



MEALS ON WHEELS (OTTAWA)

ANNUAL REPORT

2019-2020



Read Rachelle's story on page 5



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MISSION

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 delivering affordable and nutritious meals to persons in need, being a point of contact within the Health System, and collaborating leadership.



(Above) Volunteers Karen Toren and Marie Paquette providing information on our services at a local shopping center.

(Cover) Client Rachelle enjoys her lunchtime hot meal delivery.
(Below) Community Partners helping deliver meals during the COVID-19 pandemic



"I am always happy to meet the volunteers. They always greet you with a smile, are punctual, and polite. They make my day!"

- Meals on Wheels Client

"It's an integral part of my life"

- Meals on Wheels Client

"Volunteers have been a great benefit for delivering meals on time and being friendly to me. I am almost 92 years old and still living in my own home. I could not live here without this help"

- Meals on Wheels Client

"Thank you for making it possible for me to enjoy delicious meals. You make this issue of healthy eating so much easier"

- Meals on Wheels Client

Canadian Registered Charity
"The King's Daughters Dinner Wagon"
BN: 11898 1778 RR00001

Meals on Wheels / La Popote roulante Ottawa
670 Albert Street
Ottawa, ON
K1R 6L2

OUR PAST YEAR

Meals on Wheels / La Popote roulante has a 52 year history of responding to the needs of seniors and adults with disabilities in Ottawa and 2019-2020 was no exception. It was a year of change, challenges, and opportunities.

The rise of the global COVID-19 pandemic just as the fiscal year was coming to a close, and the emergency measures that followed, are bound to colour our end of year reflections. It seems hard to separate the before and after when so much has happened. Our ability to respond to these unprecedented times in a creative and resilient way was influenced, in no short measure, by the dedication and generosity of staff, volunteers, community partners, funders and donors who worked hard and supported us through the whole year and especially when crisis hit.

In late March, at the beginning of the emergency period, we saw our service volumes increase immediately with the onset of the pandemic solidifying the important impact that MOW has in ensuring the food security of individuals in times of crisis and in all times.

In September, our Executive Director Baudouin St-Cyr needed to step away to focus on his health and undergo treatment for a serious medical condition. Manager of Volunteer Services Jill Daigle stepped in as Acting Executive Director to hold down the fort during his absence. Our team rose to the occasion in adapting to staffing changes and taking on new roles and responsibilities. The resulting cross-training and skill development made us a stronger team than ever. We're pleased to report that Baudouin returned in good health after the end of the fiscal year, in July 2020.

As Ontario put its focus on ending hallway healthcare, our Board was pleased to support our participation in the Ottawa Health Team/Équipe Santé Ottawa which was one of the first 24 teams in the province. We joined with other community partners to commit to a new way of organizing and delivering integrated health care services.

During the fiscal year we delivered 96,017 meals (including 10,597 meals through the Going Home and Aging in Place programs) to 1514 clients with the help of 366 volunteers. We are thankful to our food provider kitchens for another year of collaboration.

The importance of technology was also at the forefront. This past year saw upgrades including a new server and laptops in order to work remotely, which quickly became critical. Another highlight of the year was the purchase of a newer vehicle to replace our 2007 wagon. Our new minivan will keep us rolling for years to come and gives our more capacity to expand our depot system.

A special thank you to our Board Executive and our CSS partners, and in particular Monique Doolittle-Romas of The Good Companions Centre for the support and mentorship of our leadership in the absence of our Executive Director. Looking forward to 2020-2021 seems challenging but also full of potentially rewarding growth and innovation. We will continue to build on our partnerships and adapt to the changing situation keeping our clients, volunteers and community safe, nourished and cared for as we continue to deliver "more than just a meal".



Walter Davidson
Board President



Jill Daigle
Acting Executive Director
Manager of Volunteer Services



Baudouin St-Cyr
Executive Director

STAFF



Gabrielle Béland Mainguy
Client Coordinator



Jill Daigle
Acting Executive Director¹
Manager of Volunteer Services



Jena Davarajah
Coordinator of Volunteers²



Diane Dieujuste
Summer Student



Clare Gee
QuickBooks Consultant



Aidan Liebich
Coordinator of Volunteers³



Derna Lisi
Bookkeeper



Jessica Neil
Coordinator of Volunteers



Theresa Paplinski
Administrative Assistant⁴



Monique Rochon
Saturday Coordinator



Baudouin St-Cyr
Executive Director⁵



Kate Uffen
Project Coordinator
Acting Coordinator of Volunteers⁶



Anice Wong
Marketing and Outreach Assistant⁷

¹ Assumed acting position 09/19-07/20 | ² Left agency 07/19 | ³ Joined agency 07/19 | ⁴ Contract 06/19-08/19 | ⁵ Short-term leave 09/19-07/20 | ⁶ Assumed acting position 07/19-11/19 | ⁷ Joined agency 01/20

