

Annual Report 2011

HelpAge
Canada

age helps

When we talk about making a difference...

Jhari Saren, a 78-year-old widow who lives in a mud hut, could not see anything for three years. Both of her eyes were operated on and after her bandages were removed, her greatest joy was to see her grandson and granddaughter again.

This was made possible because of a large donation from an Alberta couple who had gone to India and seen for themselves how one of our projects had changed the lives of older persons. With the support of HelpAge Canada (\$80,000), HelpAge India restored the vision of 3,200 senior citizens, free of charge to them.

With nearly 70 percent of the Indian population living in rural areas, many older persons do not have access to eye care. HelpAge India and its three local partners went to remote areas, villages and slums to inform older people of the eye camps. They used banners, posters, leaflets, loud speakers and door-to-door surveys. Screening camps were set up where qualified ophthalmologists identified people in need

of cataract surgery. They provided transportation, food, boarding, lenses, temporary glasses, and medicine. In addition, they set up follow-up camps held in rural areas around Delhi, Mumbai and in West Bengal. They also helped in identifying other ailments related to general health, cardiovascular diseases, cancer,



Indian older persons seeing again, thanks to a major gift from an Alberta couple.

and arthritis.

An eye operation brought immense relief to Leela Ram, a 60-year-old man of Jaggabus Kinar village in Hansi District. His life had been tough for some

time; his wife had passed away and his son and daughter, who were settled in life, refused to take care of him. He was gradually losing his sight and there was no

one to help him.

In the Purba Medinipur district, 70-year-old Renuk Das was selected for cataract surgery on both eyes. She is now seeing again, which is vital since there is no one to look after her.

One of the most moving cases was of Mamli, a 65-year-old resident of Bharatpur. She had been blind for three years and was unable to do any work and was totally dependent on her children. She told the staff at the screening camp that she was scared. They reassured her saying they had all

the back-up facilities needed to ensure nothing went wrong. After the surgery, when her bandages were removed, her apprehensions turned to exhilaration upon discovering that she could see. Mamli was seeing the world in all its colours after three years! She said, "I had never imagined that I could see once again. I thought that the rest of my whole life was going to be spent in darkness!"

All these small miracles happened thanks to a couple in far-away Alberta.

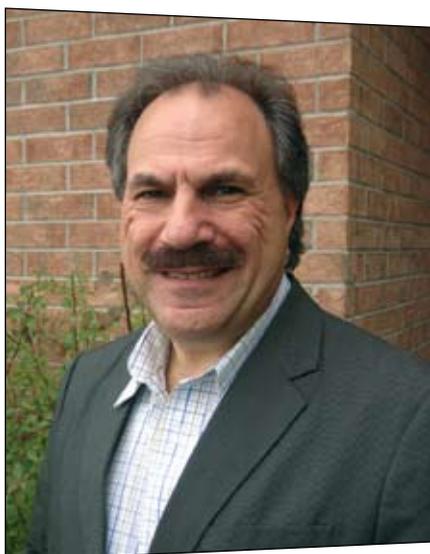
Meeting the challenge before us

For more than 35 years, HelpAge Canada has been linked with seniors in a partnership that has helped older persons and their communities to grow and move forward. HAC is a lifeline between ourselves and older persons in the developing world and here at home.

With one in ten persons now over 60 and with that rising to one in five by 2050, it's more important than ever to do more to reach out to older persons, 'seniors'. Many live in poverty especially in developing countries overseas. At the same time, they are also providers of primary care for vulnerable children whose parents have been lost to conflict, war or natural disaster. Most do this on less than a dollar a day!

As with so many other organizations, HelpAge Canada today faces tough economic times. We've had to make some difficult decisions this past year. We had to hold back on doing more. The commitment and generosity of people across the country has never been more needed.

To meet the needs overseas and here, we need to ensure that HelpAge Canada can respond swiftly and effectively to calls



Jack Panozzo
Chairperson

from our partners and groups for financial support and solidarity. We continue to provide a way for people to join with us to help some of the most vulnerable older people in Canada and overseas.

