

2012 Annual Report

President and Executive Director's Report

During the 2011–2012 fiscal year ending in March 2012, 65,735 hot meals and 40,120 frozen meals were served to 1,514 clients with the help of 573 volunteers. A further 8,233 meals were provided through the collaborative Aging in Place and Going Home programs for a grand total of 114,088 meals. An interesting fact to note is that 55% of our clients were brand new with the other 45% continuing from prior years. In terms of referrals, 66% either were self-referrals or came from family or friends. A further 25% of our clients were referred to us from other Community Support Services organizations. Six percent of our referrals came from the Champlain Community Care Access Centre, 3% came from various other health professionals.

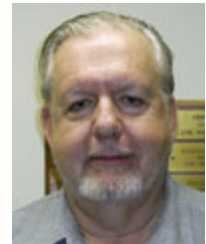
Fundraising and donations remained essential aspects of our operation. We consider ourselves very lucky to have received support from organizations like the Ottawa City Union of The King's Daughters and Sons, MBNA-Canada, the Realtor's Care Foundation, and the Bank of Nova Scotia as well as from numerous individuals who give generously year after year. We also once again worked closely with Realtor Madat Kara organizing a gala and dance event held in May 2011. From August to October, we worked closely with the Rotary Club of West Ottawa and its partners raising funds through the Mums for Thanksgiving project. I'm pleased to report that both campaigns were successful in meeting their targets thanks to the commitment of everyone who participated.

In January 2012, we were pleased to introduce TimeSaver Foods frozen entrées. This full line of Ottawa-produced meals is now available to clients to supplement our existing product offering through Apetito. Sales over the first few months have been very significant—a clear indication that the meals are meeting client approval.

The year was also busy at the Board level where we implemented a new governance model that resulted from extensive discussions held within the organization over several months. We feel that this new model positions the agency well for the future fulfillment of our mission.

Thank you to all our volunteers, whether you work at the delivery end, in the office, or within the Board. We are thankful for and deeply appreciative of your contributions and dedication. Thank you also to the staff who day in, day out, keep the wheels moving! Best wishes for 2012–2013.

Stuart McLeod, President
Baudouin St-Cyr, Executive Director



Stuart McLeod,
Board President



Baudouin St-Cyr,
Executive Director



Mission Statement

Meals on Wheels (Ottawa) (formerly known as The King's Daughters Dinner Wagon) is a not-for-profit agency that promotes the dignity, health and independence of people who are elderly, have disabilities or are convalescing in the central area of Ottawa, by delivering nutritious meals and caring contact.

Board of Directors 2011–2012:

Stuart McLeod	President	Donna Crabtree	Vice-President
David Gray	Secretary	David Brearley.....	Treasurer
Charlotte Davidson	Past-President		

Jacques Bédard, Yolande Cremer, Sue Flockton, George Hermanson, Terri Morgan, Doreen Murthy, Ann Perron, Maroun Rehayem, Carol Waters

The Nominating Committee brings forward the following slate for the Board of Directors for 2012–2013:

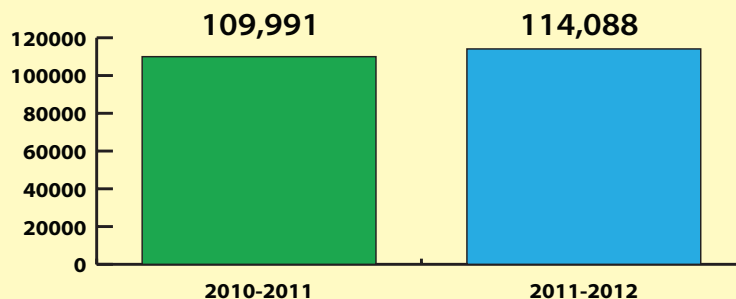
Donna Crabtree, President; Yolande Cremer, Vice-President; David Brearley, Treasurer; David Gray, Secretary; Stuart McLeod, Past-President; Sue Flockton, George Hermanson, Roger Lajoie, Terri Morgan, Doreen Murthy, Ann Perron, Maroun Rehayem, Brian Waters

