



RESOURCES • INFORMATION • CONNECTION

Annual Report 2022-2023



Contents

Board of Directors-1
Staff and Volunteer Listing-2
Board Chair Message-3
Executive Director Message-6
Information and Referral Services-8
Resources Management-20
Provincial Outreach-23
NL Network for the Prevention of Elder Abuse-32
Pan-Canadian New Horizons for Seniors Project-35
Finance Report, Sources of Revenue & Financial Statements -44
Appendix A: Auditor's Report and Financial Statements-47



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

Our Core Values: Respect, Choice, Collaboration, Growth, and Development

Our Mission: SeniorsNL supports, promotes, and enhances the well-being and independence of all older adults throughout Newfoundland and Labrador.

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, and
- works to influence policies affecting older adults.

Board of Directors

**April 1, 2022 –
March 31, 2023**

Executive

Anne Morris, Chair
Judy Beranger, Vice Chair
Fern Mitchelmore, Treasurer
Fraser Piccott, Secretary

Directors at Large

Doreen Burry
Chris Facey
Susan Hounsell
Henry Kielley (Ex-officio)
Rosemary Lester
Gail Thorne
Kelly Warren
Erin Winsor

Core Staff

Kim Clarke	Accountant
Catherine Connolly	Coordinator: Community Relations and Engagement (February-March 31, 2023)
Sherry Elliott	Office Administration/Assistant, Information and Referral Services
Mary Ennis	Outreach Coordinator, Coordinator of the NL Network for the Prevention of Elder Abuse (NLNPEA) (April- September, 2022)
Kelly Heisz	Executive Director
Trudy Marshall	Coordinator of Resource Management, Information and Referral Services
Elizabeth Siegel	Director, Information and Referral Services

Temporary/Part-time Staff

Barbara Benson	Assistant, Community Relations and Engagement
Patrick Curtis	Special Project Assistant
Susan Roche	Special Project Assistant
Leigh Thorne	Project Coordinator, New Horizons for Seniors Pan Canadian Project
Meg Vis	Assistant, Information and Referral Services

Peer Support Volunteers- Information and Referral Services

Julia Batten, Lorraine Best, Ron Day, Marie Field, Faye Freeman, Yvonne Jacobs, Matt Lewis, Sherry Morrissey, Madonna Walsh, Marie Worthman,

A very special thank you to all our volunteers, Community Peer Support Volunteers and Friends of SeniorsNL, across Newfoundland and Labrador who have given their time, expertise, and passion to make a difference in the lives of seniors!

Board Chair Message



On behalf of the Board of Directors of SeniorsNL, I am pleased to present this report for the period April 1st, 2022, to March 31st, 2023. This has been my fourth year and final year as Board Chair. We are working our way back to more in person meetings and events but have also come to see the benefit of being able to connect with and reach more people more often online. The importance of widespread internet access and being connected in the digital age is very apparent.

It has been a very busy year for the Staff and Board, with new directions from the Health Accord and increased numbers of requests for information, referral and community presentations.

Our Board has been very busy, beginning with a strategic planning session for Board and staff members early in the fiscal year. We had a good look at what we were doing, how well we were doing it and what else we would like to do. We established many priorities for the year to come and set up committees to work towards meeting our goals. We are working at revising our mission statement, providing better staff benefits, building more community partnerships, addressing diversity on our Board and committees, and seeking funding for a permanent coordinator for our NL Network for the Prevention of Elder Abuse.

Our NL Network for the Prevention of Elder Abuse, which I co-chair with Rosemary Lester, has a very committed group of volunteers and has had a very busy year. Besides connecting monthly and gathering information from the members of the network, we established sub-committees to look at specific issues brought to light by our members. I will just mention a few. One of these subcommittees is looking at better ways to help seniors in certain types of difficult situations through the use of Emergency Protection Orders. We also established a committee, chaired by Dr. Kelly Warren, from MUN's Grenfell Campus, to look at how statistics about elder abuse could be collected in a standardized manner to better inform policy change around elder abuse. We are very interested in providing information about elder abuse and were planning a conference before Covid. We hope to get back to it in the near future.

We have incredibly dedicated staff and volunteers who continue to efficiently adapt to all challenges faced in reaching people. They have mostly resumed their work in the office but work from home when necessary. They continue to provide information, referral and outreach services to seniors and those who support them across the province. They continue to work in key roles with governments, our community partners and many other community organizations on pressing issues like homelessness, healthcare for seniors, food security, and elder abuse.

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. We would like to acknowledge Henry Kielley, Director, Aging and Seniors Division and Director of Adult Protection (Department of Children, Seniors, and Social Development), who is always available to offer support and advice. We would like to thank government for our continued funding. In the past we operated under a multi-year funding agreement, which enabled us to plan strategically to provide the best possible service to seniors and those who support them. We would ask government to consider using this model again going forward.

We would like to thank the Seniors' Advocate, Susan Walsh, for her support and active participation in our work, including our NL Network for the Prevention of Elder Abuse.

We would also like to highlight the contributions of our Corporate Sponsors who have been vital to our work across the province. Their support, along with donations from the public help to provide outreach services assist our Community Peer Support Volunteers and Friends of SeniorsNL located across the province 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. We have some very active committees who are working hard on key issues to influence policy and bring about changes to improve the lives of seniors.

We have had some board members step down and gained some new members. I want to sincerely thank Chris Facey, who has served for nine years. He was a member of our Executive and Finance Committees, sharing his expertise and knowledge of fundraising and donor relations to help us raise funds during his time on the Board. His kindness, dedication, and passion are greatly appreciated. We are happy to welcome former Board Member and Nomination Committee Chair, Susan Hounsell. We are also very pleased to have Kelly Warren, from Corner Brook, who has been attending Elder Abuse committee meetings for some time and is already a very active participant in several committees.

The work of SeniorsNL could not be accomplished without the dedication of our peer support and other volunteers. They are tireless in sharing their knowledge, answering the phone and emails, giving presentations, sitting on various committees, and volunteering in their communities throughout Newfoundland and Labrador. Their efforts to help seniors and those who support them are greatly appreciated by all.

We would like to sincerely thank Kelly Heisz, our Executive Director, all our incredible employees (Elizabeth, Kim, Mary, Trudy, Sherry, Leigh, Meg, Barbara, Susan, Patrick, and our newest staff member Catherine) for their commitment to helping seniors. Their dedication and commitment to the population we serve is beyond compare.

This has been another very interesting, different, and challenging year. We started some exciting new initiatives, continue our valued partnerships, and learned much from the difficulties faced by seniors and those who support them.

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 Message



I am pleased to present this Annual Report that covers our work from April 1, 2022, to March 31, 2023. 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.

Our inquiries for information and resources have increased 21% from last fiscal year, the majority of our inquirers are seniors, but we are seeing an increase in the number of inquirers service providers and others who support seniors.

Health-related inquiries topped our list for the first time, followed by requests for housing and daily living resources. Covid still played a significant role in the resources requested under Health. Driving it to the top was our distribution of free rapid test kits and mask. We were able to procure these from the Canadian Red Cross who they made available, for free, to groups nationwide. Given the cost to purchase even one test, these kits were often received with a sigh of relief and gratitude. We were happy to see money kept in seniors' pockets to be used from the seniors we sent them to for important needs. **We are also grateful to Verafin, who held a fundraiser for our organization in the Fall. Some of these funds raised helped to offset the cost to mail the rapid tests and masks.**

As our inquiries increased, we saw a larger number of seniors with multiple and complex needs that required collaborative work with our partners to address in a timely fashion. The majority of those pressing needs revolved around food insecurity, homelessness, and financial need.

Our Outreach has been renamed Community Relations and Engagement. This name is more reflective of how we work with partners, build connections in the community, and engage seniors and those who support them to access information and resources.

Our bid to secure funding for a Coordinator for our NL Network for the Prevention of Elder Abuse continues. Consistent and sustainable support to address and take action against elder abuse is needed. The Steering Committee members are committed to this effort and continue to work on pressing matters such as trying to

gather data on elder abuse and synchronizing data from law enforcement and others that can provide a profile of the types of abuse and how many older adults are victims. SeniorsNL continues its role as a Board Member of the Canadian Network for the Prevention of Elder Abuse and supports their efforts and those of other provincial networks across our country.

Our five-year Collective Impact project is more than halfway through its efforts to develop a strong service system for seniors with multiple needs. Our collaborating partners are Connections for Seniors, Income Support (within the Department of Children, Seniors, and Social Development), and NL Housing. They have brought enthusiasm and expertise to this project and will ensure its success. We appreciate that they have committed to this five-year project. As well, we have involved and engaged many partners who see the value in this project for their own work through Inter-Agency Teams. I encourage you to read the report on page 35 in full to see the tremendous work being done in our community.

We were happy to host three students from MUN's School of Social Work for their field placement. Vanessa Power joined us in May for her master's placement and worked with our Pan-Canadian New Horizons for Seniors Collective Impact project. Her expertise and interest in seniors and housing was of value to the project and to her own work. Third-year social work students Danielle Gidge and Abigayle Doyle did their Fall semester placement with SeniorsNL and immersed themselves in our Information and Referral services, learning about how we support seniors and the issues impacting their health and wellbeing. All brought to us their learnings and practices which helped us as well. They were a great asset to our organization.

We have been very fortunate to have the generous support from many groups, individuals, and businesses through donations. Also, the continued funding and support from the Provincial Government through the Department of Children, Seniors and Social Development, and the Government of Canada funding for our Pan-Canadian New Horizons Collective Impact project has allowed us to stay focused on our work.

I want to thank the staff and volunteers for their commitment and hard work to serve seniors and those who support them. I am privileged to work alongside such passionate and kind people.

I want to thank each member of the Board of Directors, who have remained dedicated to our organization. I appreciate their guidance to ensure the organization is the best it can be.

Sincerely,



Kelly Heisz, Executive Director



Information and Referral

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.

Our inquirers connect with us in many ways and come from across our province, as well as from other parts of Canada.

Connecting with us by phone is still the most popular way that people access our information and referral service. Phone calls (71%) make up the majority of our contacts, which indicates 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).

In our last fiscal year, we were contacted by **4,764** seniors and people who support them. This is a **21% increase** in inquiries over our last fiscal year. It is no surprise that the bulk of our inquiries come from within our province and most inquiries (69%) come from seniors. We also hear from family members of seniors (13%), and community and government agencies that support seniors (6%). (101 different community and government agencies reached out to us for assistance in our last fiscal year.) Our remaining inquiries come from friends and neighbours of seniors, home support workers, researchers, students, and people looking for phone numbers, rental space, and volunteer opportunities.

