

Sage Seniors Association

# COMMUNITY IMPACT REPORT

# 2021



To view the digitized report, [click here](#).



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# MESSAGE FROM OUR BOARD PRESIDENT

"2021 was a turbulent year across the seniors-serving sector. At Sage, we maximized our resourcefulness and resiliency to ensure that seniors in our community had access to the programs and services they needed to live safely and well..."

– Kathleen Thurber, President

To read more, [click and scroll](#).

# MESSAGE FROM OUR EXECUTIVE DIRECTOR



"Throughout the past year, we've watched as the seniors in our community found new ways to stay connected and share their passions with others through virtual and remote programs. Our team continued to be responsive to public health measures despite many false starts..."

– Karen McDonald, Executive Director

To read more, [click and scroll.](#)

## **WHAT WE DO**

We are grounded in the community we serve; we connect people to information, resources, and each other; and we work with and from the strength of seniors while addressing the issues affecting them.

MEN'S SHEDS  
ONLINE PROGRAMMING  
CROSS-SECTOR COLLABORATION AND PARTNERSHIPS  
LANGUAGES OTHER THAN ENGLISH CLASSES  
ASSESSMENT AND SUPPORT  
COMMUNITY-BASED INITIATIVES  
GRANDPARENTS WHO PARENT SUPPORT GROUPS  
GROUPS CURATED FOR SENIORS BY SENIORS  
SOCIAL ENGAGEMENT  
HELP SECURING HOUSING  
DIRECTORY OF SENIOR SERVICES  
GUARDIANSHIP AND TRUSTEESHIP  
STUDENT ENGAGEMENT  
INCOME TAX RETURNS  
COMPUTER CLASSES AND DEVICE TRAINING  
FOSTERING COMMUNITY-BASED SENIOR LEADERSHIP  
VIRTUAL SENIORS FORUM  
SENIORS SAFE HOUSE  
LIFELONG LEARNING OPPORTUNITIES  
MUSIC CLUBS AND CLASSES  
COMBATING AGEISM  
CELEBRATING THE CONTRIBUTIONS OF SENIORS  
HELP WITH HOARDING BEHAVIOUR  
THERAPEUTIC SUPPORT GROUPS  
OUTREACH TO ISOLATED SENIORS  
MULTICULTURAL SENIORS OUTREACH  
COMMUNITY ANIMATION AND ENGAGEMENT  
RESEARCH AND ADVOCACY  
PRESENTATIONS  
ACTIVITIES AND EVENTS  
SYSTEM NAVIGATION  
FRIENDLY PHONE CALLS  
FINANCIAL LITERACY AND FRAUD AWARENESS PROGRAMS  
LGBTQ+ PROGRAMMING  
INTERGENERATIONAL ENGAGEMENT  
HEALTH AND WELLNESS PROGRAMMING  
FALLS PREVENTION  
DANCE, FITNESS, AND EXERCISE CLASSES  
CREATIVE PURSUITS AND EXPRESSION

Through our programs and services, we work with seniors to meet both of these equally important aspects of aging:

→ increasing resilience and reducing vulnerability when needed; and,

→ inspiring seniors to continue to build and enrich our communities.



## QUICK FACTS

- Sage is a community built for, and by, seniors.
- Sage is recognized as having expertise and programming that specifically addresses the needs of seniors with complex needs.
- With few exceptions, all of our activities, classes, programs, groups, and events are hosted by volunteers so that they can be offered for low or no-cost.
- In a typical year, Sage directly serves approximately 6,000 seniors and thousands more indirectly.



While the majority of our participants are 65+, we have noticed an increasing number of individuals between the ages of 55-64 accessing our services.

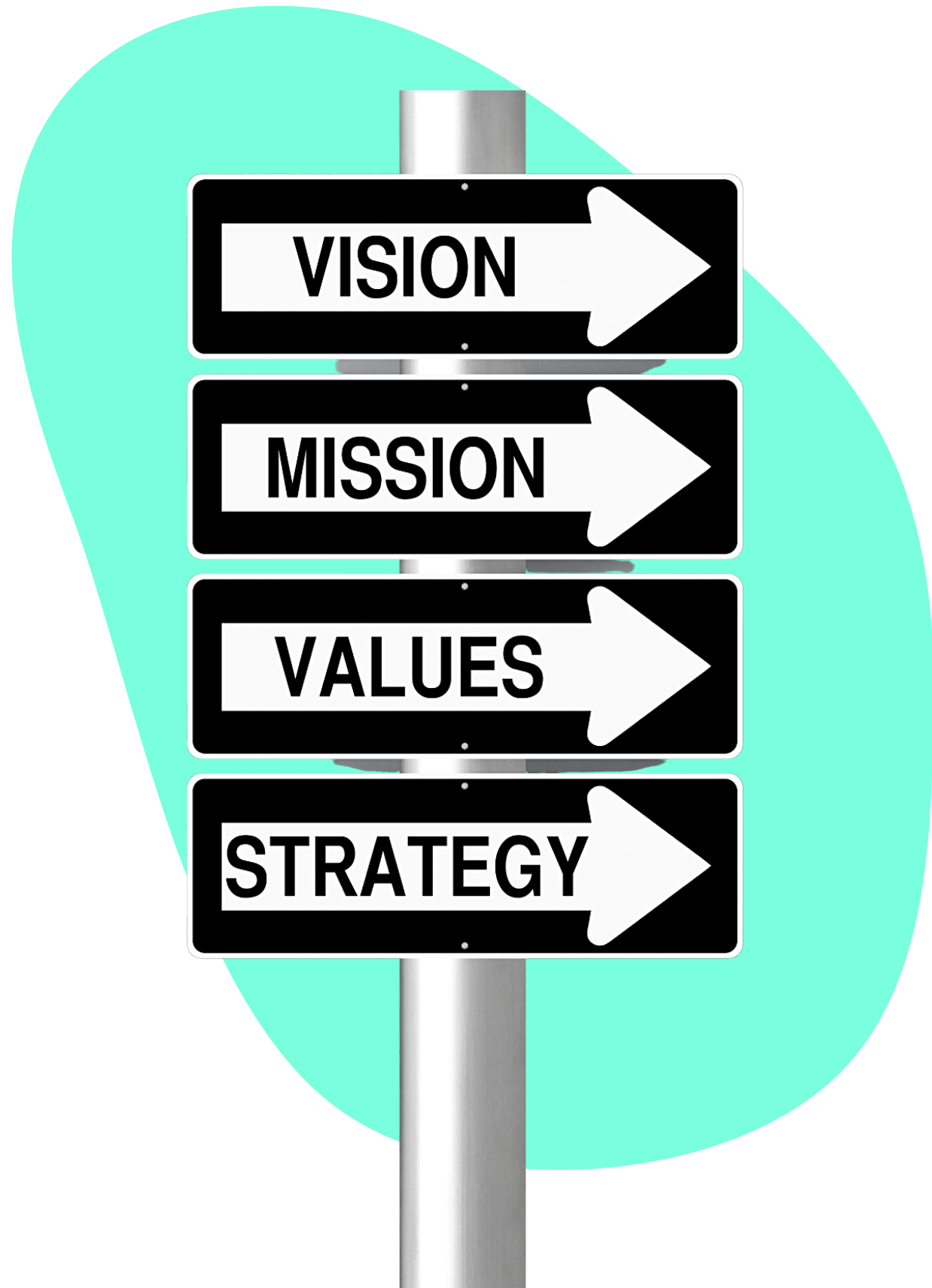


The majority of our work is done in partnership to serve equity-seeking seniors around the city.