Staff 2011–2012:

Baudouin St-Cyr	Executive Director
Terry Moxness	Manager of Volunteer Services
Jill Dodd	Volunteer Coordinator
Pamela Beauchamp	Client Coordinator
Renée Langille	Receptionist/Projects
Shelley Lergen	Accountant
Breanna McDonald	* Saturday Coordinator
Cathy Shaw	Saturday Coordinator
Courtney Potterton	Summer Student

*left during the year

Total Number of Meals:



Acknowledgements:

The Board of Directors would like to express appreciation to all the volunteers and other individuals in the community who supported Meals on Wheels/La Popote roulante. In addition to returning their gas allowances as donations, volunteers regularly donated to Meals on Wheels and participated in, or supported fundraising events. Clients, their families, and others in the community also made significant donations, including memorial donations. These were essential for the operation of the Meals on Wheels service.

In 2011–2012, we would like to extend a special thank you to the following supporters:

Government Support:

Ministry of Health and Long-Term Care via the Champlain Local Health Integration Network (CLHIN)
City of Ottawa
Service Canada (Summer Career Placement Program)

Madat's Fundraising Team:

Ashad Jiwa
Farzeen Kara
Henri Nadeau from Résidence St. Isidore
Jacques Bédard
Madat Kara, Shamez Charania, and Jennifer Hall from Prudential Town Centre Realty
Marie Elderkin
Paula Garden
Pierre Dulude of Walton Capital Management
Radha Dhanraj, Colleen Turner, and Bruce Sergeant of Scotiabank (Charlemagne Branch in Orleans)
Sabah Nahfaoui from Premier Mortgage
The Ottawa Senators

Service Club Donors:

Riverside Kiwanis Club of Ottawa
Rotary Club of West Ottawa
The Elvis Sighting Society
The Realtor's Care Foundation
The City Union of The King's Daughters and Sons
The Good Companions Seniors Centre

Office Volunteers:

Client Billing:
Elinor MacLeod
Marg Stethem
Margot Hall
Muriel Sprenger
Rose Najmi
Theresa Grolway

Frozen Food Packing:
Beverly Sawchuck
Curtis Duquette
Dean Carruthers

Community Participation and Membership:

Council on Aging of Ottawa
Ontario Community Support Association
Ottawa Association of Volunteer Resources
Ottawa Community Support Coalition
Ottawa Meals on Wheels Network
Professional Administrators of Volunteers Resources-Ontario
Volunteer Ottawa

Meal Suppliers:

Apetito
Carlingview Manor
Centre d'accueil Champlain
Children's Hospital of Eastern Ontario
Garry J. Armstrong Home
The Glebe Centre
The Good Companions
Ottawa Hospital – Riverside Campus
Riverpark Place
St. Patrick's Home
TimeSaver Foods



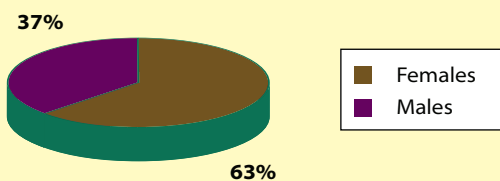
**We are grateful to the following individuals and
companies for their gifts-in-kind and other supports**

