



**Meals on  
Wheels**  
WINNIPEG

Feeding Independent Living™



# 2015 Annual Report



## MISSION AND VISION STATEMENT

**MISSION:** To support the residents of Winnipeg who wish to remain self-sufficient by delivering nutritious, yet affordable, meals directly to their home.

**VISION:** All Winnipeg residents can access nutritious meals to live and thrive independently.

**VALUES:** Our promise to you...

- Our daily interactions with clients, volunteers, staff, donors, and funders exemplify collaboration, respect, and dignity for all.
- We are conscientious stewards of our donors' and funders' precious resources, and steadfast in our commitment to fiscal responsibility.
- As a provider of an essential service, your meal will be delivered when and as promised.

### BOARD OF DIRECTORS 2015-2016

Tara DeFehr-Tielmann, President

Barbara Metrycki, Vice-President

Regan Hirose, Treasurer

Don Brown, Secretary

Janice Siemens, Past-President

Cheryl Bokhaut

Ben Cohen

Anne Marie Daley

Jonathan Hildebrand

Frank Lavitt

Joe Levin

### MOW STAFF

Ana Dahl, Accounts Coordinator

Gemma Eko-Davis, Volunteer Coordinator

Katherine Meneses, Client Coordinator

Deborah Lorteau, Administrative Assistant

Rhonda Gardner, Executive Director

### DISPATCHERS

Bryan Barkwell

Don Brown

Edsel Capuno

Kharren Capuno

Dan Diplock

Maurice (Moe) Kelly

Elizabeth Neville

## MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

For Meals on Wheels, 2015 has been a year of hard work with much time given to building a stronger more flexible service provider. As an Organization we have made decisive and responsible financial choices in order to sustain and better equip our financial future. With the assistance of the Board of Directors, a number of public relations efforts have given Winnipeg more awareness of our service, and our request for volunteers continues to be heard. The Adopt-a-Route program is gaining traction and continues to be a priority worthy of our focus and effort, along the way we have partnered with businesses that have a heart for Winnipeg citizens who depend on our services. We are working toward enhancing the volunteer experience with MOW by allowing individuals to interact with their schedules.

The current Board of Directors with whom I have had the honour to work with during my first year as Chair, were very integrally part of much of the internal foundational work MOW has been busy accomplishing to make us better in everything that we do. Their expertise and input cannot be overlooked as it is obvious to see that we would not be where we are without them.

Our Executive Director Rhonda Gardner lives and breathes MOW making it a great place to work and grow in. Her attention to detail and management of every aspect of our Organization is being handled with dignity and respect. Her ability to keep growing and learning amazes me, she is competent and open to ideas and runs with her responsibilities until everything is done. Our administrative team, Gemma, Ana, Katherine and Deborah, continue to make our Organization's reputation and experience within the City of Winnipeg.

Without volunteers MOW would be nothing. It is with much humility that we thank you for your willingness to serve in your community, it is not something MOW takes lightly. Thank you for your diligence and continuity in delivering meals and for making people feel connected to something outside of their homes. Your presence and respect to our clients makes a difference that they deserve.

Like our volunteers, MOW has experienced consistent support from the United Way and WRHA for many years in a row. Thanks to their continued support MOW has been able to be a viable service that offers nutrition right to the door steps of Winnipeggers' who need it. We are grateful for their ongoing partnership.

Finally as the 2014-2015 term comes to an end we say good-bye to Board Members Don Brown and Anne Marie Daley. Don has served four consecutive terms as the Secretary and although he will no longer be a Board member, he will continue volunteering and dispatching. Anne Marie Daley has served two terms; we thank her for her insight and expertise.

*Tara DeFehr-Tielmann*  
*President*

*Rhonda Gardner*  
*Executive Director*

**MESSAGE FROM THE TREASURER**

The financial statements of 2015, as noted in this report, have been approved by the Board. 2015 was a great year for the program as sales exceeded budget and were consistent with 2014 while excess revenue over expenses also exceeded budget and increased comparatively to 2014. As a result of such a successful year we were able to continue to provide many people in the community with nutritious and affordable meals which we are very proud of.

