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CHAIRPERSON'S STATEMENT



I am pleased to report that 2020-2021 has been a very productive year for Age Concern, this despite the challenges of the on-going COVID-19 pandemic affecting our organization and the wider community.

There have been many major accomplishments during the year, not least of which was establishing Age Concern's offices at our new location at Admiralty House, procuring and installing a new Customer Relationship Management (CRM) system to better serve our members, and the redevelopment of Age Concern Bermuda's website.

These achievements have all taken place against a backdrop of uncertainty and ever-changing circumstances as the pandemic periodically retracts and then resurges resulting in sustained periods of remote working and reduced social interactions.

We began the year with a new strategic plan to restructure Age Concern Bermuda at both the operational and governance levels to better secure the resources required to sustain the organization well into the future.

The go-forward defining role for Age Concern is to be the driving voice, thought leader and partner of choice for matters relating to the successful ageing of older adults in Bermuda. To achieve this, we need to ensure Age Concern has the financial and human resources to sustain itself and deliver services to its members and community.

Operating with a very small office, we rely on our employees' commitment to Age Concern to go above and beyond when necessary. We also require solid relationships with charitable foundations, corporate donors, individual donors, business partners and YOU – our members many of whom support Age Concern by volunteering time, talent, and expertise.

I am pleased to report that this year we were able to recruit new Directors to our volunteer Board, and they are working very hard on both the Board and Board Committee levels to provide governance and support to Age Concern's operations. We also have members who are not on the Board, but are contributing their expertise on the Governance, and Audit and Risk Committees. In the up-coming year, the Board will be working on succession planning and recruiting further members to fulfill future Board leadership positions.

This will include mentoring new members and recruiting additional Board committee participants who wish to eventually progress to full Board positions.

Age Concern has grown to become a systematically complex organization. Future growth will require even greater focus on the functionality of its operational and governance systems to effectively manage financial and programmatic growth and capacity. There remains much to be done.

Membership is a relevant source of revenue for Age Concern. In the long-term there is also a desire to develop an endowment fund to support Age Concern's long-term strategic goals focused on successful ageing and long-term care.

In closing, my personal thanks to all Board members for the many hours they have contributed to assisting Age Concern. Thank you and accolades to our Executive Director, Dr Claudette Fleming on many great successes in a very challenging year, and to the Age Concern team, jobs well done and greatly appreciated.

LINDA SMITH

*Age Concern Bermuda
Chairperson*

EXECUTIVE DIRECTOR'S REPORT

It is my pleasure to report to the membership on the operational work and activities of Age Concern Bermuda during the last fiscal year commencing April 1st, 2020 – March 31, 2021.

The fiscal year March 2020 went out like a lion as the community faced the height of an island-wide shelter in place order. As reported at the previous AGM, Age Concern was well-positioned to respond to the pandemic, through the financial support of many in the community. The organization assumed a key coordinating and response role among the many services, helping agencies and funders working to provide a crisis safety net for the island.

In the fiscal year 2020-2021, Age Concern recorded 2773 call center encounters (rounded to 3000). Approx. 217, direct service financial hardship support emanated from these calls for assistance, representing an average of 18 qualifying hardship requests met per month.

Overall, the organization recorded a total of \$101,091 administered for hardship support.

Of the total monies spent on our Hardship Program, 77.8% went towards the purchase of groceries, 16% went towards payments for rent and electricity, 5% went towards

the purchase of prescriptions and medical supplies, with the remaining 1.2% going toward general support.

While responding to the frontline needs of older adults, ACB moved to a new location at Admiralty House. We also implemented a new Client Relations Management (CRM) system and transitioned our databases to the cloud. We also updated our electronic portals so that seniors, their families, and the public, have continuous electronic access to us, under mandated social distancing conditions.

On March 1st, 2020, Age Concern launched a volunteer CV-19 Vaccination Hotline, operating 10 hours a week over a six-week period. The exercise resulted in 492 seniors registering for vaccinations, an average of 82 vaccination appointments per week.

According to the Bermuda Government's vaccine statistics, 76% of older adults 50-64 years are vaccinated, as well as 81% of seniors 65 and older.