The demand for our services has grown exponentially over the past several years, and this has been exacerbated by the COVID-19 pandemic.





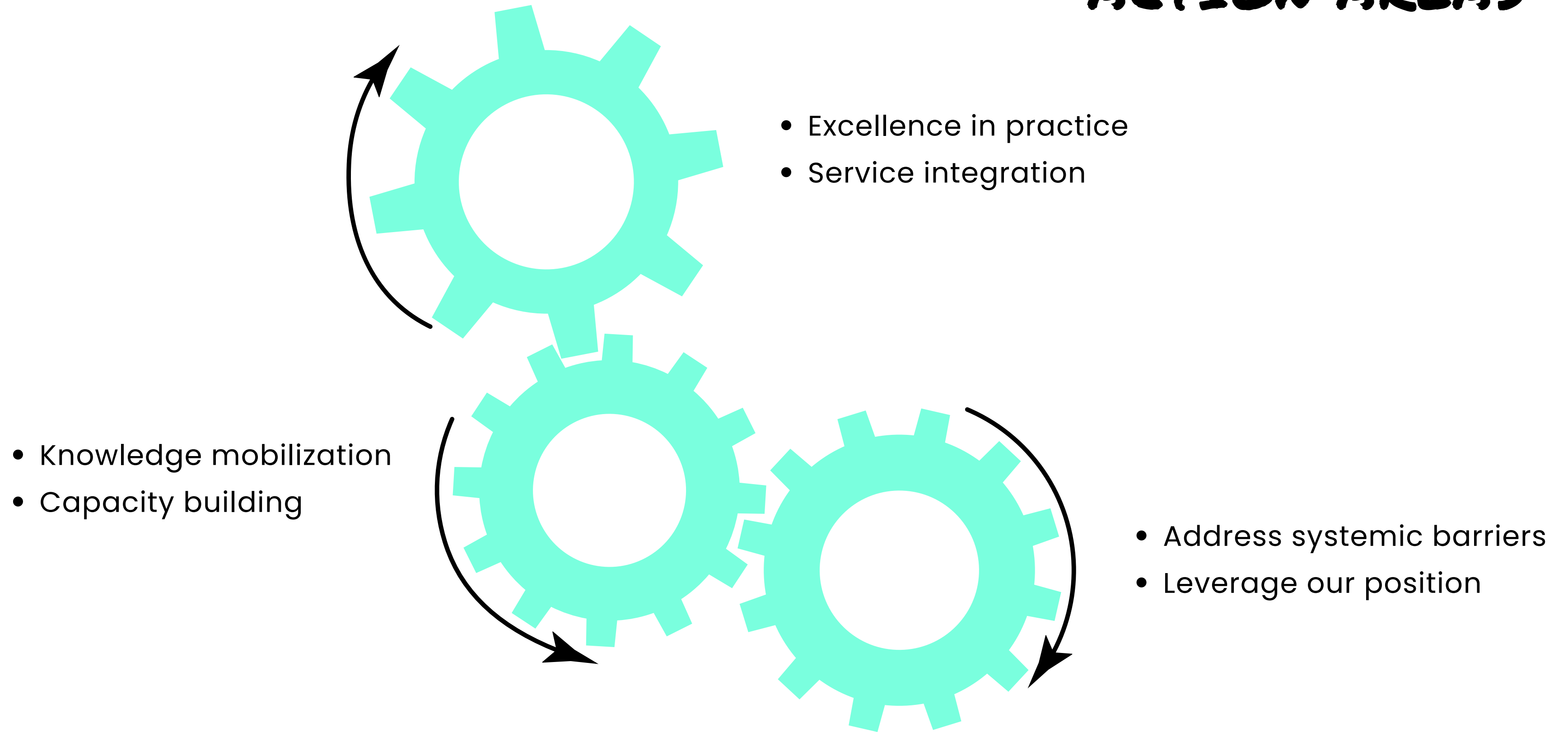
## 2020-2023



In 2021, our Board of Directors participated in three virtual refresh workshops which affirmed the priorities of the 2020-2023 Strategic Plan.

For the next two years, we will continue to leverage Sage's model to ensure services in Alberta optimize health, agency, and inclusion for seniors.

# ACTION AREAS



# OUR ~~NEW~~ NORMAL



## **OUR APPROACH**

Sage provides programs and services that anticipate a variety of needs and aspirations; values partnership and collaboration; seeks accessibility for all seniors regardless of the barriers they face; and invests in understanding the impact of our work on the spectrum of resilience and vulnerability for seniors living in community.



I have stopped thinking about 'when we get back to normal,' and now focus on problem-solving and working indefinitely with things as they are.

– Sage Community Animator



Throughout the COVID-19 pandemic, the way in which we delivered our programs and services may have changed, but the approach to our work did not.

We continue to adapt our programs according to the emerging needs and strengths of seniors and their families, and find ways to continue to be...

**RESPONSIVE, RESOURCEFUL,  
RESILIENT, AND REFLECTIVE.**



# RESPONSIVE



In 2021, Sage offered a hybrid of virtual programming and essential in-person services to ensure seniors were able to adhere to public health guidelines related to physical distancing, while having their needs and opportunities for social connection met.

**HERE ARE SOME  
HIGHLIGHTS...**



# **SENIORS FORUM**

There is a stereotype that seniors and technology don't mix. This couldn't be further from the truth.

