

An aerial photograph of a city, likely Winnipeg, showing a river winding through the urban landscape. The image is in grayscale, with the text overlaid in white and teal.

mealsonwheels

WINNIPEG

building a healthier community, one meal at a time

annual report
2013

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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 2013-2014

Janice Siemens, President
 Dalbir Bains, Vice-President
 James Early, Treasurer
 Don Brown, Secretary
 Alyson Kennedy, Past-President
 Ann Marie Daley
 Tara DeFehr-Tielmann
 Michael Geith
 Joe Levin
 Deb O'Bray
 Deborah Young

STAFF

Rhonda Gardner, Executive Director
 Gemma Eko-Davis, Volunteer Coordinator
 Ana Treminio, Accounts Coordinator
 Katherine Meneses, Client Coordinator
 Karyn Thiessen, Administrative Assistant

DISPATCHERS

Bryan Barkwell Don Brown
 Edsel Capuno Kharran Capuno
 Dan Diplock Moe Kelly
 Elizabeth Neville Jose Robles

MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

The year 2013 has been a very productive and busy year for MOW. It is with much satisfaction that we are now successfully established and operating out of our new office on Hargrave. Key Board decisions have been the approval of a revised vision mission and values statement and a commitment to a rebranding of Meals on Wheels in 2014. We are also hoping to expand our volunteer base through introducing the concept of *Adopt a Route* to our corporate community.

It is also an honour and privilege for me to be asked to continue past my term to work together with the Board for an additional year in the role as Chair. The members of your Board have been diligent, committed and active in their various roles, always seeking answers to ensure decisions that best serve our mission, values and community. The expertise and input of all Board members has greatly guided this organization.

Further, it continues to be a pleasure to work with our Executive Director Rhonda. Her creative resourcefulness, astute awareness of organizational needs and overall competence and ability has greatly allowed MOW in Winnipeg to evolve.

Administration, however, is the smallest part of who we are. Our volunteers put the face on our organization. Our clients see the volunteers at the door. It is the every day work of volunteers who maintain the dignity of our clients and enable continued independence. Volunteers are our foundation and enable us to be cost effective in our delivery. Thank you volunteers for making such a difference to us as an organization and the clients you serve!

Last, we are privileged to have the support the United Way and WRHA. These organizations believe in the work of MOW and, with their generous support, together, we can continue to improve quality of life for those in our community who benefit from nutritious, daily delivery of meals from a friendly volunteer!

Janice Siemens
President

Rhonda Gardner
Executive Director

MESSAGE FROM THE TREASURER

The financial statements of 2013, as noted in this report, have been approved by the Board. Although 2013 was a good year for the program from a financial position our meals sales continue to decline. The Board approved budget provided the framework to effectively manage our operational expenses.

Several years ago the MOW Board recognized the need to establish a financial reserve through a combination of increased revenue and expense reductions, thereby reducing the financial risk and provide the ability to deal with unexpected expenses and fluctuations in revenue: grants, meal sales and donations. I'm pleased to report that due to these measures, we not only had a successful 2013 financially, but we also contributed to the growth of the reserve fund established in 2012. This allows us to better manage the program, reduce our risk and provide improved financial stability for MOW.

We wish to express our heartfelt thanks to our principle funding agencies, The Winnipeg Regional Health Authority, The Winnipeg Foundation, and The United Way of Winnipeg. In closing, we must mention the great number of volunteers who so graciously return their gasoline allowance as a donation. We thank you and we look forward to your continued support in the years to come.

James Early CA

**MEALS ON WHEELS OF WINNIPEG INC.
STATEMENT OF FINANCIAL POSITION
DECEMBER 31, 2013**

ASSETS		
	<u>2013</u>	<u>2012</u>
CURRENT ASSETS		
Cash	\$ 291,947	180,130
Temporary investments	41,051	40,823
Accounts receivable (net of allowance of \$17,500; 2012 - \$21,000)	82,975	83,166
Prepaid expenses	<u>10,606</u>	<u>10,738</u>
	426,579	314,857
TANGIBLE CAPITAL ASSETS	<u>31,572</u>	<u>11,103</u>
	<u>\$ 458,151</u>	<u>325,960</u>
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	<u>\$ 81,950</u>	<u>80,485</u>
NET ASSETS		
Invested in tangible capital assets	31,572	11,103
Internally restricted	168,411	89,411
Unrestricted	<u>176,218</u>	<u>144,961</u>
	<u>376,201</u>	<u>245,475</u>
	<u>\$ 458,151</u>	<u>325,960</u>

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 158,262 meals served in 2013.

