



ANNUAL REPORT 2019 - 2020

"Navigating The Future"

377 Burnhamthorpe Road East, Suite 116
Mississauga ON L5A 3Y1

Charitable Registration Number: 81959 5893 RR0001

Who We Are

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 90 weekly social, recreational, wellness, and multicultural programs and events.

Our Mission, Vision & Values

Our 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.



Our Vision:

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



Our Values :

- Inclusivity
- Openness
- Respect
- Fairness
- Leadership
- Family



President & Executive Director's Message

Dear Friends,

It's no overstatement that our Active Adult Centre has been on an incredible journey throughout the past several years. From leaving our "old home" at Square One shopping centre, to starting over at our current location, developing new programming and wellness services to best meet seniors' needs, to persevering through this strange time as we slowly learn to adapt to a "new normal", it's been quite an experience.

In a similar manner, each and every one of us are on our own incredible journey, active and engaged members of our respective communities. And with age comes wisdom. We learn to adapt to different situations and collectively imagine "out of the box" remedies to the challenges we face. So to it is with our Centre - each of us contributing our unique efforts and ideas in order to establish a stronger, healthier and more responsive Centre for the future.

Throughout 2019-2020, the AACM took confident next steps in its journey towards its ultimate vision of supporting a dynamic community of healthy, happy and engaged older adults. Not only did our new active classes and projects capture seniors' interest, but they spurred 2484 older adult members and guests to remain active and involved straight through the year.

We gained traction on many fronts including our leading-edge customer service support, our new member-responsive programming skewed to the younger senior, further diversification of our funding base through the welcoming of new funders and donors, and the evaluation of classes and programs via a fresh lens.

The evolution of the Board's role plus the adoption of a diversity and inclusion charter in April 2019 were both milestone developments for our organization. Behind the scenes, staff and volunteers worked hand-in-hand to firmly establish our Centre as both a good community neighbour and partner, as we completed a second full year of operations at our new site in Central Parkway Mall.

A special thank-you is extended to the Centre's many members, supporters, funders, and friends who ensure that our organization stays vital and vibrant. You are living embodiments of the Active Adult Centre's values and ideals each day in a million different ways; we simply could not hope to succeed without your on-going help and collaboration.

We remain privileged to serve together as your Board President and Executive Director, respectively, forging our way down this winding path together.

Sincerely,


Joan Crews
Board President




Linda Salb
Executive Director



Our Community; Our Impact



Performed
**7 Music on
the Move**

Shows in the community



1483
Total
Members

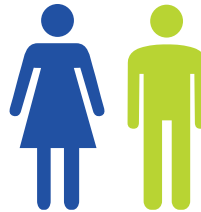


Our Members hail from over
41 countries
countries of origin



Telephone Reassurance
Program

12,525 calls
made over 2019-2020



**77% of members
surveyed**
improved their
health through
participation



174 individuals
in our Volunteer Team



28,132 hours
of volunteer
support given



Over 90
**programs &
activities**
offered weekly



More than
60,950 visits
made to our Centre



The Amazing Race
Walk-a-thon
raised over
\$14,000



Provided services for
96
Dental clients
in need

Administration & Membership

- The Centre's Administration team redoubled its promotion efforts to cultivate new members and expand the organization's membership base through the use of outreach calls, and the adoption of a novel membership payment model allowing great flexibility for winter travellers and for those exploring our programs for the first time
- This new payment model, coupled with an early renewal offer, saw membership balloon to a 21-year sales record for the month of December 2019, and generated much goodwill and member appreciation
- Implementation of a new on-line registration system for Centre classes and services launched with great success last April, seeing a gradual uptake in usage throughout the year. For some classes, use of this modern method jumped 30%, as members preferred its convenience and efficiency
- Year-end membership hit 1483, a small drop from 2018-19 levels, however a record 360 new members joined last year
- Average daily Centre attendance surpassed 205 people



