

# 2017 Annual Report



**Meals** on  
**Wheels**  
WINNIPEG

Feeding Independent Living™

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

Tara DeFehr-Tielmann,

President

Thomas Rempel-Ong,

Secretary

Morley Campbell

Jonathan Hildebrand,

Vice-President

Frank Lavitt

Lloyd Gwilliam

Kyle Hawthorn,

Treasurer

Joe Levin

Barbara Metrycki

Staff

Diana Brown

Client Coordinator

Ana Dahl

Gemma Eko Davis

Volunteer Coordinator

Reissa Licup

Account Coordinator (Term)

Hilda Flores

Administrative Assistant

Rhonda Gardner

Dispatchers

Bryan Barkwell

Kharren Capuno

Don Brown

Dan Diplock

Maurice (Moe) Kelly

Edsel Capuno

Dave Harron

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 lessened the strain in some areas and elevated the 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 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 Executive 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, when the 2017—2018 term comes to a close this year we say good-bye to Dr. Phil St. John, and Barbara Metrycki each of whom brought their area of expertise to our program. We thank them for the wisdom and commitment to Meals on Wheels.

We were pleased to begin a partnership with Volunteer Manitoba and the Winnipeg Foundation for the Board Connect Program. The program partners individuals with opportunities to engage in community leadership by partnering them with registered charities or not-for-profit organizations based in Winnipeg. Meals on Wheels is proud to have two committed individuals participating in this program, and look forward to continued partnerships.

In 2017, we were offered tickets to various events throughout the city, Manitoba Moose, Winnipeg Goldeyes, and Bomber games, movie passes and home and garden shows. More offers have been coming in and we will continue to pass them along to you our volunteers. If you have not already done so please send your email addresses to [rgardner@mealswinnipeg.com](mailto:rgardner@mealswinnipeg.com), many of the offers are last minute and emails are the most effective way to let you know about the offers.

*Tara DeFehr-Tielmann*

*President*

*Rhonda Gardner*

*Executive Director*

The financial statements of 2017, as noted in this report, have been approved by the Board of Directors. 2017 was a great year for the program, as over 170,000 meals were delivered, representing an increase of 1.25% compared to the prior year. While the number of meals increased slightly, sales of meals revenue remained relatively consistent with 2016, and excess of revenue over expenses for the year ended slightly below budget at \$48,000. Overall, 2017 was another successful year for the program and as a result, we are 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 of Directors 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 because of these measures, we not only had a successful 2017 year financially, but we were also able to maintain the reserve fund at a consistent level with that from 2016.

Furthermore, consistent with 2016, MOW held excess cash in short-term and long-term investments in order to earn interest income, further reducing financial risk and to provide MOW with the ability to deal with unexpected expenses and fluctuations in revenues. During 2017, MOW earned interest income on the investment as was able to maintain the investments at a consistent level with that from 2016.

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 allowances as donations. 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.

*Kyle Hawthorn, CPA, CA*  
Treasurer

**MEALS ON WHEELS OF WINNIPEG INC.  
STATEMENT OF FINANCIAL POSITION  
DECEMBER 31, 2017**

	<u>2017</u>	<u>2016</u>
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash	\$ 279,788	230,665
Short-term investments (Notes 2(b) and 3)	310,853	218,655
Accounts receivable (net of allowance of \$3,705; 2016 - \$727)	73,241	76,477
Prepaid expenses	<u>7,390</u>	<u>6,658</u>
	671,272	532,455
<b>LONG-TERM INVESTMENTS</b> (Notes 2(b) and 4)	178,095	260,823
<b>TANGIBLE CAPITAL ASSETS</b> (Notes 2(c) and 5)	<u>8,873</u>	<u>15,466</u>
	<u>\$ 858,240</u>	<u>808,744</u>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT LIABILITIES</b>		
Accounts payable and accrued liabilities	\$ <u>104,363</u>	<u>102,927</u>
<b>NET ASSETS</b>		
Invested in tangible capital assets	8,873	15,466
Internally restricted (Note 10)	303,811	303,811
Unrestricted	<u>441,193</u>	<u>386,540</u>
	<u>753,877</u>	<u>705,817</u>
	<u>\$ 858,240</u>	<u>808,744</u>

### 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, and Maia Graham-Derham, Community Investment Manager, United Way Winnipeg.*

### 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.

### MAJOR DONORS

#### MEALS ON WHEELS VOLUNTEERS

Fort Garry Legion	St. James Legion	Charleswood Legion
CN Corporate Services	United Way Winnipeg Directed Donations	Maunder McNeil Foundation Inc.