Adanac Circle of The King's Daughters
and Sons
Allegra Print & Imaging (1806 Carling)
Apetito
Ashley Furniture
Bayer Group
BMR Ottawa (Orléans)
Bellai Freres Construction
Dr. John Biro and Joan Lacelle of Queensway
Medical Centre
Boss Arts Salon and Spa
Brent Francis
Bridgehead (Head Office)
Capital Benefit Financial Group Inc.
Cara's Restaurant
Cartier Place Suite Hotel
CDIC
Claire Fitzpatrick
Common Thread Quilt Guild
Davidson's Glebe Jewellers
Delta Hotel (City Centre)
Donna's Express
Enbridge Gas Distribution Inc.
First Choice Haircutters
Foolish Chicken
Francis Fuels
Future Shop
Greg Farnand of
Bunning and Farnand Law Firm
Girl Guides (131st and 154th chapters)
Governor's Walk
Great West Life
Home Depot
Home Instead Senior Care
Investor's Group
Janet Stuart Chapter of the Sacred Heart
Alumnae
Chris Lang of Bank Prof. Physiotherapy Centre
Michael Lergen
Nargis Kara
Ali Khoja of Westmount Properties
Kindred Quilters
Kristie's Restaurant
March Employees
Mark Grace Consulting
MBNA-Canada (Bank of America)
Microsoft
Joseph Mouaikel of Presse Café
National Arts Centre
Newport Restaurant
Ottawa 67's
Ottawa Ford Dealerships
Ottawa Little Theatre
Ottawa Masonic Lodge
Ottawa Real Estate Board
Ottawa Valley Quilter's Guild
Parkwood Church
Pentagon Insurance
Potvin Financial Services
Red Hair Salon
Riverside of Ottawa Kiwanis Club
Rockwell Restaurant
Rowlands Lahey Financial
Ruth Bradley-St-Cyr
Scribe Atoût
Serendipity
Soloway Wright Barristers and Solicitors
Staples 10th Line Orléans
Swiss Chalet (Kirkwood)
The Crowne Plaza Hotel
The Edinburgh (Revera)
The Keg Manor
The Ottawa Citizen
The Rideau Centre
The Works
Tim Horton's (874 Sinclair Rd., Oakville)
Tivoli Florists
United Way of Ottawa
Welch and Co. LLP
Wyman & Sons
Yorkville Holiday Inn
Yuk Yuk's

**MEALS ON WHEELS
STATEMENT OF OPERATIONS
YEAR ENDED MARCH 31, 2012**

	<u>2012</u>	<u>2011</u>
Revenue		
Collections	\$ 489,374	\$ 456,321
Meal costs	<u>488,992</u>	<u>459,554</u>
	<u>382</u>	<u>(3,233)</u>
Service revenue	80,906	62,615
Service costs	<u>36,338</u>	<u>32,382</u>
	<u>44,568</u>	<u>30,233</u>
Grants:		
Province of Ontario	344,675	340,275
Government of Canada	2,788	2,306
City of Ottawa	<u>41,133</u>	<u>40,171</u>
	<u>388,596</u>	<u>382,752</u>
Donations:		
The King's Daughters and Sons	5,000	5,000
Organizations	19,299	24,169
Individuals	<u>26,929</u>	<u>19,939</u>
	<u>51,228</u>	<u>49,108</u>
Fundraising	20,627	10,663
Interest	<u>2,019</u>	<u>1,111</u>
	<u>507,420</u>	<u>470,634</u>
Expenses		
Wages	316,944	288,232
Employee benefits	57,237	53,305
Staff training	1,480	1,807
Board and volunteer training	4,123	2,063
Travel	27,684	20,800
Building occupancy	22,044	20,288
Office	33,886	32,101
Service supplies	1,861	1,929
Other operating	20,700	20,599
Bad debts	4,901	3,790
Computer	16,200	21,865
French translation	<u>598</u>	<u>829</u>
	<u>507,658</u>	<u>467,608</u>
Net revenue (expense) before amortization	<u>(238)</u>	<u>3,026</u>
Amortization of capital assets	(5,264)	(10,260)
Amortization of capital asset funding	<u>2,445</u>	<u>6,097</u>
	<u>(2,819)</u>	<u>(4,163)</u>
Net expense	\$ (3,057)	\$ (1,137)

Clients by Gender:



Age Groups:

