



**Meals on Wheels  
Winnipeg  
Annual Report  
2016**

### **BOARD OF DIRECTORS 2016—2017**

Tara DeFehr-Tielmann,  
President

Barbara Metrycki,  
Vice-President

Regan Hirose,  
Treasurer

Kyle Hawthorn,  
Secretary

Janice Siemens,  
Past-President

Cheryl Bokhaut

Jonathan Hildebrand

Dr. Phil St. John

Frank Lavitt

Joe Levin

Thomas Rempel-Ong

### **MEALS ON WHEELS STAFF**

Ana Dahl  
Account Coordinator  
Katherine Meneses  
Client Coordinator

Gemma Eko Davis  
Volunteer Coordinator  
Les San Miguel  
Account Coordinator (Term)

Deborah Lorteau  
Administrative Assistant  
Rhonda Gardner  
Executive Director

### **MEALS ON WHEELS DISPATCHERS**

Bryan Barkwell

Don Brown

Edsel Capuno

Kharren Capuno

Dan Diplock

Dave Harron

Maurice (Moe) Kelly

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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.

## MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

Meals on Wheels has spent time this year adding to its foundations and creating an organization that can move into the future with ease. This had meant looking at what is happening around us in the community of Winnipeg and seeing how changes in demographic and need are in a constant state of flux. This has put strain in some areas and elevated strain in others, challenging MOW to consider new ways to find volunteers. Over the years you've heard about Adopt-A-Route, this program has added new partners creating all-year-round continuity to a number of routes around the city. Adopt-A-Route continues to be an exciting way for full-time employees in the workplace to volunteer while at work. We are grateful to the companies who participate in this program with us and thank them for their generosity.

MOW faces new exposure in the near future in the City of Winnipeg making the demand for our services and volunteers even greater. You are our greatest advocates of MOW; we share a meaningful bond that for some of you has lasted a good portion of your lives. We are grateful for your continued commitment to our organization – this is where our values align. Please continue to share your experiences with those around you and be a volunteer generator with us. At the board level one of our members has created a group of friends who share the responsibility of a route, making it easier to accommodate each other's lifestyle while maintaining their commitment. Volunteering can be a shared experience that can be fun; we need to keep engaging others to join in the ever-mounting demand for people to live their lives with dignity and respect and be the smiling face that comes through their door every day.

Thanks to the Board of Directors for their commitment and passion for MOW; the planned and unplanned issues we dealt with were managed diligently and with thoughtfulness. Our office staff who make the board of directors look very good, we thank all of you again for making our organization run so smoothly and for being the contact to many of our volunteers. A big thank you to Rhonda, our director, for handling the finances, IT, and so many issues that came her way this year; we couldn't have done it without you.

We value our relationships with WRHA and the United Way for their continued confidence and support in MOW; thank you for believing in us.

Finally, as the 2016-2017 term comes to a close we say good-bye to three Board Members. Janice Siemens, who completed 9 years and has guided us through both rewarding and challenging times at MOW; thank you! Regan Hirose, has completed her term as treasurer, and has been a source of knowledge for financial matters. Cheryl Bokhaut, is a social worker, and has completed one term. Thank you all for your enormous contribution of time, talent, and generosity of spirit; you will be missed.

*Tara DeFehr-Tielmann*  
*President*

*Rhonda Gardner*  
*Executive Director*

**MESSAGE FROM THE TREASURER**

The financial statements of 2016, as noted in this report, have been approved by the Board. 2016 was a great year for the program, as over 175,000 meals were delivered, representing an increase of 4.5%, compared to the prior year. Sales of meals revenue remained relatively consistent with 2015 and excess revenue over expenses increased by 33%, compared to 2015, exceeding expectations. Due to such a successful year we were pleased to be in a position to continue to provide communities with nutritious and affordable meals.

In 2012, a reserve fund was established by the MOW Board in order to reduce financial risk and provide MOW with 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 2016 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. During 2016, MOW transferred a portion of its excess cash in to both short-term and long-term investments in order to earn interest income, which serves to further reduce financial risk and provide MOW with the ability to deal with unexpected expenses and fluctuations in revenues.