### ADOPT-A-ROUTE

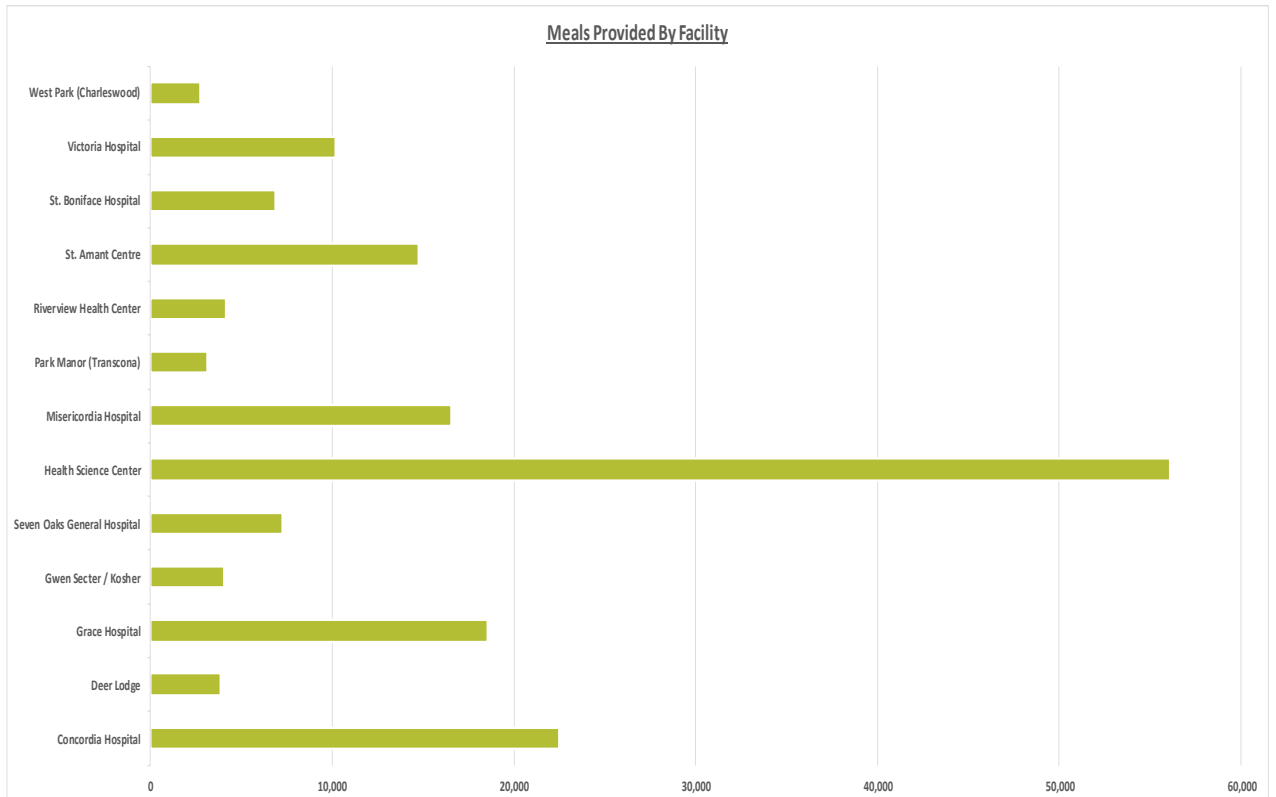
In Meals on Wheels Adopt-a-Route programs all over North America, companies, organizations and other community groups have discovered that MOW is a tremendous volunteer opportunity for their employees and members.

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, 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. Aiden's Anglican Church, and Westworth United Church.

Thank You



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 volume of meals served in 2017.

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

Thank you to each and every individual at each of the 13 facilities for all your hard work and coordination.

### 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 for driving over 110,000 kms and donating over 16,500 hours.
- 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.

**35 YEARS**

**Joan Garner**

**25 YEARS**

**Julia Bowers**

**20 YEARS**

Ralph Ens

Gerald Lozinsky

Gail Osadczuk

Anna and Henry Pankratz

Doug and Elsie Rosler

**15 YEARS**

Peter Douglas

Joe Keenan

Marion Loewen

**10 YEARS**

Blair Graff

Marlene Grott

Kathleen Layton

Paula Moynihan

Stephen Podworny

Arlene Smith

Allan & Rochelle Baker

Ron & Rhonda Baker

Norshell Group 2

WASO Group 3

**5 YEARS**

Neil Bruneau

Elaine & Harold Charlat

Glenn Wesley Dunlop

Donna Earl

Janice May

Emma Poyser

Jessica Rose

David Schofield

Sheila Tabak

Catherine Trachtenberg

Cloyd & Julien Barth

Nicholas Roy

Lenizila Sarmiento

Yasmine Banares

Arcane Horizon

Com-Span

*It all starts here.*



*It all starts with you.*