In the 2022-2023 fiscal year, we heard from seniors and those who support them in 215 communities in Newfoundland and Labrador, 42 other cities in Canada, and 4 cities in the USA.

While we received inquiries from across the province, **82% of our inquiries came from the Eastern Health region**, which is not surprising as 46% of NL's senior population (65+) lives on the Avalon Peninsula. In addition, we had 133 inquiries from outside the province, which mostly came from the adult children of NL seniors who do not live in the same province as their parent(s).

We heard from seniors and those who support them in 215 communities in Newfoundland and Labrador, 42 other cities in Canada, and 4 cities in the USA.

Most of our calls involved much more than a directory-assistance kind of service. (Less than 1% of our calls involve a simple phone number referral.) In fact, our average call length is **9.8 minutes**, and this year, **213 of our calls** involved a significant degree of emotional support. We also provided **863 follow-up calls** to inquirers, with their permission, to ensure they managed to connect with the resources we referred, confirm they received the materials that we sent to them, and/or to check up on how they were doing during a difficult time. The average length of a follow-up contact was **10 minutes**.

What is a need? And why do we track them?

People contact us to access programs, resources, and services based on their identified need. **Needs are the basic reason why someone has reached out**

to us. Examples of needs are emergency food, financial support for medication, assistance to write a will, information on CPP, etc

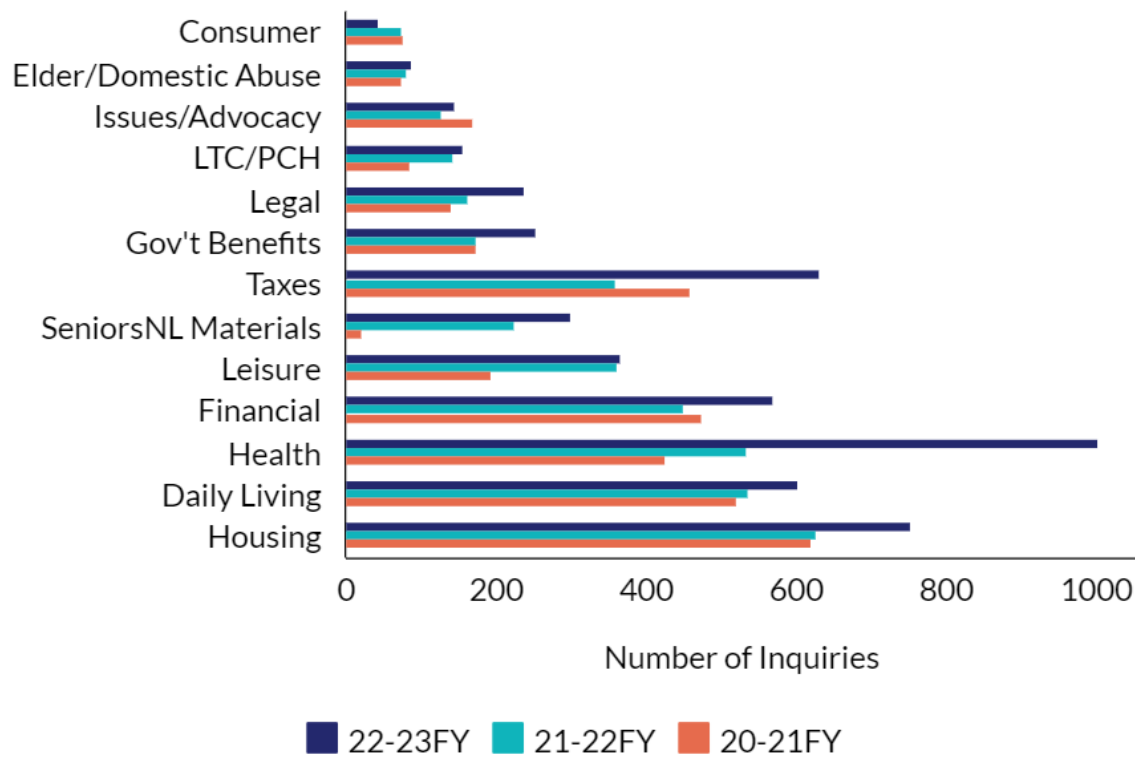
Sometimes an inquirer may have multiple needs and need referrals to more than one resource to meet these needs. Or in some cases, a referral to an agency or program may take care of multiple needs. (For example, if someone needed both legal information and a lawyer referral service, we could refer them to the Public Legal Information Association for both of these needs.)By keeping track of seniors’ needs, SeniorsNL is able to get valuable data on what issues are affecting seniors and then share this information with government and community partners

Connecting People: Our Resources

4,764 inquiries resulted in 4,863 referrals to 340 programs/services offered by 199 agencies to address 5,162 needs.

To better illustrate the types of needs that inquirers to SeniorsNL have, we have sorted them into categories. Figure1 below shows how these categories of needs have changed over the last three years.

Figure 1: Categories of Need per Fiscal Year



You will notice in Figure 1 that the greatest needs expressed by our inquirers are usually related to housing and daily living. However, health became a growing category in the last few years due to the number of people looking for information and resources related to COVID vaccines. In the last fiscal year, SeniorsNL distributed COVID rapid tests and masks from the Canadian Red Cross by mail, and this is what drove the sharp increase in health needs.

Categories of Need for Fiscal Year 2022-2023

HEALTH 19%

Health: accounting for **19%** of all inquirers' needs. Health is usually not our largest category of needs, however, in this last fiscal year, **13% of overall needs can be attributed to requests for COVID rapid tests and masks.** (Without the COVID-related inquiries, our health category would move from the largest category of calls to the sixth largest.) Outside of COVID-related inquiries, **mental health support (counselling, caregiver support, grief and bereavement support, etc.) was the largest need in this category, prompting people to reach out to us with 94 inquiries (9% of inquiries under this category).**

HOUSING 14%

Housing: accounting for **14%** of all inquirers' needs. These come from/for seniors **who are looking for a place to live.**

Information and referrals falling under this category include requests for our housing lists, applications to various subsidized housing organizations, and assistance with housing applications. **This fiscal year, this category included 20 seniors who needed a referral to Emergency Housing (NLHC) as they had nowhere to sleep that night.** Other housing-related inquiries that involve maintenance and energy efficiency are captured under **the daily living category.**

DAILY LIVING 12%

Daily Living: accounting for **12%** 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
2. Home Maintenance
3. Snow Clearing
4. Emergency Alert Systems
5. Transportation – Medical Appointments

6. Transportation – Accessible
7. Home Delivered Meals/Groceries
8. List of Foot Care at Home
9. Home Energy Conservation
10. List of Lawn Care Businesses

Other subjects of daily living inquiries include errand services, housekeeping, and in-home services such as hair styling.

Taxes: accounting for **12%** 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. Low-income seniors must file their taxes on time so that they do not lose their benefits, for example, the Guaranteed Income Supplement, drug card, the provincial seniors' benefit, and one-time benefits such as the federal Grocery Rebate that was paid out in January 2023.

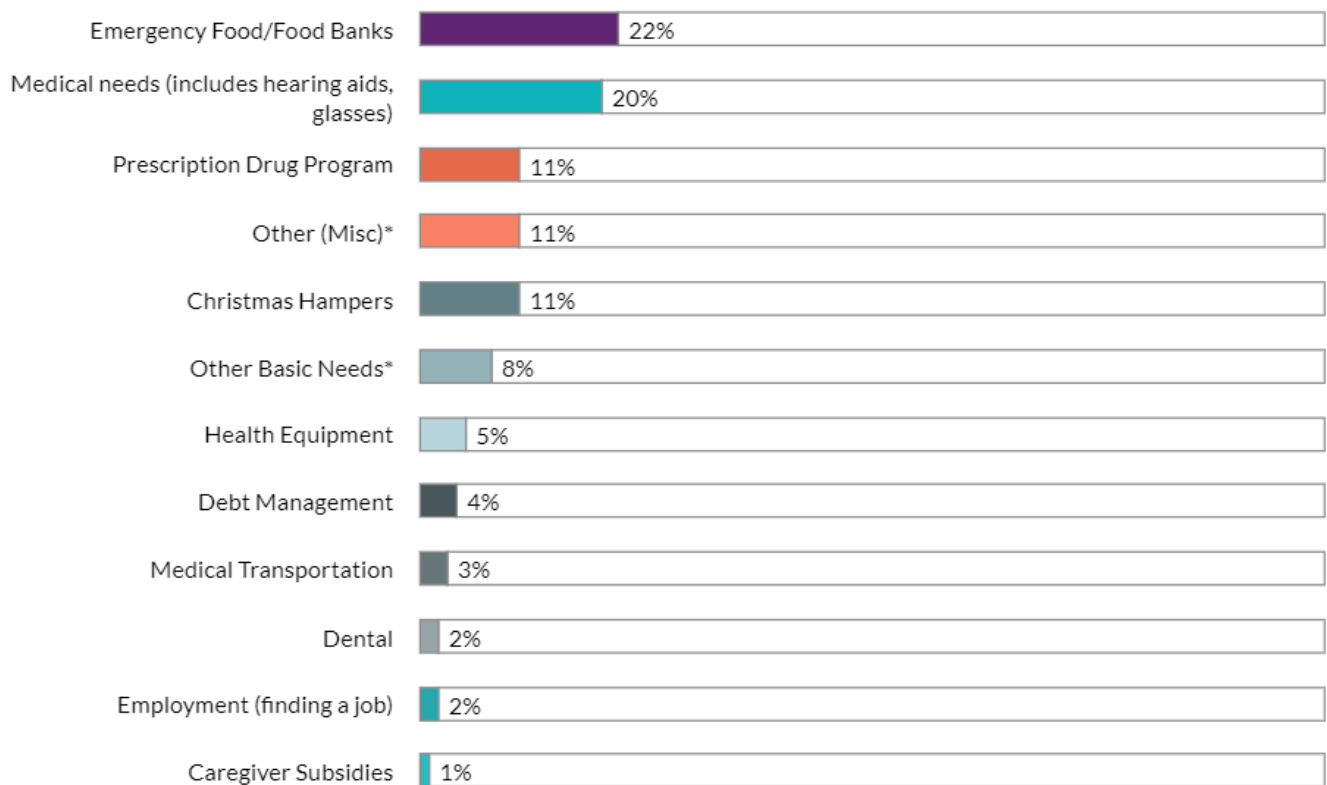
**Low-income seniors
must file their taxes on time
so that they do not lose
their benefits**

A very valuable resource for low-income seniors

Canada Revenue Agency's (CRA) Community Volunteer Income Tax Program (CVITP). This program offers **free tax clinics** across the country and offers eligible people a place where they can get their tax returns done for free by volunteers. They are hosted by community organizations, like SeniorsNL, and clinics usually start in March and continue until the end of April each year. Hundreds of communities in our province have clinics, and their locations and information are listed on CRA's website.