<https://www.gov.bm/vaccines> Retrieved Aug 23, 2021). *“Bermuda has administered at least 84,022 doses of COVID vaccines so far....Bermuda averaged about 79 doses administered each day.”*



Age Concern Bermuda was happy to do our small part in getting the word out early, making the appointments for seniors and working with the charity, Project Action to get seniors to and from their vaccination appointments. The Bermuda Government, Ministry of Health and its partners continue to do stellar work in protecting Bermuda and Bermudians from further damaging effects of Covid-19.

As we enter the Fall and Winter months of 2021, the Admiralty House facility will remain the central coordinating hub for our work: supporting over 5000 members; responding to encounters requests; producing thousands of paid and volunteer manpower hours dedicated solely to our work and mission to promote the rights and opportunities of older adults living in Bermuda.

Our main focus in the remaining fiscal year will be laying the groundwork to:

- Double the membership with the fiscal year 2022-23
- Create a long-term care training support plan that meets the real-time needs of the community
- Formalize a vision for the next decade for long-term stability in meeting the needs of older adults as Bermuda's ageing population reaches unprecedented levels.

We look forward to engaging our members, operational team, stakeholders and the community in the work that lies ahead. It is our privilege to work on your behalf. Thank you for your commitment and support.

CLAUDETTE FLEMING PHD

*Age Concern Bermuda
Executive Director*

AGE CONCERN MISSION & VISION



MISSION

To enhance the quality of life and promote the rights and opportunities of older adults in Bermuda.

VISION

Bermuda, as an international community of excellence, where optimal health and well-being; financial security; civil participation and dignity are equitably experienced by residents as they age.

MEET THE PEOPLE BEHIND THE PURPOSE



AGE CONCERN TEAM

STAFF TEAM

Callan became Age Concern's Business Development Manager on November 23, 2020. Callan graduated with merit, with a Master of Science in International Business Economics, from Oxford Brookes University, Oxford. Callan also graduated with merit from Dalhousie University, Halifax, Canada, Bachelor's Degree (merit) in Marketing & Sales Management. He has 7 years of experience in the marketing field.

The Business Development role was created to expand relationships between members, local businesses and the community, ensuring that the needs of members are directing our mission and that there is a growing stream of income to support our work.



CALLAN BASSETT

*Age Concern Bermuda
Business Development Manager*

Many members join Age Concern for the benefits offered and others join for the cause and a sense of belonging to an organization to whose mission they feel a strong commitment.

Callan's work involves ensuring that Age Concern strives to offer benefits and services that build deep and strong lasting relationships with its 5000+ members, volunteers, staff and the community.

Among Callan's accomplishments, in his first year, include:

- Designed, created and launched Age Concern's new website.
- Planned, organized and managed Age Concern's Covid-19 Vaccination Hotline.
- Created Age Concern's new monthly newsletter.
- Organized and managed the official launch of Age Concern's new Head Office at Admiralty Park, with attendance by over a dozen members of parliament, and speeches from Premier David Burt, Minister Tinee Furbert, Minister Wayne Furbert, OBA Leader MP N. Cole Simons.



MERCEDES PRINGLE

*Age Concern Bermuda
Operations Manager*

Mercedes has been associated with Age Concern since the year 2019. Miss Pringle started as volunteering at Age Concern providing administrative support to our Client Services /Hardship Program, after completing a Honors Bachelors of Psychology from Queens University, Canada. Mercedes adjusted quickly to the team and environment, using her advanced technological skills to build electronic and client tracking processing systems.

In October of 2020, Mercedes progressed to the role of Program Coordinator, overseeing the work of contracted staff and building stronger output processes to manage over call centre inquiries, which have increased to an average of 69 recorded service encounters per week which represents approx. 3000 encounters annually. Among Mercedes primary responsibilities are the training, and supervision of program personnel and volunteers to ensure high quality service to clients, and to act as a primary contact with programme funders in evaluating the programme effectiveness.

After a strategic realignment process undertaken in 2021, Mercedes' role title changed to Operations Manager for Programs, which more accurately reflects the technical and administrative responsibilities of her role.

