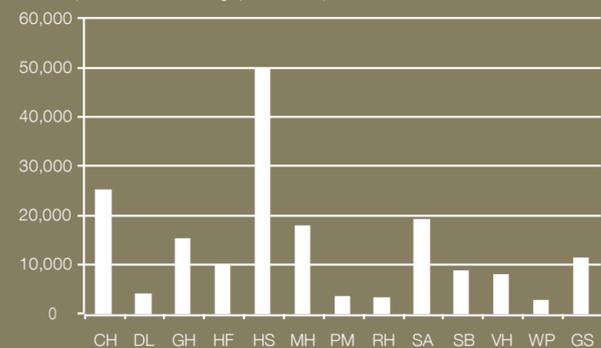


### MEALS PER FACILITY 2010

(excludes frozen and large portion meals)



### 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 189,123 meals served in 2010.

Thanks to Kathleen Richardson 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 United Way of Winnipeg, the Winnipeg Foundation, and the Winnipeg Regional Health Authority. We value their commitment and the unique relationship with each of them. Their understanding and support of this integral part of Winnipeg cannot be underestimated.

### THANK YOU DONORS

Throughout the year we have 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 that allows us to continue our work.

We like to recognize the founding donors of the Winnipeg Foundation Endowment Fund, established in 2002.

### VOLUNTEERS ARE THE BRIGHT SPOTS...

"I was just in Winnipeg for 5 days because my mother needed help and had the privilege of meeting three of your volunteers...last Wed, Thurs and Fri. They are exceptional people. In the COLD weather it is especially appreciated and essential. They are bright spots in the world! Just wanted to say thank you and keep up the good work!"

### FACILITIES

Thank you to the following facilities for overseeing the organization and distribution of the meals:

- Concordia Hospital
- Deer Lodge Centre
- Grace Hospital
- Gwen Secter Creative Living Centre
- Health Sciences Centre
- Holy Family Nursing Home
- Misericordia Health Centre
- Park Manor
- Riverview Health Centre
- St. Amant Centre
- St. Boniface General Hospital
- Victoria Hospital
- West Park Manor

### MAJOR DONORS

Thank you to the following major donors:

- Club 373 Bingo
- Royal Canadian Legion Poppy Fund, St. James Branch
- BMO Employee Charitable Fund
- United Way Campaign Donor Directed
- All Charities Campaign Province of Manitoba
- Maunder's McNeil Foundation
- Grain Insurance and Guarantee Company
- 3 Anonymous Donors

### VOLUNTEER ACKNOWLEDGMENTS

Could Meals on Wheels exist without volunteers? No. Our volunteers are the backbone of our organization and give their time and energy freely. To the dedicated volunteers who deliver nutritious meals to our clients, thank you for nourishing their souls and making their day brighter. To our clients you are the cheery face, the comforting words and the warm hearts that light up their day. To the families you are the connection, the care and concern when they can't be there. To the agencies you are a link in the chain of quality health care. No matter the weather condition or the date on the calendar, you are always there for the organization and for the clients.

The direction and guidance of Meals on Wheels would not be possible without the volunteer Board of Directors. We are fortunate to have a diverse and enthusiastic Board who will continue to lead, guide, develop and grow this organization and ensure its viability for years to come. Thank you.

#### Country Villa Quilters & The Sew and Sew's/The Good Shepherd Anglican Church

These two talented groups volunteered their time and donated all the supplies to create 200 meticulously hand quilted placemats. The placemats were delivered at Christmas by our volunteers along with their holiday meals. The placemats are a welcome and much appreciated addition to enhance dinner time for our clients. The creativity, colours and designs are bountiful and are being appreciated year round.

#### Westworth United Church Congregation

Congregants donated a variety of thoughtful gifts to be distributed at Christmas. Many of the clients that received these gifts are alone and Meals on Wheels is their only contact. These gifts were delivered by volunteers on Christmas Day and made the holiday season much brighter for many people.