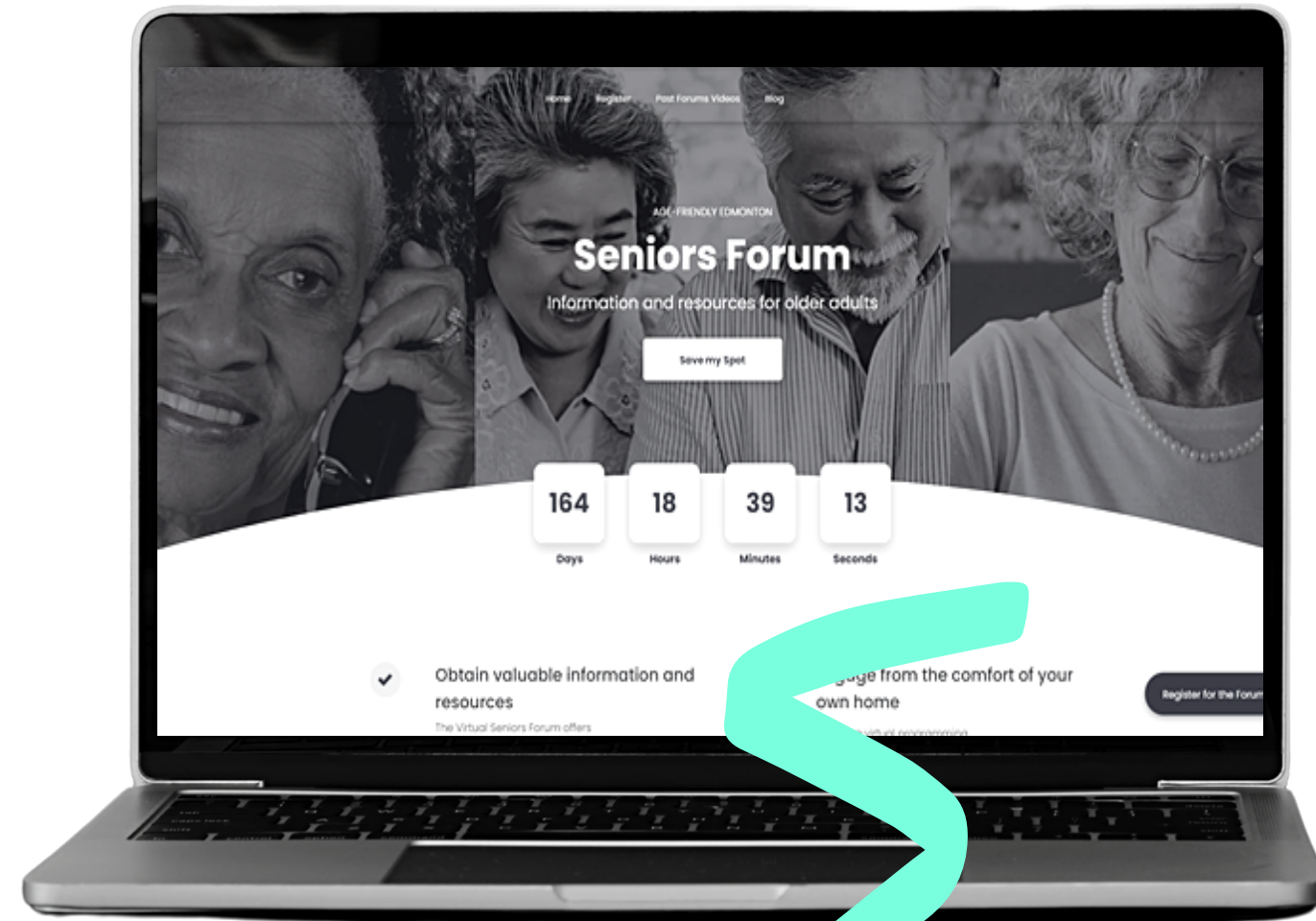
The Virtual Seniors Forum, presented by Age Friendly Edmonton, occurred online and by phone September 27-29 and October 1, 2021, and offered information, resources, and facilitated discussions on a wide variety of topics related to aging well in community.

## DID YOU KNOW...



This was the second year of virtual event delivery for the Forum which engaged over 400 participants, 90% of whom were seniors – a 30% increase from last year!

Most participants – 79% – indicated they would attend again virtually.



The pandemic showed us that there is a desire for this kind of online engagement among seniors, and even when we go back to hosting it in person, we will continue to include a virtual component as well.

Did you miss the chance to attend the Virtual Seniors Forum? No problem!

[Click here](#) to browse the suite of free informative presentations.

# ***LIFE ENRICHMENT***

We utilize a community development approach that builds upon the assets, gifts, and talents of seniors to deliver programming created by and for seniors.



This includes fitness and health classes, music classes, skills-building workshops, discussion groups, language groups, and anything else that seniors who access Sage want to see, or offer to other seniors.

Learn about Sharon's experience as a Life Enrichment volunteer and participant below!



Please note, this video was filmed before the COVID-19 outbreak.

In 2021, we continued to offer

## **ACCESSIBLE VIRTUAL PROGRAMMING**

that provided many opportunities for seniors to remain physically active, mentally engaged, and socially connected.



Learn more about seniors connecting during the pandemic through Life Enrichment below!





# **FRIENDLY WELLNESS CHECK PROGRAM**

Our Friendly Wellness Check program builds support networks between seniors and volunteers of all ages:

- connecting isolated seniors to the community supports they need; and,
- providing meaningful, engaging opportunities for individuals who want to share their time through volunteering.



In December 2021, students from Highlands Junior High reached out to connect with seniors who may be experiencing social isolation during the holiday season.

Students wrote holiday cards for seniors who participated in the Friendly Wellness Check Program.





When a Friendly Call recipient was told that the students were writing letters again this year, she shared that she still had the handmade card that she received last year from a student on her fridge.

She said it puts a smile on her face to see it, so she was really looking forward to adding another one beside it!





## **DID YOU KNOW...**

In 2021, Friendly Call volunteers called seniors 4,200 times - contributing over 2,800 hours of their time!

# **INCOME TAX PROGRAM**

Through our Income Tax program, Sage volunteers help seniors with low-income fill out the forms they need to apply for the full range of benefits they are entitled to, complete and file their income tax, and apply for subsidized housing.



In 2021, Sage continued to offer free income tax services year-round for seniors with low-income. Income tax services were provided by phone, and no in-person appointments were offered.

## **DID YOU KNOW...**

In 2021, 12 volunteers completed 2,220 tax returns over the phone for seniors.

# **ASSESSMENT AND SUPPORT**

Our Assessment and Support program helps older adults and their family members to connect with resources that will help them age well in their chosen community.

Social Work staff offer assistance or resource information on many issues, such as housing, finances, transportation, health, grief, relationship issues, mental health and wellbeing, legal matters, decision-making, safety, social and recreational needs, and elder abuse.

## **DID YOU KNOW...**

In 2021, Sage received just over 42% of all referrals from 211 Seniors Information Phone Line regarding seniors outreach and support services.<sup>1</sup>







**2021 TRENDS:  
WHAT WE SAW**

- For older adults facing extended periods of time alone, the COVID-19 pandemic brought the consequences of social isolation into sharp focus and it continues to impact seniors' mental health.
- The rising cost of living placed more seniors into situations of poverty, increasing food insecurity, and often jeopardizing their ability to stay housed.
- We saw an increase in seniors needing financial and social supports.
- Changes to public transportation and/or loss of transit routes, and increased perceptions of safety on transit, continues to be major concerns for seniors in Edmonton.

- ➔ Through virtual program and service delivery, we are now reaching seniors we might otherwise not: physical distance, mobility issues, or health concerns are no longer barriers to participation.
- ➔ However, it is important to note many seniors do not have access to adequate technology or resources to purchase and/or use the equipment needed.
- ➔ Immigrant, refugee, and newcomer seniors in Edmonton continue to face increased risk of vulnerability due to systemic, cultural, and language barriers, as well as financial concerns due to residency requirements related to financial benefits.