Ageism, discrimination, abuse and violence against older persons represent some of the major existing infringements of older persons' rights today. Through its work HelpAge is actively promoting the dignity of older persons and safeguarding the basic rights and fundamental freedoms of all older persons everywhere.

HelpAge Canada has been blessed with Board members who work tirelessly as volunteers to guide the organization forward and raise the funds we need to meet the growing need. We welcomed a new group of very talented people as the newest members of our Board at our recent Annual General Meeting. Together with those already working with HelpAge Canada – and with volunteers – we will achieve our goals and remain true to the mission of HelpAge Canada.

How do we do it?

Only four people work fulltime at HelpAge Canada. So here's part of our secret to getting it all done: you. You are the ones who work to help seniors in Canada. You are the ones who support seniors abroad. Here are some of the ways that you do it:



Jacques Bertrand
Executive Director

agencies in Canada, Asia, Africa and the Caribbean. We are also affiliated with HelpAge International, which delivers humanitarian aid and promotes the rights of older persons globally.

In addition, your volunteer hours

- An Alberta couple provided a major gift that has allowed for 3,200 cataract operations in India.
- A Canadian corporation has funded a large part of the Elderly in Need program, a last resort fund that allows older, poor people to purchase basic necessities.
- Your monthly sponsorship donations provide shelter, food and medicine to over 1,000 people in eight different countries.
- Your business provides in-kind donations that lower HelpAge Canada expenses.
- As a loyal supporter, your regular donation helps keep us going.

and commitment make us the success that we are. The retired men and women who share our passion for helping, the younger people who won't tolerate the neglect of seniors here or around the world, and our dedicated Board members – you are really the heart and soul of HelpAge Canada.

Thanks to you, in Haiti an older woman is walking again. In Jamaica, 85-year-old Joseph can continue to live in his house. In India, grandmothers and grandfathers can see again. Together, we make a difference for many other elders. They depend on you. Your donations, your time, your skills, and your ideas are so important. Thank you.

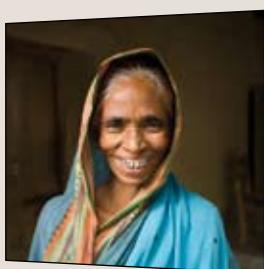
HelpAge Canada partners with

bertrand@helpagecanada.ca



Bequests

HelpAge Canada needs your support in planning for the future. Planning a gift in your will can help us continue our work to empower older people.



Board of Directors 2011-2012

- | | |
|--------------------------------------|--------------------|
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| Geoffrey Howson, Peterborough, ON | |

Contributors

Many thanks to those who contributed to this annual report.

- Page layout design: Lynda Wegner of Fresh Image
- Contributors: Marjorie Milloy, Beth Gordon, Jennifer Hewett, Natalie Fraser-Purdy, Amoi Murphy, Simone Bertrand, Vincent Des Rosiers, Agathe Gagné-Collard, Amanda Kemp,

Conflicts and Sexual Violence

With older persons' help, we can change attitudes

Collaboration: Simone Bertrand

“We took in an 86-year-old woman who was raped by a 15-year-old boy, and a woman who is 55, and another of 56... This is done by young men!”

Julienne Lusenge speaks passionately about the situation in Ituri and Kivu, two areas hard hit by armed violence. While much of the Democratic Republic of Congo is back to normal, armed groups of all kinds – elements of the Congolese military, militias, rebels, gangs – still terrorize the population in the east. This has been going on since the late nineties and one of the reasons for the longevity of the conflict is control over areas rich in diamonds, gold and coltan (used in cell phones). Some regions may experience stability for a while, but then violence erupts again.

Asked why rape has become so widespread, Julienne explains:



Julienne Lusenge is the leader of SOFEPADI and a prominent speaker on the issue of sexual violence in Congo. She has been invited to speak to the United Nations Security Council and at various international conferences and hearings. Since sexual violence also affects older persons, HelpAge Canada and SOFEPADI are collaborating together.



Waiting outside of the Bunia SOFEPADI office—women of all ages are affected by sexual violence.