BOARD OF DIRECTORS

Walter Davidson, *President*

Stuart McLeod, *Vice-President and Secretary*

Sheryl Urie, *Treasurer*

David Brearley, *Secretary⁸*

William Logan, *Past-President*

Suzanne Allyson, *Director*

Amy-Lynn Aubertin, *Director*

John Hladkowicz, *Director; Chair of FD/PR Committee*

Phoebe McLelland, *Director*

Maroun Rehayem, *Director; Chair of French Language Committee*

Karen Toren, *Director*

Brian Waters, *Director*

Lisa Wilson, *Director; Chair of Supplier Liaison Committee*



(Above, Left to Right) Board members William Logan, Walter Davidson, and Stuart McLeod



(Above) Sheryl Urie presents the financial statements at the 2019 AGM

⁸ Passed away 08/19

THEIR STORIES

(Cover Story)

Rachelle has been a client of Meals on Wheels since 2016 due to increasing challenges with her mobility. As it has become too difficult to go out to get groceries, she relies on Meals on Wheels volunteers to deliver her lunches five days a week. Rachelle's face lights up when she talks about the delivery volunteers and says that they have such big smiles. To ensure she doesn't miss a meal delivery, she schedules all appointments around delivery hours—in the early morning or late afternoon. Rachelle says she looks forward to each meal, her favourites being the beef barley, vegetable, and cream soups.



Gurdeep has been a volunteer with Meals on Wheels since April 2019. “For me, volunteer work gives me a purpose in life. After spending 46 years working in health care and being a front line care giver, I needed an environment where the need to provide care to seniors could be met. Meals on Wheels seemed like a good fit. I volunteer with two other charities, and they all provide me with an opportunity to meet more like-minded people.

I remember my first day volunteering and a man had fallen on the floor in the hallway of the apartment building. Coincidentally, it was a Meals on Wheels client. The proper emergency procedures were followed to make sure the client was OK. This incident proves that volunteers are another set of eyes and ears for the very frail and lonely”.

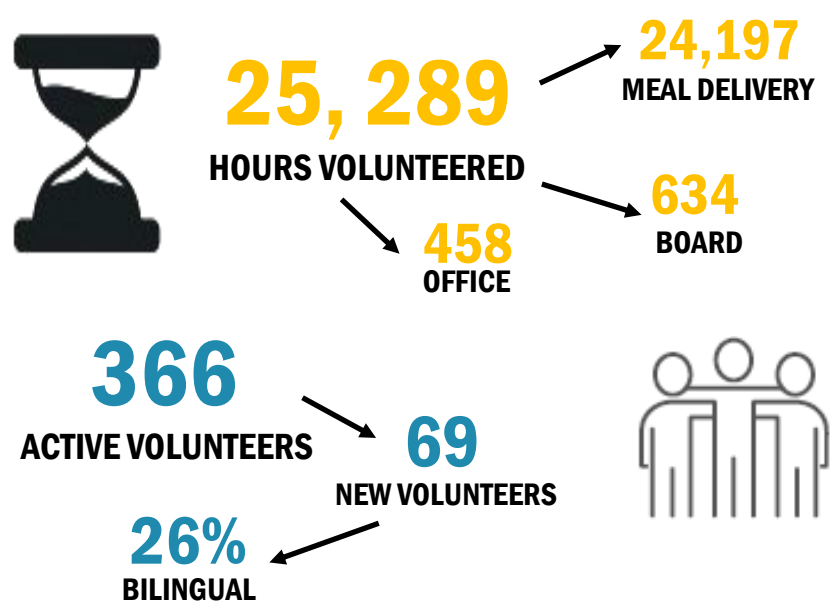
Herb and Marianna have a long relationship with Meals on Wheels. For 20 years, Herb was a dedicated volunteer driver helping deliver meals to seniors and adults with disabilities across Ottawa. Now, he and his wife Marianna receive hot meals several times a week to supplement their own cooking.

Both are still in relatively good health at 84 years of age, but they mention that becoming clients and having meals delivered to them at home “removes a lot of stress”. Herb's energy is lower and Marianna has age-related macular degeneration in her eyes which makes it challenging to cook.

