George
- Burnside
- Carbonear
- Channel-Port aux Basques
- Clareville
- Conception Bay South
- Corner Brook

- Deer Lake
- Grand Falls-Windsor
- Happy Valley-Goose Bay
- Harbour Breton
- Harbour Grace
- Hopedale
- Kippens
- La Scie
- Labrador City-Wabush
- Lewisporte
- Marystown
- Mount Pearl
- Pasadena
- Placentia
- Port de Grave
- Port Saunders
- Port Union
- Rigolet
- Robert's Arm
- Robinson's
- Rushoon
- St. Anthony
- St. John's
- St. Lunaire-Giquet
- Steady Brook
- Stephenville
- Summerside
- Sunnyside
- Torbay
- Traytown
- Trinity
- Whiteway
- Winterland
- Witless Bay

The NLNPEA Steering Committee and SeniorsNL are sincerely grateful to all members of the Network, the hosts of all WEAAD events held during 2019, distributors of the year's WEAAD placemats, and to those who provided much needed information to the province's seniors on elder abuse and the forms it takes. Thanks to all of you for your interest in the topic of elder abuse and how we can collectively work to address it.

Respectfully Submitted,
Mary Ennis, Provincial Coordinator

A Collective Approach to Shaping a Service System for Seniors in Need in NL

Leigh Thorne, Project Coordinator



SeniorsNL is one of 22 organizations across the country receiving funding from the Government of Canada Pan Canadian New Horizons for Seniors Program. Our project will be guided by a collective impact framework and will run from September 2019 to August 31, 2024 with the end product being a better system to support seniors in need.

Collective impact is: “the commitment of a group of actors [partners] to a common agenda from different sectors to solve a specific social problem using a structured form of collaboration.” Our **common agenda is:**

To develop and implement a single-entry service system that can support seniors aged 55+, who are facing multiple critical issues impacting their health and well-being.

SeniorsNL’s work with partners to connect seniors to much-needed services has demonstrated the difficulty in providing effective direct service that extends across more than one agency, and more specifically, in a timely manner.

Older adults often experience life changes that create urgent and multiple needs, and are often disengaged and socially isolated. Yet it is challenging to access services across multiple agencies to effectively address those needs. SeniorsNL knows that housing, finances, health, and engagement are issues of particular concern to older adults. Despite collaborative efforts, some seniors continue to fall through the cracks’ due to specific mandates, privacy policies, scattered resources, and the lack of a formal communication structure among service providers. Therefore, a new approach is being collectively shaped by SeniorsNL and the following **Partners:**

- Advanced Education, Skills and Labour (AESL)⁷
- Connections for Seniors
- Newfoundland Labrador Housing Corporation (NLHC)

This project embraces:

- a) that we are not just writing a plan but building a commitment that, in turn, will see improved outcomes
- b) the involvement of everyone who cares and everyone who can help change a system. We will be broad in who we involve and engage throughout the project.
- c) curiosity and creativity- embrace the “what if?” and “Why not!” attitude.
- d) Sustainability- working together smarter and utilizing what we all have in a creative and innovative way beyond the project.

The Project is initially focused on St. John’s and surrounding urban and rural areas, with the longer term goal of provincial implementation. SeniorsNL has the role of “backbone support”. Along with all stakeholders, we will be informed by the diverse perspectives of seniors and families, policy makers, community agencies, businesses, and governments. Shared measurement, mutually reinforcing activities, and continuous communication will lead to long-term system transformation. Together we will create a person-centred, “no-wrong door” approach for older adults who are seeking services.

With six months into the project, partners have been working together to build our framework and a clear understanding of collective impact. In November, SeniorsNL convened stakeholders who will be potential partners in the project for a Collective Impact Workshop. In February, SeniorsNL attended the first face to face meeting of all backbone organizations from across the country who received funding from New Horizons for Seniors Pan Canadian to gain valuable insight and tools to help us with our projects and to learn of the fantastic and innovative work that is going to be done. You will see in next year’s report some ground-breaking work as a result of the collective commitment and passion to work in a new way to serve seniors better.