“During the war the armed men were raping women to punish villages, as a way to humiliate the men. Now we are seeing many young men who left those armed groups coming back in our communities, but without any psychological help or support they continue to rob, rape, kill. With no work and nothing to do, when they see a woman... five or ten men may decide to rape a woman, and then go on to mutilate her. It is hard to understand how human beings can do something like that.”

Julienne Lusenge started denouncing such acts through a radio show several years ago, and together with other women she set up SOFEPADI, a women's group that helps the victims get treatment and rebuild their lives. In the town of Bunia they now run a small hospital specializing in cases of sexual violence, the only resource of this kind in Ituri.

SOFEPADI is also known for its fight against impunity. Despite its corruption and ineptitude, DR Congo's judicial system can

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Micro-business benefits everyone

What's the best thing about the HelpAge Canada Micro-Business Program? The size. Small is truly beautiful here. These HelpAge Canada micro-businesses (in conjunction with Ahero Joot Social Services in Kenya) are helping communities in very big ways. It's a new program that targets 45+ age groups and fosters community self-reliance and sustainability by providing

the seed money to grow small community businesses.

And that's not all. Each successful business supports five frail elderly and their families with weekly contributions of food and other basics. The result: a community working to help itself.

One of these groups, 'Awasi', buy, raise and sell cattle, and are now moving into a new venture

with sheep and goats.

They account very carefully for the money they have been given and now can boast that they have supported five grandmothers and five orphans. Some of the profits have meant soap, blankets, school uniforms and fees for their recipients.

They are delighted to report that their business is supporting both the members and their beneficiaries and that they are now growing vegetables as well. As Colleta Akinyi, one of the



orphans says, “I will make sure that I work hard in school and achieve my dream of becoming a pilot. Thanks to HelpAge Canada and may the living God prolong your lives.”

Support

micro-businesses

Nunavut seniors speak out

From an environmental scan we carried out in 2008 in the 25 communities in the three Regions of Nunavut, and from feedback from local residents, it was evident that the Elders were expressing their need for a group to help them speak with one voice about their hopes and needs. The HelpAge Canada Nunavut Advisory Committee recommended that we pursue this notion and with funding from New Horizons for Seniors and the Nunavut Department of Culture, Language, Elders and Youth, we are taking the initial steps toward meeting the needs expressed by the Elders.

Two members of the NWT Seniors' Society in Yellowknife visited Rankin Inlet on October 11, 2011 to share their stories at a community meeting of local Elders. Having been involved in the formation of the NWT Seniors' Society, and still active participants, they told the story of the impetus for its formation, how it was formed, how it works, and the programs it offers. Local Elders were provided an opportunity to share their stories and to let us know if they were interested in the formation of an Elders' Society for Nunavut, and if so, they were invited to participate in a follow-up



Seniors in Rankin Inlet decided to set up a local Seniors' Society.

planning meeting later in the day.

The speakers from the NWT Seniors' Society travelled to Iqaluit for a similar community meeting on October 13th and to Cambridge Bay late October. Health and social service professionals, members of the Inuit organizations social development councils, and any interested others were encouraged to attend in each of the locations.

These sessions were filmed by the Inuit Broadcasting Corporation to enable us to share the DVD with other smaller communities in each of the three Regions for the purpose of getting input from across Nunavut.

HelpAge Canada is very encouraged by the support it has received from local individuals and businesses, further evidence

that we are on the right path for the Inuit elderly of Nunavut. Our Program Manager, Marjorie Milloy, has been collaborating this past year with two very passionate, committed volunteers on this project. Page Burt's business life is divided between Nanuq Lodge and Outcrop Ltd in Rankin Inlet, but she still finds time to devote considerable hours to this project. Likewise, Cameron McGregor of Iqaluit is a very busy consultant, and again, commits much time and energy to the project. They were able to obtain substantial savings for us through free or hugely discounted rates from various local businesses. First Air continually provides us low-cost airfares, Inuit Broadcasting Corporation provided in-kind filming and taping services in each of the three locations, Nanuq Lodge provided accommodation at no charge for the speakers and facilitators for the meeting in Rankin Inlet.

