

MEALS ON
WHEELS



LA POPOTE
ROULANTE

OTTAWA

Celebrating 50 years! 2018 Annual Report



YEARS / ANS
1968 - 2018

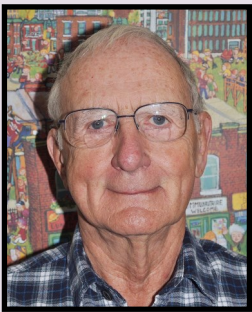
Fondateur/Founder: The King's Daughters and Sons 1968



670 Albert Street, Ottawa, ON, K1R 6L2 Tel: 613-233-2424 Fax: 613-232-3029 www.mealsonwheels-ottawa.org
Charitable Registration # 11898 1778 RR0001 (The King's Daughters Dinner Wagon)
facebook.com/mealsonwheelsottawa twitter.com/MOWOttawa

2017-2018 Report from Board President, *Bill Logan* & Executive Director, *Baudouin St-Cyr*

In 2017–18, Meals on Wheels was pleased to deliver 65,949 hot meals, 29,723 frozen Apetito meals, 6,449 frozen TimeSaver meals, as well as 5,686 hot meals and 6,600 frozen meals for the Aging in Place and Going Home programs for a total of **114,407** meals delivered to **1,672** clients. This could not have happened without the dedication of our team of **423** volunteers who day in, day out, no matter the weather, deliver the meals, with a smile, into the clients' hands. Our volunteers also contribute valued work in the office and lead our governance at the Board level.



Board President,
William Logan

We are grateful for the continuing commitment of our hot food suppliers. Kitchen staff at The Good Companions Seniors' Centre, Garry J. Armstrong Home, Riverpark Place, The Glebe Centre, CHEO, Ottawa Hospital Riverside Campus, Centre d'Accueil Champlain, and St. Patrick's Home must be recognized and thanked for the work they do in preparing our meals. Thanks also to TimeSaver Foods and Apetito for supplying our frozen food.

None of this would be possible without the funding support of the Champlain Local Health Integration Network and the City of Ottawa. As our main funders, their contributions are invaluable for the continued solid financial health of our service. Thank you also to our group and individual donors who once again stepped up generously.

The staff at Meals on Wheels continue to amaze us with their industriousness, energy, and commitment to our clients. Fifty-two weeks of the year, including many statutory holidays, their hard work keeps everything humming along, come what may.



Executive Director,
Baudouin St-Cyr

This year, we are celebrating the 50th anniversary of the founding of our service by the Ottawa City Union of the King's Daughters and Sons. We are thankful for the foresight and hard work of our founders and for the strong and enduring groundwork they laid in place during the first 15 years of our existence, when there was no government funding and no paid staff involved in running the service. Following the path our pioneers carved has made the subsequent 35 years much easier.

With the knowledge that success is only possible with the contributions of the great many people and organizations noted above, we look forward to the challenges 2018–19 will bring as we carry on our mission of supporting our clientele in the most collaborative manner possible.

William Logan, President

Baudouin St-Cyr, Executive Director

Mission Statement

Meals on Wheels/La Popote roulante (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 our catchment area by:

Delivery of Affordable and Nutritious Meals to Persons in Need

- Setting standards of quality of meals that kitchens must meet
- Monitoring the quality and rectifying problems with the kitchens as necessary
- Minimizing costs of meals to clients

Point of Contact with the Health System

- Checking welfare of clients when delivering meals
- Alerting contacts/emergency services if required

Collaborating Leadership

- Working with other organizations in Eastern Ontario to develop a coordinated system for serving people in need
- Developing a system of best practices which can be shared with other organizations

Board of Directors 2017-2018

William Logan President
 Walter Davidson..... Vice President
 Sheryl Urie..... Treasurer
 Stuart McLeod..... Secretary
 Yolande Cremer Past President

Suzanne Allison-Morello, Jacques Bédard,* Sue Flockton, John Hladkowitz, Phoebe McLelland, Ann Perron, Maroun Rehayem, Brian Waters, Lisa Wilson