# **LONG-TERM SOCIAL WORK**

Our Long-Term Social Work program helps individuals who require more intensive supports than are offered by our Assessment program.



This includes individuals struggling with hoarding behaviours, who receive home visits, build personalized action plans, and access support groups to improve their mental and physical safety.

## **DID YOU KNOW...**

We offered drop-in and therapeutic support groups virtually so that members in the community who have had similar experiences could connect safely.

Those experiencing abuse or exploitation are supported by our Safe House staff, and in addition to providing temporary housing for up to 60 days, seniors receive assistance with all the areas of their life that have been affected by abuse or exploitation.

## **DID YOU KNOW...**

Throughout the COVID-19 pandemic, the Safe House remained open, and thanks to staff and resident diligence – there were no outbreaks of the COVID-19 virus in 2021!



Those who wish to address decision-making can also access our Guardianship and Trusteeship program.

In 2021, as a result of changes in government funding, Sage offered the Guardianship and Trusteeship program using a cost-recovery model.



# **EDMONTON HOARDING COALITION**

The Edmonton Hoarding Coalition is a group of community organizations working together to address the experiences and needs of individuals living with compulsive hoarding.

As part of this coalition, Sage partners with other community organizations to address issues related to compulsive hoarding, and assists in the development of an integrated, cross-sector response to hoarding behaviour.







That can sometimes be part of the reason they hold on to items. Their creativity sees value and uses for items that the average person doesn't see.

– Sage Social Work Manager





The first virtually delivered Hoarding Interventions Conference, hosted by the Edmonton Hoarding Coalition, was held Friday, October 15, 2021.

[Click here](#) to read an Edmonton Journal article featuring Sage Social Work Manager and Coalition chair, Colleen Derksen, to learn more about the complex factors behind hoarding behaviours.

Grant funding for the social work role in the This Full House program ended in 2021, but we continue to support the needs of seniors with hoarding disorder through the work of the Coalition.



## **SECTOR LEADERSHIP**

Sage's research in the area of frailty screening and development of intake and assessment tools has led to involvement and leadership in the development of a local and provincial social prescribing network.



Social prescribing aims to formally connect primary care providers with non-medical community supports that are required to effectively meet the holistic health needs of older adults.

Staff members participate on a variety of city and province-wide committees, give presentations on issues impacting older adults, and provide senior-specific professional development opportunities.







This includes:

- acting as Chair of the Community Leadership Council (CLC);
- leading the HAA stakeholder relations strategy, representing the CLC at the Homecare Path Forward Advisory Committee; and,
- supporting the mobilization of the Healthy Aging Framework as a tool for strategic planning and evaluation.



# **TRUTH AND RECONCILIATION**

Serving Edmonton's senior population entails recognizing the realities of people's lives and how they experience systems of oppression, rather than assuming that all seniors are the same, or need the same things.



At Sage, we recognize the need to make tangible actions toward recognizing the truth and reconciliation process with Canada's Indigenous peoples.

The atrocities of Canada's residential school system have had a lasting, traumatic, and very present impact on Indigenous people across our country.

A commitment to reconciliation requires that we acknowledge and act on this lived and intergenerational trauma.

# **SENIORS WEEK PACKAGES**

When the doors to Sage's downtown location – and Sunshine Café – were closed as a result of pandemic restrictions, our Food Services Manager shifted her focus to coordinating outreach and support for those seniors most at risk of isolation.



“Yesterday I picked up packages from Sage for the seniors ...seniors that have a lot of difficulty getting out of their homes and struggle with finances. Getting a little something in recognition of Seniors’ Week was very touching for all of them and some tears of joy were shed!”

– Sage Community Animator





As part of the Edmonton Coordinated Pandemic Response Group, Sage distributed essential personal protective equipment (PPE) supplies and other resources to seniors throughout Edmonton.

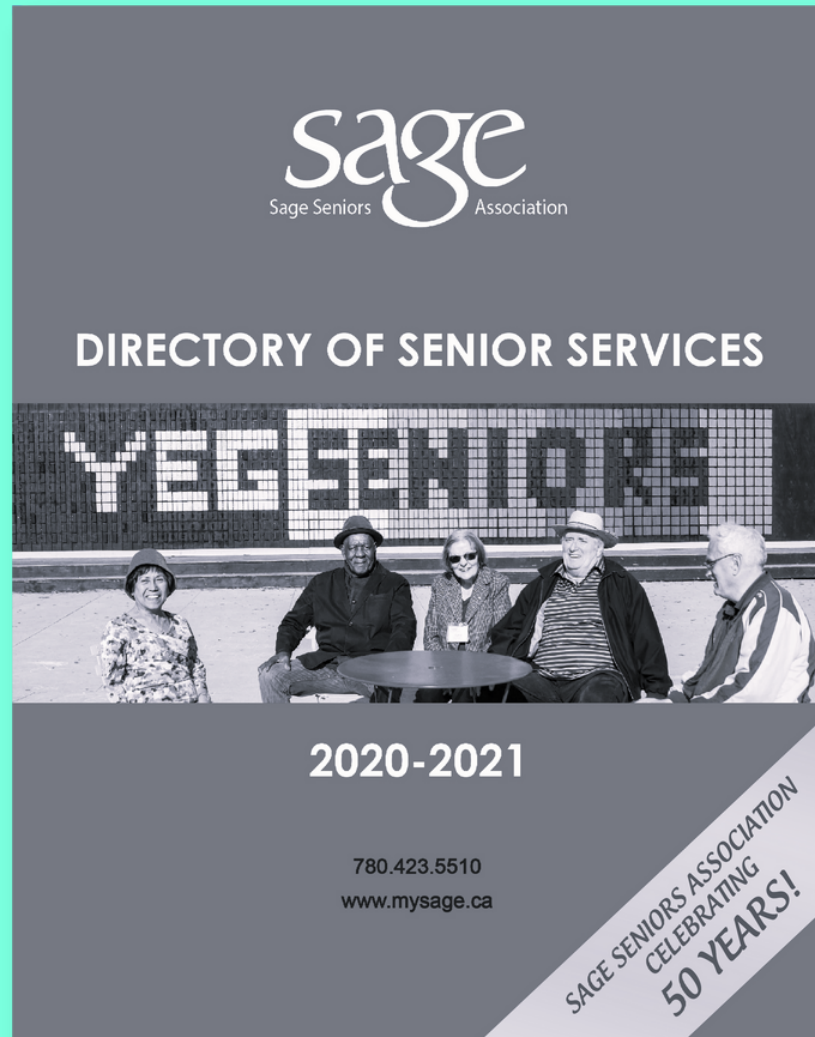
## **DID YOU KNOW...**

Approximately 6,500 packages have been distributed city wide since April 2020.

# **DIRECTORY OF SENIOR SERVICES**

Pandemic-related restrictions have created a unique problem:

the Directory became an increasingly critical resource for seniors, their family members, caregivers, and other senior-serving professionals, but they have not been able to access it in traditional ways during this time.