In the wake of Covid-19, Age Concern saw an increase in demand regarding its call centre inquiries, to an average of 69 recorded service encounters per week, representing approx. 3000 encounters annually. Mercedes used her advanced technological skills to build a centralized electronic client contact log to allow us to incorporate an easier recording process of our day-to-day exchanges with members as well as make the remote and distance working effort a little smoother. In this same year, she converted our previous Client Relations Management data to its new system, which was crucial for a successful launch of the new website, which she also managed.

As one of the newest members of staff, Teresha joined the team on June 15, 2021. The post-Covid-19, Strategic Realignment Plan identified the need for an Office Bookkeeper/Coordinator with responsibility for maintaining the organization's book-keeping system and managing the day-to-day office support requirements. Since 2006, Teresha has gained experience in a number of service sectors such as: banking, customs clearance, general hardware; digital communications and food distribution services.

Teresha was recruited specifically for her proficiency with accounting software, as evidenced by her vast experience in working in medium-large private and public organizations. Teresha has also developed vendor relation skills resulting from former responsibility for customs clearance and local/international purchasing.

Although her primary role will be bookkeeping support, Teresha will also be the primary contact for managing the Admiralty House facilities and ensuring the office environment is equipped with all that's required to support the needs of the operational team and older persons using the facility.



TERESHA WOLFE

*Age Concern Bermuda
Office Bookkeeper*

PROFESSIONAL SUPPORT TEAM



HAYLEY - FRANCIS CANN

*Age Concern Bermuda
Client Service Associate*

Hayley, another new member of the team who joined on May 31, 2021. Hayley is a 2020 graduate of Queens University, Canada, earning a Master of Science in Aging and Health. Hayley is also a 2019 graduate of York University, Toronto, Ontario, Certificate of Business Administration and Acadia University, Bachelor of Music Therapy.

Hayley is a Certified Music Therapist/Neurologic Music Therapist, book author, and sits on the advisory council for the Dementia Society of America. As the Client Service Associate Hayley, maintains extensive knowledge of the ageing service landscape; coordinates the hardship programme; ensures appropriate and accurate client referral system is followed and works with management to ensure programme evaluation measures are in place.

Ninia is a subcontractor from Artisan Ltd, a Bermuda registered company, providing administrative support services. Ninia has a Bachelor of Science in Business Administration, majoring in accounting and over 10 years of experience providing accounting services to small to medium size businesses (SMEs) locally and internationally. The Consulting Accountant's role is to liaise with the Board Treasurer in providing professional advice, direction and support to the accounting team.



NINIA ESPONIZA

*Age Concern Bermuda
Consulting Accountant*



SUSAN PAYNTER

*Age Concern Bermuda
Office Manager*

Susan is among the longest standing employees of Age Concern Bermuda. Susan started on May 6, 2013 as the Office Manager. Susan was previously employed in a similar role in a local nonprofit after leaving the banking and financial service sector. Susan has worked in varying capacities as a risk, compliance and information systems development manager. Susan became the first retiree of Age Concern in the year 2017. After reaching retirement age, Susan transitioned to work with Age Concern on a part-time basis as the Project & Support Officer.

In November 2021, Susan will transition again into a volunteer role. She will primarily be supporting the Executive Director, to ensure timely completion of a variety of standards and compliance obligations. Among Susan's main accomplishments in the previous fiscal year, has been the training of the entire accounting and support team and, leading in supporting annual audit preparations. Susan's love for the organization and its work has been invaluable.

VOLUNTEER ASSOCIATES

Barbara is a retired public school, office administrator. Barbara has served as a volunteer for over five years. Barbara currently fulfills the role of Client Contact Associate and has primary responsibility for Age Concern's call line operating Monday – Friday, 10 am to 2pm. Although a seasoned citizen to some, Barbara's role not only involves having an empathetic and listening ear, it also involves a reasonable measure of computer literacy.

In order to ensure accuracy and consistency in our call centre response, Barbara is trained by and works closely with the Operations-Manager for Programs. Barbara also works closely with the Business Development Manager and is the primary internal resource for assisting with membership sign-ups. Among Barbara's significant contributions is managing a significant number of the 2733 service inquiries received in the last fiscal year.