Marketing & Communications

- It was a consistent year for the Centre's social media marketing efforts including the creation of multiple blogs, Facebook posts, and stories highlighting the Centre and its activities in various external publications including the City of Mississauga's *Active Guide*
- AACM website visits soared to 14,800, up 77% from the previous year, spurred on by increased visits to our home page for up-to-the-minute information, as well as our Bulletin Board for helpful resources
- A photo shoot conducted in July captured the life and energy of our Centre with wonderful shots of many of our members in action and during moments of both socialization and contemplation. These images are currently being used in a wide assortment of Centre marketing vehicles and publications
- In November, five Centre members were featured in a short video by Active Aging Canada highlighting the many benefits of being active as one ages. This video was distributed via various channels including the AACM website
- Work has begun on a Centre video as a new marketing tool to showcase our unique facility, activities and people

Volunteer Impact

- Throughout our past fiscal year, 174 volunteers, mainly seniors, contributed over 28,132 service hours to our organization, ensuring everything from administration activities to day trips ran smoothly
- Recruitment continued throughout the year, culminating in the addition of 24 new people to the volunteer team in the areas of cafeteria services, administration, bingo, and telephone reassurance support primarily
- The AACM mentored 91 students, including 24 3rd-year nursing students from Humber College who completed their practicum with our Centre by developing and hosting BinGO fit-breaks, as well as a week-long Wellness Showcase featuring assorted student-led booths on a variety of seniors-themed topics
- Intensified marketing efforts resulted in numerous new individuals in need of Telephone Reassurance Program support being identified for participation in the program
- We're delighted that our Centre's Volunteer Coordinator, Karmela Buzdon, was awarded the *2019 Leader in Volunteer Engagement Award* by Volunteer MBC. This award recognizes excellence in volunteer management by a staff member working in a Peel-based organization



Programming & Services

- New evening programming introduced this past year under the Ontario Trillium Foundation umbrella captured the imagination and interest of many seniors and older adults
- Through its multi-year grant, the Ontario Trillium Foundation funded 20 active programs such as Bollyfit, Beginner Ballet, and Gentle Yoga to the delight of hundreds of Centre participants
- Wellness services also expanded with nutritional counselling, reiki, meditation, and massage therapy joining the list of regular Centre offerings. Over 1,200 senior clients attended wellness services and workshops in 2019 - 2020
- Class participant numbers continued to be strong, despite the mandated closure of our Centre in March 2020, resulting in 11,982 people attending over 3000 classes
- Data from pre- and post-class surveys conducted with 247 members were used to develop new member-responsive active programming, including Ballet, Osteofit, and Line dancing

Fund Development & Special Events

- All totalled, 2019-20 was a successful year for the Centre's fundraising initiatives, which raised \$58,292 from a variety of sources despite the curtailed fiscal year
- Of note, our exciting 20th Annual *Amazing Race Walkathon* in October 2019 garnered over \$14,000 and treated participants to a series of entertaining team "challenges" conducted throughout Central Parkway Mall
- Our Centre's 7th Annual Gala, with its glamorous Las Vegas theme, hit the right note for guests and brought in \$11,497 through fun games of chance, a 50/50 draw, and a popular silent auction
- Other tried and true fund development activities this year included gift certificate preparation for Oxford Properties, our Tree of Sharing and Angel of Change appeals, and various sales such as our popular Holiday Marketplace and new Fall Book sale. Bingo continued strongly, bringing in \$9088
- The Centre's "theatre in the round" was once again the backdrop for seven glittering performances this year, showcasing the incredible talents of over 50 senior singers and dancers and raising over \$7950



Grants

- The AACM was the recipient of many unique grants this past fiscal year, totalling in excess of \$515,000
- Grant funding accounted for 59% of the Centre's revenue in 2019-20, a 2% increase from the previous year's level
- Ten municipal, provincial and federal funders and funding sources enabled many new programs to flourish at our facility, of note:
 - Our *Senior Smiles* dental program (funded through the Pendle Fund - Community Foundation of Mississauga) saw 96 in-need seniors receive dental cleanings, temporary fillings, and oral care assessments by a certified hygienist
 - Throughout last fall and winter our MSAA-funded *Music on the Move* shows, conducted in seniors' residences and apartment buildings across Mississauga, introduced 323 seniors to the power of movement and music through free cabaret performances by our AACM volunteer singers and dancers
- The City of Mississauga remains the Centre's largest annual funder, covering both the lease and a small operating grant for the AACM to the tune of \$263,515 last year

Community Outreach

- The AACM was a friendly stop for visitors of many political affiliations this past year. We were delighted to welcome MP Peter Fonseca, local MPPs Natalia Kusendova and Kaleed Rasheed, the Honourable Filomena Tassi, the federal Minister of Seniors, and Ontario Minister of Seniors and Accessibility, the Honourable Raymond Cho, to visit and speak at our Centre on a number of occasions in 2019-2020
- In recognition of Earth Day, a group of volunteers and staff trekked to nearby Greenfield Park to pick up garbage and beautify it during a "20-minute makeover" last April
- We also invited several community service and seniors groups to attend celebrations and activities at our Centre, and participated as a good neighbour by helping out at the local McDonald's *McHappy Day*, as well as partnering with the Mall to conduct several events



Staff 2019-2020

Executive Director
Linda Salb

**Administration &
Facility Coordinator**
Anne Goldspink-
Norman

Volunteer Coordinator
Karmela Buzdon

Program Coordinator
Laura Surman

**Communications & Events
Coordinator**
Samantha Payne

**Evening Program
Facilitator**
Diana Ingram

**Customer Service
Representative**
Carmelle Riendeau

Program Set-Up Staff
Andy D'Allesandro
David Edralin

Facility Representative
Jack Krznic

**Saturday
Receptionists**
Helen Horner
Marie Stewart
Melissa Vuong

Board Activities

- The AACM's Board has been busy over the past year providing both counsel and cohesive leadership to the organization, making headway on several important initiatives
- Through its four Task Groups, the Board continued its work on the key areas of policy creation, fund development, and communication activities, plus the fulfillment of current strategic objectives through the development and cultivation of new communication vehicles to better converse with Centre members, as well as the engagement of a new insurance broker
- Feedback provided via the AACM's annual members' survey proved invaluable in helping the Board make informed decisions re. the future of the organization
- Four new Board members elected at the 2019 AGM brought both experience and new ideas to the group, providing a fresh lens through which to review Centre issues
- A grant from the Region of Peel's *Community Investment Program* enabled the Board to begin work on the establishment of a new three-year strategic plan which will provide an important roadmap for the AACM, informing the organization's work into 2024. This endeavour is especially important in light of current economic and environmental realities



Board of Directors 2019-2020

President

Joan Crews

Past President

Alice Dods

Vice President

Mary Travaglini

Treasurer

Faisal Ghanchi

Secretary

Maureen Phillips

Director, Marketing

Kathryn Bielak

Director, Volunteers

Hilda Thomas

Director, Facilities

Manuel Castellino

Director, Special Events & Fundraising

Linda Keen

Directors-at-Large

Nicolette Mapplebeck (to Nov 2019)

Narain Motwani

Ex-officio Director

John Kovac,

Mississauga City Councillor, Ward 4

Funders & Supporters

The AACM gratefully acknowledges the support of the following organizations and individuals...