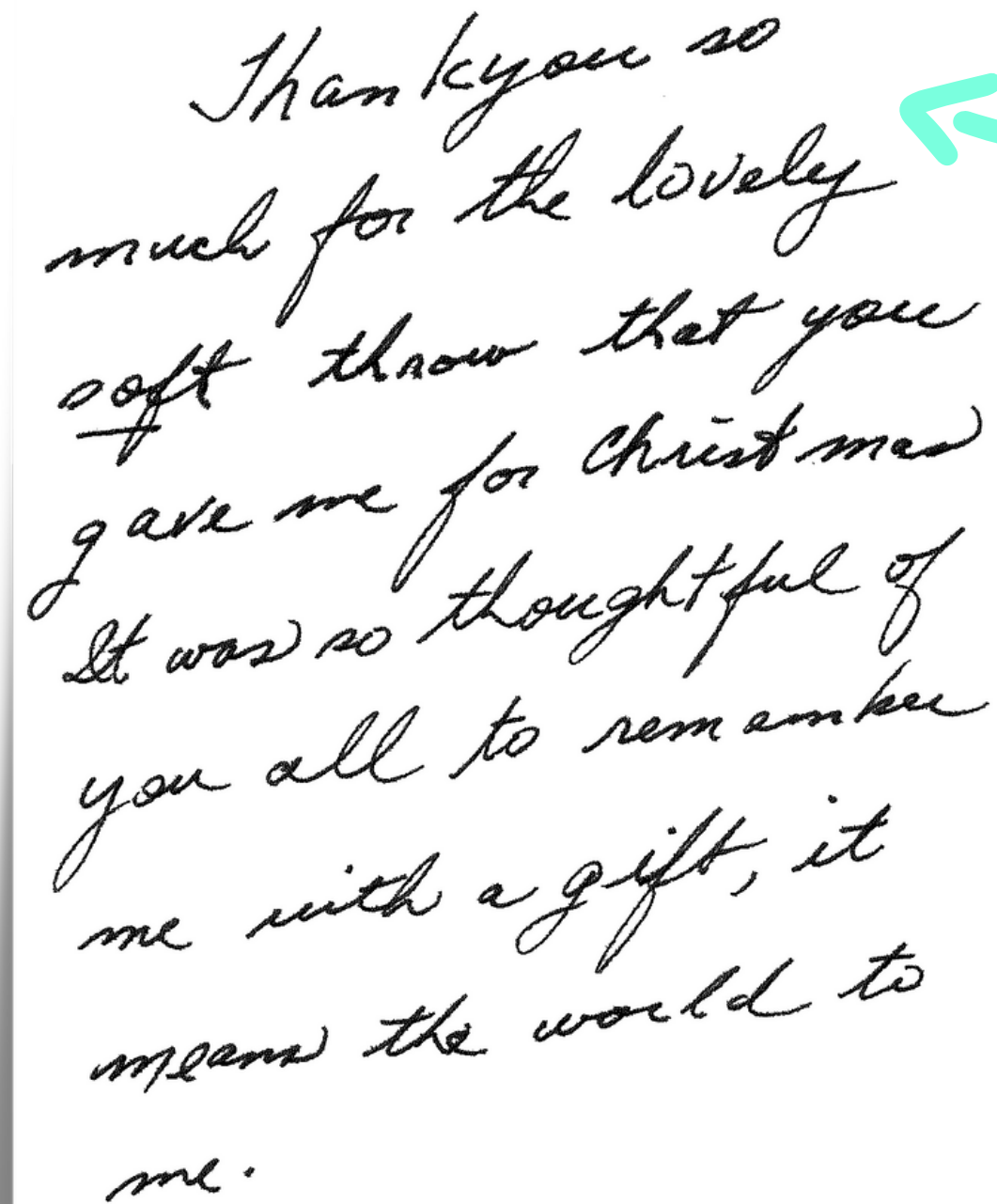
As a result, we sought and secured funding from the Emergency Community Support Fund to support a shift to direct-mail distribution, and worked with the Coordinated Pandemic Response team to deliver Directories to isolated seniors also receiving critical PPE and other necessary supplies.

# **CHRISTMAS HAMPER**

Sage Sage partnered with Home Instead and the Christmas Bureau of Edmonton to deliver gifts and gift cards to seniors in community to address needs during the holiday season.



We received this thank you card from a recipient of a soft throw blanket at Christmas:



Thank you so  
much for the lovely  
soft throw that you  
gave me for Christmas  
It was so thoughtful of  
you all to remember  
me with a gift, it  
means the world to  
me.

# RESOURCEFUL

Sage partners with seniors, stakeholders, caregivers, academia, and community to help older adults live how and where they choose.

When seniors connect with Sage, they are connected to an accessible network of support and wellbeing opportunities.



When demand for our services spiked with the advent of the COVID-19 pandemic, and delivery of those services became more difficult, we instinctively rallied together with our partners to ensure that we could continue to meet the needs of a particularly vulnerable population.

## **SENIORS EQUITY COLLECTIVE**

Sage co-created the Seniors Equity Collective in 2021, along with the Multicultural Health Brokers Co-operative, Drive Happiness, and GEF Seniors Housing.

The Seniors Equity Collective – formerly known as the Low Resourced Seniors Collected – is a collaborative approach to service delivery for seniors living in the Edmonton area who experience barriers to accessing programs and services.



Seniors  
Equity  
Collective

As a formal collective, we are working towards integrating multiple programs and services to ensure seamless referrals and maximize the potential impact of the support that we can offer together.

This work increases our capacity to serve seniors in our community and leverages our collective wisdom and expertise in our respective program areas.



The Well Endowed Podcast featured Sage staff members Beth Mansell and Muno Osman and the work of the Low-Resourced Senior's Collective.