Respectfully submitted,
Leigh Thorne, Project Coordinator

⁷ Now called Immigration, Skills and Labour

Finance Report

Earnest cash flow forecasting, real-time budgeting, and diligent operational management resulted in a surplus of \$41,563 being posted for the current year ended compared to a deficit of \$34,873 for the previous year.

As can be expected, grants, fundraising, and donations fluctuate from year to year, as do the related expenses, depending on projects undertaken. Revenue for the current year ended was \$669,183 compared to \$398,181 for the previous year, while matching expenditures were \$627,620 compared to \$433,054 for 2018/19. The increase in revenue and expenditures in 2019-2020 was due to the successful receipt of a grant from the Government of Canada's New Horizons for Seniors Pan Canadian funding stream.

We will continue to enjoy the proceeds of the New Horizons project until August 31, 2024 via funding in the amount of \$2,999,610 over 5 years. SeniorsNL's aim for this project, with the support of collaborating organizations and community partners, is to better support seniors in need and reduce the social isolation of seniors.

SeniorsNL is currently in the second year of a three-year provincial government agreement, which secures the sustainability of the Information and Referral Services we provide to the aging population of NL.

The continuation of our Outreach Program and other services that complement the Information and Referral Services are funded entirely through other grants, donations, and fundraising. As part of this, 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.

The finance committee wishes to thank the Executive Director, staff accountant Ms. Kim Clarke, Ms. Sherry Cook, the invaluable support staff, and all our volunteers for their efforts during 2019/20.

As Treasurer of the SeniorsNL Board of Directors, I present to you in this annual report, our Audited Financial Statements located on page 48 of the Report.

Respectfully submitted,

Steve Belanger, FCA , FCPA
Treasurer

Figure 4: Revenue 2019-2020 \$669,183

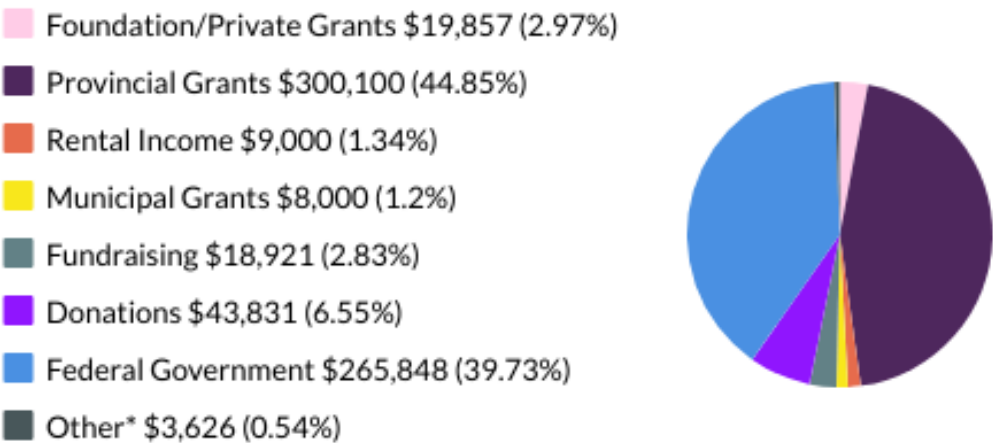
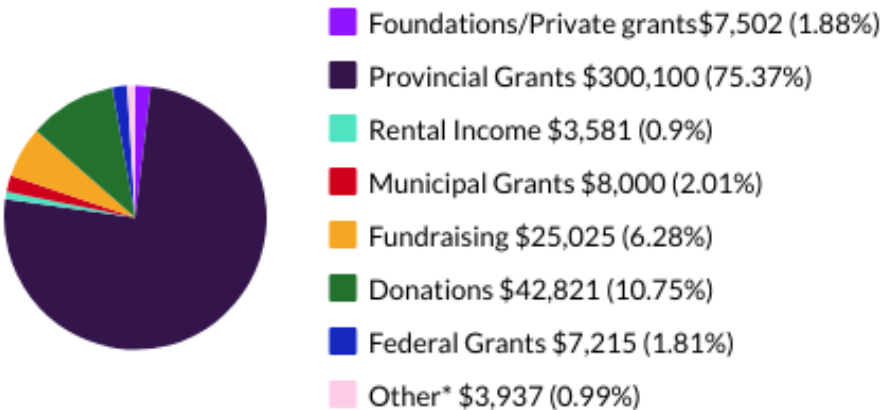


Figure 5: Revenue 2018-2019 \$398,181



*Other would include: Interest, deferred revenue to offset amortization, any money received for publications (ex Auction booklet)

SeniorsNL Committees 2019-2020

Finance/Executive Committee

Chair.....	Fern Mitchelmore/ Steve Belanger
Members.....	Helena Fizzard Frank Fry Edwina Kirkland Rosemary Lester Anne Morris
Executive Director.....	Kelly Heisz
Accountant.....	Kim Clarke

Nominations Committee

Chair.....	Jan Lilly
Members.....	Helena Fizzard Edwina Kirkland

Issues Committee

Chair.....	Rosemary Lester
Member, SeniorsNL.....	Edwina Kirkland
Government of NL Advanced Education, Skills, and Labour ⁸	Harold Guzzwell Lanie Woodfine
... MUN (Research).....	Gail Wideman
Connections for Seniors.....	Amanda Devlin Mohamed Abdallah
SeniorsNL Peer Support Volunteer	Yvonne Jacobs
Executive Director.....	Kelly Heisz
Director, Information and Referral	Elizabeth Siegel

⁸ Now called Immigration, Skills and Labour

Donor Relations Committee

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

Human Resources Committee

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

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

Co-Chairs.....	Rosemary Lester Anne Morris
Central Regional Health Authority.....	Cassandra Holloway
Department of Children Seniors and Social Development, Adult Protection.....	Steve Ross
Eastern Health	Charlene Luffman
Labrador-Grenfell Health.....	Marina Brett
Memorial University, Grenfell Campus.....	Lori Ryan, Researcher
Multicultural Women's Organization of NL.....	Yamuna Kutty/ Kaberi Sarma-Debnath
MUN, Aging Research Centre, Grenfell Campus Newfoundland Aboriginal Women's Network.....	Kelly Warren Mary White
NL 50+ Federation- Labrador Area Director.....	Noreen Careen
Public Legal Information Association of NL (PLIAN).....	Sarah McHugh- Wade/Kevin O'Shea (both to October 2019 then Greg Noseworthy/ Meghan Howse)

RCMP, Community and Aboriginal Policing.....	April Janes/ Brad Squires
Royal Newfoundland Constabulary.....	Cst. Tanya Schwartz
Western Health.....	Lori Ryan
SeniorsNL Board Member.....	Judy Beranger
Provincial Coordinator, NLNPEA.....	Mary Ennis
Outreach Assistant.....	Barbara Benson
Director, Information and Referral.....	Elizabeth Siegel
Peer Support Volunteer, Information and Referral	Lorraine Best
Executive Director.....	Kelly Heisz

Major Funders, Donors, and Contributors 2019-2020

- City of St. John's
- Congregation of the Sisters of Mercy
- Credit Union – Eastern Edge
- Fresh Daily Bakery Ltd.
- Gill Ratcliffe Foundation
- Government of Canada, Employment and Social Development Canada:
New Horizons for Seniors; Pan Canadian New Horizons for Seniors
- Government of Newfoundland Labrador
- Lilly, Janet
- Luxury Estates Inc.
- Million Dollar Roundtable
- Pratt Representatives NL Limited
- Responsible Sharing Committee
- The O'Neill Foundation Inc.
- VOCM Cares Foundation

Other Funders, Donors and Contributors 2019-2020

- | | |
|--------------------------------|--|
| ➤ Air-Tite Sheet Metal Limited | ➤ Carnell's Funeral Home Ltd. |
| ➤ Bird Heavy Civil Ltd. | ➤ CHIMP-Charitable Impact
Foundation (Canada) |
| ➤ Bourne's Holdings Ltd. | ➤ Collision Clinic |
| ➤ Bouzane, Lillian | ➤ Colonial Adjusting &
Appraisal Services |
| ➤ Brown & Way Surveys | ➤ Craig, Deborah |
| ➤ Bruce, Carmelita | ➤ Curtis, Dawe |
| ➤ Carfix-Rustblock | |
| ➤ Sovereign Equipment | |