We wish to express our sincere gratitude to our principle funding agencies, the Winnipeg Regional Health Authority, and the United Way of Winnipeg. We would also like to thank the great number of volunteers who so graciously continue to 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, Treasurer*

**MEALS ON WHEELS OF WINNIPEG INC.  
STATEMENT OF FINANCIAL POSITION  
DECEMBER 31, 2016**

<b>ASSETS</b>		<b><u>2016</u></b>	<b><u>2015</u></b>
<b>CURRENT ASSETS</b>			
Cash		\$ 230,665	561,698
Short-term investments		218,655	-
Accounts receivable		76,477	81,420
Prepaid expenses		<u>6,658</u>	<u>9,245</u>
		532,455	652,363
<b>LONG-TERM INVESTMENTS</b>			
		260,823	-
<b>TANGIBLE CAPITAL ASSETS</b>			
		<u>15,466</u>	<u>13,982</u>
		<u>\$ 808,744</u>	<u>666,345</u>
<b>LIABILITIES AND NET ASSETS</b>			
<b>CURRENT LIABILITIES</b>			
Accounts payable and accrued liabilities		\$ <u>102,927</u>	<u>94,323</u>
<b>NET ASSETS</b>			
Invested in tangible capital assets		15,466	13,982
Internally restricted		303,811	248,811
Unrestricted		<u>386,540</u>	<u>309,229</u>
		<u>705,817</u>	<u>572,022</u>
		<u>\$ 808,744</u>	<u>666,345</u>



Address by  
The Honourable Janice Filmon, C.M., O.M.  
Lieutenant Governor of Manitoba

MEALS ON WHEELS  
ANNUAL GENERAL MEETING

Qualico Family Centre, Assiniboine Park  
Wednesday, April 20, 2016 – 6:15 p.m.

Fellow Manitobans, volunteers, leaders – friends of Meals on Wheels – it is a pleasure to join you for this annual general meeting and recognition ceremony.

This lovely new venue in Assiniboine Park is a perfect place for a get-together like this.

For more than a century, Assiniboine Park has been the jewel of Winnipeg's public spaces. It's a place that unites tens of thousands of Manitobans – young and old, of all backgrounds and beliefs – on occasions like Canada Day and the Children's Hospital Foundation Teddy Bear's Picnic.

And in the last few years those of us who love this beautiful green space have enjoyed watching it transform.

The stunning new Journey to Churchill exhibit at the Assiniboine Park Zoo, the delightful Steuber Family Children's Garden and this lovely meeting place, the Qualico Family Centre, have helped to ensure that this park will remain close to the hearts of a growing community throughout its second century.

These improvements came about through an alliance between the public sector, the private sector and large numbers of volunteers who have worked to support all of these developments.

So we haven't just gathered in a pretty place for this meeting.

We're gathering in a place that is to relaxation and recreation what Meals on Wheels is to nutrition and independent living.

Meals on Wheels is an example of the kind of partnerships that can help to make a city or a province a healthy, caring place.

You combine the expertise of the public sector – the meals planned and prepared at 13 hospitals and care centres throughout Winnipeg – with the dedication of 400 volunteers who will drive more than 100,000 kilometres per year. And you are creating private sector partnerships to build your base of volunteers today and for the future.

So many of the important initiatives that make this a healthy community involve a combination of volunteers and support from the private and public sectors.



In health, education, social services, recreation, culture – just about every field you can think of – we see projects and facilities that build on support and expertise from volunteers, business and public sector organizations.

Many of these activities and community resources have their roots in the simple, informal desire of people to help their neighbours.

The impulse to come together to make a better community has been around for a long, long time. Anthropologists and historians would probably even say that working together to help one another was the key step in the development of human societies and civilizations.

But as societies grow in population and become more complex, something more formal is needed to channel that desire and ensure that it reaches all who need it.

In a place like Manitoba, where many people are only a generation or two removed from a small prairie village, I think you can probably see a bit of the cultural DNA of the village in many community organizations.

Building bees evolved into housing agencies.

The prairie kitchen party evolved into the music festival.

And the custom of taking a basket of food over to the ailing neighbour, I suspect, evolved in time into Meals on Wheels.

Informal systems of neighbours helping neighbours may have worked when most of us lived in villages. Even then, though, it's worth remembering that many people fell through the cracks without a neighbour to help them.

As our population grew and became mobile and as other needs arose, our society developed a need for charitable organizations like Meals on Wheels. Some people needed help, other people wanted to help, but we weren't a country of small villages anymore. Organizations were needed to connect givers and recipients of compassion.

As Meals on Wheels wraps up its 50<sup>th</sup> anniversary year in Winnipeg, it's useful to think back to Winnipeg – and indeed to Canada – at the time of this organization's founding.

At the time when the first volunteers were taking meals out into the community for Meals on Wheels, bulldozers and front-end loaders were still working on a 47-kilometre-long ditch cutting a half circle around this city.

The completion of the Red River Floodway was still a couple of years away, and there were still plenty of people who thought it would be used rarely if at all.