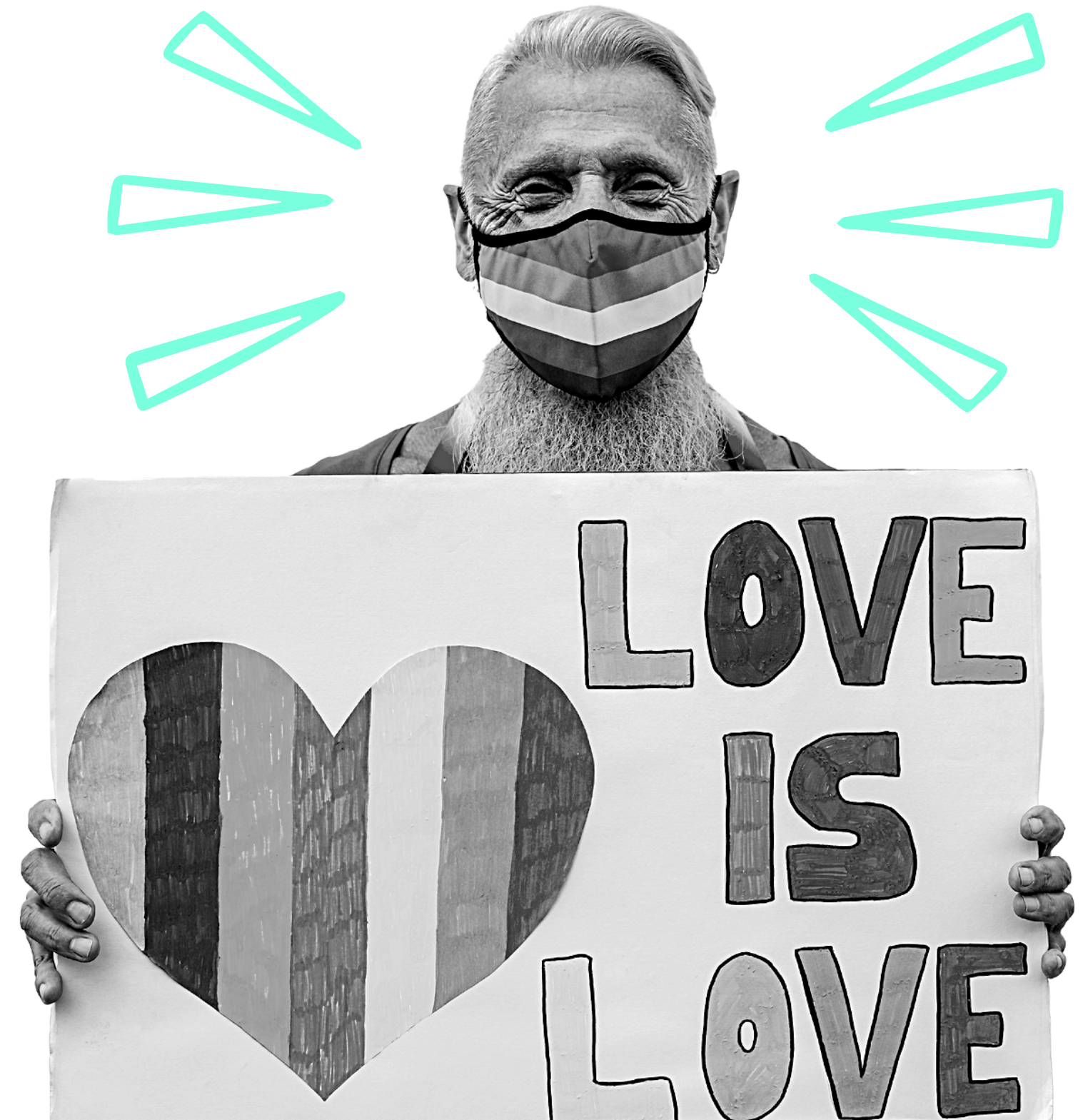
[Click here](#) to listen to the podcast to learn more about the work the collective is doing to address the needs of low resourced seniors throughout Edmonton.

# **AGING WITH PRIDE**

Aging with Pride is a community group for 2SLGBTQIA+ seniors and allies in the Greater Edmonton area. Programming began on October 7, 2021 with an inaugural talk by Michael Phair.

The group offers weekly virtual programming, including facilitated discussions on a wide variety of topics.

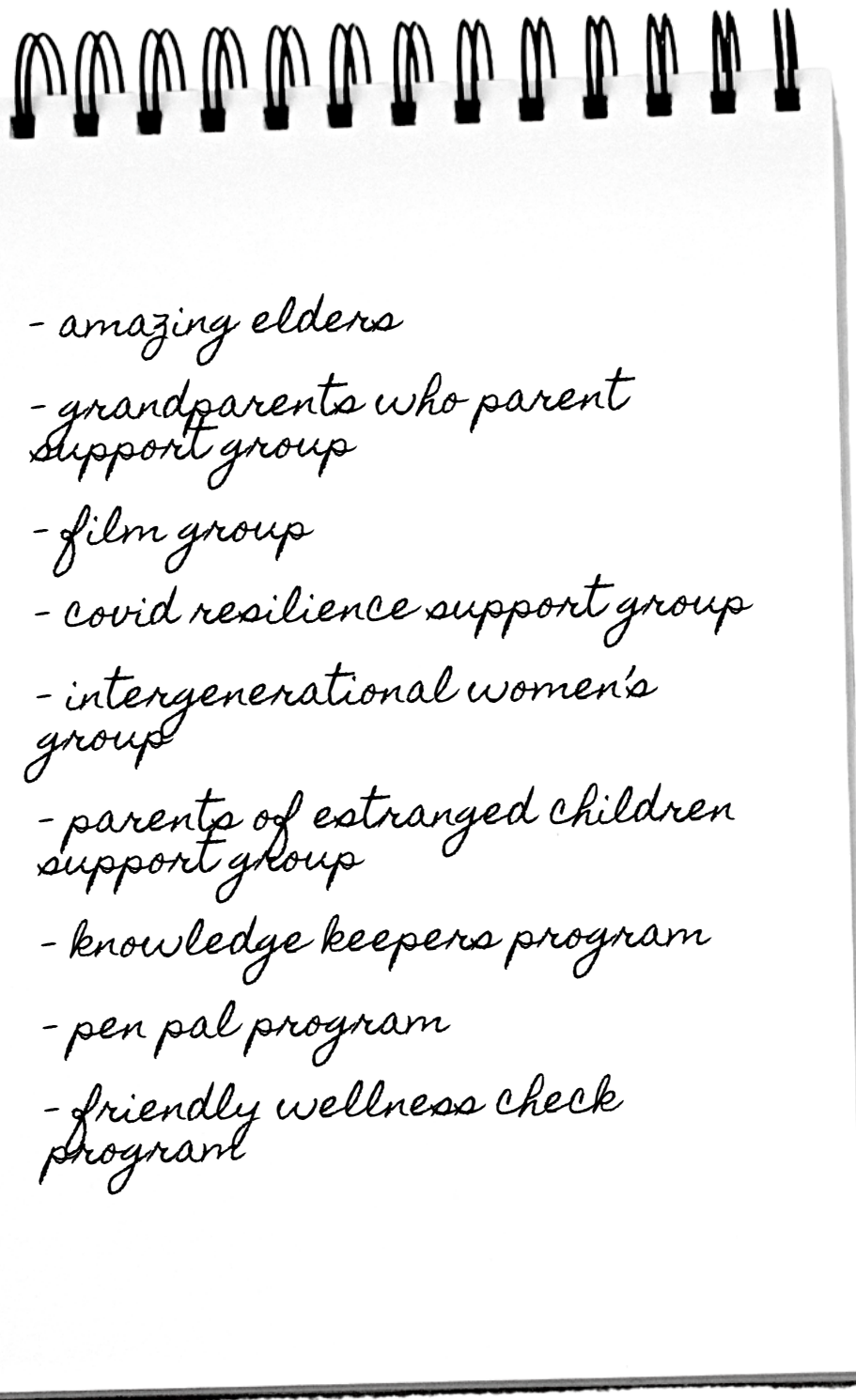
Aging with Pride is a partnership between the Pride Centre of Edmonton, Edmonton Pride Seniors Group (EPSG) and Sage.