- Eastern Audio Limited
- Employees Nalcor
- Employees Reaching Out Association
- Evans, Marjorie
- Executive Coffee Services Ltd.
- Fitzgerald, George
- Fry, Franklin & Mollie
- Galway, Leslie
- Halleran, Dean & Deborah
- Henderson, Dr. Ian J.
- JSM Electrical Ltd.
- Keough, Erin M.
- King, Heather
- Knights of Columbus # 7786
- Knights of Columbus Council # 6638
- La Chorale la Rose de Vent
- Lewis, Irene
- Manojlovich, Mary
- Martha's Company Limited
- Memorial University Pensioners Assoc
- Mesher, Ivan B.
- Mifflin, Maureen
- Morris, Anne
- Newfound Resources Limited
- NLCU Charitable Foundation Corp
- Noseworthy Chapman
- Ocean Choice International
- Oliver Orthodontics
- Osmond, Patricia
- Parsons, Gloria
- Penney Group Inc.
- Perlin, John Crosbie C.M.,C.V.O.
- Pike, Philip
- Plumb, Denis
- Puddister Shipping Limited
- Quinlan & Taylor Services
- R.S. Rogers (1980) Limited
- Redwood Construction Ltd.
- RNC Cadet Class
- Smith Stockley Limited
- Smyth, Mike
- Snow, Gordon
- St. James AOTS Mens Club
- St. John, Kim
- Stirling, Jean
- Tilley, Valda
- Turpin, Ellen E. or Capt.Charles Anonsen
- United Way NL
- Whiteway, Keith
- William J. O'Keefe Professional Law Corporation
- W.J. Caul Funeral Home Ltd.
- Yesterday's Youth 50+ Club

**Thanks also go to those who
donated to our organization and
preferred to remain anonymous**

Thanks to all our Donors and Sponsors for Auction 2019

- Best, Lorraine
- Bouzane, Lillian
- Buddy Wasisname & The Other Fellers
- Carter, Don
- Clarke, Deborah
- Collison Clinic
- Critch, Mark
- Facey, Christopher H.W.
- Flower Studio
- Fry, Franklin & Mollie
- Gill Ratcliffe Foundation
- Halleran, Dean & Deborah
- Henderson, Dr. Ian J.
- Hibernia/ExxonMobil Canada
- Kirkland, Edwina & Jerry
- Lewis, James
- Lilly, Jan & Gus
- Long & McQuade
- Manojlovich, Mary
- Maritime Marlin Travel
- Mifflin, Maureen
- Mills, Maddie
- N & L Sports & Entertainment LIVE
- Newfoundland Distillery
- Ocean Choice International
- Oseli, Karl
- Paddon, Dave
- Parsons, Gloria
- Penton, Len
- Penton, Ray
- Pratt Representatives NL Limited
- PSC Union
- Quidi Vidi Brewing Company Ltd.
- Red Door Hearing and Speech
- Smith, Gordon Terrance
- Sparkes, Mary
- Spirit of Newfoundland
- Stewart, Karen
- Tiffany Village Retirement Residence
- Triware
- Verafin Inc..
- Weber, John
- Wiseman, Tony
- Woodford, Rex

Appendix A

Auditor's Report and Financial Statements

SENIORS RESOURCE CENTRE ASSOCIATION OF NEWFOUNDLAND & LABRADOR INC.

Financial Statements

Year Ended March 31, 2020

SENIORS RESOURCE CENTRE ASSOCIATION OF NEWFOUNDLAND & LABRADOR INC.

