

Growing Together

Annual Report 2017-2018

Active Adult Centre of Mississauga

377 Burnhamthorpe Road East, Suite 116

Mississauga, ON L5A 3Y1

905.615.3207 | info@aacmiss.ca





Who are we?

Established in October 1992 by a group of concerned citizens, the Active Adult Centre of Mississauga (AACM) is a registered charitable organization committed to enriching the lives of Mississauga's active adults who are 50+ years of age.

Formerly known as Square One Older Adult Centre (SOOAC), our organization offers an array of over 80 weekly social, recreational, wellness, and multicultural programs.

Our aim is to ensure that older adults remain active, independent, and engaged in their community, thus bettering their health and well-being.

The AACM is governed by a strong and diverse volunteer Board of Directors and aided by an enthusiastic team of over 170 volunteers.

For over 25 years the AACM has been meeting the diverse social and educational needs of its 1400+ members through a range of affordable, accessible, and stimulating programs and activities that strengthen the body, enliven the mind and awaken the spirit.

Our friendly Centre is open seven days a week and is home to eight different cultural older adult groups and clubs.

President & Executive Director's Message

New Beginnings



In times of change and uncertainty, it is easy for an organization to veer off course and lose sight of its true purpose. Without a solid foundation upon which to rely and a vision for the future, the Centre could end up grasping at any opportunity, no matter the consequences to the organization or its members. Staying firmly rooted in our mission and vision has ensured that seniors, and their engagement, remain our sole focus at the AACM, and the provision of continual and holistic care for the individual as they manage their personal aging journey, a priority.

Numerous forces galvanized in 2017, ultimately culminating in the establishment of our new, well-appointed Centre - a hub for seniors' activity in the City of Mississauga. All was done this past year to ensure that Mississauga's older adults would have somewhere to call "home" once we shut the doors for the last time at our location in Square One.

Our members' strong commitment is this organization's single most important asset in our bid for a more inspired future for our evolving older adult Centre. As our successful move attests, they proved what could be accomplished through teamwork, tenacity and belief in a common purpose - the holistic care of seniors at every age and stage. Thank you for the confidence you have shown in our Centre. Now that we've moved and are in possession of a beautiful new space, full of light and life, we are eager to reclaim a place at the forefront of seniors' service and program delivery in the City's core. We strive as we've always done, to ensure seniors and older adults actively participate in and contribute to the energy of their community.

The Active Adult Centre of Mississauga is not alone in its mission. Our supporters, whether they are new or long-time partners, are crucial to our continued success. Their ongoing patronage speaks volumes about their adoption of our cause and Centre as their own. And we can never say thank-you enough for all that they continue to do on our behalf and at our side.

Progress in the areas of programming, service delivery, governance, and volunteer engagement are all on the horizon as the AACM charts a course for increased participation and community involvement for our Centre.

Collectively, we look forward with anticipation to an exciting year of growth and positive change as we continue to welcome the neighbourhood into our dynamic new community space.

Sincerely,

Joan Crews
President,
Active Adult Centre of Mississauga

Linda Salb
Executive Director,
Active Adult Centre of Mississauga

Mission, Vision & Values

Mission

We are a welcoming place that celebrates individuality and diversity, inspiring older adults to embrace their vitality, optimize their health and well-being, and broaden their horizons.

Vision

A dynamic and vibrant community of healthy, happy and engaged older adults.

Our Values

- *Inclusiveness* - We embrace diversity and our cross-cultural community
- *Respect* - We promote tolerance and acceptance of individual feelings and views
- *Openness* - We are receptive to new ideas from members and the community
- *Fairness* - We deliver programs based on the interests of those we serve
- *Leadership* - We create meaningful volunteer opportunities and foster leadership potential
- *Family* - We promote a family sense of community in a safe, friendly environment



Annual Highlights

Relocation

- On December 16, 2017 our Centre relocated from its longtime space in Square One Shopping Centre to a new 8,600 square foot home in nearby Central Parkway Mall
- Throughout the past year regular meetings between the City of Mississauga and AACM helped ensure that relocation efforts were kept on track and stayed the course as we transitioned to our new space last December
- The federal Charities Directorate approved the Centre's new name (Active Adult Centre of Mississauga) in late 2017, which came into effect upon our move