BARBARA TUCKER

*Age Concern Bermuda
Client Contact Associate*



COLLEEN DILL

*Age Concern Bermuda
Fund Development Associate*

Colleen Dill has over 15 years of accounts administration experience, providing financial, clerical and administrative support at a variety of levels. Colleen joined the organization in June 2021. As the Fund Development Associate, Colleen supports management in the creation of new strategies and the identification of opportunities within the private sector and beyond, including corporates, individuals and grant making trusts. In addition, under the direction of the Operations Manager, Colleen works closely with the Executive Director to ensure effective stewardship over the course of donors' annual giving cycles, including monitoring renewal and reporting schedule and monitoring donor engagement.

Dain was introduced to us as a student of the Chubb Foundation's community service, intern programme. Dain commenced her summer internship in June 2021, supporting several activities within our membership program. Dain is currently completing a Bachelor of Science in Accountancy at the University of Denver. Dain has previous experience as an IFS Start Intern with PricewaterhouseCoopers, Denver, Colorado.

Locally, as an entrepreneur, Dain has owned and operated a childcare service and Home Educator and is currently a member of the Bermuda Homeschool Network. As Dain returns to university, she will also be joining the Age Concern team as a Membership Associate, as she completes her studies.



DAIN RICHARDSON

*Age Concern Bermuda
Membership Associate*



DORNELLE WILLIAMS

*Age Concern Bermuda
Membership Desk Associate*

Dornell first joined Age Concern's volunteer team in 2019, when she joined three of our previous volunteers to operate Age Concern's Membership Desk. Throughout the rise of the Covid-19 pandemic, Miss Williams began taking on more responsibility for the Membership Desk, to comply with new safety regulations. As of early 2020, Miss Williams became the sole operator of Age Concern's Membership Desk. Her background in Accounts Payables and Receivables, along with her bright and friendly personality, have made her an important member of our volunteer team.

CORE VOLUNTEERS

John has over 35 years of professional financial management and accounting experience. John has a Bachelor of Arts in Accounting & Finance from the University of West England. John is also a Fellow of the Chartered Institute of Chartered Accountants (F.C.M.A.) and is a Chartered Global Management Accountant (C.G.M.A.). John began volunteering with Age Concern on August 10, 2020. His primary responsibilities are to electronically process bill payments, and related reconciliations.

The timing of John's volunteer engagement was fortuitous given the pivotal operating shifts resulting from the Covid-19 pandemic. Among John's major accomplishments in the previous fiscal year was to structure and refine payment requests, receipts, approval and disbursements processes.



JOHN WEALE

*Age Concern Bermuda
Accounts Volunteer*



GEORGETTE JONES

*Age Concern Bermuda
Membership Volunteer*

Georgette first joined Age Concern in February 2021, during the move to our new Head Office located at Admiralty House, at which point she aided Age Concern's membership department by processing new and renewing members. Ms. Jones is a retired Senior Accountant, and in her retirement years, Head Intercessor for the prayer team at the First Church of God. She is patient, detail oriented and constantly brings a smile and joy to Age Concern's Head Office by volunteering a few hours weekly.

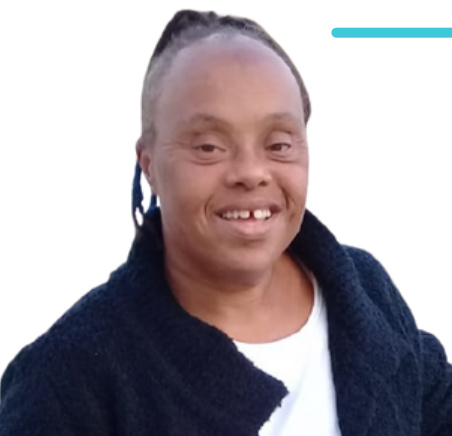
Barbara is a retired nurse of 30 years after working at KEMH and later in a private medical practice. After volunteering for several years with Meals on Wheels, Barbara progressed to become the lead administrator for Meals on Wheels where she remained for 18 years! After retiring in 2004, Barbara began volunteering for several nonprofit organizations. Barbara has been volunteering with Age Concern for the last 10 years. Barbara is currently a Membership Field Volunteer, operating a desk at Lindo's Market in Warwick several times a month.