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Year Ended March 31, 2020

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INDEPENDENT AUDITOR'S REPORT

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

Qualified Opinion

I have audited the financial statements of Seniors Resource Centre Association of Newfoundland & Labrador Inc. (the Organization), which comprise the statement of financial position as at March 31, 2020, and the statements of revenues and expenditures, changes in net assets and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In my opinion, except for the possible effects of the matter described in the *Basis for Qualified Opinion* section of my report, the accompanying financial statements present fairly, in all material respects, the financial position of the Organization as at March 31, 2020, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Qualified Opinion

In common with many not-for-profit organizations, the Organization derives revenue from donations, 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 the Organization. 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, 2020, current assets and net assets as at March 31, 2020. My audit opinion on the financial statements for the year ended March 31, 2019 was modified accordingly because of the possible effects of this limitation of scope.

I conducted my audit in accordance with Canadian generally accepted auditing standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of the Organization in accordance with the ethical requirements that are relevant to my audit of the financial statements in Canada, and I have fulfilled my other ethical responsibilities in accordance with those requirements. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my qualified audit opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the 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.

In preparing the financial statements, management is responsible for assessing the Organization's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Organization or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Organization's financial reporting process.

(continues)


Auditor's Responsibilities for the Audit of the Financial Statements

My objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. As part of an audit in accordance with Canadian generally accepted auditing standards, I exercise professional judgment and maintain professional skepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 Organization's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Organization's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Organization to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

St. John's, NL
September 14, 2020


Brian T. Scammell Professional Corporation
Chartered Professional Accountant

SENIORS RESOURCE CENTRE ASSOCIATION OF NEWFOUNDLAND & LABRADOR INC.

Statement of Financial Position

March 31, 2020

	2020	2019
ASSETS		
CURRENT		
Cash	\$ 473,997	\$ 128,788
Term deposits <i>(Note 3)</i>	10,441	10,338
Harmonized sales tax recoverable	1,897	2,639
Prepaid expenses	9,930	3,016
	496,265	144,781
LONG TERM INVESTMENTS <i>(Note 4)</i>	51,500	50,400
CAPITAL ASSETS <i>(Note 5)</i>	5,949	7,844
	\$ 553,714	\$ 203,025
LIABILITIES AND NET ASSETS		
CURRENT		
Accounts payable and accrued liabilities	\$ 19,495	\$ 12,940
Employee deductions payable	16,410	5,236
Deferred revenue <i>(Note 6)</i>	352,849	59,470
	388,754	77,646
DEFERRED CAPITAL GRANT	5,949	7,931
	394,703	85,577
NET ASSETS		
General fund	57,856	92,404
Internally restricted funds <i>(Note 7)</i>	101,155	25,131
Invested in capital assets	-	(87)
	159,011	117,448
	\$ 553,714	\$ 203,025

See notes to financial statements

SENIORS RESOURCE CENTRE ASSOCIATION OF NEWFOUNDLAND & LABRADOR INC.**Statement of Revenues and Expenditures****Year Ended March 31, 2020**

	2020	2019
REVENUES		
Government and other grants	\$ 571,213	\$ 322,817
Donations	43,831	42,821
Outreach program	22,593	-
Fundraising	18,921	25,025
Rent	9,000	3,581
Amortization of deferred capital grants	1,982	2,066
Interest	1,138	785
Miscellaneous	505	1,086
	669,183	398,181
EXPENSES		
Salaries and wages	293,055	246,093
Program materials	149,063	9,696
Rental	50,707	89,334
Meetings	23,244	8,564
Professional fees	17,379	7,014
Travel and transportation	17,354	6,936
Training and professional development	14,455	1,022
Advertising and promotion	11,781	13,588
Internet/ web page	9,357	9,549
Office	7,778	6,929
Photocopier	6,039	6,386
Insurance	5,649	6,228
Postage	4,602	4,995
Telephone	4,451	4,383
Printing and publications	3,518	1,209
Interest and bank charges	2,130	2,201
Amortization	1,895	2,544
Miscellaneous	3,833	1,677
Fundraising activities	1,000	761
Equipment	330	3,746
Memberships	-	199
	627,620	433,054
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	\$ 41,563	\$ (34,873)

SENIORS RESOURCE CENTRE ASSOCIATION OF NEWFOUNDLAND & LABRADOR INC.