#### Girl Guides of Winnipeg

This diverse group of girls and teenagers have generously volunteered their time, talent and amazing creativity to produce almost 500 handmade birthday cards. With donated craft supplies these extraordinary group brightens up the days for our clients, who each receive a handmade card during the month of their birthday. This is an ongoing project that exemplifies volunteering and commitment to the community in which they live.

### SENDING SMILES...

"For my father's birthday this year, you sent him a handmade birthday card made by the Girl Guides. It touched him very much to receive it, and he shows it to everyone that comes to his home. At Christmas you also sent a place mat for him, and this was a nice surprise and very much appreciated.

The winters are long, and his contact with the outside world is getting less and less, so these little touches were the highlight of the week for him. Thank you very much to you and your volunteers."

We are saddened by the loss of the following volunteers:

- Pearl McIntyre
- Sid Palay
- Ken Param
- Rhoda Tallman
- Art Wiebe

Gently - so have good men taught -  
Gently, and without grief, the old shall glide  
Into the new; the eternal flow of things,  
Like a bright river of the fields of heaven,  
Shall journey onward in perpetual peace.

*-William Cullen Bryant, An Evening Revery*

# ANNUAL REPORT 2010

building a healthier community, one meal at a time



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MISSION STATEMENT

Our vision:

Nutritious meals are accessible to those in need.

Our mission:

Nutritious meals are delivered by volunteers to the people in the city of Winnipeg who are unable to prepare or otherwise obtain them.

Our values:

The personal contact and caring provided by our volunteers.

Every client's right to the best service the agency can offer.

Honesty, integrity, mutual respect and confidentiality.

The responsible management of human and physical resources.

High quality in our product.

BOARD OF DIRECTORS 2010-2011

Alyson Kennedy, President

Janice Siemens, Vice-President and Treasurer

Don Brown, Secretary

Grant Nerbas, Past-President

Dalbir Bains

Cath Cuddy

Robert Fleischaker

Al McLeod

Drew Salter

STAFF

Rhonda Gardner

Gemma Eko-Davis

Adam McCarthy

Kelly Newnham

Katherine Heart

Wendy Wang

Executive Director

Volunteer Coordinator

IT/Accounts Manager

Client Coordinator

Client Coordinator

Office Assistant

DISPATCHERS

Dick Askew

Don Brown

Moe Kelly

Jose Robles

Doug Brandow

Dan Diplock

Corrine Read

Melvin Robles

HELPING FAMILIES...

"Dear Meals on Wheels Volunteers, I live in Kelowna and you have no idea how much it means to me to know my mom is getting hot meals that she can count on. They are a life line. I talk to her every day and she always tells me that you came and what you brought. I loved her comments "they are always so comical and cheerful, it makes my food taste better," and "they always come even though there is a wee drift of snow by my patio door." In the winter the meals mean even more! Thank you!!!"

In 2010, we delivered an estimated 90 tonnes of food, which is equivalent of the combined weight of approximately 20 African Elephants.

In 2010 alone, Meals on Wheels of Winnipeg volunteers drove approximately 180,000 KM. This is enough to drive around the world more than four times.

NO GREY REQUIRED

Although you might think that we only serve seniors and elders, roughly twenty percent of our clients are under the age of 65!

PRESIDENT'S AND EXECUTIVE DIRECTOR'S REPORT

2010 saw many changes for Meals on Wheels. Following the 2009 AGM, the Board of Directors was enriched with 4 new Directors who bring diverse and professional backgrounds to complement our organization.

In October the Board and staff were engaged in 2 strategic planning sessions. Thank you to the United Way for the Operational grant making these sessions possible. The discussions and outcomes of these sessions form the foundation of the development of a comprehensive strategic plan that will ensure the success and longevity of Meals on Wheels. The final report will be a living, breathing document that will form the framework for all areas including client retention, marketing and fundraising strategies, enlarging our volunteer pool, and ensuring financial stability.

In November we changed the way in which we manage our clients, meal service providers, volunteers and accounting procedures. With a grant from the Winnipeg Foundation we were able to purchase new software which enables us to provide live and accurate data. The installation of the software will also enable to more effectively handle our accounts receivable by offering automatic bill payments through the bank. We have shortened the waiting time to start new clients and more accurately schedule our volunteers. A very special thank you to Adam McCarthy and Al McLeod for overseeing this project.