Financial: While most of our inquiries have 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 **11%** of inquirers' needs **that were related to those looking for financial assistance listed in Figure 2**. Many of these were related to people needing emergency food (103 inquiries) and seeking financial help for medical issues – such as help with purchasing glasses, hearing aids, and medical equipment. Other financial concerns included debt management and the need to find employment.

Figure 2: Breakdown of Financial Needs 22-23 FY



**Other (Misc) includes municipal tax discounts, low-cost mobility services, and financial support for spaying and neutering animals.*

***Other Basic Needs includes furniture, clothing, help with utilities, and incontinence supplies.*

Leisure and Learning: accounting for **7%** of all inquirers' needs. These were related to inquiries about recreation and social opportunities, 50+ clubs, and courses (in particular, computer courses).

SeniorsNL Information and Awareness Materials: accounting for **6%** of all inquirers' needs. These are related to requests for SeniorsNL information materials (for instance our Caregivers Guide, Housing Transitions booklet, elder abuse brochures, etc.).¹

Government Benefits: accounting for **5%** of all inquirers' needs. These inquiries were for information about provincial (e.g., income support, seniors' benefit) and federal benefits (e.g., OAS, GIS, CPP), as well as on the various one-time benefits announced in the last fiscal year. For instance, we had 46 inquiries about the one-time Federal Canada Housing Benefit that people had to apply for by March 31, 2023.

Legal Inquiries: accounting for **5%** of all inquirers' needs. These inquiries were related to people looking for a lawyer or for information on matters such as wills, power of attorney, and advanced healthcare directives. In addition to referrals to the Public Legal Information of NL (128), this category involves referrals to resources such as Victim Services, Commissioners of Oaths, the RCMP, and the RNC.

Long-Term Care/Personal Care Homes: accounting for **3%** of all inquirers' needs. These needs concerned seeking information on how to start the process to enter long-term care /personal care homes or on financial aspects (such as subsidies), and/or for lists of facilities.

Issues Advocacy: accounting for **3%** of all inquirers' needs. These were related to inquirers needing help with individual issues or systemic concerns. Most of these inquirers were given referrals to their MHA (38) or MP (13), the Seniors' Advocate (43), the Office of the Citizens' Representative (16), or to the Client Relations Department of their regional health authority (14).

Elder Abuse/Domestic Abuse: accounting for **2%** of all inquirers' needs. In this fiscal year, **we received 89 calls about elder abuse.** From these there were 65 referrals to the Adult Protection Line. (The Adult Protection Act is the law in Newfoundland and Labrador that protects adults who are experiencing abuse and/or

Typically, more than one form of elder abuse is present, with the most common being financial (mentioned 41 times) and emotional (mentioned 40 times)

¹Requests for SeniorsNL compiled housing lists are included under the housing category.

neglect, but who do not understand or appreciate the risk of the abuse and/or neglect. Therefore, not every elder abuse situation falls under this act.)

In addition to tracking our referrals related to elder abuse, SeniorsNL tracks what kind of abuse is reported (physical, emotional, financial, sexual, neglect, and self-neglect). In most cases, more than one form of elder abuse is present, with the most common being financial (mentioned 41 times) and emotional (mentioned 40 times). SeniorsNL also received 11 calls reporting physical abuse in our last fiscal year. In addition, **we provided 3 referrals to a women’s domestic violence shelter.**

Consumer Related: accounting for 1% of all inquirers’ needs. These inquirers’ needs were related to consumer issues such as senior discounts, ID cards, motor vehicle registration, consumer complaints, etc

Top 15 Referrals ²	
1.	Community Volunteer Income Tax Program (CRA)
2.	Community Supports (Eastern Health)
3.	Service Canada
4.	Public Legal Information Association of NL
5.	Rental Housing Program (NLHC)
6.	Connections for Seniors
7.	Adult Protection Line
8.	NL Prescription Drug Program
9.	One-time Federal Canada Housing Benefit
10.	Provincial Hearing Aid Program
11.	List of snow-clearing businesses (St. John’s area)
12.	Non-Profit Housing (City of St. John’s)
13.	Provincial Home Repair Program (NLHC)
14.	St. John’s Retired Citizens Association
15.	NL 50+ Federation

²Not including SeniorsNL materials and distribution of COVID rapid tests and masks.

Thank you for replying promptly and for the comprehensive information. I really appreciate your effort. Hopefully the information will lead to a resolution of my problem. –Comment from a senior who contacted our Information Line

Unmet Needs

Most of the time, when seniors and those who support them contact us, we can refer them to a resource or service (or sometimes multiple ones) that they did not know how to access or were even unaware of. However, occasionally we find UNMET NEEDS, which indicate a gap in services to seniors in our province. SeniorsNL shares this information on unmet needs with the Seniors Advocate, the Seniors and Aging Division (CSSD), and other government and community entities to facilitate changes in policies and services to address them. This fiscal year, the biggest unmet need identified by our callers was financial support for dental care (62), followed by the need for financial support for glasses³ (9).

The Information and Referral Service Team

Our information and Referral services would not be able to function without lots of great people behind it. A big thank-you goes to Meg Vis, a full-time staff person who helps ensure seniors get the support they need, especially those in particularly challenging situations. The stories about Bride, and Barb and Bob, are based on real-life challenges faced by three seniors who called us, and Meg was the one who insured they ended up with the resources they needed.

Another big thank-you goes out to Trudy Marshall, whose report follows, and her resource team. Without their dedication and attention to detail, we would not have the information we need to refer seniors to supports.

And last, but definitely not least, are the ten seniors who served as Information Line Peer Support Volunteers over this fiscal year by answering inquiries and supporting seniors with information and connections to needed services: Julia

³ While there is a Vision Care program for people who are on income support (and thus under 65) and for seniors who have subsidized home support, most other seniors 65+ are not eligible for this program. These 9 calls represent seniors needing financial support for glasses who were not eligible for the Vision Care program.

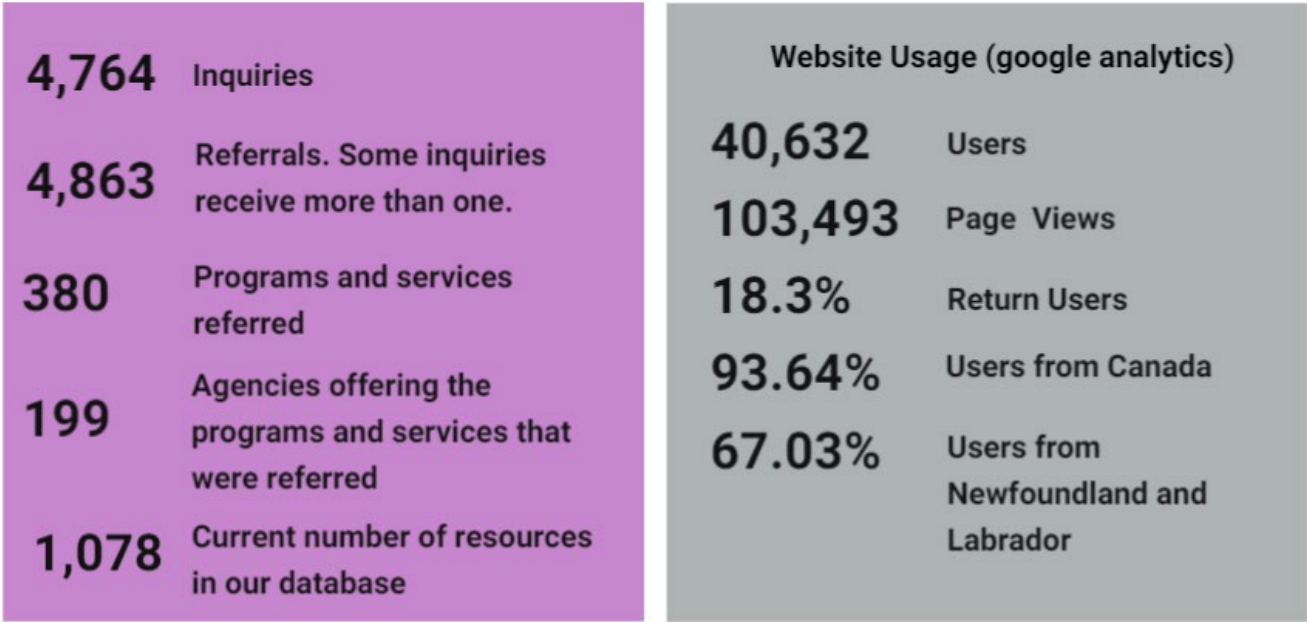
Batten, Lorraine Best, Ron Day, Faye Freeman, Marie Field, Yvonne Jacobs, Matt Lewis, Sherry Morrissey, Madonna Walsh, and Marie Worthman.

These volunteers gave 1,813.5 person-hours during the 2022-23 fiscal year directly to Information and Referral – providing peer support, a listening ear, and connections to services and information to support informed decision-making. I am impressed every day by their knowledge, caring, problem-solving skills, and dedication. **The value of this volunteer time is \$49,816.84,⁴ but in fact, the support they provide is *invaluable*.**



Respectfully Submitted,
Elizabeth Siegel (CRS),⁵ Director, Information and Referral Services
With support from Meg Vis on gathering and analyzing our statistics

Data Highlights⁶



⁴This calculation is based on SeniorsNL base hourly pay for an assistant.
⁵ Elizabeth is an Inform Canada-certified Community Resource Specialist.
⁶ Google Analytics is a platform that collects data from your website.

Helping People Out from Between the Cracks: Bob and Barb's Story*

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

The following story illustrates how sometimes a little extra support is needed when a senior gets lost between the cracks in a system.

Barb is 63 and had a stroke that left her physically and financially unable to continue living independently. Barb's friend, Bob, is 67 and needed to find a place to live after splitting up with his partner. Barb and Bob decided to become roommates, as this was an affordable and effective solution for both. However, despite splitting the rent, they found they were still not making it financially. Even more troublesome, Barb's co-payment amount for her subsidized home support suddenly increased to the point where it was no longer affordable, and she had to stop the service. This left Bob, who has health concerns of his own, trying to help her the best he could.

A friend suggested Barb call SeniorsNL to find out why her portion of the home support payments suddenly went up. With Barb's permission, SeniorsNL spoke with the Community Supports Program on her behalf. After digging further into the situation, it was discovered that the Health Authority had assumed Bob was Barb's common-law spouse since they had the same address, and Bob often helped Barb with transportation and attended appointments with her. This means Barb's finances were assessed as a married person, instead of a single person, and this pushed her into a copay category that was unaffordable based on her income.

SeniorsNL helped Barb to correct her marital status on file and be reassessed so that she can get her home support back. We also helped Bob to apply for home support as well. In addition, after reviewing the benefits that they were both receiving, we realized they were not receiving everything for which they were eligible. Because Barb is under 65, we helped Barb apply for income support, and Bob, who is over 65, to apply for the Guaranteed Income Supplement. In addition, we helped them fill out an application for subsidized housing. This will vastly improve their financial situation.

Help When Things Go Wrong*

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

The following story illustrates how sometimes a little extra support is needed in a difficult situation.

Bride is a 73-year-old senior, who lives alone in her own home on the West Coast. When her spouse passed away two years ago, her income was significantly decreased. What once was a comfortable living situation became a financial struggle and change was necessary to afford to live.

One day an acquaintance asked Bride if she would rent out her basement to her son for a short period of time. Bride had never had a renter before, but she needed the money, so she said yes.

What was supposed to be a short period of time turned into a nightmare that lasted several years. It turned out her tenant was a drug dealer, used the space to make and sell product, and broke into homes in his neighborhood to supplement his income. When Bride asked him to leave, he refused, and she was too afraid to call the police in case he became upset with her.

A friend suggested Bride call SeniorsNL to see if there is anything they could do to help. SeniorsNL connected Bride to PLIAN (Public Legal Association of NL) who helped her navigate the Residential Tenancy Board and the Provincial Court NL for a Peace Bond, so that the tenant could be safely evicted. She was also connected with Credit Counselling Services of NL to help her make informed financial decisions so she would be better able to live on her own.

I very much appreciate the package that I received yesterday containing COVID tests and masks. I also express my gratitude to you and your volunteers for working on the behalf of all seniors in our province. Thanks for your generosity. —Comment from a senior who contacted SeniorsNL



Resources Management

Trudy Marshall, Resource Management Coordinator

Accurate Information Means Accurate Referrals

SeniorsNL Peer Support Volunteers and staff use an Information and Referral (I&R) database to assist Newfoundland and Labrador seniors (50+) and those who support them. This database holds the information on the resources, programs, and services to which we refer people. Our database includes the organizations (agencies) that run the programs and service (agency), the location from which these services are available (sites).

Information and referrals featured in the SeniorsNL I&R database are based on identified seniors' needs from our inquiries. Changes to resources in the database reflect the changing needs identified by seniors and others who use our service. As such, our resource team needs to search for and research new resources, along with updating existing resources to ensure that the information in the database is accurate and complete. **As of March 31, 2023, there were 1078 SeniorsNL-customized database entries that represent 443 agencies, 363 programs, and 272 sites (locations). About 80 of the 443 agencies have one or more program(s).**

These programs and services include towns, not-for-profit organizations, community groups, religious organizations, health zones (NL Health Services), and provincial or federal government departments. In addition, our database features about 100 entries that are lists of common service requests. The services listed are offered by a variety of agencies (mostly businesses) provided at a range of locations. Some of the most popular can be found on the SeniorsNL website: Municipal tax breaks for seniors; NL 50+ Federation seniors' groups/member clubs and directors; and grocery stores that offer delivery or pick-up options in a variety of areas. (This last item was especially popular during COVID lockdowns.)

In order to provide a sense of the scope of our resources, here are some of the lists of services that we are able to provide to people who contact us.

Daily Living: Many lists offer services to seniors in or at their own home or provide services needed by seniors to enhance their well-being or independence. Specifically, seniors receive support for daily living to help them age in place (stay in their own place or community of choice). For example:

- List of snow-clearing businesses; List of lawncare businesses
- List of accessible taxi companies; Full-service gas stations; Mobile tire and car repair services
- List of companies that sell/install stairlifts (St. John's)
- List of odd jobs, minor home-repair businesses

Housing: Looking for a place to live continues to be an issue of concern for seniors. In many cases, seniors have been served an eviction letter, they may not be able to afford where they are living, or they cannot access the supports they need. The following lists of resources related to this include:

- List of moving companies (St. John's and surrounding area)
- List of housing support workers (to help find housing)
- List of short-term stay accommodations (St. John's)

In addition, SeniorsNL has housing lists (by health zones) and long-term care and personal care home lists by health zones which can be emailed or mailed out upon request.

Recreation and Leisure: The need for individuals to have access to social, physical, and mental engagement became abundantly clear during COVID lockdowns. For many in the seniors' community, social interactions, exercise (accessible/gentle), and leisure are especially important. We were also reminded that the digital divide continues to create barriers to services for seniors. Seniors availed of computer support in the home when possible, virtually, and by telephone to meet those needs. Some of the lists of resources related to this include:

- List of mindfulness and meditation workshops
- List of volunteer opportunities
- List of mobile computer technicians (St. John's Metro)

In addition, SeniorsNL has a “Guide to Social and Recreational Activities for Seniors” in the St. John’s and surrounding area that can be sent out upon request.

SeniorsNL has also compiled lists in response to primary health care needs. Some of these include:

- List of walk-in medical clinics for different health zones
- List of virtual health care sources

We also have other lists that reflect a need for access to other health supports in a person’s home or community/area:

- List of foot care providers in different health zones
- List of blood and urine collection services at home
- List of medical equipment and health supply companies in different zones

There are also lists of support groups where individuals can obtain support from others who are going through similar health-related issues. This includes caregivers of seniors and seniors who are caregivers:

- List of cancer support groups in the province
- Drop-in support groups – gambling and substance use
- List of grief and bereavement support groups
- List of virtual support groups for caregivers – heart or stroke
- Doorways – locations across the province
- List of caregiver organizations in Canada

We share the following disclaimer with those who use these lists of businesses: SeniorsNL does not have any direct experience with these companies and does NOT recommend one company over another. It is important to get several quotes and ask for and check a company’s references before hiring their services.

Of course, keeping all the resources up to date takes a team. Thank you to staff and volunteers who are part of or support the Resource Management Team. Research and verifications were carried out by: Meg Vis, Sherry Elliott, Barb Benson, Susan Roche (volunteer and staff), and peer support volunteer Marie Worthman. In addition, we thank the two former field placement social work

students at SeniorsNL, Caitlin Harty and Daniel Dierney, who helped add some new entries to reflect the diversity of our population (LGBTQ+).

We also appreciate 211, with whom we continue to have a data-sharing partnership. Each month we share new and verified records with each other, and we each have identified “ownership” of select shared resource records that we will be responsible for in terms of verifying the information.

In addition, we thank the hundreds of agencies and program/services contacts who respond to requests to review, completely verify, and provide ad hoc updates. Thank you for taking the time from your day; your support is essential.



Respectfully Submitted,
Trudy Marshall,
Resource Management Coordinator (CRS-DC⁷).
With support from Susan Roche



Community Relations and Engagement

Catherine Connolly, Coordinator

Since I joined SeniorsNL on February 13, 2023, Community Relations, and Engagement sent out 4,894 pieces of print information. During this time, we had 9 presentations engaging 170 people and 4 Zoom sessions with a total of 82 people in attendance.

Focus was placed on the importance of legal documents as described in the Legal Planning Guide from Public Legal Information Association of Newfoundland and Labrador (PLIAN), and Advanced Health Care Directive booklet from the Coalition of Persons with Disabilities of Newfoundland and Labrador (CODNL).

⁷ Trudy is an AIRS-certified Community Resource Specialist – Database Curator.

Customized letters were sent to 134 50+ clubs which triggered 9 clubs requesting these guides for their members. Within two months and before the end of the fiscal year, we distributed 698 Legal Planning Guide and 572 Advanced Health Care Directives booklets. Also, 7 50+ Clubs were connected to the Public Legal Information Association of Newfoundland and Labrador (PLIAN). This project was funded by the New Horizons for Seniors Community Grant and thank you also goes to the Provincial Government for printing the Advanced Health Care Directive Booklet.

We attended the Downhome Expo that allowed us to have approximately 100 conversations with people that weren't aware of SeniorsNL along with a table display at the Recovery Forum that provided us the opportunity to speak with approximately 40 health providers.

I would like to acknowledge and thank our community partners for taking the time to share your knowledge on topics chosen by seniors at our Let's Talk About Zoom sessions. These sessions have become very popular and remain to be an efficient and effective way for widespread communication.

Our strong partnership with the NL 50+ Federation and its club members is a significant contribution to the wellbeing of seniors across the province. We value the continued collaborations on numerous outreach and learning opportunities. We also devote space on our website for the Federation member clubs to access newsletters, convention materials, and club listings, etc.



SeniorsNL was pleased to be the recipient of a grant from Petro-Canada to add a special section for caregivers on the SeniorsNL website as well as to develop a series of brochures offering valuable information and tips to caregivers of all ages.

Twelve brochures have been drafted and links to resources from experts in the field will added to the website. Brochures include: *Caregiving for an Adult Child*, *Caregiving with Siblings*, *Conditions that Mimic Dementia*, *Important Legal Information*, *Hospitalization*, *Organizing Care*, *Respite Care*, *Self-Care for Caregivers*, *What Is Palliative Care?* *What Is Sepsis?* *What Is Sundowning?* and, *Who Are Young Caregivers?* As well as being available in print, these brochures

will also be posted on the SeniorsNL website. The launch of all this information will happen in the Fall of 2023.

I am grateful to our vast network of Community Peer Support Volunteers and our Friends of SeniorsNL for sharing our information with their peers and directing those in need of support to our Information Line. Your support is invaluable and makes a difference.

Our Friends of SeniorsNL is an opportunity to help us spread the word on what our organization does and provides. I am excited to announce that this initiative has grown to 81 Friends: seniors and non-seniors, along with 4 organizations, located in 23 communities.

I want to give a heartfelt thank you to Mary Ennis who finished her role as Outreach Coordinator early in the fiscal year. She has been a mentor to me as I began my role and appreciate everything she has done to support me. Mary has since taken the role of project supervisor for our Caremakers project which is to build resources for family and friend caregivers.



Thank you,
Catherine Connolly
Community Relations & Engagement

Action Highlights

16,765 pieces of material were distributed to approximately 921 individuals.

Eastern – 11,881

Central – 2,084

Western – 2,800

No events were held in Labrador, however, electronic information was sent to individuals and organizations in this area, which are identified in the Distribution to Networks below.