*Left during the year



Staff 2017-2018

Baudouin St-Cyr..... Executive Director
 Jill Daigle Manager of Volunteer Services
 Jena Davarajah..... Coordinator of Volunteers
 Gabrielle Béland Mainguy..... Client Coordinator
 Jessica Neil..... Projects Coordinator
 Derna Lisi..... Bookkeeper
 Julia Wasserman-Shapiro* Accountant
 Clare Gee QuickBooks Consultant
 Cathy Shaw* Saturday Coordinator
 Monique Rochon..... Saturday Coordinator
 Theresa Paplinskie Summer Student

*Left during the year



Acknowledgments

The Board of Directors expresses its appreciation to all the volunteers, donors, and others in the community who support Meals on Wheels/La Popote roulante. In addition to returning their gas allowances as donations, volunteers regularly donate to Meals on Wheels and support fundraising events. Clients, their families, friends, local businesses, service clubs, voluntary sector organizations, and others also make significant donations, including planned giving and memorial donations. These are all essential for the continued operation of the Meals on Wheels service.

In 2017–18, we extend a special thank you to the following supporters:

Government Support:

- Employment and Social Development Canada



Service Club Donors:

- The Elvis Sighting Society

- The City Union of The King's Daughters and Sons

Corporate Delivery Teams:

- Enbridge Gas Distribution

- TD Bank Group

Community Delivery Partners:

- LiveWorkPlay
- The Meals on Wheels Circle of The Ottawa City Union of The King's Daughters and Sons

- Y's Owl Maclure
- Christian Horizons

Community Participation and Membership:

- Council on Aging of Ottawa
- Ontario Community Support Association (OCSA)
- Ottawa Association of Volunteer Resources (OAVR)
- Ottawa Community Support Coalition (OCSC)
- Réseau des services de santé en français de l'est de l'Ontario

- Champlain Community Support Network (CCSN)
- Ottawa Meals on Wheels Network
- Social Planning Council of Ottawa
- Volunteer Ottawa

Meal Suppliers:

- Apetito
- Centre d'accueil Champlain
- Gary J. Armstrong Seniors' Home
- Riverpark Place
- The Glebe Centre

- The Good Companions Seniors Centre
- Children's Hospital of Eastern Ontario
- Ottawa Hospital – Riverside Campus
- St. Patrick's Home
- TimeSaver Foods

Depot Partner:

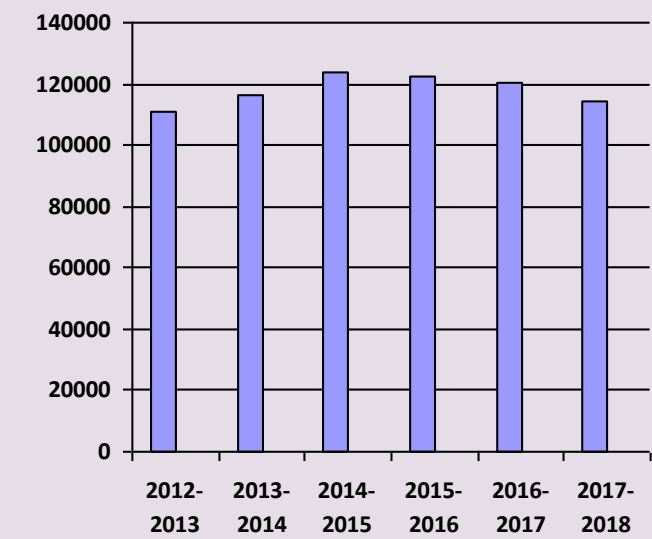
- The Olde Forge Community Resource Centre

Gifts and Other Support:

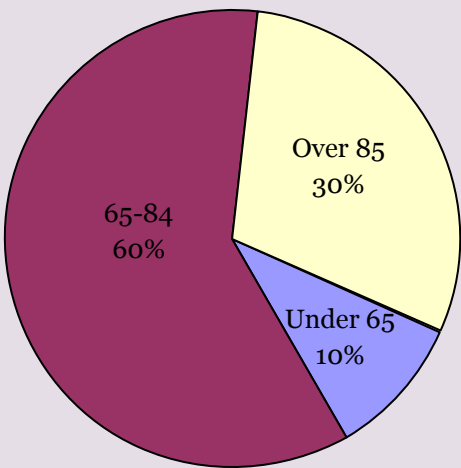
Allegra Carling, Apple, Barrhaven and Beyond Quilters, Bayer CropScience Inc., Binks Insurance Brokers Limited, Bradley-St-Cyr & Associates, Bridgehead Coffee, "The Buy Nothing Group of Morgan's Grant (Kanata, ON)", Donna Crabtree Professional Corporation, The Good Companions Seniors' Centre, IODE (Laurentian Chapter), Janet Stuart Chapter of the Sacred Heart Alumnae, Mad About Patchwork, Moe's World Famous Newport Restaurant, National Bank of Canada, Ottawa 131st Girl Guides, Ottawa Valley Quilters Guild, Sacred Heart Alumnae, Scribe Atout, Sweet Memories (Y's Owl McClure), TD Bank Group, the staff of United Way of Ottawa, Upper Canada Playhouse, Vittoria Trattoria, the students of W. Erskine Johnston Public School, Ottawa Little Theatre