Statement of Changes in Net Assets

Year Ended March 31, 2020

	General Fund	Internally Restricted Funds	Invested in Capital Assets	2020	2019
NET ASSETS - BEGINNING OF YEAR	\$ 92,404	\$ 25,131	\$ (87)	\$ 117,448	\$ 152,321
Excess (deficiency) of revenues over expenses	41,563	-	-	41,563	(34,873)
Amortization of deferred capital grants	(1,982)	-	1,982	-	-
Amortization	1,895	-	(1,895)	-	-
Transfer from internally restricted funds	13,976	(13,976)	-	-	-
Transfer to internally restricted funds	(90,000)	90,000	-	-	-
NET ASSETS - END OF YEAR	\$ 57,856	\$ 101,155	\$ -	\$ 159,011	\$ 117,448

See notes to financial statements

SENIORS RESOURCE CENTRE ASSOCIATION OF NEWFOUNDLAND & LABRADOR INC.

Statement of Cash Flows
Year Ended March 31, 2020

	2020	2019
OPERATING ACTIVITIES		
Excess (deficiency) of revenues over expenses	\$ 41,563	\$ (34,873)
Items not affecting cash:		
Amortization of capital assets	1,895	2,544
Amortization of deferred capital grants	(1,982)	(2,066)
	41,476	(34,395)
Changes in non-cash working capital:		
Accounts receivable	-	841
Accounts payable and accrued liabilities	6,555	2,403
Deferred revenue	293,379	25,810
Prepaid expenses	(6,914)	40
Harmonized sales tax payable	742	912
Employee deductions payable	11,174	5,236
	304,936	35,242
Cash flow from operating activities	346,412	847
INVESTING ACTIVITIES		
Term deposits	(103)	(56)
Long term investments	(1,100)	(400)
Cash flow used by investing activities	(1,203)	(456)
INCREASE IN CASH FLOW	345,209	391
Cash - beginning of year	128,788	128,397
CASH - END OF YEAR	\$ 473,997	\$ 128,788
CASH FLOWS SUPPLEMENTARY INFORMATION		
Interest paid	\$ 2,130	\$ 2,201

See notes to financial statements

1. PURPOSE OF THE ORGANIZATION

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

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 and are amortized over their estimated useful lives on a declining balance basis at the following rates and methods:

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

The Organization regularly reviews its capital assets to eliminate obsolete items.

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, 2020

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

	2020	2019
Term deposits	\$ -	\$ 10,338
Term deposit bearing interest at 1.00% maturing October 2020	10,441	-
	\$ 10,441	\$ 10,338

4. LONG TERM INVESTMENTS

	2020	2019
Term deposit bearing interest at 1.90% maturing January 2022	\$ 51,500	\$ -
Term deposit bearing interest at 2.25% matured January 2020	-	25,000
Term deposit bearing interest at 1.85%, matured December 2019	-	25,400
	51,500	50,400
	\$ 51,500	\$ 50,400

SENIORS RESOURCE CENTRE ASSOCIATION OF NEWFOUNDLAND & LABRADOR INC.

Notes to Financial Statements

Year Ended March 31, 2020

5. CAPITAL ASSETS

	Cost	Accumulated amortization	2020 Net book value	2019 Net book value
Equipment	\$ 12,132	\$ 8,642	\$ 3,490	\$ 4,361
Computer equipment	39,007	36,722	2,285	3,265
Furniture and fixtures	1,482	1,308	174	218
	\$ 52,621	\$ 46,672	\$ 5,949	\$ 7,844

6. DEFERRED REVENUE

Some of the grants received are for completion of specific projects. When applicable, deferred revenue is reduced and revenue is recognized as the expenditures are incurred for the appropriate project. The deferred revenue at March 31 represents the unexpended funds for the following projects:

	2020	2019
Deferred - Pan Cdn	\$ 331,237	\$ -
Deferred - Outreach	12,979	3,696
Deferred - Verafin - Outreach	4,133	14,678
Deferred - EA RBC	4,000	10,000
Deferred - Soirée 2020	500	-
Deferred - New Horizons Project	-	25,000
Deferred - Eastern Health	-	4,499
Deferred - Communications	-	1,597
	\$ 352,849	\$ 59,470

7. INTERNALLY RESTRICTED FUNDS

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

	2020	2019
Beginning balance	\$ 25,131	\$ 49,314
Transferred to general fund	(13,976)	(31,514)
Transferred to internally restricted fund	90,000	7,331
	\$ 101,155	\$ 25,131

During the year, the Board of Directors transferred \$90,000 (2019: \$7,331) from the general fund to the internally restricted fund. \$13,976 (2019: \$31,514). was charged to the internally restricted fund and credited to the general fund to offset expenditures during the year.