# **AGEING TO SAGEING**

Ageing to Sageing (A2S) leverages the strengths of seniors to positively impact the poverty agenda by nurturing relationships between older people, schools, other agencies, and families and children in Edmonton.



Through this program, our Community Animators are able to:

- map the strengths and needs of seniors in the community,
- nurture long-term collaborative relationships with key organizations and stakeholders,
- host generative community conversations on what seniors would like to see happen in their neighbourhood, and
- support those burgeoning initiatives in practical ways.

Learn how we work with seniors to engage in radical acts of anti-ageism through A2S!



Please note, this video was filmed before the COVID-19 outbreak.

## **PEN PAL PROGRAM**

One of the intergenerational projects facilitated by Sage's Community Animators is the Pen Pal Program which connects seniors and youth in northeast Edmonton.

Participants have written to each other since January, sharing stories and building relationships.

A picnic was held in July for participants to meet their pen pal face to face for the first time. All agreed that they enjoyed the exchange and continued writing to each other throughout the summer.



# RESILIENT



# **VOLUNTEER SERVICES**

Volunteer Services provide meaningful opportunities for people of all ages to help us meet the needs of our organization.

Our volunteers, most of whom are seniors (65+) themselves, touch every area of the work that we do, and are integral to our organization.



Throughout the pandemic, we have adapted and found ways to support seniors through virtual and remote volunteer opportunities.

These opportunities engaged new volunteers as well as seasoned volunteers, and provided ways to support Sage and the broader community.




## **HEALTH SERVICES AND DRAGONFLY**

The loss of health services funding marked the end of Sage's Nurse Practitioner-led clinic.

However, the DRAGONFLY program continued to accept referrals for older adults who were considered frail, and worked with these individuals to address any social or health needs in collaboration with social agencies and health providers in the community.

## Customizing a Program for Older Adults Living with Frailty in Primary Care

Jananee Rasiah<sup>1,2</sup>, Tammy O'Rourke<sup>2,3</sup>, Brian Dompé<sup>3</sup>,  
Darryl Rolfsen<sup>1</sup>, Beth Mansell<sup>3</sup>, Rachel Pereira<sup>3</sup>, Titus Chan<sup>3</sup>,  
Karen McDonald<sup>3</sup>, and Anne Summach<sup>1,3</sup>

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### Abstract

Coordination of primary care is essential to improving care delivery within health systems, especially for older adults with increased health/social needs. A program jointly funded by the Canadian Foundation for Healthcare Improvement and Canadian Frailty Network, was implemented in a nurse practitioner-led clinic to address the gap in frailty care for older adults. The clinic was situated within a health and social services organization with a mandate to enhance the quality of life of older adults living in the community. Through this program, a frailty assessment pathway and social/clinical prescriptions were implemented with necessary adaptations as a result of COVID-19.

### Keywords

frailty, pilot, older adults, primary care, social needs, health promotion

Dates received: 15 March 2021; revised: 5 July 2021; accepted: 6 July 2021.

### Introduction

Patients with complex care needs, including older adults, suffer from multiple chronic conditions; cognitive, functional, and mental health impairments; drug interactions; or social vulnerabilities.<sup>1-3</sup> Healthcare expenditure on average for older adults living in Canada was approximately 4 times more than that of the general population between 2017 and 2018, at \$12 000 per person.<sup>4</sup> Yet, 45% of older adults cannot access timely appointments with primary care providers, 32% struggle to secure transportation needed to access services, 39% visited an emergency room in the last 2 years, and only 16% of those with chronic conditions have received comprehensive follow-up.<sup>5</sup>

The Government of Alberta reports that 4000 Albertans turn 65 every month with a projected steady increase to more than 1 million by 2035, placing a further strain on primary care.<sup>6</sup> Calls-to-action for primary care highlighted that better coordination of health and social services, effectively managed transitions across care settings, and implementation of team-based care models with professionals working to their full scope of practice were imperative.<sup>7-10</sup> An example of this model is at Sage, where a Nurse Practitioner (NP) led clinic (herein referred to as Sage clinic) was established alongside social care services, senior-driven programming, and community-based outreach in Edmonton, Alberta. NPs

are registered health professionals who assess, diagnose, treat, order diagnostic tests, prescribe medications, make referrals to specialists, and manage overall care.<sup>11</sup> In 2019, 741 older adults who were under resourced including those with low income, facing housing issues, without a primary care provider, or living with multiple comorbidities accessed the Sage clinic for health and social services. They received ad-hoc frailty assessments and inconsistent follow-up. Therefore, implementing standardized frailty assessments and follow-up care for older adults became an organizational priority. The builDing Resilience And respondiNG tO seNIor FraiLTY (DRAGONFLY) pilot program was conceived and implemented at Sage clinic with successful funding from the Advancing Frailty Care in Community (AFCC) Collaborative (2019-2022).

<sup>1</sup>University of Alberta, Edmonton, AB, Canada

<sup>2</sup>Athabasca University, Athabasca, AB, Canada

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Congratulations to the DRAGONFLY team who co-authored an article published in the Journal of Primary Care and Community Health!

To read the article and learn more about our holistic approach to primary care for seniors in the community, [click here](#).

# ***INTERNATIONAL DAY OF OLDER PERSONS***

In 2021, the theme for International Day of Older Persons was Digital Equity for All Ages, which aimed to raise awareness of the importance of digital inclusion of older persons, while tackling ageist stereotypes associated with digitalization.



The Virtual Seniors Forum concluded on October 1, which is International Day of Older Persons, and we ended the event in a way that reminded everyone of the strength, resiliency, and ability of seniors.

Our Celebration of Seniors included an introduction to Zumba, live music, story sharing, and performances by the Ger Actors, an intergenerational theatre troupe.

## **THE SAGE AWARDS**

Despite immense hardship and grief during the COVID-19 pandemic, we witnessed seniors stepping forward to continue to inspire and support each other and their communities.

Every year, the Sage Awards recognize the invaluable contributions of older adults, and on June 11, 2021 during Seniors' Week, we celebrated stories of resilience, community building, and leadership among seniors during the pandemic.



Throughout the pandemic, we heard victorious stories of older community members seeing a need and stepping in and up to fill that need.

These stories create hope in times of hardship: the type of unshakable hope that comes from watching people around our city, our province, and our world join together to help wherever needed.

It is these people we honour as the winners of the 14th Annual Sage Awards!



# **SILVER THREADS**

We all have different assets to give at different stages of our lives.

Sometimes we give time, sometimes our support is financial, sometimes we are in a position to advocate, and other times we may be the one who needs support.

