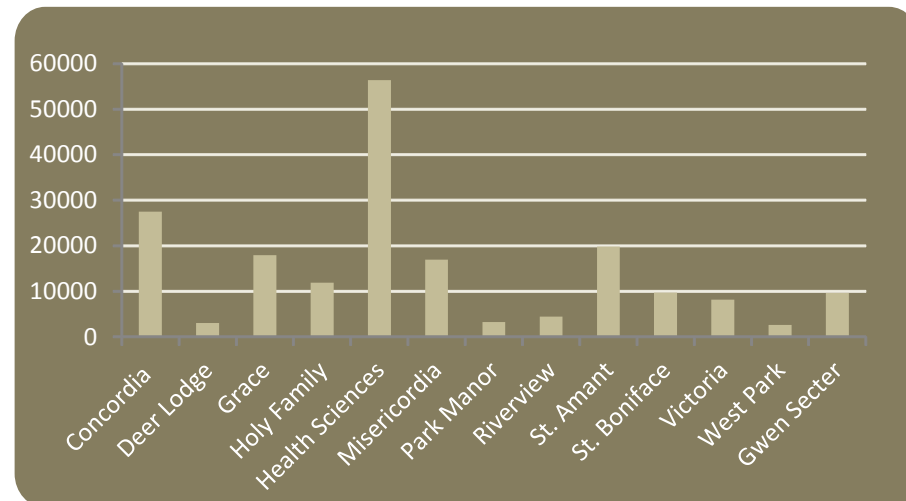


## MEALS PER FACILITY 2011



## 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 191,163 meals served in 2011.

Heartfelt 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 Winnipeg Regional Health Authority, the United Way, and special funding from the Winnipeg Foundation. 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.

A special thank you to Jeannette Edwards, Madeline Kohut and Kathy Henderson of the WRHA, and to Cynthia Drebot, Ben Benton and Melissa Campbell of the United Way.

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

## FACILITIES

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

Concordia Hospital  
Deer Lodge Centre  
Grace Hospital  
Gwen Sector 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:

Paterson Foundation  
Meals on Wheels Volunteers  
Fort Garry Legion Poppy Fund  
United Way Directed Donations  
St. James Legion Poppy Fund  
Kinsmen Jackpot Bingo  
Investors Group Retirement Fund  
Maunder McNeil Foundation  
Royal Canadian Legion Charleswood  
Winnipeg Foundation YIPPERS  
Provincial Employers All Charities Fund  
Wawanesa Jeans Day  
Club 373 Bingo  
Great West Life  
4 Anonymous Donors

## VOLUNTEER ACKNOWLEDGEMENTS

Volunteers are the heart and soul of our organization. The service that Meals on Wheels provides is often farther reaching than just food. While the meals we prepare are wholesome, safe and tasty, we've been told that many clients consider the volunteer's daily visit equally important. Building friendships, sharing a story or laugh and doing the "little extras" when asked are considered by many to be just as important as the delivery of good food. For nourishing our clients and making their day brighter we say... thank you.

To our hardy volunteers who no matter the weather condition give your time and energy freely we say... thank you. To our committed volunteers, no matter the date on the calendar, for always being there for the organization and for the clients we say... thank you. To the dedicated volunteers who willingly say yes to the numerous calls to take on extra duties we say... thank you.

Thank you to those individuals, partners, students, family groups, community groups, church groups and other organization who actively volunteer with Meals on Wheels of Winnipeg and help to make us a vibrant organization. Formal acknowledgements to the following groups and agencies for their active support: St Aidan's Anglican Church, St. Andrews River Height United, Kirkfield Park United, St. Mark's Lutheran, World Wide Church of God, Community Venture, D.A.S.C.H., Epic Opportunities, New Directions, Norshell Inc., Pulford Community Living Services, Works and Social Opportunities Inc, Grant Park High School Autism Program, Churchill High School IPSA, Westwood United Church, Mary Prentice and the Girl Guides, Janice Cook and her quilting group, and Laura Wiebe... Thank you all.

## IN MEMORIUM

*Our heartfelt sympathy and condolences to the families of the following late volunteers;*  
*Beverly Perry*  
*Arthur Bambridge Sparling*  
*Frances E. Wickberry*

## COLD WINTER, WARM HEARTS...

"Thank you for the dinners that were delivered to my mother. The tasty, nutritious meals were very helpful to ensure she had a good diet over the cold days of winter. Thanks to all the volunteers". D&J G

## TIMELY DELIVERIES...

"I signed up my mom for Meals on Wheels. She had a stroke many years ago and the one part that just never recovered was her sense of time (and various physical problems). She'd simply forget to eat and began a dramatic loss of weight. Now she gets a homecare visit in the morning and a hot Meals on Wheels lunch during the week which cues the rest of the day for her. Family covers the weekends. It's a very needed service with great volunteers"... WFP

## A FRIEND IN NEED IS A FRIEND INDEED...

Dear Friends,

"I would like to thank you for the meals provided for me. I received my first order today, from a kind driver, Leslie. Meals on Wheels is a very good and needed service. I really appreciate the help I've been given. I hope your day has been a good one. Thanks again, yours truly," JEC

ANNUAL REPORT 2011  
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 2011-2012

Alyson Kennedy, President

Janice Siemens, Vice-President and Treasurer

Don Brown, Secretary

Grant Nerbas, Past-President

Dalbir Bains

Robert Fleischaker

Drew Salter

Cath Cuddy

Al McLeod

Jane Saxby

Michael Geith

Deb O'Bray

Deborah Young



## STAFF

Rhonda Gardner

Gemma Eko-Davis

Erin Adams

Ana Treminio

Pat Wilson

Executive Director

Volunteer Coordinator

Client Coordinator

Administrative Assitant

Reception

## DISPATCHERS

Dick Askew

Kharran Capuno

Jose Robles

Doug Brandow

Dan Diplock

Don Brown

Moe Kelly

## PRESIDENT'S AND EXECUTIVE DIRECTOR'S REPORT

Time definitely flies; it is hard to believe that my term as President is coming to a close at the end of the Annual Meeting for 2011. During my tenure there have been many positive changes in our Organization, and as many organizations many challenges as well, but we remain focused on being the best we can be and being responsible in the management of human and financial resources.

Our current Board has diverse backgrounds that are committed to governing the organization. I will still be participating as Past President. I have great confidence in our incoming Executive Officers; Janice Siemens, President; Dalbir Bains, Vice President; Don Brown, Secretary and Al McLeod, Treasurer. We have identified our top priorities for Meals on Wheels and will work diligently to achieve them, financial stability, volunteer recruitment and retention and the marketing of our services.

In September, we were chosen as the case study for Professor Reg Litzs' Small Business Management class at the Asper School of Business. Working with approximately 45 students 10 final reports were generated and provide us with a good understanding of our needs, strengths, challenges, opportunities and weaknesses.

Our client numbers continue to increase, 2011 shows a growth of over 2,000 meals over 2010. Because of the new software and network management our staff are now handling clients and volunteers in a more timely and accurate manner.

We would like to take this opportunity to thank the staff and volunteers for the care and dedication they provide each and every day to our clients. To the Winnipeg Regional Health Authority, the Winnipeg Foundation and the United Way, thank you for your funding and your belief in the work we do.

Alyson Kennedy  
President

Rhonda Gardner  
Executive Director

## TREASURER'S REPORT

The financial statements of 2011, as noted in this report, have been approved by the Board.

To counter Meals on Wheels continued financial challenges a decision was made to increase meal prices in March 2012. We look forward to an improved outlook for 2012.

Given this is my last report as Treasurer, I would like to express my deepest gratitude to Rhonda Gardner for her ongoing conscientiousness with respect to the financial health of MOW. Her attention to detail and organizational skill has been of invaluable assistance to me.

Further, a huge thank you to our volunteers. Meals on Wheels continues to be well served by our very dedicated volunteers who enable us to continue to operate and serve our clients.

Lastly, 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

## PEACE OF MIND...

"Hello Staff and Volunteers,

Both my parents were recipients of Meals on Wheels. Although they are now both hospitalized and no longer in need of your services I wanted to tell you how great it was!

We as a family appreciated the good nutrition, wonderful taste and friendly volunteers who provided all. Even a birthday card for my father during "his day" in April. Thank you for your work." CR - daughter