



# Annual Report 2020-2021

## Meals on Wheels (Ottawa)

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"I've been volunteering with MOW for 6 years. It's a really great way to be a better part of the community and have the opportunity to see clients and make a small difference. It's also a great way to lead by example for my young kids - to teach them that it's essential to take the time, when we have it, to give to others and spend time with them. It's very important, especially nowadays with so many people isolated, to be able to be there to give them a smile, say hello, or spend an extra five minutes talking to them. It's important to be able to reconnect with others."

- Krista, MOW Volunteer

"I have been aware of Meals on Wheels for many years and wanted a way to give back to my community and, in particular, those people suffering most from COVID restrictions. Meals on Wheels was a perfect way to be impactful and safe given the pandemic.

I love delivering meals to these people and I know how much they appreciate it. Meals on Wheels is a wonderful program and touches clients in a substantive and meaningful way!"

- James, MOW Volunteer



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/MOWOttawa

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



## REFLECTING ON 2020

2020-21 was a difficult but successful year at Meals on Wheels/La Popote roulante.

120,123 meals were served to 1,647 clients: 37,603 were hot and 64,148 were frozen. This was a 25% increase over last fiscal year. There was also 18,372 meals delivered for the Going Home program or sold to the Aging in Place program.

The big highlight of the year was being able to continue to deliver meals to our clients through the pandemic. We are proud to be able to say that not a day was missed, including our regular special meal on Christmas day. More than ever before, COVID-19 and its consequences put the issue of food security squarely in the spotlight and we were ready to respond.

This could never have happened without the dedication and hard work of our staff who continued to shift the program as required in the face of adversity, while working in a far more complex and regulated environment than ever in order to ensure all additional health and safety protocols were followed and everyone was kept safe.

We are also grateful to the 326 volunteers who were able to remain with us or joined us during the year. Like never before, they made the difference by taking it upon themselves to get out, COVID-19 notwithstanding, and deliver to their neighbours and community. We recognize the valuable assistance of Volunteer Ottawa and the Champlain Community Support Network in helping us recruit many new volunteers.

Special thanks to Ottawa Public Health for their ongoing support and to the City of Ottawa's Human Needs Task Force for creating an environment where sharing and innovation were encouraged and supported.

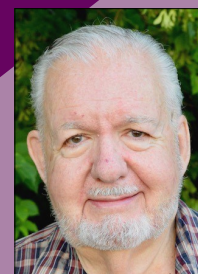
We are also grateful for the assistance of our financial supporters. Thank you to our funders at the government of Canada (who channeled COVID-19 funds through the United Way East Ontario), Ontario Health, the Ministry for Seniors and Accessibility (who channeled COVID-19 funds through the Ontario Community Support Association), the City of Ottawa, Employment and Social Development Canada, and to our multiple corporate and individual donors. We couldn't have met the challenges brought on by the pandemic this year without you!

Our seven supplier kitchens also deserve recognition as they are the ones who prepared the nutritious food that was delivered by our volunteers into our clients' hands. Special recognition to the kitchen staff at The Good Companions Seniors' Centre. They rode the waves of the pandemic with us and picked up the slack as necessary when other providers needed to stop temporarily due to outbreaks in their facilities. Kudos also to Apetito and TimeSaver Foods for maintaining their supply chains without interruption. What amazing partners!

The pandemic isn't over but working together, we're confident that we're ready to continue to tackle everything that lies ahead. We will be there for our clients and the community!

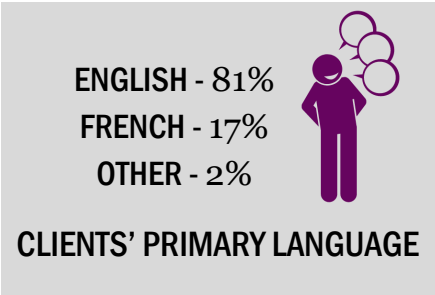
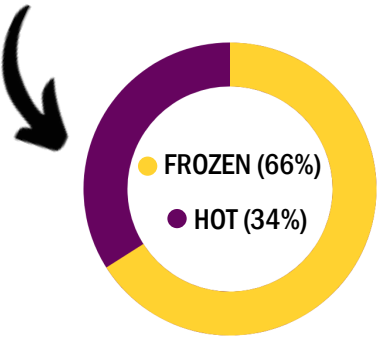


Baudouin St-Cyr  
Executive Director

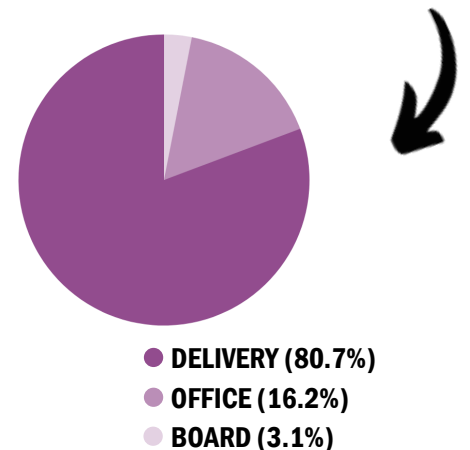


Stuart McLeod  
Board President

# OUR YEAR IN NUMBERS







“The meals you gave me during the pandemic were very helpful. At first, I turned down the help because I didn’t think I needed it but then eventually I did. Thank you very much. With the pandemic going on and the help before that, Meals on Wheels has made a big difference in my life and I appreciate them very much.”

- Meals on Wheels Client

“This is a great service! I just started getting hot meals after I got out of the hospital and was very weak. Then as I got better, I switched to the frozen dinners.”

- Meals on Wheels Client

“It’s a godsend! I will be using it for the rest of my life! As a 75-year-old with a hip replacement I’m really happy with Meals on Wheels, it makes a big difference to me that I’m getting a nutritious meal that includes a main entrée, a soup, a dessert, and a fruit on top of all of that! I love Meals on Wheels!”

- Meals on Wheels Client

“Ten years ago I had double-knee replacement and received Meals on Wheels temporarily. I now rely on the service again due to old age. The service is very helpful!”

- Meals on Wheels Client

## THEIR STORIES



**Angelo** has been a Meals on Wheels client since 2004, shortly after retiring and the passing of his wife. He uses the services in part due to his limited cooking ability as a result of his blindness. Although he does not cook, he is incredibly active and talented with several hobbies. He has grown an impressive and expansive garden, weight-lifts 3 times a week, and has an immense amount of experience in wine-making. He worked as a computer scientist and, later, became a public servant working as a systems designer. “I took a Minnesota Aptitude Test which said I could be a psychologist, medical doctor, or computer scientist. I figured that computers wouldn’t know that I can’t see them, so I pursued computer science!” Angelo finds that Meals on Wheels is a very important part of his day. “I’m glad the service is there and always has been reliable. They are also flexible in case I want to go away. There’s also tons of variety in the frozen meals, they’re very good! The volunteers are also always pleasant.” When asked what he would like other people to know, Angelo said “there’s lots of blind people that have never had a job, and for them the

subsidized meals are important! The service also relieves you of stress so you don’t have to wonder about what to make.”

**Camille** has been a client of Meals on Wheels for nearly 25 years. Her mother originally referred her to the service as she is paralyzed on her left side and struggles with coordination. She uses the service to offset difficulties with meal preparation and her family is happy to know that she has the meals readily available to her. Restrictions due to COVID-19 made Camille’s life more difficult this past year when she could no longer visit restaurants and she relied on Meals on Wheels for nutritional support even more. Camille says, “I can’t go to restaurants, but at least I have Meals on Wheels! It’s great!”

When speaking to Camille, it is evident that her Catholic faith plays a crucial role in her life. “My faith is simply everything to me.” Even her own name is deeply meaningful to her as she is named after “Saint Camillus de Lellis – Patron Saint of the Sick – a truly wonderful name!” She used to attend her local church every Sunday prior to the pandemic. Now, with the isolation of COVID-19, often her only point of contact is the Meals on Wheels volunteers when they drop off her meal. “I am really not looking forward to the day when I have to leave my home.” Meals on Wheels volunteers go a long way in helping Camille maintain her independence at home as long as possible and maintaining her social interaction. She is very appreciative of the deliveries and is always happy to greet the volunteers. “The volunteers know how to say the right thing at the right time. I like them all. They’re all very nice!”



*(cover photo)*

**Flavia** has been an incredibly enthusiastic volunteer with Meals on Wheels since the start of the pandemic. She is an aspiring police officer, mother of five, and currently volunteers with over 20 organizations in Ottawa! “Meals on Wheels stood out to me from the beginning of my community engagement journey as an organization with integrity, strong community partnerships and a true passion for supporting those in the Ottawa area. When delivering a meal is coupled with wellness checks on isolated seniors, meaningful conversations and just being a friendly and familiar presence, it really shows that Meals on Wheels is more than a meal service; its community helping community. I have gained a true admiration for this.” When asked about a client that makes her day, Flavia discussed a client she delivers to on a weekly basis. “She updates me on how her family is doing. I hear lovely stories, past and present about her children, grandchildren and great-grandchildren. She is very proud of her family. I feel honoured that she makes it a priority to fill me in on her life.” Speaking to her it becomes evident that Flavia is a very kind and genuine person. “To anyone thinking about volunteering, get involved! Meals on Wheels has flexible shifts, friendly staff and volunteers, and is a great way to make a difference in your community!”

**Kevin** has been volunteering with us since 2017 and he is a superstar. He has logged over 300 hours of volunteering during 2020 in the midst of the pandemic. “I joined because, although I enjoy volunteering in general, MOW gave me an opportunity to engage directly with our clients. From this experience I have gained an appreciation for how fortunate I am to be in a position to help the less fortunate in our community. It has been a very rewarding experience for me and it has become an integral part of my life. I look forward to my continued activities with MOW.” When asked about a client that makes his day, Kevin mentioned a client who is quadriplegic and shares his deep appreciation for the Grey Cup festival and the Redblacks. “I gained a great deal of admiration for him when I found that he travels to the Perley Rideau Retirement Home to read to residents.” If prospective volunteers asked Kevin what the best part of volunteering with MOW is, he would tell them how important this service truly is in the community and how much personal satisfaction they will feel when they are on delivery routes.



**Winnie** has been a volunteer since 1995. “I’ve been volunteering for so many years and didn’t see any reason to stop during the pandemic! It’s nice to be able to check in on clients who can’t get out of their apartment and ensure that they get a nutritious meal each day. Over the last year I have been on a route alone since volunteer teams could not be from different social bubbles. With these COVID restrictions, I’ve been able to see the clients instead of just driving which has been incredibly nice! Volunteering is good for your mental health and a legitimate reason to get out of the house right now. I feel good giving back to my community. I had elderly parents who are now deceased, but my mom used to get a nurse to come and help her once a week. She always looked forward to those visits as a connection to the outside world so it’s nice to be able to return that favour to the community now. I would absolutely recommend people volunteer here, BIG-TIME!”





**Larry** has been a Meals on Wheels client since 2014. As a former carpenter, he likes to keep busy throughout the day. At 83 years of age, he remains an avid horseshoe and dart player and he has played them at an international level in the past. “I’ve been in my house for 50 years. It’s in a beautiful locale and I can’t see myself living anywhere else. The meals are handy all around... I’m not a cook, I can do just about everything else, but when it comes to cooking, I just can’t do it.” Larry had unfortunate experiences with the long-term care system where his mother used to live. “I hated seeing her in that place and I lamented visiting.” The delivered hot meals help him continue to do all the activities he loves – where he loves to do them – in his own home. His favourite part of the meals was enjoying them with his loving wife of 40 years. “We did absolutely everything together, gosh I really miss her.” Often the only person Larry sees on a given day tends to be the Meals on Wheels volunteer. They provide him with the nutrition he needs, a crucial check-in, as well as a heartfelt, caring smile. “They’re great, I appreciate what they’re doing. I just think they’re doing a

heck of a job - these volunteers.” When asked what he would say to someone thinking of getting Meals on Wheels, he replied, “It’s pretty easy-going, great for older people! It grants me flexibility; I only occasionally go out for groceries now.”

**Yves** has been a client with Meals on Wheels since 2017. “I am grateful Meals on Wheels exists in Ottawa! I love everything about the service!” He has a keen interest in politics and media as well as a lovely sense of humour! “I’m okay at eating food, no good at cooking it! I love all of your food, the soups, and the desserts!” He initially hoped to be a teacher when he was a university student at uOttawa. He majored in geography for a couple of weeks before he was tragically involved in a car accident in the late ‘70s. “I was just at the wrong place at the wrong time. They put me into a medically-induced coma for quite some time, thankfully I woke up in the hospital with quite an appetite!”

After a series of some unfortunate strokes, Yves became a wheelchair-user to help maintain his freedom and mobility. He found use of his stove to be quite challenging and was referred to Meals on Wheels by his rehab doctor as well as his parents.