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

FACILITY	NUMBER OF MEALS SERVED	AVERAGE # OF CLIENTS BY FACILITY
Concordia Hospital	19,066	64
Deer Lodge Hospital	3,991	11
Grace Hospital	16,387	50
Gwen Secter Creative Living	6,950	37
Health Sciences Centre	49,524	142
Misericordia Health Centre	15,285	42
Park Manor	4,013	21
Riverview Health Centre	4,682	14
St. Amant Centre	13,913	56
St. Boniface Hospital	7,602	16
Seven Oaks Hospital ¹	9,252	26
Victoria Hospital	5,390	28
West Park Manor	2,207	3

¹ Seven Oaks Hospital includes the meals/clients from Holy Family from January 2013 to September 2013

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 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 those individuals, partners, students, family groups, community groups, church groups and other organizations who actively volunteer with us. Your continued support allows us to continue to offer this important community service and we say...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.

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 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, Madeline Kohut, and Kathy Henderson* of the WRHA, and to *Erin Edwards and Melissa Burgess* 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

Fort Garry Legion Poppy Fund	St. James Legion Poppy Fund	Royal Canadian Legion Charleswood
Prince Edward Legion	Anonymous Donors	CN Corporate Services
Maunder McNeil Foundation Inc	YIP, Winnipeg Foundation	Investors Group
KPMG		Loblaws Companies Ltd.

SPECIAL DONATIONS

Thank you to the following organizations who donated the following:

Christmas Gifts

Home Instead Senior Care - "Be a Santa to a Senior"
Sew & Sews - handmade quilted placemats
Westworth United Church

McKenzie Seeds Brandon

Handmade Client Birthday Cards

Elfa Delta Capa
Good Neighbour's Senior Centre
Centro Caboto Centre
Scrapbooker's Anonymous

Special Treats - Brownies and Girl Guides

25 YEARS OF VOLUNTEERING

BRUCE & ARDELIA BURROW

For **25** years Bruce and Ardelia have been volunteering for Meals on Wheels; Misericordia Hospital, Route 4, every Thursday. This unique route is the responsibility of their church - St. Andrew's River Heights United. While initially were spares and eventually became team captain responsible for organizing the volunteers for their route. They have never looked back!! They continue to drive and deliver every Thursday.

"We have lived in our present 55+ adult lifestyles rental apartment for almost 19 years. The two of us coordinate many of the activities taking place here - Bocce Ball (summer), Bean Bag Toss (winter) 3 times a week, weekly Bingo, monthly Movie Night, organizing a bus to one of the Casinos every 6 weeks or so. We also participate in, and help out with, Bridge twice a week, weekly Wii Bowling and monthly birthday parties. In addition, we are actively involved in the Children's Hospital Book Market and many aspects of the life and work of our church. Until recently, our hobbies have been curling, golf, camping and caregiving our grandchildren."

"Why do we continue to volunteer? Over the years, we have been blessed with good health and, as such, are grateful that we are able to do what we can when we can. By organizing many of the activities in our complex, we are giving others the opportunity for fellowship, while enjoying the fun of the activity rather than sitting alone in their apartment. *If we can improve the quality of life of those who want to participate, or to serve those who need assistance, that is our thanks.*"

DON PUTNAM

Don defines volunteering as "a way of life". He perceives it as a way to give back and to share in gratefulness for what he has. Don began volunteering with Meals on Wheels **25** years ago on an invitation from his friend Jack Roberts. Don would take time from work to go out on the route to assist with deliveries. He enjoys volunteering because it is a departure from the normal, you meet some interesting people and make some good friendships over the years. When he began he served 25 clients on a route. Through volunteering he has met a lot of people and is grateful for the experience.

"Volunteers become like extended family to some of the clients". One of his favorite clients' he reveals, was always happy to see him and would play music and invite the volunteers Polka. Another client who had no family would always ask for details about his trips. The client had never travelled outside of Winnipeg except once to Winnipeg Beach and would relish getting details of Don's travels.

Don has actively volunteered with the Rotary Club, the Organizations of retired persons and other organizations over the years, and is actively involved with his church, St Mary's Anglican.

LLOYD FREEDMAN

You just can't say no to a good thing. On an invitation from a friend Lloyd got involved with Meals on Wheels. He enjoyed the experience immensely and has never looked back in **25** years. Lloyd enjoys meeting new people, forming friendships and most of all loves to be able to serve others. Lloyd reflects on the activity of being out and about and keeping active, the friendship he has formed with fellow volunteers and the connection with the friendly and accommodating staff of Meals on Wheels who have made his volunteer experience worthwhile. No longer having a vehicle to get around Lloyd has had to regrettably stop delivering but will always cherish the experience.

MARY & HENRY WIENS

This great husband and wife team have served the community diligently, travelling from LaSalle to ensure their deliveries. They got involved because of family. Thanks and appreciation for **25** years of volunteer service.