Marjorie participated in the meetings in Rankin Inlet, Iqaluit and Cambridge Bay later in October and reports a positive outcome. We are now planning the follow-up meetings in the three Regions of Baffin, Kivalliq and Kitimeot.

Conflicts and Sexual Violence

... continued from page 3

still deliver judgments against rapists – there are still judges and members of the police and army who want to do something good for their country, and SOFEPADI works with them.

However, bringing a case to court requires a lot of work, time and resources. "With donations that we receive, we can accompany a victim but we need to pay for her transportation, lodging, food and all the fees that are associated with the legal process." Through SOFEPADI's efforts, hundreds of men – including military and police officers – have been condemned to jail and required to pay for compensation.

All this doesn't come without risks for the women of SOFEPADI. There have been attacks against them and they often receive threats. Imagine the pressure: they constantly deal with women who have been raped and mutilated in horrific ways, and they know it can happen to them any time. Julienne had to move her family three times to different towns in recent years.

For several weeks in August and September 2011, a man claiming to be with a militia threatened a SOFEPADI coordinator, warning that she would soon be kidnapped and that they would "spill her blood" unless they could put their hands on Julienne.

Where do the SOFEPADI women find the courage to continue their work? They seem to see the victims as if they were their own sisters; it's as simple as that. The results they get, the difference they make, are enough to convince them that change is possible for their country.

Julienne says older persons have a role to play. "With them we can raise awareness in the communities about rape. The problem is widespread, but little by little, attitudes are changing."

HelpAge Canada completes six successful years...

March 31, 2011 marked the completion date of our sixth year to implement another successful National Career Focus program. Funding from Human Resources and Skills Development Canada over the years has allowed us to provide over 120 new post-secondary graduates with practical work experience, both with our agency and partner agencies in nine provinces and one territory.

There is a huge labour market demand for employment in the social service and health care sectors due to the rapid growth of the ageing population.

The National Career Focus program with HelpAge Canada provides young professionals an opportunity to be mentored by seasoned professionals and to interact with a diverse aged population. The interns see first hand the positive impact they have on the older people and they are



Some of the interns and their mentors met at the HelpAge office.

positively impacted by the stories, experience and knowledge of their elderly clients.

Some feedback from an intern:

"I am very fortunate to have participated in this program and would recommend it to any new graduate as a fantastic way to build contacts, work on meaningful issues and develop professionally."

Thank you to
our volunteers

from the Pacific
to the Atlantic...
and the Arctic!

Seniors' Spect-ACT-ular is on the road in Ottawa

The HelpAge Canada theatre group is very successful in making older persons more at ease to talk about their experience of ageing.

Sometimes older persons are fearful or ashamed of the issues that face them as they age, and denial can put them at risk if they do not seek the assistance they need. With Spect-ACT-ular our goal is to use performing arts to share stories and laughter leading to an increased awareness and normalization of the ageing process, and to encourage seniors to talk to family, friends, social and health care providers when they need help.

all the roles of playback theatre, creating verbal and non-verbal short skits, planning music that might be part of the show, and doing exercises in trust for the physical, mental and emotional roles they would play.

This group has the ability to put their senior audiences at ease right away which results in those seniors feeling comfortable and compelled to share their stories and concerns. These are the outcomes we had envisioned. The group is booked twice a week until December 2011 and it has enough seniors participating to enable it to send different groups of 5-6 to each event.



Raising awareness through theatre.

We received funding from New Horizons for Seniors and Community Foundation of Ottawa. We recruited seniors from diverse backgrounds to form our HelpAge Canada Spec-ACT-ular theatre troupe. Under the direction of Natalie Fraser-Purdy, the group spent their first couple of months building the ensemble, learning the structure, techniques and

Says one senior in the group: "I love this group of people – I am learning, enjoying and hoping to give back to the community. As a semi-retired mental health nurse, also ageing and trying to maintain my own physical and mental health, I feel strongly that this program will bring support, joy and understanding to those we entertain."

Interested in holding a fundraising event for HelpAge Canada?

Contact us.