But as we know, since the Floodway was completed in 1968 it has protected homes in this city more than 20 times. And on several occasions it has kept vast areas of Winnipeg from being utterly destroyed by rising water.

So the Floodway has ended up being more important, for larger numbers of people, than anybody expected.



Sort of like Meals on Wheels. I doubt when this organization began in the 1960s anybody envisioned that in the future it would deliver nearly 170,000 meals in a year.

The Floodway has protected homes, while Meals on Wheels has helped tens of thousands of Winnipeggers to live in their own homes.

I make the reference to the Floodway because those kind of big infrastructure projects are what come to mind first when we talk about nation-building.

But nation building is also a process of building ideas and attitudes and beliefs.

It takes leadership to build these ideas and attitudes. It takes leadership to imagine solutions to problems. And it takes leadership to look at the world as it is and see how things that look like facts of life could actually be problems with solutions.

We all know now that Duff Roblin showed great leadership in overseeing the creation of the Floodway.

But how about the people in the 1960s who thought it might be possible to change what seemed like a "fact of life" -- that people who had challenges that made it difficult to prepare their own meals would need to leave their homes and live in institutions.

The members and supporters of what was then the Home Welfare Association showed the imaginative side of leadership in envisioning a new service that could change their society for the better.

No doubt creating that service – recruiting volunteers, developing policies, figuring out routes and management systems – required another aspect of leadership. That is, it required the willingness to work long and hard.

And since Meals on Wheels was developed in the 1960s, I would suggest that many, many people have shown yet another aspect of leadership by getting involved and by bringing kindness, integrity and attention to their work.

It has been said that you can display leadership any time you influence the people around you in a positive way.

If you inspire your co-workers you're a leader. If you bring satisfaction to your clients you're a leader. If you encourage others to share your vision of a better world, you are a leader.

As the former U.S. First Lady Roslynn Carter put it "A leader takes people where they want to go. A great leader takes them where they don't necessarily want to go, but need to be."

If your dedication, enthusiasm and creativity have helped to change the world around you for the better, then that describes you too. Your commitment has helped your community respond to some very substantial changes over the past 50 years.

Since Meals on Wheels was established in Winnipeg in the 1960s, average life expectancy in Canada has increased by approximately 10 years. Canadians are living longer, but more importantly, they are living independently for longer.



Changes in medical science and technology have made it possible for people to receive services they require in the community on an out-patient basis. Those changes have resulted in an increased need for services like home care and of course for Meals on Wheels.

In this time, we have seen conclusively that people are able to live healthier lives with a greater quality of life when they are able to live in the community.

Whether the individual in question is living with a disability, recovering from an illness or experiencing the effects of aging, it's almost always better to live at home rather than in a health care institution.

People in their own homes experience the comfort of a familiar environment. They are able to enjoy privacy. They are able to enjoy their social life. They are close to friends and neighbours.

And as a result, it's been proven over the past 50 years that people enjoy greater mental and physical health when supports are provided that allow them to live independently.

As the people who make Meals on Wheels possible, you are for many clients the difference between living at home and in a care facility.

The food you deliver obviously nourishes the bodies of the clients you visit. But your presence nourishes their souls.

We all need regular human contact and interaction and your presence and good cheer provide that for thousands of Winnipeggers every day.

I understand that the value of the time donated by Meals on Wheels volunteers each year is well over \$250,000. Without your generosity, this organization would be extremely hard-pressed to provide affordable meals to all its clients.

But that figure, impressive as it is, only scratches the surface. The emotional benefit you provide to the people you serve is immeasurable.

And that benefit, I suspect, goes both ways.

I've had the good fortune to work with volunteers in many capacities over the last several decades, and I have seen the joy that people get out of giving their time to others.

I've met children who begin volunteering when they are barely in elementary school. And I've met adults who keep giving their time when their great-grandchildren are already old enough for school.

I know that many of the volunteers who keep Meals on Wheels on the road are retired. And many of those retired volunteers keep working for Meals on Wheels for many years after they've reached retirement age.

In fact, I understand the oldest volunteer ever at Meals on Wheels continued to pitch in until the age of 97.





You don't have to look very far in this province to see a community organization that depends on the volunteer service of Manitobans who are well past their 60<sup>th</sup> birthday.

At hospitals and schools, at community centres and arts organizations, at every organization that depends on the millions of hours of volunteer labour donated every year in Manitoba, you will see a large contingent of retirees.

It's not just because people who are retired have the time to volunteer.