In 2012 a reserve fund was established by the MOW Board through a combination of increased revenue and a reduction in expenses, thereby reducing the financial risk and providing the ability to deal with unexpected expenses and fluctuations in revenue. I am pleased to report that as a result of these measures we not only had a successful 2015 year financially, but we also contributed to the growth of the reserve fund. The increase in the fund will allow us to better manage the program, reduce our risk and provide improved financial stability for MOW.

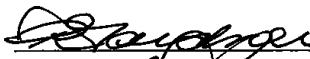

We wish to express our many thanks to our principle funding agencies, The Winnipeg Regional Health Authority, The Winnipeg Foundation, and The United Way of Winnipeg. We would also like to thank the great number of volunteers who so graciously return their gasoline allowance as a donation. Without your support we would not have had such a successful year. Thank you and we look forward to your continued support in the years to come.

*Regan Hirose CA*

**MEALS ON WHEELS OF WINNIPEG INC.  
STATEMENT OF FINANCIAL POSITION  
DECEMBER 31, 2015**

<b>ASSETS</b>		
	<b><u>2015</u></b>	<b><u>2014</u></b>
<b>CURRENT ASSETS</b>		
Cash	\$ 561,698	418,338
Accounts receivable (net of allowance of \$12,500; 2014 - \$14,000)	81,420	88,852
Prepaid expenses	<u>9,245</u>	<u>16,133</u>
	652,363	523,323
<b>TANGIBLE CAPITAL ASSETS</b> (Notes 2(b) and 3)	<u>13,982</u>	<u>21,801</u>
	<b><u>\$ 666,345</u></b>	<b><u>545,124</u></b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT LIABILITIES</b>		
Accounts payable and accrued liabilities	\$ <u>94,323</u>	<u>73,570</u>
<b>NET ASSETS</b>		
Invested in tangible capital assets	13,982	21,801
Internally restricted (Note 8)	248,811	208,411
Unrestricted	<u>309,229</u>	<u>241,342</u>
	<u>572,022</u>	<u>471,554</u>
	<b><u>\$ 666,345</u></b>	<b><u>545,124</u></b>

**APPROVED BY THE BOARD:**

 Director  
 Director

## 2015 MEAL STATISTICS

### Seven Oaks Hospital\*

3 Weekday Routes  
10,629 Meals Served

### Gwen Secter

3 Weekday Routes  
7,675 Meals Served

### Concordia Hospital\*

5 Weekday Routes  
3 Weekend Routes  
22,357 Meals

### Park Manor

1 Weekday Route  
3,456 Meals Served

### Health Sciences Centre\*

8 Weekday Routes  
8 Weekend Routes  
49,980 Meals

### St. Boniface Hospital\*

2 Weekday Routes  
7,416 Meals Served

### Misericordia Hospital\*

4 Weekday Routes  
14,980 Meals Served

### Grace Hospital\*

3 Weekday Routes  
16,702 Meals Served

### Deer Lodge\*

1 Weekday Route  
3,289 Meals Served

### Riverview Health Centre\*

1 Weekday Route  
4,687 Meals Served

### West Park Manor

1 Weekday Routes  
2,514 Meals Served

### St. Amant Centre

5 Weekday Routes  
18,232 Meals Served

### Victoria Hospital\*

2 Weekday Routes  
5,748 Meals Served

\*Meals prepared by the WRHA Regional Distribution Facility

## THANK YOU SERVICE PROVIDERS

The preparation and coordination of meal delivery is no small task. It takes a group of dedicated individuals and facilities to provide us with the **167, 655** meals served in 2015.

Heartfelt thanks to *Kathleen Richardson, Angela Diamante, Julie Gislason, and Sheri Brandt* of the WRHA Regional Distribution Facility.

## THANK YOU FUNDERS

Our presence in the community is made possible through the funding of the Winnipeg Regional Health Authority, and the United Way, We value their commitment, guidance and our unique relationship with each of them. Their understanding and support of this integral part of Winnipeg cannot be underestimated.

A special thank you to:

*Jeannette Edwards, Regional Director, Primary Health Care and Chronic Disease, WRHA*

*Madeline Kohut, Community Development & Seniors Specialist, WRHA*

*and Kathy Henderson Community Development & Seniors Specialist, WRHA.*

Jennifer Montebruno, Community Investment Manager of the United Way.