1-800-648-1111

info@helpagecanada.ca

Tai Chi by the St. Lawrence

The HelpAge Canada group in Quebec focuses on older migrants in the Quebec area. Older migrants sometimes find themselves alone and isolated. Through diverse activities such as this Tai Chi class held in August, they have the chance to go out, exercise and make new friends.



Working together for solutions in Montreal

On March 22, 2011 HelpAge gathered over 40 representatives from various local and government agencies involved with services for older persons. The purpose of the consultation was to document the needs of seniors in the east end of Montreal Island, increase awareness of access problems and obstacles to citizen action, and promote community involvement among seniors.

This took place at the St-Michel CLSC and thanks to the participation of local agencies CCS Services, REISA, the Italian-Canadian Community Services of Quebec, and Almage 50+.

At HelpAge Canada, we are committed to building networks that support the interests of older persons. Many of our partners across the country that provide health and social services tell us that they struggle to meet the needs of

their ageing population. Lack of funding, limited resources, fragmentation within the system due to lack of a comprehensive, coordinated structure, often impede adequate provision of services for the elderly.

We know that the multiple causes of problems and the components of their solutions are interdependent. We encourage the commitment of a group of local key stakeholders from different sectors to embrace a common agenda for solving health and social problems.

The valuable feedback from the meeting indicated that there is a willingness by service providers and older persons to work together to consider solutions. Participants expressed a need for more networking and learning opportunities to develop tools to mitigate the problems within the service delivery system.

Sponsorship

Changing a life for less than a cup of coffee

By Patty Randall

We're all aware of charities that offer aid to children or victims of disasters, but a charity that is dedicated exclusively to assisting poor and needy seniors is extraordinary.

Many programs of HelpAge Canada are truly distinctive. Take for example the Adopt-A-Gran sponsorship program, operating in eight countries around the world. A sponsorship helps a much-in-need grandparent.

My sponsored Gran is Mrs. Annah Ochar of Kenya. She is a widowed senior who had ten children,



Annah Ochar

but sadly, her five sons have passed away and her remaining five daughters have abandoned her. She lives in a mud hut with a tin roof and takes care of her four orphaned grandchildren. My sponsorship ensures that Annah receives food, shelter, clothing, some small personal items and medical attention when necessary.

My \$27 a month to help a gran comes to only \$0.88 a day. (Less than a coffee!) In turn, I know that her grandchildren benefit as well from the assistance their grandmother receives.

Also, I genuinely like several

other aspects of this non-profit organization. It keeps its administration costs low (only 4.5%). The whole organization has only four full-time staff and engages volunteers for many tasks, from editing to computer support and fundraising.

With groups like HelpAge Canada as part of our community work, maybe Canadians should blow their own horn more often.

Patty Randall is considered one of the pre-eminent experts, writers, speakers and media commentators on the topic of care-years planning in Canada. She lives in Vancouver. Her website is: www.longtermcarecanada.com.

Financial Statement



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Independent Auditor's Report

To the Directors of
HelpAge Canada / Aide aux Aînés (Canada)

We have audited the accompanying financial statements of HelpAge Canada / Aide aux Aînés (Canada) which comprise the statement of financial position as at March 31, 2011 and the statements of changes in net assets, operations 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 generally accepted accounting principles, 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.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian 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 auditor's 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 is sufficient and appropriate to provide a basis for our qualified audit opinion.

Basis for Qualified Opinion

In common with many not-for-profit organizations, the organization derives revenue from donations and fundraising, the completeness of which is not susceptible of satisfactory audit verification. Accordingly, our verification of this revenue was limited to the amounts recorded in the records of the organization and we were not able to determine whether any adjustments might be necessary to revenues, excess of revenue over expenses, assets and net assets.