Information Booths Reached approximately 660 Individuals

50+ Federation Convention
Public Service Expo, Gov NL
Public Pensioners Convention

St. James United Church
Food First NL Conference
Recovery Forum
Downhome Expo

Electronic Information Distribution to Networks

- 49 items of information on 114 topics were sent to 106 Peer Support Volunteers in 49 communities.
- 59 items of information on 132 topics specific to NL 50+ Federation Area Directors and local 50+ clubs were distributed.
- 9 items of information on 13 topics specific to Health Providers were sent.
- 3 items of information on 4 topics specific to Western NL were sent out.
- 1 item of information on 2 topics specific to Central NL sent out.
- 2 items of information on 2 topics specific to Labrador sent out.
- 47 items of information on 121 topics specific to 81 Friends of Seniors NL in 21 communities

Presentation topics by SeniorsNL and Partners during 2022- 2023

Total Participants for virtual and in-person sessions: 928

Topic	Presenter(s)
Let's Talk About...The importance of having a Will and Power of Attorney	Kristen Morry – Public Legal Information Association of NL
Let's Talk About...Old School Intergenerational Projects	Claire Rouleau & Eric Winsor – Old School Intergenerational
Let's Talk About...Perspectives on Aging	Henry Kielley-Department of Children, Seniors, and Social Development

Frauds & Scams	Meg Vis - SeniorsNL
Let's Talk About...Adult Protection Act	Steve Ross-Department of Children, Seniors, and Social Development
Let's Talk About...The Importance of Preventing Falls	Corrine Power and Brittany Murphy Western Health
Advance Health Care Directives	Kelly Heisz, Catherine Connolly SeniorsNL
Let's Talk About...Family and Friends Caregivers	Meg Vis-SeniorsNL
Let's Talk About...Views on the Treatment of Older Adults	Kelly Warren, Marissa Taylor Psychology Program, Grenfell Campus, MUN
It's Not Right, Neighbours, Friends and Families for Older Adults	Kelly Heisz and Mary Ennis-SeniorsNL
Let's Talk About...Activate Learning	Julia Norcross-ABC Life Literacy Canada
Just Ask SeniorsNL Anything	Elizabeth Siegel-SeniorsNL
Let's Talk About... SeniorsNL. Who we are and what we do.	Elizabeth Siegel-SeniorsNL
Have your say with the Seniors' Advocate.	Susan Walsh-Seniors' Advocate
Things to Remember When Choosing a Personal Medical Alert Button	Catherine Connolly, Barb Benson SeniorsNL
Fall Prevention	Catherine Connolly, Meg Vis-SeniorsNL
About SeniorsNL	Catherine Connolly, Meg Vis-SeniorsNL

Let's Talk About: Advance Health
Care Planning – Starting the
Conversation

Kelly Heisz, Mary Ennis-SeniorsNL

Let's Talk About...Exploring Nav-
Care: A Volunteer Based Program
Assisting Older Adults to Age Well
at Home.

Vanessa Power, Masters Social Work
Student.

Let's Talk About... SeniorsNL. Who
We Are and What We Do

Mary Ennis, Elizabeth Siegel - SeniorsNL

Other SeniorsNL Special Presentations

- Canadian Federation of University Women: Webinar “Invisible no more – elder rights” (panelist)
- NL 50+Federation Convention (Speaker and Booth)
- Presentation to Victim Services Coordinators: SeniorsNL: Who We Are and What We Do
- Presentation: Caring for the Caregiver – Victoria Community Development Board
- Presentation: Frauds and Scams – Victoria Community Development Board
- Presentation: It's Not Right! Neighbours, Friends, and Family of Older Adults at Residence at Littledale
- Presentation: Just Ask SeniorsNL. Town of CBS Seniors' Lunch and Learn
- Presentation: SeniorsNL: Who We Are and What We Do – Wellness Coalitions Networking Day
- Presentation: SeniorsNL: Who We Are and What We Do for Self-Managed Care Directors, Central and Western Health

Community Relations & Engagement: YouTube Channel

- 43 sessions posted to date with 11 sessions published during the fiscal year.
- 41 sessions viewed this fiscal year, increasing our total views to 1,159.

Top 5 viewed sessions:

1. Let's Talk About...The Benefits of a Medical Alert Service And Who Benefits From Them (first published May 2021)

2. Just Ask...SeniorsNL Anything (published March 2023)
3. Let's Talk About...Emergency Preparedness (first published January 2021)
4. Let's Talk About...The Importance of Having a Will and an Enduring Power of Attorney (first published April 2022)
5. Let's Talk About...Exploring Nav-CARE: A volunteer-based program to support aging in place (first published August 2022)

Our Partners

Our valued partners in the community allow us:

- **to provide sessions with their expertise on topics that seniors want,**
 - **to provide us with material that we share at public opportunities,**
 - **And to work with them in communities for mutual benefit.**
- ABC Life Literacy Canada
- Association of New Canadians
- Canada Revenue Agency - Community Volunteer Income Tax Program
- Canadian Network for the Prevention of Elder Abuse
- Central Health Authority / Mental Health – Health Promotions Team
- Centre for Research and Education on Violence against Women and Children, Western University, London, ON – It's Not Right!
- City of St. John's
- College of the North Atlantic
- Compassion Home Care
- Connections for Seniors
- Department of Children, Seniors, and Social Development
- Eastern Health Acute Discharge
- Fédération des francophones de Terre-Neuve et du Labrador
- Food First NL
- Harbour Breton Community Youth Network
- Lifeline
- Miller Centre Rehab
- MUN School of Nursing
- MUN School of Social Work
- NL 50+ Federation

- NL Public Libraries
- NL Public Service Pensioners' Association
- Office of the Seniors' Advocate
- Old School Intergenerational Projects
- Psychology Program, Grenfell Campus, MUN
- Public Legal Information Association of NL (PLIAN)
- Recovery Forum
- Remote Patient Monitoring-Eastern Health
- Royal Canadian Mounted Police
- Royal Newfoundland Constabulary
- Salvation Army Men's Fellowship
- Service Canada
- Town of Holyrood
- Town of Logy Bay-Middle Cove-Outer Cove
- Town of Torbay- Age Friendly Group
- Victim Services
- Victoria Community Development Corporation
- Virginia Park Community Centre
- Western Health
- Yesterday's Youth 50+ Club

Communities Where Participants Come From

- | | | |
|-----------------|-----------------|------------------|
| • Avalon West | • Ferryland | • Labrador West |
| • Baie Verte | • Flatrock | • Lamaline |
| • Baine Harbour | • Flower's Cove | • Lethbridge |
| • Bay Bulls | • Fogo | • Lewisporte |
| • Bay Roberts | • Fogo Island | • Little Bay |
| • Beachy Cove | • Fox Harbour | • Little Rapids, |
| • Bell Island | • Frederickton, | Cr. Brook |
| • Belloram | NB | • Logy Bay |
| • Birchy Bay | • Frenchman's | • Makinson's |
| • Bishops Falls | Cove | • Mary's Harbour |

- Blaketown
- Bonavista
- Brigus
- Bryant's Cove
- Burgeo
- Burgoyne's Cove
- Burin
- Burin Bay Arm
- Calvert
- Cape Broyle
- Carbonear
- Cartwright
- Catalina
- Cavendish
- Chapel Arm
- Clarenville
- Conception Bay South
- Corner Brook
- Creston
- Deep Bight
- Deer Lake
- Dildo
- Dunville
- Eastport
- English Harbour West
- Rushoon
- Salmon Cove
- Salt Pond
- Scarborough
- Seal Cove
- South River
- Southbrook
- Spaniards Bay
- Springdale
- St. Anthony
- St. Fintan's
- Freshwater
- Gambo
- Gander
- George Brook-Milton
- Glovertown
- Goobies
- Grand Bank
- Grand. Falls-Windsor
- Hampden
- Happy Valley Goose Bay
- Happy Valley-Goose Bay
- Harbour Grace
- Hawkes Bay
- Hillview
- Holyrood
- Irishtown-Summerside
- Jackson's Arm
- Jeffery's
- Jeffrey's
- Jersey'side
- Joe Batt's Arm
- Kippens
- Labrador City
- St. John's
- St. Lawrence
- St. Philips
- Stephenville
- Stephenville crossing
- Summerford
- Tilton
- Torbay
- Trepassey
- Trinity Bay
- Marystown
- McIvers
- Milltown
- Mobile
- Montreal
- Mount Pearl
- Mt. Pearl
- Nain
- Norris Point
- North Harbour
- North River |
- Old Perlican
- Paradise
- Pasadena
- Piccadilly
- Placentia
- Port au Port
- Port aux Basques
- Port de Grave
- Port Hope Simpson
- Port Rexton
- Portugal Cove
- Portugal Cove South
- Rocky Harbour
- Roddickton
- Triton
- Twillingate
- Whitbourne
- Whiteway
- Winterland
- Witless Bay
- Wolfville
- Woody Point – Bonne Bay

SeniorsNL Representation Collaborations/Board/ Committee

- Board member and Chair, Reaching Home Rural and Remote Board member, Connections for Seniors
 - Board Member, Canadian Network for the Prevention of Elder Abuse
 - Board Member, MUN Aging Research Centre of NL Management Board
 - Board member, Violence Prevention – Avalon East
 - Community Representative for the Western Health Quality Initiative Community Support Team
 - Member of the Advisory Committee for Labrador Regional Wellness Coalition
 - Member, Advisory Committee for Canadian Remote Access for Dementia Learning Experiences (CRADLE) Project, Canadian Institute for Seniors Care, Conestoga College
 - Member, Research Exchange Group on Aging, NL Centre for Applied Health Research
 - Member, *Right to Decide* Pilot Project Committee, Inclusion NL
 - Member, Seniors Advisory Committee, City of St. John's
 - Member, Steering Committee Provincial Government's Dementia Friendly Communities project
 - Member, Vulnerable Population Task Force and members of the Food Security and Seniors Working Groups
-



NL Network for the Prevention of Elder Abuse

The NL Network for the Prevention of Elder Abuse (NLNPEA) is an integral part of SeniorsNL's commitment to addressing elder abuse in our province.

The Steering Committee has been working on its strategic direction that includes securing funding for a Coordinator to bring consistency and sustainability of the work needed to grow the Network of members, and to bring awareness and

concrete action. Today's membership still remains steady at 105 individuals, 52 organizations (community groups, government departments/agencies), and 4 private companies. NLNPEA is a member of the Canadian Network for the Prevention of Elder Abuse (CNPEA), and SeniorsNL has a seat on its Board of Directors.

The Steering Committee has been doing significant work in two areas:

- 1) The need to expand Emergency Protection Orders to include those not married but who are at risk of abuse by those who live with them, such as their adult children or grandchildren.
- 2) Gathering and synchronizing data from law enforcement, the courts and organizations, like SeniorsNL, in order to get a more comprehensive and telling story of elder abuse in our province.