I think there are many factors at play in the tendency of older adults to volunteer. We may, as we get older, count the blessings in our lives and feel the desire to return some of the good fortune we've received. We may think about the world we will leave to our children and grandchildren – or perhaps even great-grandchildren – and want to do our part to make sure it's a healthy, loving world.

And we may also realize that volunteering our time is a great way to meet people, to stay in contact with the world as we grow older ourselves.

It reminds me a story about three retirees who were discussing what they would like people to say about them in 40 years.

One said, "I'd like them to say 'he was a good family man.'"

The other said, "I'd like them to say 'she worked to make a better world for everybody.'"

The last one said "I'd like them to say, 'She looks great for her age.'"

No doubt about it, volunteering can help us to stay happy, energetic and healthy.

So there's no reason that retirees should hog all the fun.

For that reason, it's great to hear about the success Meals on Wheels has had in having corporate groups, like the volunteers from Boeing Canada and Shaw Business, volunteer to take over delivery routes. And it's great to hear about the partnerships with other organizations like DASCH that provide opportunities for their clients to volunteer.

It's always encouraging to see younger volunteers because you are the ones we'll be turning to in the years to come.

So one additional act of leadership that you can all perform is to inspire others to follow in your footsteps.

As the long-time volunteers being honoured today demonstrate, a commitment to community can become a way of life.

The people we meet through volunteering can become an important new circle of friends and can broaden our understanding of the world. The places we go as volunteers widen our world, allowing us to go places we might otherwise not go.



When we volunteer, we don't give time out of our lifespan; we don't give away a limited resource. Because when we spend time volunteering, we get back more life ourselves.

I realize that in talking about the virtues of volunteering to a group like this I am preaching to the choir.

So today, I would like to encourage all of you not just to continue serving the community, but to spread the word about the benefits of volunteering.

If each of you could convince one friend or family member to offer their time to one of the thousands of community organizations that depend on volunteers, that would have a real and long-lasting impact on our province.

It would help with the challenge of recruiting new generations of volunteers. It would help community organizations to meet new and evolving needs.

And I think it would put smiles on the faces of those friends and family members when they discover how rewarding community activity can be.

I would like to thank all of those whose efforts help Meals on Wheels to serve Manitobans – including the office staff and of course the volunteer coordinators who keep this operation running smoothly.

And of course I would like to congratulate all of those whose long service is being recognized today.

Thanks for another great year of helping your fellow Manitobans, and may you enjoy another beautiful Manitoba summer, here at Assiniboine Park or wherever the sunshine finds you. Thank you.

*Reprinted With Permission*

### **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.

#### **THANK YOU TO THE FOLLOWING MAJOR DONORS:**

#### **MEALS ON WHEELS VOLUNTEERS**

Fort Garry Legion

St. James Legion

Charleswood Legion

CN Corporate Services

United Way Winnipeg

Maunder McNeil Foundation Inc.