When asked what he would like other seniors and adults with disabilities to know about Meals on Wheels, Yves responded by saying, “I would certainly recommend people use this service, it’s

affordable and having the meals brought to your house is nice. All the volunteers are very well-selected for this job! They’re all lovely and helpful. They give up their lunch to get us our meals – very selfless. The service has helped me stay at home and leaves me independent enough that I could comfortably remain there after I left the hospital.”



**Dan** has volunteered with us since the summer of 2020. He is the President and CEO of QMR Consulting and Investigative Services as well as the chair of the Dean's advisory board for uOttawa's Telfer school of management. His reason for volunteering is that "COVID has underscored the need for greater sensitivity to those in need of assistance and those marginalized and sequestered to their homes due to the pandemic. Simply stopping in to say hello and to know you're making a difference is meaningful, especially when you find out it's their 100th birthday! Giving of one's self is really a gift to oneself." When asked what advice he would offer to prospective volunteers he said, "it is clearly a vital service to many. Aside from receiving vital nutrition, clients see a friendly face and receive community support that ripples across the community, providing depth to the support fabric. Meals on Wheels has provided an anchor in my week, the entire team there has been professional and engaging... thank you to them for their tireless efforts."



**CiCi** has volunteered with us since March 2020. "Amidst the first COVID 'stay-at-home' order, I started my first deliveries throughout the strangely quiet streets of Ottawa. We often take for granted our ability to access good food and connection to friends and family, but for many people such as seniors, people with disabilities, and those recovering from illness, this is a daily challenge. MOW provides a simple service – good food made and delivered with care. I believe that organizations such as MOW create more compassionate and caring societies." Her weekly volunteering also helps her reconnect with her friend Nathalie with whom she completes the meal route, "it gives us time to chat with each other while we meet many of our 'regulars.' When asked what she would say to anyone considering volunteering with us, she said "MOW is a great organization to volunteer with as they are very supportive to their volunteers such as accommodating to provide shifts which align with the volunteers' schedule. It's an easy, fun and rewarding way to spend a few hours a week. It takes so little and yet has a big impact on our community."

**Lloyd** has been volunteering with us since the Fall of 2020. "I was looking for a way to help out disadvantaged people during the pandemic; I knew that driving my vehicle was a safe and easy way to make a contribution. I have gotten an appreciation for the difficulty that a lot of people have in being able to get out and do the normal things that I can do." Lloyd brought to our attention one client who makes his day: "he walks with the help of one crutch so it takes him quite a while to get to the door when I knock. The funny thing is he will announce his trek across his apartment by saying 'quarter way there', 'halfway there', 'almost there' in a loud enough voice for me to hear." When asked about what he would say to people thinking about joining Meals on Wheels, he replied that "it's an easy way for them to be a volunteer with a worthwhile organization. The organization is run in a very professional manner; everyone who I have interacted with have been very helpful and very friendly."





## STAFF

<b>Baudouin St-Cyr</b>	Executive Director
<b>Jill Daigle</b>	Manager of Volunteer Services, Acting Executive Director (Apr-Jun)
<b>Gabrielle Béland Mainguy</b>	Client Coordinator, Office Manager (Apr-Jun)
<b>Jessica Neil</b>	Coordinator of Volunteers
<b>Kate Uffen</b>	Project Coordinator
<b>Diane Dieujuste</b>	COVID Response Meal Coordinator
<b>Monique Rochon</b>	Saturday Coordinator
<b>Michael Girgis</b>	Marketing and Outreach Assistant
<b>Natallia Laurenava</b>	Bookkeeper
<b>Derna Lisi</b>	Bookkeeper *
<b>Aidan Liebich</b>	Coordinator of Volunteers*
<b>Anice Wong</b>	Marketing and Outreach Coordinator*
<b>Margaret Inglis</b>	Summer Student *
<b>Clare Gee</b>	Quickbooks Consultant

\* left during the year

*From left to right: Baudouin St-Cyr, Kate Uffen, Gabrielle Béland Mainguy, Jessica Neil, Natallia Laurenava, Michael Girgis, Jill Daigle, Diane Dieujuste, Monique Rochon.*



## BOARD OF DIRECTORS

<b>Stuart McLeod</b>	President, Chair of Executive and Human Resources Committee
<b>Lisa Wilson</b>	Vice-President, Chair of Fundraising/Public Relations Committee
<b>Sheryl Urie</b>	Treasurer, Chair of Finance Committee
<b>William Logan</b>	Secretary
<b>Walter Davidson</b>	Past-President, Chair of Nominating Committee

