

MEALS ON WHEELS / LA POPOTE ROULANTE (OTTAWA)

2019 Annual Report

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



More than just a meal!

2018-2019 Report from & Board President, *Walter Davidson* & Executive Director, *Baudouin St-Cyr*

During the 2018–2019 fiscal year, ending March 31st, 2019, we served 110,845 meals to 1,464 clients with the help of 428 volunteers. Ten percent of these meals were delivered via the Aging in Place and Going Home programs.

Our key highlights and challenges for the year included the following:

- We proudly celebrated the 50th anniversary of our founding by the Ottawa City Union of The King's Daughters and Sons (KDS) at a special Annual General Meeting and Volunteer Reception on June 8th, 2018. Long-time volunteer Phoebe McLelland took us through those 50 years of history during her keynote address.
- It was wonderful to welcome back George Sparks, husband of founder Evelyn Sparks, one last time at that anniversary. MOW was founded in Evelyn and George's kitchen and Evelyn was its first coordinator on a completely volunteer basis. Sadly, George passed away at the age of 101 in July.
- Very sadly, we also lost director Sue Flockton, who passed away after a short illness during the summer. We are very grateful for all her contributions as a volunteer and as a Board member for almost a decade, especially as chair of the Supplier Liaison committee.
- MOW had two chances to show that our organization has bounce. The major weather events of the year — the September tornado and the February snowstorm — managed to close down many Ottawa services, but not Meals on Wheels. Throughout both storms, the agency remained open, with our dedicated volunteers delivering to our clients.
- On the technology front, our client services and volunteer databases now reside on the server of the Shared Services Operations located at the Champlain Local Health Integration Network, allowing our program to become more efficient.
- With change afoot in community health care since last June's provincial election, we don't know what the future will hold, but our program remains ready as a key care provider for seniors and adults with disabilities.

On the Board, we said goodbye to directors Jacques Bédard and Ann Perron and we welcomed back Maroun Rehayem and former Treasurer David Brearley. Thank you to every director be they a community member, delivery volunteer, or KDS representative. Your contributions are very much appreciated!

In closing, a big thank you to our volunteers, staff, funders, donors, and other stakeholders for all the time and energy and resources you have provided Meals on Wheels over the past year. As always, we look forward to the challenges ahead.

Walter Davidson, President

Baudouin St-Cyr, Executive Director



Board President,
Walter Davidson



Executive Director,
Baudouin St-Cyr

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 2018-2019

Walter Davidson President
Stuart McLeod Vice President
Sheryl Urie Treasurer
Stuart McLeod/David Brearley Secretary
William Logan Past President

Suzanne Allyson, Yolande Cremer, Sue Flockton*, John Hladkowicz, Phoebe McLelland, Maroun Rehayem, Brian Waters, Lisa Wilson

*Sue Flockton passed away on July 12th, 2018.



Staff 2018-2019

Baudouin St-Cyr Executive Director
Jill Daigle Manager of Volunteer Services
Jena Davarajah Coordinator of Volunteers
Gabrielle Béland Mainguy Client Coordinator
Jessica Neil* Project Coordinator
Katlyn Lecompte-Richardson Project Coordinator
Derna Lisi Bookkeeper
Clare Gee QuickBooks Consultant
Monique Rochon Saturday Coordinator
Diane Dieujuste Summer Student

*Jessica Neil left on maternity leave October 1st, 2018.



Acknowledgments

The Board of Directors expresses its appreciation to all the volunteers, donors, and community members 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 2018–19, we extend a special thank you to the following supporters:

Government Support:

- City of Ottawa
- Employment and Social Development Canada
- Ministry of Health and Long-Term Care via the Champlain Local Health Integration Network (LHIN)



Service Club Donors:

- The City Union of The King's Daughters and Sons
- The Elvis Sighting Society

Corporate Delivery Teams:

- RBC
- TD Bank
- Royal LePage Team Realty

Community Delivery Partners:

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

Community Participation and Membership:

- Champlain Community Support Network (CCSN)
- Council on Aging of Ottawa
- Ontario Community Support Association (OCSA)
- Ottawa Association of Volunteer Resources (OAVR)
- Ottawa Community Support Coalition (OCSC)
- Ottawa Meals on Wheels Network
- Réseau des services de santé en français de l'Est de l'Ontario
- Social Planning Council of Ottawa
- Volunteer Ottawa

Meal Suppliers:

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

Depot Partner:

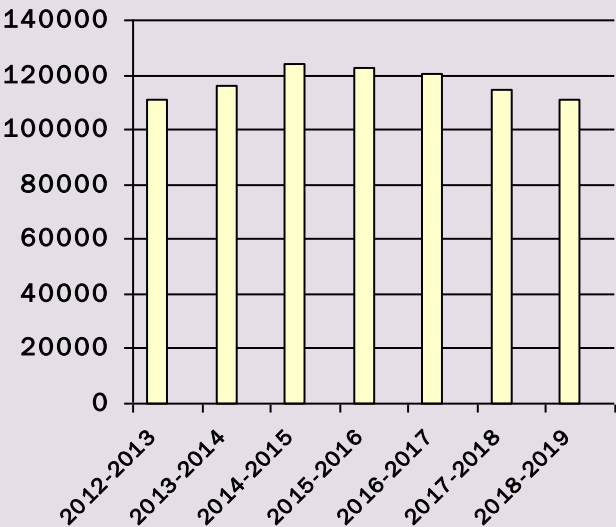
- The Olde Forge Community Resource Centre