Statistics

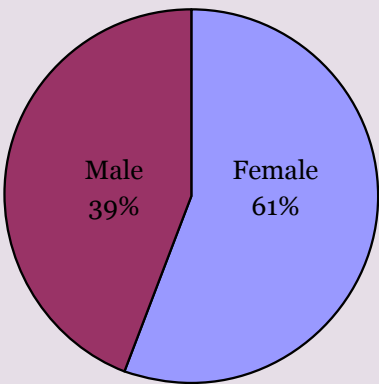
Total Number of Meals



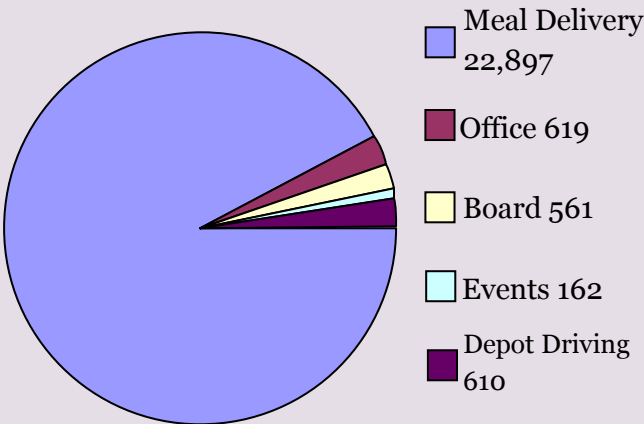
Client Age Groups



Clients by Gender



Volunteer Hours



Meals on Wheels Statement of Operations

Years ended March 31, 2018 and 2017

	<u>2018</u>	<u>2017</u>
Revenue		
Meals	\$ 625,175	\$ 621,412
LHIN Funding		
Province of Ontario	336,975	334,093
One-time funding	7,207	3,950
	<u>344,182</u>	<u>338,043</u>
Other		
Government of Canada	4,791	3,549
City of Ottawa	47,701	44,479
	<u>52,492</u>	<u>48,028</u>
Donations		
The King's Daughters and Sons	-	5,847
Organizations	13,942	19,607
Individuals	41,895	40,857
	<u>55,837</u>	<u>66,311</u>
Other funding sources and revenue		
Contracted meals	127,908	141,455
Fundraising	879	1,064
Other income	-	1,588
Interest	846	582
	<u>129,633</u>	<u>144,689</u>
Amortization of capital asset funding	3,044	3,338
	<u>1,210,363</u>	<u>1,221,821</u>
Expenses		
Meal costs	527,451	536,593
Contracted meal costs	73,077	79,893
	<u>600,528</u>	<u>616,486</u>
Wages	387,639	362,487
Employee benefits	67,772	69,315
	<u>455,411</u>	<u>431,802</u>
Supplies and sundry		
Office	26,438	35,423
Travel	33,531	37,047
Other operating	33,239	30,917
Bad debts	6,223	10,999
Board and volunteer training	5,357	4,903
Staff training	2,729	1,814
French translation	686	500
	<u>108,203</u>	<u>121,603</u>
Equipment and operating		
Automotive	4,879	2,181
Photocopier	1,027	1,341
Repairs and maintenance	493	1,325
Computer	10,692	18,058
	<u>17,091</u>	<u>22,905</u>
Amortization of capital assets	5,218	5,644
Building occupancy	23,045	22,450
	<u>1,209,496</u>	<u>1,220,890</u>
Net Expense	\$ 867	\$ 931