BARBARA FRITH

*Age Concern Bermuda
Membership Desk Volunteer*

Nichole joined us in the summer of 2020, along with Barbara Tucker, her aunt. Joining us during the height of the Covid-19 pandemic meant that Nichole had to hit the ground running, and she has been an valuable addition to our team ever since. Nichols is responsible for compiling membership mailouts, ensuring that all new and renewal members receive their membership cards on time.



NICHOLE DILL

*Age Concern Bermuda
Junior Volunteer*

ADDITIONAL VOLUNTEERS

Age Concern has also benefited from the valuable contributions of many more community volunteers.

We will use this opportunity to highlight some individuals who have also contributed to our recent successes.

VACCINATION HOTLINE VOLUNTEERS



Gereen Albouy	Chinyere Nwasike
Judith Alexander	Sandra Outerbridge
Deborah Burch	Sonia Paynter
Caroline Rance	Andrea Pereech
Austin Warner Jr.	Clara Saunders
Sonia Gilbert	Lornette Simons
Lee Hall	Jane Smith
Trisha Hayes	Lydia Stevens
Marianne Herbert	Lee Roma Swan
Judith Hollis	Calvin Swan
Suzanne Mahon	Julie Thomas
Khalida Muhammad	La-Verne Tucker

MEMBERSHIP VOLUNTEERS

Kumani Jackson	Essette Winters
Kaelyn Fleming	Natalie Calderon
Sakai Newman	Yvonne Roach

While time and space does not allow us to acknowledge every volunteer, we take this opportunity to thank all volunteers who have helped us to serve seniors over the past year.

PATH TO DOUBLING AGE CONCERN MEMBERSHIP

Age Concern membership currently stands at approximately 5,200 members. According to the Department of Statistics 2016 Census, Bermuda's 50+ population consists of approximately 45% of the overall population, with that percentage forecasted to grow into the future. (Bermuda. Department of Statistics. *2016 Population and Housing Census*. Retrieved September 12th, 2021).

This indicates that there are roughly 25,000 Bermudians and Bermuda residents, who are aged 50+ and thus, are eligible for Age Concern membership. Throughout the fiscal year of 2022-2023, Age Concern has set a goal of doubling Age Concern's membership base, to over 10,000, or roughly 40% of the potential membership base on the island.

To accomplish this, the Business Development Manager shall utilize the following strategies:



IMPROVE PUBLIC AWARENESS

Doubling Age Concern's membership first requires a us to be more visible and interactive. We will accomplish this in the following ways:

- Utilizing Age Concern's new website to offer a more user-friendly and informative experience
- Set up Age Concern membership displays at high-traffic areas; including government administration buildings, post offices, pharmacies and doctor's offices.
- Increase social media presence through regular posts on relevant topics, including: useful tips for seniors, Age Concern promotions/campaigns, company Culture & relevant current news
- Establish *Age Matters* podcast and publish on Facebook, YouTube, Age Concern's website, iTunes, Spotify as well as a bi-weekly radio segment at Inter-Island Communications.



DIRECT MEMBERSHIP RECRUITMENT

Though labor-intensive, one of the best ways to build a membership base is to reach out to potential members individually, for recruitment. Our recruitment plan will include the following:

- Performing membership presentations to local unions, churches, companies and community groups.
- Utilizing our partnership with Members of Parliament to canvas neighborhoods, with the aim of visiting and pitching Age Concern memberships to 50+ individuals at their doorstep.



MEMBERSHIP INCENTIVE PROGRAMS

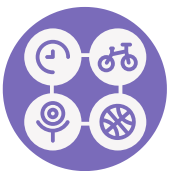
Through offering additional incentives to membership registration, Age Concern aims to motivate members of the public to register themselves and their friends and family as well. Potential incentive programs include, but are not limited to, monthly raffles offering partner-sponsored prizes to individuals for registering new members.



STRATEGIC PARTNERSHIPS

Age Concern will use the expertise, reputations, customer/client bases, promotional networks and funding opportunities of established organizations to expand awareness and resources available for membership development. Strategic partnerships will be established in the following categories:

- Merchant Partners - to expand Age Concern membership benefits
- LINK Partners - to provide funding and in-kind services for Age Concern's operations
- Government Ministries/Departments - to engage in public initiatives aimed at benefiting the community and growing Age Concern's awareness and goodwill.