Access Abilities

Al Anon

Amica Senior Lifestyles -
City Centre | Erin Mills

Arbor Memorial

Bilsi

Chartwell Retirement Residences - Robert Speck

CIBC - *Volunteer Retiree Program*

The City of Mississauga

CN National Railways -
Volunteer Retiree Program

Community Foundation of Mississauga - *The Pendle Fund*

Connect Hearing

Dr.Bassil/Michelle Abbott

The Erinview by Sifton
ESDC - *New Horizons for Seniors Grant program*

Flight Centre - Bathurst Street

Glenerin Inn & Spa

Green Shield Canada -
Community Giving Program

Henderson Machinery Moving Inc

LIUNA Local 183

Lotus

Luxury Travel Boutique

Manulife Financial

Mississauga Central Lions Club

Mississauga Halton LHIN in conjunction with Peel Senior Link- Telephone Reassurance Program

McDonald's - Central Parkway Mall

Nexus Holidays

Ontario Ministry of Seniors and Accessibility - *Seniors Community Grant Program and Seniors Active Living Centre Grant*

Ontario Trillium Foundation -
Grow Grant

Oxford Properties Ltd.

Parkland on the Glen

Rexall - Central Parkway Mall

Schlegel Villages - Erin Meadows

Scotiabank - *Volunteer Retiree Program*

Service Canada - *Canada Summer Jobs Program Grant*

V!VA Retirement Communities



Individual Donors \$250+

Alice Dods
Anonymous donors
Avelina & M. Sann Lwin
Carlos Duarte
Carol Pether
Dulcie Grant
Edna Michelin
Esther Williams
Farida Alexander
Jacqueline Sue Wah Sing
Noreen James
Rita Lee & Joe Tenn Yuk
Thelma Bauman
Tyler Kong



INDEPENDENT AUDITOR'S REPORT

To the Board of Directors of Active Adult Centre of Mississauga

Qualified Opinion:

We have audited the accompanying financial statements of **Active Adult Centre of Mississauga** (the Organization), which comprise the statement of financial position as at March 31, 2020, and the statement of operations, statement of changes in net assets and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, except for the effect of the matter described in the Basis for Qualified Opinion section of our report, the accompanying financial statements present fairly, in all material respects, the financial position of the Active Adult Centre of Mississauga as at March 31, 2020, and the result of its operations and its cash flows for the year then ended in accordance with the Canadian accounting standards for not-for-profit organizations.

Basis of Qualified Opinion:

In common with many charitable organizations, Active Adult Centre of Mississauga derives revenues from donations, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, verification of these revenues was limited to the amounts recorded in the records of the Active Adult Centre of Mississauga. Therefore, we were not able to determine whether any adjustments might be necessary to recorded donations, excess of revenues over expenses, cash flow from operations for the year ended March 31, 2020, current assets as at March 31, 2020, and net assets as at March 31, 2020. Our audit opinion on the financial statements for the ended March 31, 2020 was modified accordingly because of the possible effects of this scope limitation.

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

In preparing the financial statements, management is responsible for assessing the Organization's ability to continue as a going concern, disclosing, as applicable, matters 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 judgement and maintain professional skepticism throughout the audit.



We also:

- Identify and assess the risk of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedure responsive to these risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our pinion. 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 Active Adult Centre of Mississauga'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 Active Adult Centre of Mississauga'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 Active Adult Centre of Mississauga 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.

Fareed Sheik & Co

Per: Fareed Sheik CPA, CA, LPA

Licensed Public Accountant

Chartered Professional Accountants

Authorized to practice public accounting by the Chartered Professional Accountants of Ontario

Mississauga

September 09, 2020



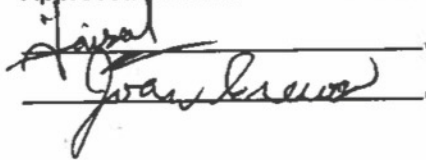
Active Adult Centre of Mississauga

Balance Sheet

As at March 31, 2020

	Note	2020	2019
Assets			
Current Assets			
Cash		\$ 277,132	\$ 151,260
Investments	4.	-	151,704
Accounts receivable		14,928	6,304
Grants receivable		1,000	1,000
HST recoverable		15,617	21,175
Prepaid and other current assets		4,988	6,577
Total Current Assets		313,665	338,020
Property and equipment	3.	1,602	2,003
Total Assets		\$ 315,267	\$ 340,023
Liabilities and Net Assets			
Current Liabilities			
Accounts payable and accrued liabilities		\$ 14,979	\$ 26,427
Deferred revenue		120,064	133,289
Total Current Liabilities		135,043	159,716
Net Assets			
Invested in capital assets	7.	-	-
Net assets (deficit) - Unrestricted	7.	180,224	180,307
Total Net Assets		180,224	180,307
Total Liabilities and Net Assets		\$ 315,267	\$ 340,023