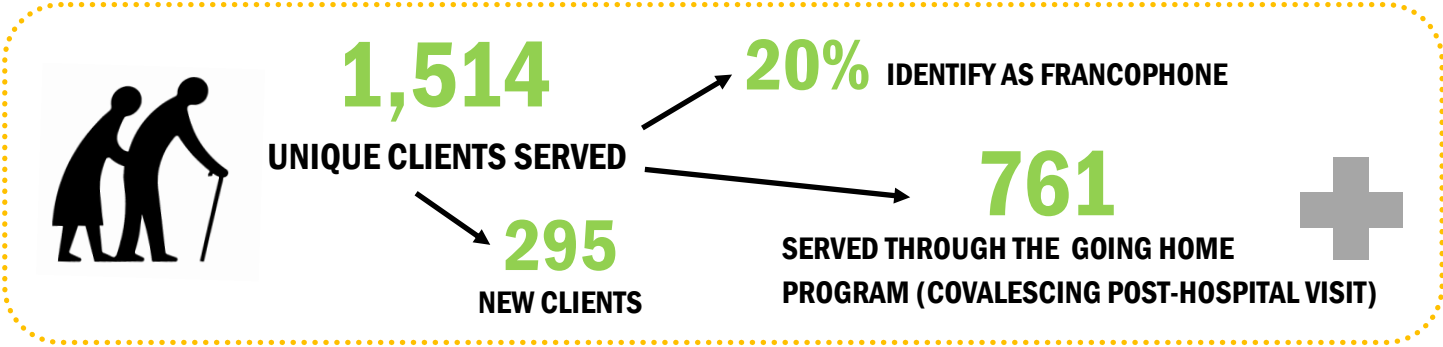
They're both grateful for the meal delivery service and the visit from the volunteers. Even though Herb is now on the receiving end of the service, he is still able to see friends he met over the years at Meals on Wheels. In fact, a volunteer who delivers regularly to his home is a volunteer he once trained!



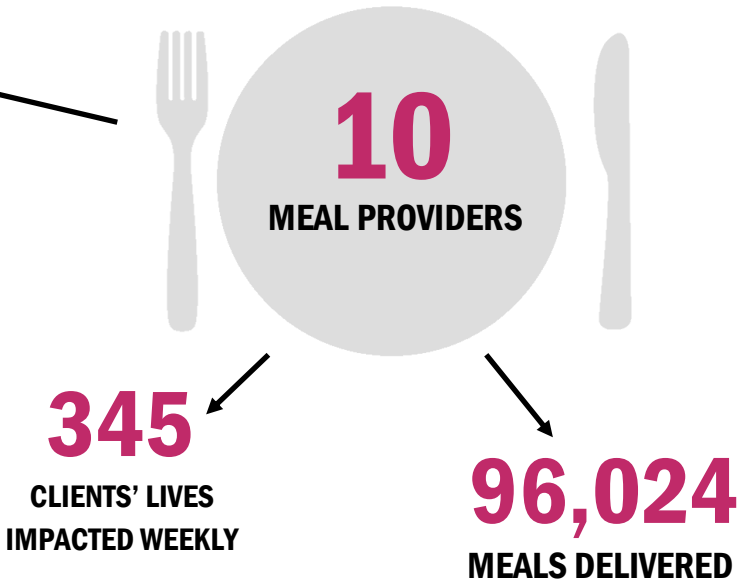
OUR YEAR IN NUMBERS



(Above) Volunteer Jayden Russell



(Above) St. Patrick's Home kitchen staff member packing meal delivery bags



OUR DONORS

We would like to express our appreciation to all the volunteers, donors, and community members who support Meals on Wheels (Ottawa). In addition to returning their gas allowances as donations, volunteers regularly donate to Meals on Wheels and support fundraising initiatives/events. Clients, their families, friends, local businesses, service clubs, voluntary sector donations, and others also make significant donations including planned giving and memorial donations. These donations are all essential in supporting our services.