Notes to Financial Statements

Year Ended March 31, 2020

8. FINANCIAL INSTRUMENTS*Credit risk*

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

Liquidity risk

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.

9. LEASE COMMITMENTS

The Organization has a long term lease with respect to its premises. The lease contains renewal options and provides for payment of utilities, property taxes and maintenance costs. Future minimum lease payments as at March 31, 2020, are as follows:

2021	\$ 35,000
2022	<u>8,750</u>
	<u>\$ 43,750</u>

10. SUBSEQUENT EVENTS

In March 2020, the World Health Organization declared the outbreak of a novel coronavirus (COVID-19) as a global pandemic, which continues to spread in Canada and around the world.

As at July 2020, the Organization is aware of changes in its operations as a result of the COVID-19 crisis, including the closure of its offices for an indefinite period.

Management is uncertain of the effects of these changes on its financial statements and believes that any disturbance may be temporary; however, there is uncertainty about the length and potential impact of the disturbance.

As a result, we are unable to estimate the potential impact on the Organization's operations as at the date of these financial statements.

Community Assets Enhancement: Seniors and NL Public Libraries
Partnership with the Public Libraries and the NL 50+ Federation
Launch of partnership October 15, 2019



Clareville Public Library
President of the NL
50+ Federation
addresses the crowd

Deer Lake Public Library saw reps from the MUN Aging Research Centre attend, as well as SeniorsNL reps and reps from the Corner Brook Library, including NL Public Libraries Director for Regional Services



The Library in L'Anse au Loup had a great turn out, including Minister of Children, Seniors and Social Development and MHA for the area, Lisa Dempster



Arts & Culture Library, St. John's Launch. L-R, Elaine Hutching of the NL 50+ Federation, Susan Prior, Regional Director, NLPL, and Kelly Heisz, Executive Director SeniorsNL

June 2019: Audrey Windsor accepts SeniorsNL's first Community Partner Award from Derek Bennett, Parliamentary Secretary to the Minister of Children, Seniors, and Social Development. Audrey Windsor helps low income seniors get their taxes done via the Community Volunteer Income Tax Program.





Gander, September 2019 R_L:
Veronica Hutchings, Director, Aging
Research Centre (ARC-NL), Mary
Ennis, SeniorsNL, Kelly Heisz,
SeniorsNL



Mary Ennis speaking to a delegate at the
NL 50+ Federation Convention in
Gander, September 2019



MUN Nursing Students L-R Courtney Whitty, Jordyn Saulnier, Abby Murphy, and
Stephanie Calder work with SeniorsNL to produce information on Seniors and
Immunizations

For 10 years, the staff from the Canadian Coast Guard has been very generous in their gifts to seniors in need and alone during the holiday. They went above and beyond in December 2019.



CCG Elves 10th Anniversary of caring & sharing the joy of their personalized gift boxes

December 2019 - Staff from the Department of Fisheries and Oceans fills gift boxes to the brim for seniors who are alone this Christmas



Volunteer and Supporter
Appreciation Event-June 2019
R-L Julia Batten, Recipient of the
Dorothy Whittick Award for
volunteering; Audrey Windsor,
Recipient of the Community Partner
Recognition Award; Helena
Fizzard, Recipient of the Dorothy
Whittick Award for volunteering;and
Derek Bennett, Parliamentary
Secretary to the Minister of
Children, Seniors and Social
Development who presented the
Awards



June 2019- Lewisporte
Pentecostal Assemblies of NL
Annual Seniors Retreat. Booth and
presentation on Loneliness



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