Directed Donations

#### **ADOPT-A-ROUTE**

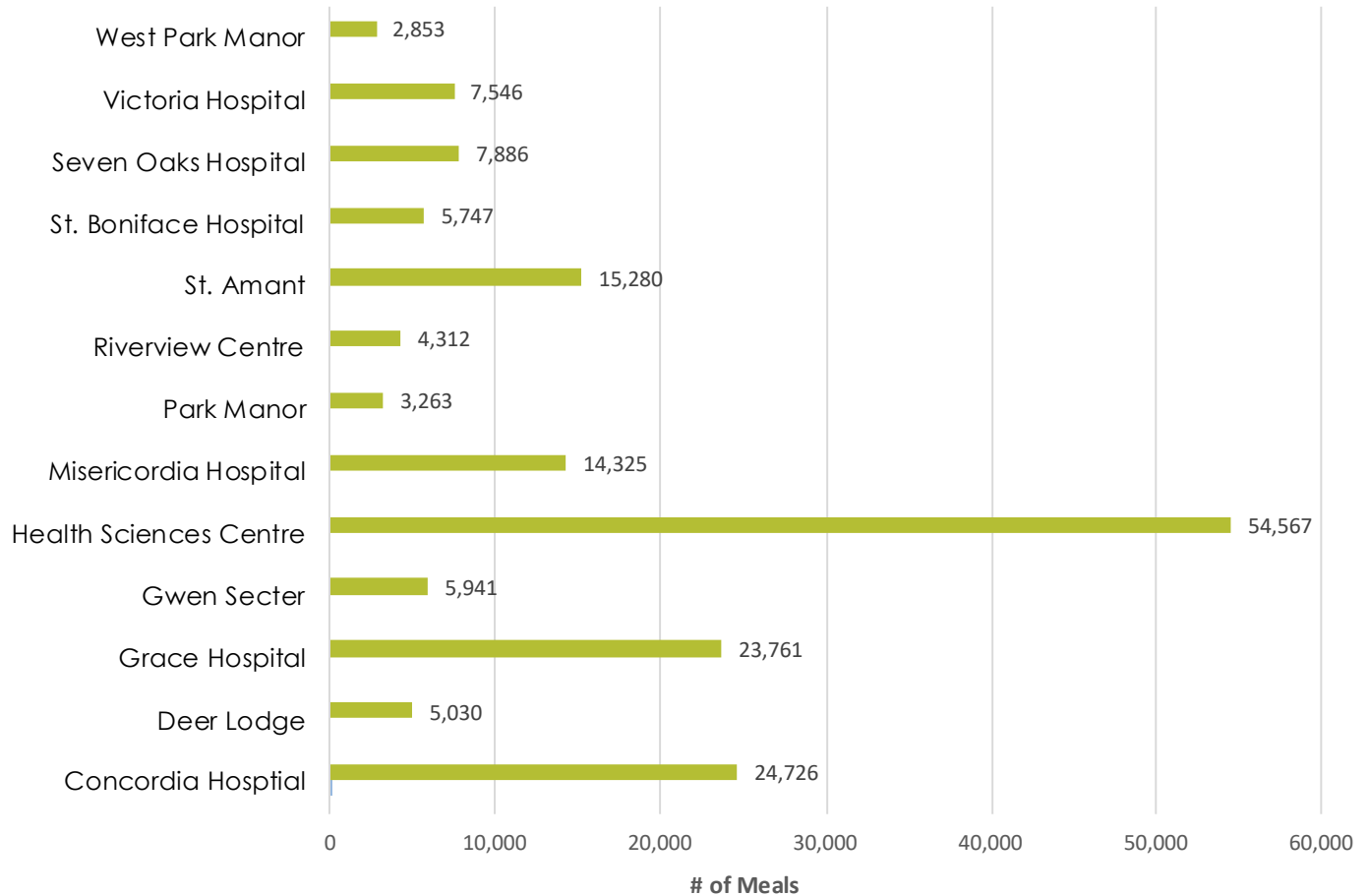
In Meals on Wheels Adopt-a-Route programs all over North America, companies, organizations and other community groups have discovered that MOW is a tremendous volunteer opportunity for their employees and members.

Many business leaders seek opportunities to give back to the communities in which they work and live. Becoming a MOW corporate volunteer gives them that opportunity. A commitment of two hours per week is required by each corporate sponsor. Corporate teams will deliver meals once per week, on a day and in the area of the company's choosing.

We would like to thank the following companies for adopting a route; Boeing Operations Canada, EQ3, Palliser, and Shaw Communications.

The following community groups volunteer to deliver meals, they are; University Heights Group, Churchill High School Group, Com-Span, Pulford Community Living, Community Venture, D.A.S.C.H., St. Andrews River Heights United Church, Church of God International, Epic Opportunities, Imagineability, Norshel, WASO, St. Mark's Lutheran Church, World Wide Church of God, St. Aidan's Anglican Church, and Westworth United Church

## 2016 MEAL STATISTICS



## 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.

## VOLUNTEER LONG SERVICE AWARD RECIPIENTS

### 20 YEARS

Marion Putnam      Harry Doerksen      Carol Engstrom      Vanita & Victor Schmidt

### 15 YEARS

Paul Zaharia      Wes Polisnook      Sharon Campbell      Diane Hrynkiw

Noel Linton      Joe Wielgosh      Sigi Wasserman      WASO—Group 1

### 10 YEARS

Gordon & Kay Shawcross      Arthur & Kathleen Harder      Sid Robinovitch      Arthur Pearce

Lawrence Gargol      Linda Malcomson      Sally Lipschitz      Eddie Aziman

Diana Squire      Harry Melnyk      EPIC—Group1      WASO—Group 2

### 5 YEARS

Jason Aquin      Stephanie Bovell      Liz Cale      Kharren Capuno

Jim Chapryk      Herb Friesen      Rose Greenhalgh      Mary Hanson

Marilyn Heinkel      Irene Janzen      Mary-Anne Kennedy      Brandon Kennedy

Audrey & John Krutkevich      Ray Lapointe      Glenda Leigh      Dorie Leven

Shirley May      Julie Mikuska      Rick Orlesky      Hope Sanderson

Brian & Miriam Wright      D.A.S.C.H.– Group 4      Pulford Living Community Services



**Meals on  
Wheels**  
WINNIPEG

Feeding Independent Living™