SeniorsNL actively promotes World Elder Abuse Awareness Day (WEAAD) held annually on June 15. This year the events from SeniorsNL were virtual, with a session on June 15, by special guest Henry Kielley, from the Division of Seniors and Aging, who presented on Ageism. Four other presentations took place in June, highlighting elder abuse:

- In person presentation on It's Not Right! Neighbours, Friends and Family of Older Adults
- In-person presentation on Frauds and Scams
- Virtual Presentation: Let's Talk About...Views on the Treatment of Older Adults
- Virtual Presentation: Let's Talk About...The Adult Protection Act.

Social media was used, via Facebook and Twitter, on June 15, as we joined the world to highlight the many forms of abuse and how to get help and to be a support to report.

In addition, SeniorsNL is doing a review of the Province's *Respect Aging* program, an elder abuse training program which was initially released in 2013.

Recommendations will be presented soon regarding suggested updates and inclusion of groups and service providers that would benefit from the Program.

**SeniorsNL's
NL Network for the Prevention of Elder Abuse (NLNPEA)
Steering Committee Members during the 2022-2023 Fiscal Year**

- **Anne Morris, SeniorsNL Board Chair and Chair of the Committee**
- **Rosemary Lester, SeniorsNL Board Member and Vice-Chair of the Committee**
- Barbara Benson, SeniorsNL
- Brad Squires/April Janes, Royal Canadian Mounted Police (RCMP)
- Catherine Connolly, Network Coordinator
- Charlene Luffman, Eastern Health
- Doreen Burry, Board Member, SeniorsNL
- Elizabeth Siegel, SeniorsNL's Director of Information and Referral Services
- Glenda Dominie and Lori Ryan, Western Health
- Henry Kielley/Steve Ross, Department of Children Seniors, and Social Development
- Judy Belanger, SeniorsNL Board Vice-Chair
- Kaberi Sarma-Debnath/Yamuna Kutty, Multicultural Women's Organization of NL (MWONL)
- Kelly Heisz, SeniorsNL's Executive Director
- Kelly Warren, Memorial University (MUN)
- Kevin O'Shea, Public Legal Information Association NL (PLIAN)
- Kyle Smith and Stephen Fitzgerald, Royal Newfoundland Constabulary
- Lorraine Best, Peer Support Volunteer, SeniorsNL
- Marina Brett, Labrador-Grenfell Health
- Catherine Connolly and Mary Ennis, Network Coordinator(s)
- Mary White, Newfoundland Aboriginal Women's Network (NAWN)
- Noreen Careen, NL 50+ Federation
- Tabetha Knight, Central Health



Pan-Canadian New Horizons for Seniors Project

Leigh Thorne, Project Coordinator

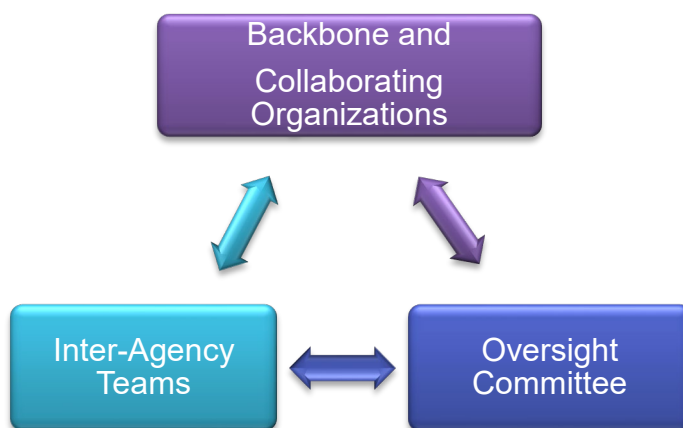
Collective Impact for Seniors

Pan-Canadian New Horizons for Seniors Program, Employment and Social Development Canada (2019 – 2024)

Our Collective Impact Project is implementing a collaborative approach to:

- Effectively serve seniors who have multiple needs,
- Support service providers, and
- Identify and address challenges in senior-serving programs/systems.

In our experience, the multiple and simultaneous needs of seniors are usually related to housing, finances, connectedness, and health. The following structure was created to work with seniors and a wide range of partners:



- As the project's Backbone organization, SeniorsNL provides overall project leadership and coordinates the Inter-Agency Teams.
- Leadership is shared with three Collaborating Organizations who also implement funded initiatives: Connections for Seniors, Income Support, and the Newfoundland and Labrador Housing Corporation.
- Inter-Agency Teams engage members based on an individual's specific needs and with consent. Teams are temporary.
- The Oversight Committee members are system-leaders who consider and implement policy/procedure changes to improve services for seniors.

Project Leaders and Partners

The Collective Impact project engaged **125 individuals from 65 organizations and programs** as of March 31, 2023. This is an increase of 20 individuals and 20 organizations/programs since the previous fiscal year.

Organizations/Departments/Programs Involvement

Partners participated in various capacities:

C = Collaborating Organization (leadership and funded initiatives)

O = Oversight Committee (system-leaders)

T = Team Member (Inter-Agency to efficiently address multiple needs)

P = Partner (available to consult and collaborate)

- Autism Society NL (T)
- Canada Revenue Agency, Community Volunteer Income Tax Program (O)
- Central Health, Community Supports Program (T)
- Central Health, Flexible Assertive Treatment Team, FACT (T)
- Central Health, Mental Health and Addictions (T)
- City of St. John's Non-profit Housing Program (O, T)
- Community Mental Health Initiative – Housing Support Worker (T)
- Connections For Seniors (C, O, T)
- Correctional Service of Canada, Reintegration Officer (T)
- CSSD-Disability Policy Office (O)

- CSSD-Income Support, Eastern Region (C, O)
- CSSD-Income Support, Western (T)
- CSSD-Seniors and Aging Division (O, T)
- CSSD-Social and Economic Well-Being (O)
- Eastern Health, Clinical Efficiency (P)
- Eastern Health, Collaborative Health Clinic (P)
- Eastern Health, Community Support Program (O,T,P)
- Eastern Health, FACT (T)
- Eastern Health, Harm Reduction Clinic (T, P)
- Eastern Health, Hospital Discharge (T)
- Eastern Health, Housing Program (P)
- Eastern Health, Long Term Care (T)
- Eastern Health, Mental Health and Addictions (T, P)
- Eastern Health, Mobile Crisis Team (P)
- Eastern Health, Nephrology (T)
- Eastern Health, Palliative Care Program (P)
- Eastern Health, Psychiatric Assessment Unit (P)
- Eastern Health, Social Work Program (P)
- Emergency Shelter –Private (T)
- Empower (T)
- End Homelessness St. John's (P)Food Helpline, Food First NL (P)
- Gateway Women's Centre (T)
- Goss Gilroy Inc. (P)
- Home Dementia Care Program (T)
- Homestead (P)
- Human Rights Commission NL (T)
- Inclusion Canada NL (T)
- Iris Kirby House (women's transition shelter) (P)
- Labrador-Grenfell Health, Community Supports Program (T)
- Newfoundland and Labrador Housing Corporation - Central (T)Newfoundland and Labrador Housing Corporation - Eastern (C, O, T)
- Newfoundland and Labrador Housing Corporation – Western (T)NL Medical Transportation Assistance Program (O)NL Member of House Assembly (T)
- NL Adult Dental Program (P)
- NL Prescription Drug Program (O)
- No'Kmaq Flat Bay Band, Reaching Home (P)
- Office of the Citizens' Representative (T)
- Office of the Seniors' Advocate of NL (O, P)
- Provincial Home Dementia Care Program (T)

- Provincial Mental Health and Addiction Navigator (P)
- Provincial Rehabilitation Program (P)
- Public Legal Information Association of NL (T, P)
- Qalipu First Nation Band (T)
- RCMP, Port aux Basques (T)
- Royal Newfoundland Constabulary, St. John's (P)
- Salvation Army, Ches Penney Centre of Hope (T, P)
- SeniorsNL, Information/Referral and Community Engagement (O, T, P)
- Service Canada, Outreach and Reaching All Canadians (P)
- The Gathering Place (T)
- Thrive (T)
- Western Health, Behavioural Management Specialist (P)
- Western Health, Community Support Program (T)
- Western Health, FACT (T)
- Willow House Women's Shelter (T)

Activity Overview

As the Backbone organization, SeniorsNL hosted eighty-seven (87) meetings of the Oversight Committee, Collaborating Organizations, and Inter-Agency Teams:

Oversight Committee (3)

Committee members are from NL Health Services, community-based organizations, federal services, and provincial government programs. System-leaders collaborate to identify issues, share information, brainstorm solutions and implement changes to improve services for seniors.

Collaborating Organizations (19)

Collaborating Organizations contribute to project leadership, participate on Inter-Agency Teams, are members of the Oversight Committee, and implemented the following six funded initiatives during this past fiscal year:

Newfoundland and Labrador Housing Corporation Funded Initiatives

Housing Support Worker

- This staff person is located at Connections for Seniors. They serve individuals who are 55+ when they enter any shelter in St. John's in order to reduce the length of stay in emergency shelter and support the move to suitable permanent housing.

Seniors' Navigator

- The Navigator works internally to support applicants to NLHC programs, as needed. The Navigator also facilitates connections between NLHC programs, encourages a senior-informed perspective by NLHC service providers, and participates in external collaborations.

Connections for Seniors Funded Initiatives

Health & Community Outreach Program Manager

- This initiative supports seniors who have concerns such as health, finances, legal, or housing concerns. This social worker assists individuals who have multiple needs as well as participates in Inter-Agency Teams.

Volunteer Coordinator

- Upon request by seniors, the Volunteer Program is addressing social isolation through 'friendly' calls/visits, and food insecurity through food hampers and deliveries.

Income Support Funded Initiatives

Turning 64 Project

Social work support is offered at age 64 to individuals receiving income support in the Eastern region. During the transition from provincial to federal benefits at age 65, seniors can be vulnerable to financial, housing, and health concerns. Person-centred information and assistance prevents and addresses concerns.

Private Trustee Contacts

A social worker pro-actively contacted income support recipients in the Eastern region who are between the ages of 55-60 and who have a proxy or private trustee. Trustees are typically parents **over age 70**; seniors supporting seniors. This initiative was able to offer information, family support and referrals.

Inter-Agency Teams (65)

Inter-Agency Teams are a collaborative approach to effectively serve the target audience of our collective impact project: seniors age 55+ who have multiple needs. Needs tend to fall under the themes of housing, finances, health, and connection.

Service providers identify individuals who are age 55+ and are experiencing challenges in accessing numerous services simultaneously. With consent, the Team shares various perspectives, improves access to existing services, creates

solutions when needed, and supports seniors and service providers. Teams are temporary, person-centred, timely, and coordinated.