<b>Suzanne Allyson</b>	Director
<b>Amy-Lynn Aubertin</b>	Director
<b>William Houston</b>	Director
<b>Phoebe McLelland</b>	Director
<b>Maroun Rehayem</b>	Director, Chair of French Language Committee
<b>Jonathan Rybicki</b>	Director
<b>Karen Toren</b>	Director, Chair of Supplier Liaison Committee



## 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 2020-2021, we extend a special thank you to the following supporters:

### Government Support

City of Ottawa  
Employment and Social Development Canada  
Ontario Health



### Meal Suppliers

Apetito HFS  
Centre d'accueil Champlain  
Garry J. Armstrong Long Term Care Home  
The Glebe Centre  
The Good Companions Senior's Centre  
St. Patrick's Home  
TimeSaver Foods

### Service Club Donors

The 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 Association of Volunteer Resources (OAVR)  
Réseau des services de santé en français de l'Est de l'Ontario  
Social Planning Council of Ottawa  
Volunteer Ottawa

### Depot Partner

The Olde Forge Community Resource Centre

### Corporate Donors

Adanac Circle of the King's Daughters and Sons, Alumae Sacred Heart of Mary, Atlas Group (Telfer EMBA 2022), AVANT Chiropractic, Bytown Accounting & Tax Services, Bytown Boys Supporter Club, DMR Consulting Services Corp., Donna Crabtree Professional Corporation, Export Development Canada, Flewid Inc., The Grade 7 "Baking a Difference" Project of the Virtual Academy at St. Joseph High School, Home Depot of Canada Inc., Insightz Accounting Services, Intact Insurance, IODE (Laurentian Chapter), iPSS Inc., Ontario Branch of the King's Daughters and Sons, Ottawa Community Accupuncture, Ottawa Community Foundation, Ottawa Valley Quilters Guild, Polish Heritage Foundation, RBC Foundation, Rotary Club of West Ottawa, Royal Canadian Legion Branch 480, Rubicon, Sending Sunshine, Taggart Parkes Foundation, T-Base Communications, United Way, Yoga for your Knots

We would also like to thank Benevity, Canada Helps, and Canadian Online Giving.

## STATEMENT OF OPERATIONS

	2021	2020
<b>Revenue</b>		
Meals	\$ 664,647	\$ 576,576
LHIN funding		
Province of Ontario	343,715	319,715
One-time funding	-	5,000
	<u>343,715</u>	<u>324,715</u>
Other		
Government of Canada	4,730	4,366
City of Ottawa Grant	50,518	49,769
City of Ottawa & OCSP - COVID	269,870	11,820
United Way funding - COVID	21,250	-
	<u>346,368</u>	<u>65,955</u>
Donations		
The King's Daughters and Sons	-	5,600
Organizations	52,293	9,135
Individuals	57,651	38,555
	<u>109,944</u>	<u>53,290</u>
Other funding sources and revenue		
Contracted meals	174,039	109,789
Fundraising	605	3,346
Gain on sale of equipment	1,800	-
Government wage subsidy	6,361	4,579
Interest	842	1,173
	<u>183,647</u>	<u>118,887</u>
Amortization of capital asset funding	11,327	7,536
	<u>1,659,648</u>	<u>1,146,959</u>
<b>Expenses</b>		
Meal costs	553,436	466,369
Contracted meal costs	121,090	66,770
	<u>674,526</u>	<u>533,166</u>
Wages	418,228	398,350
Employee benefits	80,106	76,498
	<u>498,334</u>	<u>474,848</u>
General		
Office	29,432	22,526
Travel	21,247	25,493
Other operating	33,878	26,355
COVID related expenses	292,600	5,479
Bad debts	1,002	4,314
Board and volunteer training	-	2,801
Staff training	673	871
French translation	125	164
	<u>378,957</u>	<u>88,003</u>
Equipment and Operating		
Automotive	2,013	2,314
Photocopier	995	809
Repairs and maintenance	3,354	279
Computer	15,408	12,941
	<u>21,770</u>	<u>16,343</u>
Amortization of capital assets	14,261	10,287
Building occupancy	24,957	24,246
	<u>1,612,805</u>	<u>1,146,893</u>
<b>Net revenue</b>	<u>\$ 46,843</u>	<u>\$ 66</u>