Through speaking engagements, radio and print ads we have been able to celebrate this great organization and remind our community what a valuable service we provide.

Alyson Kennedy  
President

Rhonda Gardner  
Executive Director

TREASURER'S REPORT

Although 2010 has been a challenging year for Meals on Wheels financially, I am pleased to report a satisfactory financial position at year end.

I would like to express special appreciation to Rhonda Gardner, Alyson Kennedy and Michael Geith for their diligence in the restructuring of our internal processes with minimal resources. Our best intentions, however, would be of no value without the daily ongoing tireless contributions of our fabulous volunteers...thank you!

Further, our financial status today would not be possible without the consistent generosity and faith our principle funding agencies place in the mission of Meals on Wheels of Winnipeg. Thank you Winnipeg Regional Health Authority, Winnipeg Foundation and the United Way of Winnipeg.

Janice Siemens  
Treasurer

MEALS ON WHEELS OF WINNIPEG INC.

SUMMARIZED STATEMENTS OF FINANCIAL POSITION AND OPERATIONS

SUMMARIZED STATEMENT OF FINANCIAL POSITION DECEMBER 31			SUMMARIZED STATEMENT OF OPERATIONS YEAR ENDED DECEMBER 31		
	2010	2009		2010	2009
<b>ASSETS</b>					
Current Assets:			Meals Delivered:	<u>189,123</u>	<u>199,320</u>
Cash and receivables	\$ 204,257	\$ 171,259	Revenue:		
Endowment Fund - Contra	39	65,997	Net revenue on meal sales	\$ 139,604	\$ 143,991
Capital Assets:			Grants:		
Furniture and equipment	<u>11,145</u>	<u>1,732</u>	Provincial Government	158,544	158,544
			Private agencies	113,651	96,639
			Donations	27,956	43,978
			Other	<u>3,185</u>	<u>158</u>
	<u>\$ 215,441</u>	<u>\$ 238,988</u>		<u>442,940</u>	<u>443,310</u>
<b>LIABILITIES AND SURPLUS</b>					
Current Liabilities:			Indirect & Administrative costs	<u>449,267</u>	<u>435,039</u>
Bank indebtedness & payables	\$ 130,512	\$ 91,187	Net Income (Loss)	( 6,327)	8,271
Endowment Fund - Contra	39	65,997	Surplus, beginning of year	81,804	72,346
Surplus	<u>84,890</u>	<u>81,804</u>	Capital Fund	<u>9,413</u>	<u>1,187</u>
	<u>\$ 215,441</u>	<u>\$ 238,988</u>	Surplus, end of year	<u>\$ 84,890</u>	<u>\$ 81,804</u>

Approved on behalf of the Board

*Siemens*  
Director

*Alyson H. Kennedy*  
Director

Detailed audited financial statements may be examined at the organization's office during normal business hours.

INDEPENDENT AUDITORS' REPORT ON SUMMARIZED FINANCIAL STATEMENTS

To the Directors  
Meals on Wheels of Winnipeg Inc.

The accompanying summarized statement of financial position and statement of operations are derived from the complete financial statements of Meals on Wheels of Winnipeg Inc. as at December 31, 2010 and for the year then ended on, which we expressed an opinion with reservation concerning the completeness of revenue derived from donations in our report dated March 31, 2011. The fair summarization of the complete financial statements is the responsibility of management. Our responsibility, in accordance with the applicable Assurance Guideline of the Canadian Institute of Chartered Accountants, is to report on the summarized financial statements.

In our opinion, the accompanying financial statements fairly summarize, in all material respects, the related complete financial statements in accordance with the criteria described in the guideline referred to above.

These summarized financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. Readers are cautioned that these statements may not be appropriate for their purposes. For more information on the entity's financial position, results of operations and cash flows, reference should be made to the related complete financial statements.

*Henry M. A.*  
CHARTERED ACCOUNTANTS

Winnipeg, Manitoba  
March 31, 2011