Qualified Opinion

In our opinion, except for the effects of the matter described in the Basis for Qualified Opinion Paragraph, the financial statements present fairly, in all material respects, the financial position of HelpAge Canada / Aide aux Aînés (Canada) as at March 31, 2011, and its results of operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Collins Barrow Ottawa LLP

Chartered Accountants, Licensed Public Accountants
Ottawa, Ontario
September 20, 2011

HelpAge Canada / Aide aux Aînés (Canada) Statement of Operations

For the year ended March 31	2011	2010
Revenue		
Adopt-a-Gran sponsorships	\$ 358,660	\$ 384,91E
Canadian projects	546,550	369,801
Donations in-kind (Note 6)	242,189	333,59E
Fundraising	263,429	318,26E
International projects	249,043	683,237
Other income	22,839	36,20E
	1,682,710	2,136,023
Expenses		
Adopt-a-Gran sponsorships	347,985	418,20E
Canadian projects	587,026	423,30E
Contributions to international projects	1,362	38,71E
Donations in-kind	242,189	333,59E
International projects	313,908	710,304
Public awareness and education	21,544	24,44E
	1,514,014	1,948,578
Administration and fundraising		
Administration	76,048	56,649
Fundraising	100,035	133,382
	176,083	190,031
	1,690,097	2,138,608
Excess of expenses over revenue	\$ (7,387)	\$ (2,586)
Percentages		
Administration expenses as a percentage of total revenues	4.5 %	2.7 %
Fundraising expenses as a percentage of total revenues	5.9 %	6.2 %

Sponsorship

Why?

On October 13, 2011, Francine Courtemanche returned from three weeks in Bombardopolis. ‘Bombard’, as she calls it, is a remote location in the north-west corner of Haiti where HelpAge Canada donors support over 65 older persons.

It was not an easy mission. She waited three hours for her luggage, and as she stepped out of the airport building, someone took advantage of the chaos and stole her most valuable piece of luggage. The bag that contained medicine and gifts she had collected on her own initiative for the people of ‘Bombard’.

The rest of the trip was not a vacation either. She took a small plane up north, where she was picked up by a 4x4. She travelled for seven hours on a rough terrain, crossing streams and rivers, following mountain paths with the vehicle’s wheels often spinning deep in mud. In Bombardopolis, she stayed at a convent, eating mostly rice and beans. Thanks to fruit trees and small animals that were key elements of a HelpAge Canada project, the community has now more food diversity, including bread from a specially built bakery.

We asked Francine to visit 65 ‘grans’, older persons who are supported by our Sponsorship program. It was not simple. Most were in Bombardopolis itself, but



Volunteer Francine Courtemanche in Haiti with Mrs Iramis Jean-François, who says: Mèsi Anpil (thank you) for the food.

many were scattered all over the nearby hills. Accompanied by a seminarian, Francine went in every direction from Bombard, walking anywhere from 30 minutes to two hours, sometimes to see just two or three grans. The retired nurse examined them, monitoring their blood pressure and taking new photographs for their Canadian sponsors.

The never ending rain sometimes made these treks slippery and difficult, but these conditions did not deter her and the only place she was not able to visit was an area that was closed due to a

cholera outbreak – a local nurse told her that two grans living there were well, but one had passed away.

It was a tough mission, but she knew what she was getting into: this was her sixth trip to Bombardopolis. Previously she went there with her sister Micheline. They both live in Mont-Laurier, Quebec, and are part of a very active community that raises funds for Haiti.

When she got back home, the first thing Francine did was take a hot bath. “Here we have so much and we don’t realize it. We have water, electricity... and we consume and we waste so much.”

Asked why she takes on such arduous work, she smiles and her eyes brighten: “I like to help them, and I know the sponsors want to hear from their grans... I know every one of them. I know their names, where they live, and they know me. They are so generous... They have absolutely nothing, but if they have something, like a simple mango, they will offer it to me. They have lived through the earthquake, hurricanes, the cholera epidemic and they are so poor. But when you look in their eyes you see hope.”



Francine with Mrs Célia Horassaint in Bombardopolis.



Thanks to fruit trees, water reservoirs and this Bombardopolis bakery, all funded with HelpAge and Canadian donors’ support, Francine Courtemanche witnessed that the population of Bombardopolis now has access to more diversified food.

Business partnerships

Business support can make a big difference for HelpAge Canada by bringing in income or reducing its costs. If you own a business and want to help, please contact us.