In 2019-2020, 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)

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
- Council on Aging of Ottawa
- Ontario Community Support Association (OCSA)
- Ottawa Community Support Coalition
- Ottawa Association of Volunteer Resources (OAVR)

Meal Suppliers:

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

Depot Partner:

- The Olde Forge Community Resource Centre

Service Club Donors:

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

Corporate Delivery Teams:

- RBC (Royal Bank of Canada)
- Royal LePage Team Realty
- TD Bank Group

- 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



(Above) Good Companions kitchen staff and volunteers

Corporate Donors:

4 My Auto, Albert at Bay Suites Hotel, Allegra (Carling), Alterna Savings, Apetito Canada, A Refreshing Change, Bayer CropScience, Bridgehead Coffee, CAA (Orleans), Canadian Museum of History, Canadian Museum of Nature, Canadian Tire (Bells Corners), Canadian War Museum, Centretown United Church, Children at Risk, Cineplex Lansdowne VIP, Cora (Alta Vista), Cosmic Adventures, Dominion City Brewery, Donna Crabtree Professional Corporation, Elvis Sighting Society, Enbridge, Fatboy's Southern Smokehouse, Fil's Diner + Bowling, Gemma by Design, The Good Companions Craft Studio, The Haunted Walk (Ottawa Tours), Hodge's Service Centre and Car Clinic, Home Hardware (Orleans), IODE (Laurentian Chapter), Kanata Theatre, Lahey Financial, Les Fougères Restaurant, Loblaws (Isabella), Loch March Golf & Country Club, Madeleine Bickford, Metro (Carleton Street, Chapman Mills), Montana's BBQ & Bar (South Keys), Movies N' Stuff, Myers Automotive, National Arts Centre, National Bank of Canada, National Gallery of Canada, The Newport Restaurant, Ottawa Fringe Festival, Ottawa-Gatineau Youth Foundation, 131st Ottawa Girl Guides (Orleans), Ottawa MediSPA (Orleans), Ottawa Poppy Fund, Ottawa Valley Quilters Guild, Paul's Boat Line, Petit Bill's bistro, Pure Yoga, Quilts by Missy, Ritchie Feed & Seed Inc., Ross' Independent Grocer, Shoppers Drug Mart (Southgate, Strandherd and Jockvale, Strandherd and Woodroffe), Simons (Rideau Centre), Starbucks (South Keys), Stittsville Childcare Centre, Studio Fuzion Hair Salon, Sweet Memories (Y's Owl Maclure), Swiss Chalet (Madat Kara), TD Bank Group, Tops Car Wash, United Way Ottawa, Vittoria Trattoria, Windswept Integrated Technologies Inc.

STATEMENT OF OPERATIONS

	<u>2020</u>	<u>2019</u>
Revenue		
Meals	<u>\$576,576</u>	<u>\$645,695</u>
LHIN Funding		
Province of Ontario	319,715	343,715
One-time funding	<u>5,000</u>	<u>7,400</u>
	<u>324,715</u>	<u>351,115</u>
Other		
Government of Canada	4,366	-
City of Ottawa	49,769	48,315
City of Ottawa - COVID	<u>11,820</u>	<u>-</u>
	<u>65,955</u>	<u>48,315</u>
Donations		
The King's Daughters and Sons	5,600	10,000
Organizations	9,135	8,231
Individuals	<u>38,555</u>	<u>45,761</u>
	<u>53,290</u>	<u>63,992</u>
Other funding sources and revenue		
Contracted meals	109,789	121,070
Fundraising	3,346	6,267
Other income	4,579	2,588
Interest	<u>1,173</u>	<u>630</u>
	<u>118,887</u>	<u>130,555</u>
Amortization of capital asset funding	<u>7,536</u>	<u>2,054</u>
	<u>1,146,959</u>	<u>1,241,726</u>
Expenses		
Meal costs	466,396	539,901
Contracted meal costs	<u>66,770</u>	<u>71,950</u>
	<u>533,166</u>	<u>611,851</u>
Wages	398,350	412,393
Employee benefits	<u>76,498</u>	<u>70,849</u>
	<u>474,848</u>	<u>483,242</u>
Supplies and sundry		
Office	22,526	25,894
Travel	25,493	29,413
Other operating	31,834	32,668
Bad debts	4,314	5,840
Board and volunteer training	2,801	5,789
Staff training	871	3,592
French translation	<u>164</u>	<u>780</u>
	<u>88,003</u>	<u>103,976</u>
Equipment and operating		
Automotive	2314	888
Photocopier	809	1,079
Repairs and maintenance	279	1,321
Computer	<u>12,941</u>	<u>11,491</u>
	<u>16,343</u>	<u>14,779</u>
Amortization of capital assets	10,287	4,123
Building occupancy	<u>24,246</u>	<u>23,218</u>
	<u>1,146,893</u>	<u>1,241,189</u>
Net Revenue	<u>\$66</u>	<u>\$537</u>