In 2022-2023, 16 seniors were assisted by the Team approach, with an average of 4 meetings per Team. **The following is a brief profile of seniors served by a Team to date:**

- Ranged in age from 55 – 84, with half between ages 60-69.
- Half lived in St. John's, and half lived in other regions of the province.
- Half rented in the private market (and were eligible for rent subsidy).
- 92.5% had a low income.
- Almost half lived alone; 30% felt isolated and lacked a support system.
- 40% had a physical health/disability
- 37% had mental health concerns
- 22% had a substance use concern.
- Just over a third had home care support.
- 78% had a healthcare provider.
- Over 50% filed taxes in the previous year.

Examples of Inter-Agency Team at work:

An individual, age 65 and recently receiving OAS and GIS, had a short eviction notice from a private landlord. Contributing factors were acute mental illness and shared accommodation with a dependent adult child who also has complex health concerns. Team members, specific to this individual, were from Income Support, SeniorsNL, acute and community Mental Health and Addiction, NLHC, and Connections for Seniors.

The Team obtained eviction details and facilitated a postponement. Subsidized accommodation was confirmed within two months, along with details of house viewing, lease signing, payments, and moving. Once re-located, the Team provided assistance the seniors with transportation, pre-authorized rent payments, and budgeting to reduce financial concerns. The Team also collaborated with healthcare and housing service providers for long-term support.

An individual, 74 years of age who uses a wheelchair, had financial stress and was living in an apartment that was so inaccessible that they were unable to leave. This meant that they could not access any outside services and safety was a concern. Contributing factors were financial abuse, a retired physician, and

inability to access healthcare. Team members were from SeniorsNL, allied healthcare, Newfoundland and Labrador Housing, Eastern Health Community Supports Program, and Connections for Seniors.

The Team assisted with applications and secured a rent subsidy, an accessible apartment, re-assessment of home care needs, a medical alert device, GoBus service, outpatient health services, as well as a referral for a physician and confirmation of prescription coverage.

Seniors provided feedback such as:

- “Thanks again to all of you for bearing with us through this difficult time in our lives.”
- “We feel so blessed to have had such a great team of empathetic, skilled, and dedicated folks”

Inter-Agency Team members offered the following comments:

- “We were able to get answers from other agencies involved right away, rather than have to research the issues after our meetings. We shared a common goal of finding safe, secure housing for our client.”
- “Having multiple resources at the table made the whole picture clearer, reduced the 'cracks in the sidewalk' and assignment of roles and outcomes were clear and concise.”
- “Having someone guide the conversation along and address the concerns of everyone on the team was super helpful. This was a productive way of getting everyone on the same page and held people accountable to do their part in supporting the client.”
- “Having a team allowed for all workers to collaborate and discuss the needs of a mutual client. This ensured we were not duplicating services and provided wrap-around supports.”
- “Every member brought something different to the table.”
- “We were able to arrange virtual meetings and maintained contact outside of those meetings via group email. It was beneficial to all parties involved.”
- “All members of the team were actively involved, and communication was up to date and appropriate.”
- “Improved communication. Ensured wrap around supports for the client” and “each knowing what the other was doing. Also learning about what others in the community can offer. Wonderful and well worth my time.”
- “Please keep doing this for senior clients in need. Very helpful.”

Collaboration and Learning

The Project Coordinator also participated in meetings to learn from others, align with provincial strategies to better serve seniors, and share information about the collective impact project. For example:

- Health Accord NL Updates
- NavNet Voluntary Trustee Working Group
- New Mental Health and Addictions Facility – Community Consultations, NL Health
- NL Prescription Drug Program
- SeniorsNL's Peer Support Volunteers
- Provincial Vision and Hearing Programs
- Seniors' Advocate of NL
- Service Canada, Reaching All Canadians initiative
- Social and Economic Well-Being Division, CSSD

Evaluators (8)

The collective impact project is implementing a developmental evaluation approach with the assistance of Goss Gilroy Inc. Developmental evaluation supports real-time learning, celebrates successes, engages multiple stakeholders throughout a project, and encourages creative solutions and flexibility based on emerging evidence.

Methodology has included development of a Logic Model and Matrix, observation and feedback at meetings, online and telephone surveys, ongoing consultation with Collaborating Organizations, and compilation of target audience 'profile' data.

Issues and Actions

Project partners and seniors identify issues and actions on an ongoing basis. Together we will continue to:

Align collective impact project efforts with provincial and federal actions and programs such as the Canada 'Reaching Home' Strategy, the NL Health Accord, the NL 'Social and Economic Well-Being' Plan, the NL Prescription Drug and Medical Transportation Programs, as well as the priorities of the Office of the Seniors' Advocate of NL.

Implement improvements to support seniors who have multiple needs, such as:

- Facilitate information sharing and collaborative solutions with hospital discharge stakeholders and personal care home providers.
- Encourage early practical assistance to prepare for the transition to federal benefits at age 65.
- Identify supports for hoarding behaviour to improve health and prevent eviction.
- Expand emergency protection orders to support vulnerable seniors who have capacity.
- Consult with communities regarding ways to increase the supply of home care workers.
- Collaborate with stakeholders and seniors to expand affordable and accessible housing options.
- Support early intervention efforts to mitigate the consequences of debt collection/garnishment of federal benefits due to CERB/CRB.

Sustainability

Sustainability planning begins as we enter the final year of the project. To date, discussion with Collaborating Organizations has focused on the need to sustain Inter-Agency Teams, the benefits of embedding a seniors' lens into programs and services, how to sustain collaborations, and the need to secure funding to continue non-profit services.

Collective initiatives and actions in the upcoming year will continue to contribute to the increased *knowledge* of seniors, their service providers and system-leaders. *Behaviours* of collaboration, empowerment, creative problem solving, and applying a seniors' lens will lead to changes in *condition* for seniors who have multiple needs and how service providers serve them.



Respectfully Submitted,
Leigh Thorne
Project Coordinator, New Horizons for Seniors Pan-Canadian Project

Finance Report, Sources of Revenue & Financial Statements

For the year ended March 31, 2023, SeniorsNL reported a surplus from operations again this year in the amount of \$17,468 compared to a surplus of \$28,132 for the year ended March 31, 2022. (See figure 3 and Figure 4, page 45 and list of major funders, page 46).

The reported surplus is the result of due diligence on the part of both the Board and staff of SeniorsNL in managing the finances of the organization.

Revenue in the form of grants, fundraising, and donations fluctuate from year to year depending on projects undertaken. Revenue for the current year ended was \$1,037,595 compared to \$1,155,619 for the previous year, while matching expenditures were \$1,020,127 compared to \$1,127,487 for 2021/22.

We will continue to enjoy the five (5) year proceeds of the New Horizons project until August 31, 2024, via total funding in the amount of \$2,999,610. 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 has received the final amount of the three-year provincial government agreement, which secured the sustainability of the Information and Referral Services we provided to the aging population of NL.

The continuation of our Outreach Program, now called Community Relations and Engagement, and other work such as our NL Network for the prevention of Elder Abuse are now incorporated into our core operations of Information and Referral Services. Those components 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, her staff and all our volunteers for their efforts during 2022/23.

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

Respectfully Submitted,
Fern Mitchelmore, Treasurer

Figure 3: Revenues 2022/2023 \$1,037,595

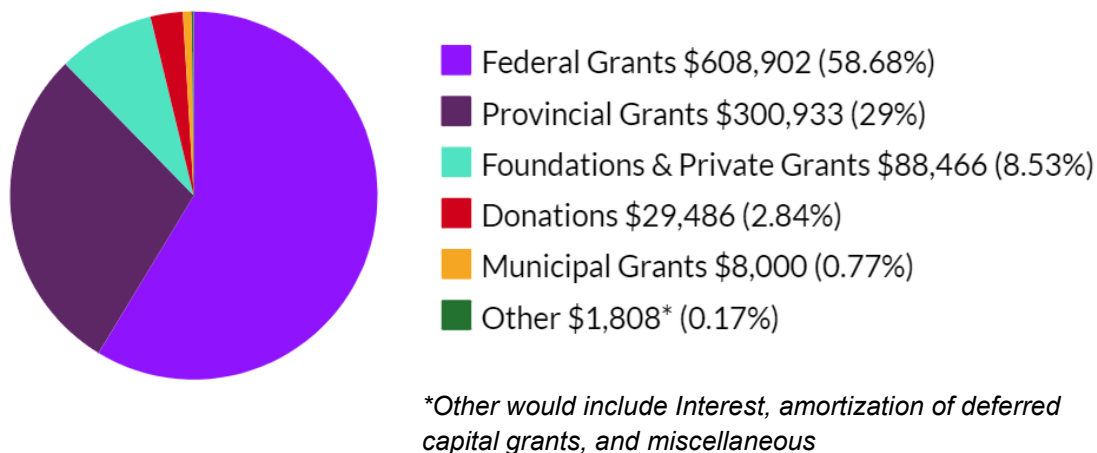
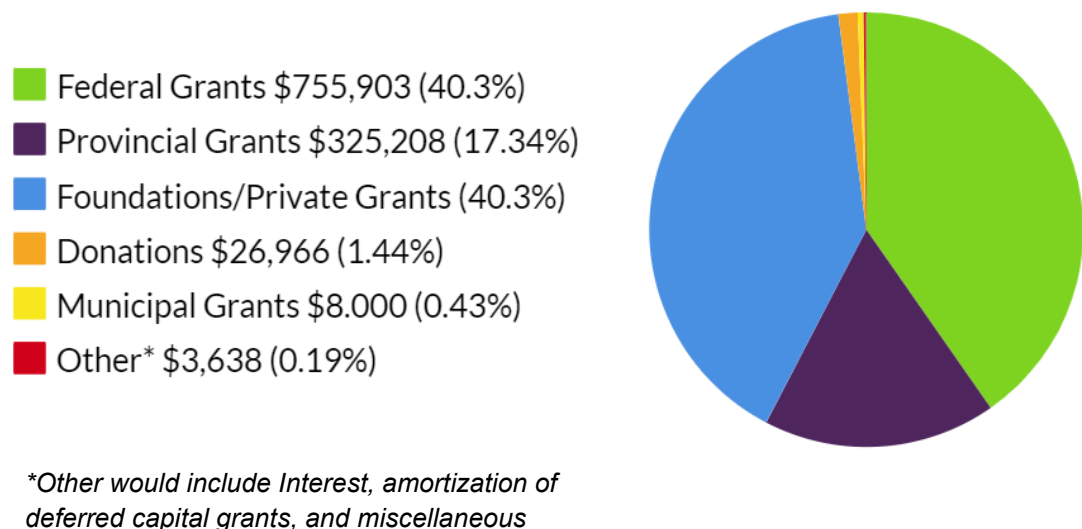


Figure 4: Revenues 2021/2022 \$1,155,619



Major Funders and Donors 2020-2021

- City of St. John's
 - Employment Skills and Development Canada
 - Fresh Daily Bakery LTD.
 - Government of Newfoundland & Labrador
 - Petro Canada Caremakers Foundation
 - Provident10
 - Responsible Sharing Committee
 - Verafin Inc.
-

We wish to thank the other 59 Donors during the 2022-2023 fiscal year for their generous and kind support. Donations were also received from people through Canada Helps, Canada Online Giving, and United Way Centraide.