Corporate Donors:

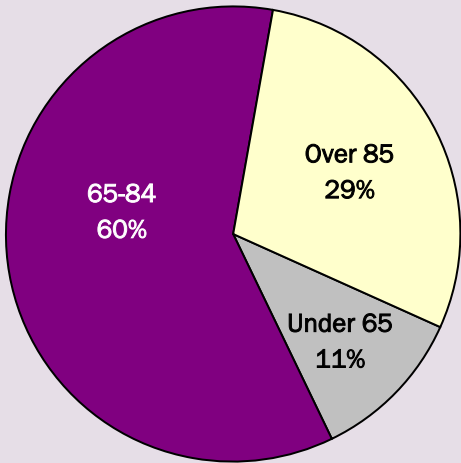
4 My Auto, Albert at Bay Suite Hotel, Allegra (Carling), Alterna Savings, Apetito Canada, A Refreshing Change, Bayer CropScience, Bridgehead Coffee, CAA (Orleans), Canadian Museum of Nature, Canadian Tire (Bells Corners), Centretown United Church, Cineplex Lansdowne VIP, Cora (Alta Vista), Cosmic Adventures, Donna Crabtree Professional Corporation, Elvis Sighting Society, Enbridge, Fatboy's Southern Smokehouse, Fil's Diner + Bowling, Les Fougères Restaurant, 131st Ottawa Girl Guides (Orleans), The Good Companions Craft Studio, Hodge's Service Centre and Car Clinic, Home Hardware (Orleans), IODE (Laurentian Chapter), Kanata Theatre, Lahey Financial, Loblaws (Isabella), Loch March Golf & Country Club, Metro (Carleton Street, Chapman Mills), Montana's BBQ & Bar (South Keys), National Arts Centre, National Bank of Canada, National Gallery of Canada, The Newport Restaurant, Ottawa MediSPA (Orleans), Ottawa Poppy Fund, Ottawa Senators Foundation, Ottawa Valley Quilters Guild, Petit Bill's bistro, Pure Yoga, Quilts by Missy, Ritchie Feed & Seed Inc., Ross' Independent Grocer, Shoppers Drug Mart (Southgate), Simons (Rideau Centre), Starbucks (South Keys), Stittsville Childcare Centre, Studio Fuzion Hair Salon, TD Bank Group, Tops Car Wash, United Way Ottawa, Vittoria Trattoria, Windswept Integrated Technologies Inc.

Statistics

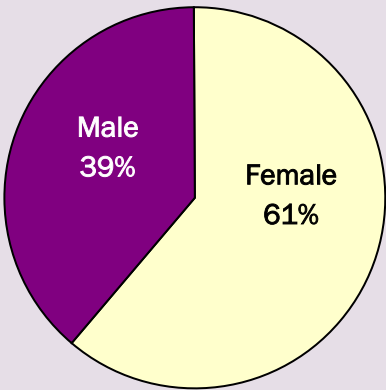
Total Number of Meals



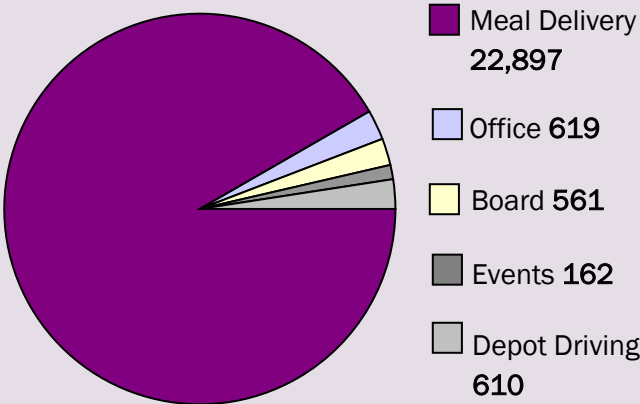
Client Age Groups



Clients by Gender



Volunteer Hours



Meals on Wheels Statement of Operations

Years ended March 31, 2019 and 2018

	2019	2018
Revenue		
Meals	\$645,695	\$625,175
LHIN Funding		
Province of Ontario	343,715	336,975
One-time funding	7,400	7,207
	351,115	344,182
Other		
Government of Canada	-	4,791
City of Ottawa	48,315	47,701
	48,315	52,492
Donations		
The King's Daughters and Sons	10,000	-
Organizations	8,231	13,942
Individuals	45,761	41,895
	63,992	55,837
Other funding sources and revenue		
Contracted meals	121,070	127,908
Fundraising	6,267	879
Other income	2,588	-
Interest	630	846
	130,555	129,633
Amortization of capital asset funding	2,054	3,044
	1,241,726	1,210,363
Expenses		
Meal costs	539,901	527,451
Contracted meal costs	71,950	73,077
	611,851	600,528
Wages	412,393	387,639
Employee benefits	70,849	67,772
	483,242	455,411
Supplies and sundry		
Office	25,894	26,438
Travel	29,413	33,531
Other operating	32,668	33,239
Bad debts	5,840	6,223
Board and volunteer training	5,789	5,357
Staff training	3,592	2,729
French translation	780	686
	103,976	108,203
Equipment and operating		
Automotive	888	4,879
Photocopier	1,079	1,027
Repairs and maintenance	1,321	493
Computer	11,491	10,692
	14,779	17,091
Amortization of capital assets	4,123	5,218
Building occupancy	23,218	23,045
	1,241,189	1,209,496
Net Expense	\$537	\$867