Approved on Behalf of the Board:



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

Active Adult Centre of Mississauga

Statement of Operations For the Year Ended March 31, 2020

	Note	2020	2019
Revenue			
Weekly programs		\$ 127,801	\$ 119,631
Membership fees		41,573	41,164
Special events		16,667	18,691
Travel committee		54,562	57,530
Fundraising		58,292	55,177
Cafeteria committee		17,023	15,703
Service clubs, corporate donations		20,802	20,574
Grants	7.	515,434	505,796
Other revenue		20,997	18,656
Total revenue		873,151	852,922
Operating expenses			
Marketing and promotion		14,455	10,758
Cafeteria expenses		7,422	3,779
Travel Expenses-Movers & Shaker		39,606	40,786
Fundraising expenses		6,048	4,533
Grant Expenses		185,969	177,026
Insurance		11,548	9,083
Bank charges		190	180
Cleaning services		23,587	24,942
Occupancy Cost		234,832	234,832
Special event expenses		3,833	4,268
Volunteer development		4,102	7,193
Memberships and training		1,631	2,565
Small equipment		10,256	10,858
Weekly program supplies		6,061	5,207
Professional fees		16,073	15,873
Administration		11,375	6,580
Building supplies and repairs		4,036	2,721
Salaries and benefits		289,797	292,829
Amortization of tangible assets		400	501
Total operating expenses		871,221	854,514
Excess of revenue over expenses		1,930	(1,592)
Prior year adjustment		(2,013)	(81)
Deficiency of revenue over expenses		\$ (83)	\$ (1,673)

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

Active Adult Centre of Mississauga

Statement of Changes in Net Assets

For the Year Ended March 31, 2020

	2020	2019
Unrestricted assets, at the beginning of the year	180,307	181,980
Add excess / less deficit of revenue over expenses	(83)	(1,673)
Add / less transfer to / from Unrestricted assets	-	-
Unrestricted assets, at the end of the year	180,224	180,307

The accompanying notes are an integral part of these financial statements



Active Adult Centre of Mississauga

Statement of Cash Flows

For the Year Ended March 31, 2020

	Note	2020	2019
CASH FLOWS FROM OPERATING ACTIVITIES:			
Net income (loss) for the period		(83)	(1,673)
Depreciation Expensed Out		400	500
Decrease (increase) in grants receivable		-	13,206
Decrease (increase) in receivables		(8,624)	8,859
Decrease (increase) in other current assets		\$1,590	(9,529)
Increase (decrease) in accounts payable and accrued expenses		(11,448)	(23,217)
Increase (decrease) in government remittances payable		\$5,558	(11,836)
Increase (decrease) in deferred revenue		(13,225)	(24,909)
TOTAL CASH FLOWS FROM OPERATING ACTIVITIES		(25,832)	(48,599)
CASH FLOWS FROM INVESTING ACTIVITIES:			
Net change in long term investments		151,704	(151,704)
NET CASH USED BY INVESTING ACTIVITIES		151,704	(151,204)
CASH FLOWS FROM FINANCING ACTIVITIES:			
OTHER ACTIVITIES:			
Net cash increase (decreases) in cash and cash equivalents		125,872	(200,303)
Cash and cash equivalents at beginning of period		\$151,260	351,563
Cash and cash equivalents at end of period		\$277,132	\$151,260

The accompanying notes are an integral part of these financial statements