## THANK YOU DONORS

Throughout the year we are very fortunate to receive donations from individuals, organizations and companies throughout Canada. On behalf of the Board, staff, volunteers and most especially the clients, we thank you for your generosity and thoughtfulness. It is your kindness and generosity that allows us to continue our work.

We would like to recognize the founding donors of the Winnipeg Foundation Endowment Fund, established in 2002. Thank you to *Denise Campbell* and *Susan Hagemeister* of the Winnipeg Foundation.

## THANK YOU TO THE FOLLOWING MAJOR DONORS:

### MEALS ON WHEELS VOLUNTEERS

#### CORPORATE ADOPT-A-ROUTE VOLUNTEERS

Boeing Winnipeg

Shaw Business

Fort Garry Legion

St. James Legion

Charleswood Legion

CN Corporate Services

United Way Winnipeg Directed  
Donations

Maunder McNeil Foundation Inc.

The CITIZENS OF WINNIPEG who donated over 300 Christmas gifts through the "Be a Santa to a Senior" program coordinated and supported by Home Instead Seniors Care

Trinity United Church - handmade quilted placemats  
Scrapbookers Anonymous - handmade birthday cards  
Elfa Delta Capa - handmade birthday cards

## THANK YOU VOLUNTEERS

Volunteers are the foundation of our Organization. The service that Meals on Wheels provides is often farther reaching than just food. We've been told that many clients consider the volunteer's daily visit the most important part of our service. Our volunteers give our clients a sense of time, something to look forward to and most importantly, reduce the social isolation. For nourishing our clients and making their day brighter we say... thank you.

- To our hardy and committed volunteers who give their time and energy freely, who no matter the weather condition, and who willingly say yes to the numerous calls we say... thank you.
- Thank you to the 320 citizens who donated Christmas gifts through the "Be A Santa To A Senior" program and all the volunteers who delivered the gifts...thank you.
- To our volunteer Board of Directors: thank you for your time, experience and vision in guiding the Organization to ensure that we provide the highest possible quality and service to everyone involved in this huge undertaking.

"On behalf of my father and our family, thank you, too, for the excellent quality of your service, which has provided him with a secure source of nutritious meals and our whole family with greater peace of mind in this regard." --*Steven*

"I just wanted to thank you so much for the great service that you provide, the volunteers are so engaging, and so kind to my Dad. The food is good but the volunteers are great. It's really been a great help." --*Clark*

"... mother thinks your food is absolutely delicious and she really appreciates the great service she has received. So much so that she is increasing the amount of days in the week she receives food." --*Susan*

" Thank you so much for the beautiful gift at Christmas time, my mother was in the hospital and it really made her so happy to have that brought to her. She received a candle that you could turn on and off and she kept it close to her during the whole time at the hospital until she got placed in a personal care home. She was very touched by the gesture especially since she was in the hospital over the holiday season ... thank you. " --*Yvonne*

"... special heartfelt thank you to all your staff members, volunteers and friends for the birthday card I received in the mail for my 60<sup>th</sup> birthday, it is very beautiful and very lovely." --*Wayne*

**VOLUNTEER LONG SERVICE AWARD RECIPIENTS**

**30 Years of Service**

Abe Krahn

**25 Years of Service**

Dorcas Windsor

**20 Years of Service**

Lesley Weselak

Trudy Streeter

David & Georgina Adolfson

Shirley Linton

Bob Phillips

**15 Years of Service**

Pat Macaulay

Clarence McMullen

Barry Unsworth

**10 Years of Service**

Don Brown

Dan Diplock

Peter Doerksen

John Ens

Pat Gaboury

John Inskip

Joe Leven

Judy Long

Gabor Pal

Joan Porteous

John Poyser

Ruth Semotiuk

Lyle Watson

Mavis & Allan Whicker

Terry Wilson

**5 Years of Service**

George & Judy Babij

David Bergman

Traci Booth & Samantha Novak

Joselyn & Bryon Burvill

Susan & Doug Copeland

D.A.S.C.H. (Roblin Blvd.)

Chris Eko-Davis

Lisa Gravelines

Janet Hirose

Gary Hunter

Vantu Huynh

Richard Milne

Ken Mount

Kelli Mundzuik

Clifford Neufeld

Eric Perry

Pat & Jim Ritchik

Lindsey Runtz

Frank Siemens

Justin Squance

Wayne Trask

Paulette & Claude Vermette





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