Appendix A
Auditor's Report and Financial Statements

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

Financial Statements

Year Ended March 31, 2023

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

Index to Financial Statements

Year Ended March 31, 2023

	Page
INDEPENDENT AUDITOR'S REPORT	1 - 2
FINANCIAL STATEMENTS	
Statement of Financial Position	3
Statement of Revenues and Expenditures	4
Statement of Changes in Net Assets	5
Statement of Cash Flows	6
Notes to Financial Statements	7 - 10

INDEPENDENT AUDITOR'S REPORT

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

Opinion

We have audited the financial statements of Seniors Resource Centre Association of Newfoundland and Labrador Inc. (the organization), which comprise the statement of financial position as at March 31, 2023, 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 our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the organization as at March 31, 2023, and the results of its operations and cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations (ASNPO)

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the organization in accordance with ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our 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 ASNPO, 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 related 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.

Auditor's Responsibilities for the Audit of the Financial Statements

Our 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 our 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, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

(continues)

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

- 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 our 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 we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our 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.

We 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 we identify during our audit.

St. John's, Newfoundland and Labrador
August 18, 2023

Beacon Accounting Professional Corporation
CHARTERED PROFESSIONAL ACCOUNTANTS

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

Statement of Financial Position

March 31, 2023

	2023	2022
ASSETS		
CURRENT		
Cash	\$ 381,379	\$ 358,418
Term deposits <i>(Note 3)</i>	100,551	100,551
Accounts receivable	1,674	1,606
Harmonized sales tax recoverable	1,666	1,355
Prepaid expenses	1,387	6,671
	<u>486,657</u>	468,601
PROPERTY, PLANT AND EQUIPMENT <i>(Note 4)</i>	<u>3,106</u>	4,102
	<u>\$ 489,763</u>	<u>\$ 472,703</u>
LIABILITIES AND NET ASSETS		
CURRENT		
Accounts payable	\$ 124,430	\$ 124,152
Employee deductions payable	12,798	9,711
Deferred revenue <i>(Note 5)</i>	75,863	78,640
	<u>213,091</u>	212,503
DEFERRED CAPITAL GRANT	<u>3,106</u>	4,102
	<u>216,197</u>	216,605
NET ASSETS		
General fund	173,566	149,674
Internally restricted fund	100,000	106,424
	<u>273,566</u>	256,098
	<u>\$ 489,763</u>	<u>\$ 472,703</u>

ON BEHALF OF THE BOARD

_____*Director*

_____*Director*

See notes to financial statements

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

Statement of Revenues and Expenditures

Year Ended March 31, 2023

	2023	2022
REVENUES		
Government and other grants	\$ 973,861	\$ 1,092,092
Donations	29,486	26,966
Outreach program	32,439	32,923
Amortization of deferred capital grants	996	1,179
Miscellaneous	432	535
Interest	381	1,924
	<u>1,037,595</u>	<u>1,155,619</u>
EXPENSES		
Advertising and promotion	10,331	2,490
Amortization	996	1,179
Equipment	4,590	710
Insurance	8,196	7,635
Interest and bank charges	1,200	1,419
Internet/Webpage	13,380	14,004
Investment in capital assets	-	750
Meetings	11,612	7,735
Office	6,446	5,487
Photocopier	5,401	4,588
Postage	10,770	2,337
Professional fees	21,438	16,932
Program delivery	420,000	582,434
Program materials	7,634	19,604
Rental	32,717	32,717
Salaries and wages	458,402	421,683
Telephone	4,495	4,338
Training and professional development	1,177	1,445
Travel	1,342	-
	<u>1,020,127</u>	<u>1,127,487</u>
EXCESS OF REVENUES OVER EXPENSES	<u>\$ 17,468</u>	<u>\$ 28,132</u>

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

Statement of Changes in Net Assets

Year Ended March 31, 2023

	General Fund	Internally Restricted Fund	Invested in Capital Assets	2023	2022
NET ASSETS - BEGINNING OF YEAR	\$ 149,674	\$ 106,424	\$ -	\$ 256,098	\$ 227,966
Excess of revenues over expenses	17,468	-	-	17,468	28,132
Amortization of deferred capital grants	(996)	-	996	-	-
Amortization	996	-	(996)	-	-
Transfer of funds	6,424	(6,424)	-	-	-
NET ASSETS - END OF YEAR	\$ 173,566	\$ 100,000	\$ -	\$ 273,566	\$ 256,098

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

**Statement of Cash Flows
Year Ended March 31, 2023**

	2023	2022
OPERATING ACTIVITIES		
Excess of revenues over expenses	\$ 17,468	\$ 28,132
Items not affecting cash:		
Amortization of property, plant and equipment	996	1,179
Amortization of deferred capital grants	(996)	(1,179)
	<u>17,468</u>	<u>28,132</u>
Changes in non-cash working capital:		
Accounts receivable	(68)	394
Accounts payable	278	105,171
Deferred revenue	(2,777)	(216,126)
Prepaid expenses	5,284	3,374
Harmonized sales tax payable	(311)	493
Employee deductions payable	3,087	9,711
	<u>5,493</u>	<u>(96,983)</u>
Cash flow from (used by) operating activities	<u>22,961</u>	<u>(68,851)</u>
INVESTING ACTIVITY		
Term deposits	<u>-</u>	<u>52,473</u>
INCREASE (DECREASE) IN CASH FLOW	22,961	(16,378)
Cash - beginning of year	<u>358,418</u>	<u>374,796</u>
CASH - END OF YEAR	<u>\$ 381,379</u>	<u>\$ 358,418</u>
CASH CONSISTS OF:		
Cash	<u>\$ 381,379</u>	<u>\$ 358,418</u>

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

**Notes to Financial Statements
Year Ended March 31, 2023**

1. PURPOSE OF THE ORGANIZATION

Seniors Resource Centre Association of Newfoundland and Labrador Inc. (the "organization") is a not-for-profit organization of Newfoundland and Labrador. As a registered charity the organization is exempt from the payment of income tax under Subsection 149(1) of the Income Tax Act.

The organization voluntary, 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 service 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.

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

Revenue recognition

Seniors Resource Centre Association of Newfoundland and Labrador Inc. 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.

Contributed services

The operations of the organization depend on both the contribution of time by volunteers and donated materials from various sources. The fair value of donated materials and services cannot be reasonably determined and are therefore not reflected in these financial statements.

(continues)

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

**Notes to Financial Statements
Year Ended March 31, 2023**

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

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.

Financial instruments

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.

3. TERM DEPOSITS

	2023	2022
Term deposit bearing interest at 4.50% maturing October 2023	\$ 10,551	\$ 10,551
Term deposit bearing interest at 2.55% maturing June 2023	10,000	10,000
Term deposit bearing interest at 4.50% maturing October 2023	80,000	80,000
	<u>100,551</u>	<u>100,551</u>
Term deposit allocations		
Contingency	100,000	100,000
Operations	53,024	53,024
	<u>153,024</u>	<u>153,024</u>

4. PROPERTY, PLANT AND EQUIPMENT

	Cost	Accumulated amortization	2023 Net book value	2022 Net book value
Equipment	\$ 1,482	\$ 1,393	\$ 89	\$ 111
Computer equipment	39,757	38,527	1,230	1,757
Furniture and fixtures	12,132	10,345	1,787	2,234
	<u>\$ 53,371</u>	<u>\$ 50,265</u>	<u>\$ 3,106</u>	<u>\$ 4,102</u>

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

**Notes to Financial Statements
Year Ended March 31, 2023**

5. 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:

	2023	2022
Deferred - Outreach	\$ -	\$ 24,939
Deferred - NH -O/R Project 25K	-	9,473
Deferred - Petro Canada	59,111	-
Deferred - OR-PLIAN	-	10,000
Deferred - Gov NL- O/R Inclusion	3,975	4,893
Deferred - Pan Cdn	12,777	28,836
Deferred - Soirée 2020	-	500
	\$ 75,863	\$ 78,641

6. INTERNALLY RESTRICTED FUNDS

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

	2023	2022
Beginning Balance	\$ 106,424	\$ 106,424
Transferred to general fund	(6,424)	-
Transferred to internally restricted fund	-	-
	100,000	106,424

Internal Restrictions Summary

Internally Restricted Earnings - Outreach	-	6,424
Internally Restricted Earnings - Contingency	100,000	100,000
	100,000	106,424

During the year, the Board of Directors transferred \$nil (2021: \$10,000) from the general fund to the internally restricted fund. \$6,424 (2021: \$4,730) was charged to the internally restricted fund to align with the Outreach Program now being considered part of SeniorsNL.

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

**Notes to Financial Statements
Year Ended March 31, 2023**

7. FINANCIAL INSTRUMENTS

The organization is exposed to various risks through its financial instruments and has a comprehensive risk management framework to monitor, evaluate and manage these risks. The following analysis provides information about the organization's risk exposure and concentration as of March 31, 2023.

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.

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



BMC Centre @bmc_centre · 12h

Delighted to be Friends of @SeniorsNL #Seniors #CareInTheCommunity
@SrsAdvocateNL @NLHousing



Any one or any group can be a Friend of SeniorsNL. We send you cards with our contact information. You give them out. Easy!

December 2022: Nape Local 6604 gives a very generous donation for our Christmas hampers. These hampers are customized for single and coupled seniors.





These are only a few of the very special elves from the Canadian Coast Guard have been sharing their caring and generous spirit for 12 years! Each year, they lovingly customize gift boxes for senior men and women. They are a sight to behold, and seniors have shown tears of happiness for receiving one.



SeniorsNL
@SeniorsNL

...

Learn more, be a Support, join the Global Recognition, and take part in the National Event. You can do this. bit.ly/45t0cxN

Twitter post for World
Elder Abuse Awareness
Day

What are you doing tomorrow?

Rights Don't Get Old

On June 15, stand up for the human rights of older adults.



SeniorsNL

RESOURCES • INFORMATION • CONNECTION



SeniorsNL
243 -110 Topsail Road
St. John's, NL A1E 0G5
24 Road Deluxe(located in Babb Manor,
Saint Luke's Property)
709-737-2333, 1-800-563-5599
info@seniorsnl.ca
www.seniorsnl.ca
FaceBook/Twitter: @SeniorsNL