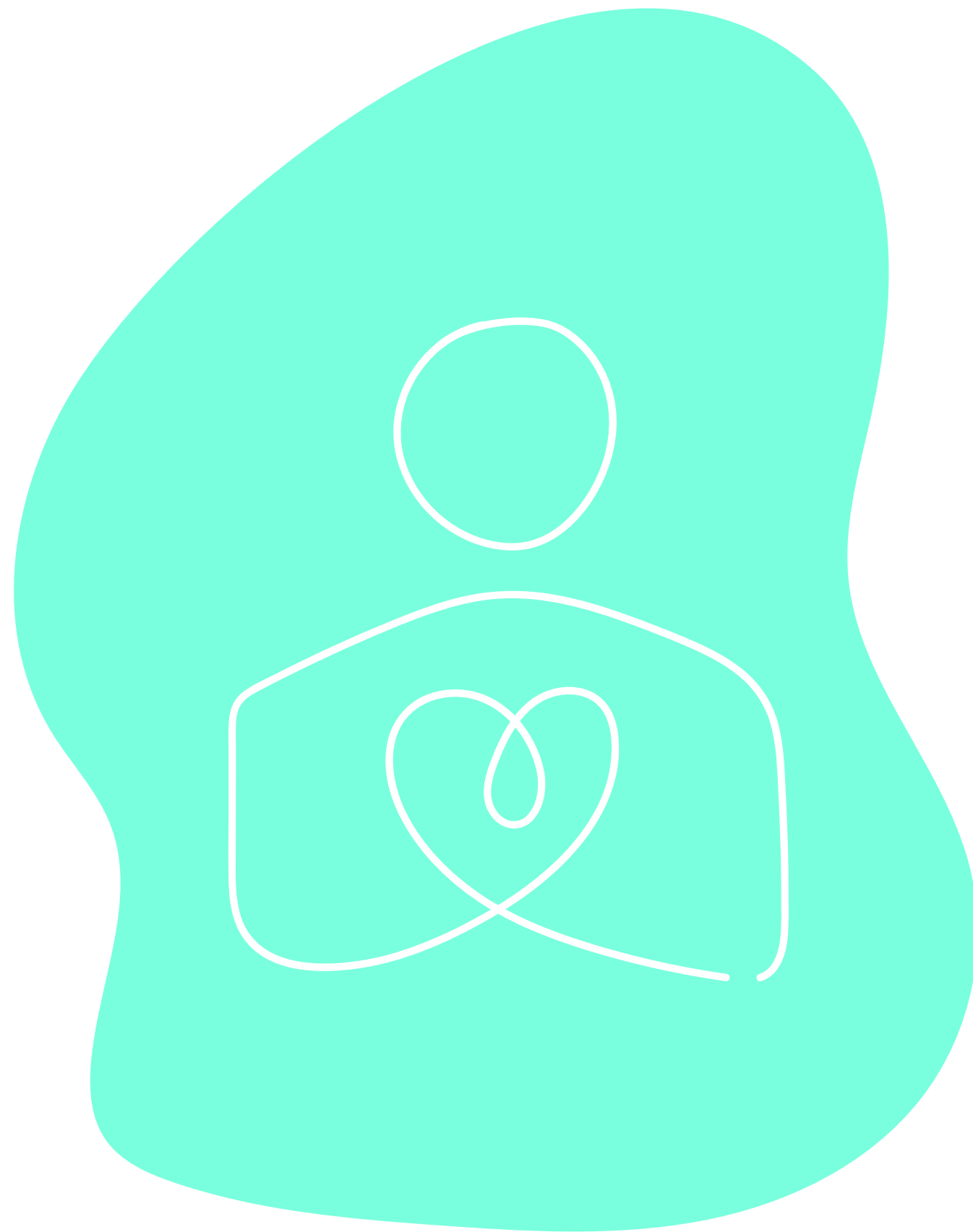


In 2021, Sage received over **\$70,000**  
in donations from community members.

Gifts were given to honour loved ones  
and in appreciation for services received  
or available.

Each gift is an action that strengthens  
our community resilience and helps  
sustain accessible and inclusive  
opportunities for all seniors.





From \$5 gifts to \$5,000 gifts, the funds pooled from community are used to fill in gaps where needed and to ensure that we can sustain social support services without the barrier of a fee.

Each gift is an action that impacts seniors – a silver thread that weaves healthy aging into the fabric of our community.

Thank you to all who helped animate our network of support with a financial gift.

[Click here](#) to see a list of funders, corporate sponsors, and donors from 2021.

# REFLECTIVE: VOLUNTEER SPOTLIGHT

In 2021, we honoured one of Sage's sagest contributors in advance of her 100th birthday milestone – Doris!

Doris became a member and started volunteering with Sage 35 years ago, shortly after she retired in 1987.



We asked Doris to share her reflections about how she has witnessed Sage change over the years...

“When I looked out of my downtown office window, I saw a line up of seniors waiting to enter a building across from my office. It piqued my interest so I went and investigated...”

To read more, [click and scroll](#).

# SUMMARIZED FINANCIALS



**Sage Seniors Association**  
**Summarized Statement of Financial Position**  
**December 31, 2021**

	2021	2020
<b>Assets</b>		
Current		
Cash	\$ 1,128,052	\$ 1,319,469
Accounts receivable	122,783	294,013
Inventory	1,972	4,146
Prepaid expenses	26,311	16,649
	1,279,118	1,634,277
Long-term portfolio investments, at market value	542,677	510,042
Equipment	509,644	617,931
<b>TOTAL ASSETS</b>	<b>\$ 2,331,439</b>	<b>\$ 2,762,250</b>
<b>Liabilities</b>		
Current		
Accounts payable	\$ 118,561	\$ 94,112
Deferred contributions	969,603	1,197,123
	1,088,164	1,291,235
Deferred contributions related to capital assets	493,078	606,294
	1,581,242	1,897,529
<b>Net Assets</b>		
Unrestricted	190,954	343,041
Capital assets	16,566	11,638
Contingency	120,727	119,958
Investment	421,950	390,084
	750,197	864,721
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 2,331,439</b>	<b>\$ 2,762,250</b>

**Sage Seniors Association**  
**Summarized Statement of Operations**  
**For the year ended December 31, 2021**

	2021	2020
<b>Revenue</b>		
Government grants	\$ 1,813,991	\$ 2,969,457
Government emergency funding	97,515	459,764
Other grants	461,536	444,489
Self-generated revenue	230,890	188,981
Donations and fundraising	102,051	35,137
Investment income	23,069	17,586
	<b>2,729,052</b>	<b>4,115,414</b>
<b>Expenses</b>		
Wages and benefits	2,003,727	2,208,498
Program expenses	411,857	993,776
Office operation	131,562	194,469
Occupancy	102,732	142,437
Amortization	131,412	132,400
Other expenses	78,687	93,296
	<b>2,859,977</b>	<b>3,764,876</b>
<b>Excess of revenue over expenses before other item</b>	<b>(130,925)</b>	<b>350,538</b>
Change in unrealized gain on portfolio investments	16,401	13,474
<b>Excess of revenue over expenses</b>	<b>\$ (114,524)</b>	<b>\$ 364,012</b>

The complete audited financial statements are available upon request.

# SOURCES

1. 211 Alberta, 2022. *211 Alberta – Edmonton and Area Seniors Information Phone Line 2021 Annual Report*. Edmonton, p.7.





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