Grand Opening

- Our successful move was followed by a Grand Opening week which included an official Ribbon Cutting Ceremony on Monday, January 15th. In attendance were several representatives from the provincial, regional and municipal levels of government including Mayor Bonnie Crombie, MP Peter Fonseca, Peel Regional Chairperson, Frank Dale, and the Minister of Seniors Affairs, MPP Dipika Damerla
- The week's events were advertised through various mediums including The Mississauga News, city road signs, and postal mail-outs targeting the surrounding neighbourhoods
- Free class demonstrations were offered to attendees, drawing in potential members with a focus on promoting our new evening classes and geared towards meeting the interests of the 55-65 year-old demographic
- The week was successfully covered by several media outlets including "Silver Links", "Community Captured," and "The Mississauga News". We were also generously supported by various community sponsors

Membership, Partners & Administration

- At the end of the year the Centre had a membership of 1412, with growth anticipated alongside the birth of new programs and services
- Relocation to our new facility mitigated our members' hesitance and resolved issues of ambiguity
- In total, 74,143 unique visits were made to the Centre by those attending our special events, shows, community activities, services, programs and day trips
- During our move we bid farewell to the *Chinese Golden Age Seniors*. For many years they were a part of our Centre providing members with fitness and art programs. We wish them the best of luck and are happy to welcome a new addition, the Mississauga Chinese Arts Organization
- *ALCE Music Connects* was also a welcomed addition and contributes beautiful music classes to our Centre



Volunteerism

- Over the past 25 years, our volunteers have journeyed together with us in our mission to improve the lives of our members and those we service here at our Centre. They continue to generously share of their time, boundless energy, commitment and expertise with us all
- Our 171 AACM volunteers are at the heart of our Centre, acting as our ambassadors, heroes, advocates, administrators, leaders, supporters, friends, guides, stars, fundraisers, champions, front-line customer service providers; they contributed 30,934 hours of service in 2017-2018
- Their contributions, efforts, hard work and dedication are the roots that nurture and ground our Centre
- Twenty-one new volunteers were recruited this past year. Nine college / university students were engaged, amounting to 1670 hours of contributed service. We worked with three high schools, offering students supervised co-op positions. A total of 93 high school students were recruited throughout the year to assist our Centre in various ways
- The many successful projects that our volunteers helped bring to fruition included the transition to our new facility, and the Retiree Grant Matching project
- Committee work was immensely important during this year of change, with both the Communications and Customer Service committees developing solutions to facilitate both our new move and organizational rebranding



Programs & Services

- Despite uncertainty over our move date, we were able to keep our regular programs running and thriving during 2017-2018, as 4,445 activities and programs were offered for our members, with fitness and dance as the largest segments
- Our new facility and multi-purpose spaces have allowed us to add extra programming, including Gentle Yoga, Bridge Lessons, Sit & Dance, plus early evening “prime time” programs such as Line Dancing, Zumba Gold and Watercolour Painting

“After learning different [painting] techniques in a comfortable atmosphere with no pressure to perform, art teaches you to let go of inhibitions and relax”. -Peggy T.

- Since our move, our new Sunlight Café has been a big draw with both members and guests. With the larger space and sole usage, we have been able to expand our menu and engage new volunteers as kitchen help. We have also catered several on-site meetings and workshops, bringing in extra revenue for the Centre. Hundreds of individuals have enjoyed a meal in our Café since it opened
- A grant from the Sifton Family Foundation allowed us to continue our popular Community Café, a congregate dining program. Over 650 meals have been served over the past year to people who gather twice monthly for dinner and either entertainment or an exercise/ education session
- Grant funding enabled five further programs to flourish at our Centre throughout the past year including computer workshops for seniors, an informational seminar series called Choices & Voices, as well as our dental care clinics, among others
- Free and affordable wellness services such as counselling, health clinics, foot care, dental cleaning, and telephone reassurance calls were provided a total of 14,543 times to a variety of older adults

Special Events & Fundraising

- In October 2017 our Centre celebrated its 25th Anniversary with a Members' Breakfast and activities
- Driven by our Special Events Committee, the Centre was able to showcase amazing talent throughout the year in the form of musicals, murder mysteries, variety shows and more
- Our successful Lewis Lawrence Luncheon was funded this year through a Canada 150 Grant and drew a crowd of over 300 people to an off-site location. Cultural groups associated with our Centre showcased bright costumes, musical talent and dance pieces all performed on the Mississauga Valley community stage
- The move didn't slow us down! Throughout the year, our members, supporters, and neighbours have helped us raise a grand total of \$77,621 through various fundraising initiatives and special events including the Tree of Sharing, Walk-a-thon, *the Angel of Change* Campaign and our *Bollywood Magic Gala* - which welcomed over 100 people for an evening of merriment
- The 2018 Seniors Information & Active Living Fair, hosted by AACM in partnership with the Older Adult Centres' Association of Ontario and sponsored by the Ministry of Seniors' Affairs, welcomed a total of 595 attendees and 50 exhibitors to our Centre over two resource-filled days last March

Funding

- Grant funding accounted for \$262,444 of the Centre's revenue in 2017-2018, an increase of 1% over last year



Marketing & Community Awareness

- A new communications and marketing plan was established in April 2017 to guide the strategic introduction of our newly-branded Centre to the neighbourhood and City
- Last June our Centre unveiled its new rebranded name, colours and logo to the delight of our members
- Clean lines and modern graphics compliment the Centre's new brand; it has infused energy into all new and redesigned marketing materials, including our new Facebook page (www.facebook.com/AACM)
- This is especially true when browsing through our *Activity Guide*. A simple and playful design offers a focus on programs, events and trips. Pages have been removed to provide our members with a lighter book to take and carry with them
- Offering an active and approachable atmosphere, our new look is evident the minute our members walk through the Centre's door where standing banners are displayed, outlining different program categories in a modern and colourful way
- Our fresh and user-friendly website was designed in-house to provide easy and convenient access to information for our members. Here you will find updated program descriptions, an online version of our *Activity Guide*, information on volunteering and membership. To date our website has had 1,117 unique visitors since its launch on January 22, 2018
- The Centre's online presence is expected to increase over the next few months with the addition of an e-newsletter and social media campaign. Future updated materials to also include a New Membership booklet and exterior signage
- Attention to social media, and cross-promotional initiatives will be at the forefront in the coming year, with an emphasis on nurturing partner relationships

Board Initiatives

- During this year of new beginnings, the Centre's Board of Directors took the opportunities that change presented to heart and began the arduous task of refining its policies and procedures, redefining its governance structure, and updating the organization's recruitment processes
- In addition to producing a new Board Manual for the edification of its members, the Board worked diligently on streamlining and clarifying the AACM's Bylaws to be more in-line with the Ontario Not-for-profit Corporations Act (ONCA) legislation, which is anticipated to soon become law
- Further, the AACM's new Strategic Plan - *Vision 20/20* - was finalized and began to be operationalized by the Board
- These bold steps ensured that the Board remained cohesive and transparent in its actions with its focus firmly on the future growth of our organization

Board of Directors - 2017-2018

President	Joan Crews
Past President	Alice Dods
Vice President	Mary Travaglini
Treasurer	Faisal Ghanchi
Secretary	Maureen Phillips
Director, Administration	Catherine Hough
Director, Volunteers	Dorothy Zadworny
Director, Programs	Narain Motwani
Director, Special Events & Fundraising	Nicholas Holmes
Director, Facilities	Manuel Castellino
Director, Marketing	Kathryn Bielak

Staff List

Executive Director	Linda Salb
Volunteer Coordinator	Karmela Buzdon
Administration & Facility Coordinator	Anne Goldspink Norman
Program Coordinator	Laura Surman
Marketing & Communications Coordinator	Samantha Payne
Evening Program Facilitator	Jessica Firman
Customer Experience Representative	Durga Satha
Saturday Receptionist	Helen Horner
Saturday Receptionist	Carmelle Riendeau
Saturday Receptionist	Marie Stewart
Facility Representative	Jack Krznic
Program Set-up Staff	Andy D' Alessandro
Program Set-up Staff	David Edralin



Thank you to our Supporters ~ 2017-2018

AACM gratefully thanks and acknowledges the support of the following:

Al Anon

Amica at City Centre

Arbour Memorial

Chartwell Robert Speck Retirement Residence

CN National Railways - Volunteer Retiree Program

Community Foundation of Mississauga

Cruise Holidays

Evergreen Retirement Community

Green Shield Canada- Community Giving Program

HRSDC- New Horizons for Seniors Grant Program

LIUNA Local 183

Mississauga Central Lions Club

Mississauga Civitan Club

Ministry of Seniors Affairs - Seniors Community Grant Program & Seniors Active Living Centre Grant

Nexus Holidays

Older Adult Centres' Association of Ontario

Ontario Trillium Foundation

Oxford Properties Ltd.

The City of Mississauga

The Erinview by Sifton

The Region of Peel

The Sifton Family Foundation

Parkland on the Glen

RBC - Volunteer Retiree Program

Schlegel Villages

Service Canada

Scotiabank - Volunteer Retiree Program

VIVA Retirement Communities



Individual Donors (\$250+)

Alice Dods
 Anne Goldspink Norman
 Balasavath Nagarajah
 Blanche Monteiro
 Cam Woledge
 Corinne Mccallum
 Dulcie Grant
 Eileen Hardwick
 Esther Williams
 Farida Alexander
 Foutna Thakib
 Linda Salb
 Noreen James
 Phyllis Harvey
 Rita Lee & Joe Tenn Yuk
 Tyler Kong



A BRIEF HISTORY OF

OUR CENTRE



- 1991**
 Our Community, City of Mississauga and Oxford Properties reps meet to confirm the **need** for a centrally located seniors' recreation centre
- 1992**
 Square One Older Adult Centre **opens October 2nd**, featuring multi-cultural integration, democratic leadership and volunteer engagement
- 1993-1994**
 First staff, Sue Hesjedahl, hired. **1050 members** participate in 20 programs 5 days per week, 30 events per year
- 1998**
 SOOAC becomes incorporated as a **non-profit organization**; Ministry of Consumer & Commercial Relations grants Letters Patent
- 2004**
 Lobby and auditorium **renovations** undertaken thanks to the Ontario Trillium Foundation, Tridel Dorsay and Centre
- 2005**
 Members recognize the value of an earlier start to health management and vote to **lower the age prerequisite** for membership to 50
- 2007**
 Centre generates **1400 members with 130 volunteers** donating more than 28,000 hours of service to the community
- 2008**
 Renovations dominate for a two year period resulting in **upgraded program room, cafeteria and reception area**
- 2009**
 Charity, Square One Seniors Wellness Services, created to offer **free and affordable services** for seniors' health and wellness



● 2011

Annual Budget exceeds \$500,000. The Centre says goodbye to Sue Hesjedahl and welcomes Linda Salb as Executive Director

● 2012

Centre achieves 20 years of service to the older adult community in the City of Mississauga— 1700+ members served at 2 locations

● 2013

Ambitious new strategic planned developed, new Mission & Vision created to plan for growth and innovation

● 2014

Launched new website and MySeniorsCenter sign-in system. Wrapped up Mississauga West site after 3 years' operation

● 2015

SOOAC amalgamates with Square One Seniors Wellness Services to ensure efficiency and continued focus on seniors' health issues

● 2016

Centre Transition Team and other committees direct the transformation of our new Central Parkway Mall home

● 2017

SOOAC officially changes its name to Active Adult Centre of Mississauga and moves into its new home; celebrates its 25th Anniversary

● 2018

AACM welcomes new members with a Grand Opening Week, launches new website and rebranded print materials



Auditor's Report



Fared Sheik & Co
Chartered Professional Accountants
AUDIT • TAX • ACCOUNTING

Suite 100-3034, Palstan Road
Mississauga, Ontario, L4Y 2Z6 Canada

Tel: 905-896-4449 **Fax:** 905-896-4448

Independent Audit Report

To the members of
Active Adult Centre of Mississauga

We have audited the accompanying financial statements of **Active Adult Centre of Mississauga**, which comprise the balance sheet as at March 31, 2018 and the Statements of operations, Statement of Changes in Net Assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian Accounting Standards for Not for Profit Organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

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

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

We believe that the audit evidence we have obtained in our audits is sufficient and appropriate to provide a basis for our audit opinion.

Basis of Qualified Opinion

As common with many not for profit organizations, the Centre derives a portion of its revenue from donations and fundraising, the completeness of which is not susceptible to satisfactory audit verification. Our verification of these revenues was limited to the amounts recorded in the records of the Centre. We were not able to determine whether any adjustments might be necessary to donations, fundraising revenues, assets and net assets.

Qualified Opinion

In our opinion, except for possible effects of the matters described in the Basis of Qualified Opinion paragraph, the financial statements present fairly, in all material respects, the financial position of **Active Adult Centre of**

Independent Audit Report

Mississauga as at March 31, 2018, and its financial performance and its cash flows for the year then ended in accordance with Canadian Accounting Standards for Not for Profit Organizations.

Fareed Sheik & Co

Fareed Sheik & Co.
Chartered Professional Accountants

Mississauga
June 23, 2017



Active Adult Centre of Mississauga

Balance Sheet

March 31, 2018

	Note	2018	2017
Assets			
Current Assets			
Cash		\$ 351,563	\$ 153,274
Investments	4.	-	130,922
Accounts receivable		15,163	12,491
Grants receivable		14,206	1,599
Prepaid and other current assets		23,797	8,121
Total Current Assets		404,729	306,407
Property and equipment	3.	2,503	-
Total Assets		\$ 407,232	\$ 306,407

The accompanying notes are an integral part of these financial statements.

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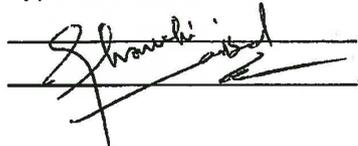
Active Adult Centre of Mississauga

Balance Sheet

March 31, 2018

	Note	2018	2017
Liabilities and Net Assets			
Current Liabilities			
Accounts payable and accrued liabilities		\$ 49,644	\$ 29,045
Taxes payable		17,410	6,114
Deferred revenue		158,198	145,933
Total Current Liabilities		225,252	181,092
Net Assets			
Capital Reserve	7.	-	2,000
Invested in capital assets	7.	-	7,677
Net assets (deficit) - Unrestricted	7.	181,980	115,638
Total Net Assets		181,980	125,315
Total Liabilities and Net Assets		\$ 407,232	\$ 306,407

Approved on Behalf of the Board:



The accompanying notes are an integral part of these financial statements.

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Active Adult Centre of Mississauga

Statement of Operations For the Year Ended March 31, 2018

	Note	2018	2017
Revenue			
Weekly programs		\$ 124,232	\$ 135,460
Membership fees		42,601	38,765
Special events		20,226	22,353
Travel		52,559	61,176
Fundraising		57,395	72,683
Cafeteria		17,818	16,955
Service clubs, corporate donations		26,370	28,595
Grants	8.	262,444	252,840
Other revenue		20,283	25,835
Total revenue		623,928	654,662
Gross profit			
		623,928	654,662
Operating expenses			
Marketing and promotion		19,342	20,578
Cafeteria expenses		4,576	6,558
Bad debt expense		-	765
Travel Expenses-Movers & Shakers		37,352	43,398
Fundraising expenses		4,571	8,030
Grant Expenses		139,125	119,585
Insurance		2,954	1,316
Bank charges		87	388
Cleaning services		12,242	12,639
Special event expenses		5,999	4,533
Volunteer development		4,702	4,835
Memberships and training		1,845	1,859
Small equipment		13,551	7,394
Weekly program supplies		5,811	3,980
Professional fees		18,063	20,761
Administration		16,431	12,632
Lease		-	10,765
Building supplies and repairs		1,000	762
Salaries and benefits		279,469	301,764
Amortization of tangible assets		132	-
Total operating expenses		567,252	582,542
Excess of Revenue over Expenses		56,662	72,120
Prior period adjustment		238	-
Excess of Revenue over Expenses		\$ 56,430	\$ 72,120

The accompanying notes are an integral part of these financial statements.

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Active Adult Centre of Mississauga

Statement of Changes in Net Assets

For the Year Ended March 31, 2018

	2018	2017
Capital reserve, at the beginning of the year	2,000	2,000
Add / less transfer to / from capital reserve	-	-
Capital reserve, at the end of the year	-	2,000
	2018	2017
Invested in capital assets, at the beginning of the year	7,677	2,173
Add / less transfer to / from Invested in capital assets	-	-
Invested in capital assets, at the end of the year	-	7,677
	2018	2017
Unrestricted assets, at the beginning of the year	115,641	47,198
Add excess of revenue over expenses	56,662	68,443
Add / less transfer to / from Unrestricted assets	9,677	-
Unrestricted assets, at the end of the year	181,980	115,641

The accompanying notes are an integral part of these financial statements.

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Active Adult Centre of Mississauga

Statement of Cash Flows

For the Year Ended March 31, 2018

	Note	2018	2017
CASH FLOWS FROM OPERATING ACTIVITIES:			
Net income (loss) for the period		\$56,662	\$72,120
Depreciation expensed out		132	
Effect of amalgamation / changes in reserves			4000
Decrease (increase) in grants receivable		(12,606)	687
Decrease (increase) in receivables		(2,671)	-4,940
Decrease (increase) in other current assets		(15,675)	-2,232
Increase (decrease) in accounts payable and accrued expenses		20,599	-24,638
Increase (decrease) in government remittances payable		11,296	6,114
Increase (decrease) in deferred revenue		12,265	36,839
TOTAL CASH FLOWS FROM OPERATING ACTIVITIES		70,002	87,950
CASH FLOWS FROM INVESTING ACTIVITIES:			
Capital additions		(2,635)	
Net change in long term investments		130,922	(100,386)
NET CASH USED BY INVESTING ACTIVITIES		128,287	-100,386
CASH FLOWS FROM FINANCING ACTIVITIES:			
OTHER ACTIVITIES:			
Net cash increase (decreases) in cash and cash equivalents		198,289	(12,436)
Cash and cash equivalents at beginning of period		153,274	165,710
Cash and cash equivalents at end of period		\$351,563	\$153,274

The accompanying notes are an integral part of these financial statements.

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