ACTIVITY & EVENT CALENDAR

As more older adults become vaccinated, and our island starts to move past this pandemic phase, Age Concern plans to offer an events & activity calendar. These events will give older adults the chance to socialize with each other and take part in activities such as: arts & crafts, scrabble, chess, morning fitness & yoga classes, picnics at the park, nature walks and more.

SURVIVING COVID-19

This past year has been particularly hard with the continued 'state of emergency'. We found in this past year, many of the clients in our hardship support program were among those who were no longer able to sustain themselves within this post Covid-19 reality. Jobs that were previously considered stable or safe, are no longer. This increase in unplanned loss of income due to job loss, has become a common thread. One client, a retiree, who packed groceries had to stop packing due to the high risk of contracting Covid-19.



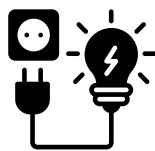
The extra money earned assisted in getting groceries. With the loss of income, we stepped in to assist them with their grocery needs. Another client's spouse lost their job, in addition, their child returned home from university. As a result, this family had a significant reduction in income and added expenses due to their son's return. We assisted them with food support and a utility payment.

Our goal this year is to help our community to remain as stable as possible during these times. If you, or anyone you know is in need of financial hardship support, please contact us and we will do our best to assist you.

OVER \$100,000 IN HARDSHIP SUPPORT



77.8%
Groceries



16%
Electricity & Rent



5%
Prescriptions &
Medical Supplies



1.2%
General Support



MERCEDES PRINGLE

*Age Concern Bermuda
Operations Manager*

AGE CONCERN (BERMUDA) STATEMENT OF FINANCIAL POSITION (UNAUDITED)

**AS AT MARCH 31, 2021
(EXPRESSED IN BERMUDA DOLLARS)**

	Note	March 31 2021 \$	March 31 2020 \$
ASSETS:			
Current assets			
Cash	4	213,285	65,623
Prepaid expenses		1,804	1,792
Investments	5	8,870	6,710
Total current assets		223,959	74,125
Tangible capital assets, net	6	3,570	2,574
Total assets		227,529	76,699
LIABILITIES:			
Current liabilities			
Accounts payable and accrued liabilities	8	20,571	21,745
Deferred contributions	7	-	12,650
Total liabilities		20,571	34,395
FUND BALANCES			
General Fund – unrestricted		167,517	7,198
Restricted Fund	3	39,441	35,106
Total fund balances		206,958	42,304
Total liabilities and fund balances		227,529	76,699

The accompany notes should be read in conjunction with these financial statements

AGE CONCERN (BERMUDA) STATEMENT OF OPERATIONS AND CHANGE IN FUND BALANCES (UNAUDITED)

**FOR THE YEAR ENDED MARCH 31, 2021
(EXPRESSED IN BERMUDA DOLLARS)**

	Note	General Fund \$	Restricted Fund \$	March 31 2021 Total \$	March 31 2020 Total \$
REVENUES:					
Contributions		445,461	86,506	531,967	327,082
Contributions in kind	7	213,608	-	213,608	213,704
Hardship contributions	3	-	104,508	104,508	13,725
Membership		89,089	-	89,089	69,785
Government grants		15,000	-	15,000	38,065
Change in fair value of investments	5	2,160	-	2,160	-
Miscellaneous		59	-	59	2,489
Link program contribution	1	-	-	-	17,500
Fundraising event		-	-	-	2,421
Total revenues		765,377	191,014	956,391	684,771
EXPENSES:					
Salaries and employee benefits	8	290,387	16,107	306,494	310,809
Service and program fees	7,9	242,766	24,975	267,741	222,704
Hardship	3	-	101,091	101,091	9,141
Office move		-	25,156	25,156	-
Governance		10,000	10,500	20,500	-
Rent and maintenance	11	16,600	-	16,600	38,450
Membership		10,364	4,843	15,207	11,312
Telephone		6,231	4,007	10,238	6,740
Office supplies and postage		10,009	-	10,009	12,577
Miscellaneous		4,823	-	4,823	20,782
Insurance		4,529	-	4,529	6,313
Bank charges		4,025	-	4,025	4,796
Amortization of tangible capital assets	6	1,754	-	1,754	2,271
Bermuda Seniors Islanders Club		1,743	-	1,743	5,603
Advertising		1,714	-	1,714	2,755
Fundraising		113	-	113	-
Travel, meals and entertainment		-	-	-	10,832
Bad debt		-	-	-	7,500
Vouchers issued	3	-	-	-	4,875
Change in fair value of investments	5	-	-	-	795
Total expenses		605,058	186,679	791,737	678,255
Excess of revenues over expenses		160,319	4,335	164,654	6,516
Fund Balances, beginning of year		7,198	35,106	42,304	35,788
Fund Balances, end of year		167,517	39,441	206,958	42,304

The accompany notes should be read in conjunction with these financial statements

AGE CONCERN (BERMUDA) STATEMENT OF CASH FLOWS (UNAUDITED)

**FOR THE YEAR ENDED MARCH 31, 2021
(EXPRESSED IN BERMUDA DOLLARS)**

	March 31 2021 \$	March 31 2020 \$
OPERATING ACTIVITIES		
Excess of revenues over expenses	164,654	6,516
Items not affecting cash:		
Amortization of tangible capital assets	1,754	2,271
Change in fair value of investments	(2,160)	795
Changes in non-cash working capital:		
Accounts receivable	-	10,000
Prepaid expenses	(12)	5,443
Restricted assets	-	4,875
Accounts payable and accrued liabilities	(1,175)	(5,115)
Deferred contributions	(12,650)	(8,799)
Cash provided by (used in) operating activities	150,411	15,986
INVESTING ACTIVITIES:		
Purchase of tangible capital assets	(2,749)	-
Cash used in investing activities	(2,749)	-
Net increase in cash	147,662	15,986
Cash, beginning of year	65,623	49,637
Cash, end of year	213,285	65,623

The accompany notes should be read in conjunction with these financial statements

**The full set of audited financials will be available by November, 2021 and will
be found at <http://ageconcern.bm>**



DONOR ACKNOWLEDGEMENTS

Thanks to our amazing donors, Age Concern has not only survived through this pandemic season, we have thrived!



Due to support from the following donors, Age Concern has been able to open our new Head Office at Admiralty House:

CRIPPS FOUNDATION
BERMUDA END-to-END
MINISTRY OF PUBLIC WORKS
AXIS CAPITAL LIMITED

Additionally, the support from the following donors have allowed us to continue our core programs whilst transitioning to Admiralty House:

DONATION IN MEMORY OF MARGARET PARSONS
BERMUDA FOUNDATION
TGF CHARITABLE TRUST FUND
CENTENNIAL BERMUDA FOUNDATION
AXA XL (courtesy of the XL Foundation)
THE BERMUDA GOVERNMENT
CHUBB

ADDITIONAL 2020-21 DONORS

CORPORATE DONORS

Allied World Assurance Company Ltd
Amercian Internation Company Ltd
Amlin Bermuda
Arch Reinsurance Ltd.
Assured Guaranty
AXA XL (Courtesy of AX Foundation)
Axis Speciality
Beacon Fund
Bermuda Foundation
Centennial Bermuda Foundation
CHUBB
Conyers Dill & Pearman
Cripps Foundation
Enstar Ltd
Gorhams
HSBC Bank Bermuda Ltd.
Jardine Matherson International
Meiklefield Ltd
Oil Management
Orbis Investments
Price Waterhouse
RenRe svcs
Sun Life
TeeKay Corp
Unknown corp. 'giving programme'
Vitol Foundation / Vitol Engery
Willowbank Foundation

BOARD MEMBER DONORS

Betty Dale
Cain Kunze
Claudette Fleming
George Ratteray
Heather Whalen
Linda Smith
Michelle Jackson
Richard James
Tina Martin
Tracey Pitt

INDIVIDUALS & FAMILIES

Anderson Family
Karen Olson
Sylvia Hayward-Harris
Victoria Edmonds

ANONYMOUS DONATIONS

We have endeavored to capture everyone, however in the event we have missed a financial contributor, we want to acknowledge all financial contributors those mentioned and not mentioned in this publication. You are truly appreciated and your generosity makes our work possible.