

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 169,607 meals served in 2012.

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 Hagemeister of the Winnipeg Foundation.

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 organizations who actively volunteer with Meals on Wheels of Winnipeg and help to make us a vibrant organization.

FACILITIES

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

Concordia Hospital
Deer Lodge Centre
Grace Hospital
Gwen Sexter 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:

Meals on Wheels Volunteers

Fort Garry Legion Poppy Fund
St. James Legion Poppy Fund
Royal Canadian Legion Charleswood
Royal Canadian Legion Henderson

Anonymous Donors
CN Corporate Services
Mauders McNeil Foundation
Milne Office Equip
Provincial Employees All Charities Fund
St. Mary's Academy YIP Program
Shaw Cable
United Way Directed Donations
Youth in Philanthropy, Winnipeg Foundation

30 YEARS OF GIVING

Every year, hundreds of Canadians donate their time and skills to COMMUNITY VOLUNTEERING. Through their commitment and compassion, they help improve the lives of their fellow citizens.

JOAN GARNER

Receiving her invitation letter regarding recognition of her 30 years of volunteering, Joan's response was "I am very honoured to be recognized although I am sure you know that I do it because I care for the clients and love interacting with them." Joan has such a compelling personality be it via phone, emails or in person. On meeting her for the first time I just had to give her a big hug. Joan enjoys volunteering with Meals on Wheels, delivering meals, to the extent that she has also gotten her family involved. She has deep concern and regard for all her clients. One such client, in concern for his safety, she asked permission to speak to him. The result of that talk was that the client responded positively; "Now he greets me with a smile and sends me off with 'Have a good day' when at first he was sullen and reticent. His smile makes me feel good. I get recognition from every one of my clients and wonder about them when they are no longer on the list. That is all the recognition I need.

Joan continues to deliver meals and has engaged her son to be her co-pilot as well as the use of his 4x4 in inclement weather. To be sure the clients of Transcona are truly blessed to be served by such a compelling compassionate and one of Winnipeg's most upstanding citizens.

MARY CAMPBELL

There is something to be said for good friends and good upbringing. Mary Campbell started volunteering with her friend Elizabeth McCarrey at the Health Sciences Centre 32 years ago. Due to her upbringing Mary felt a responsibility to do her share of caring for those in need. Delivering meals was a natural choice and the right fit for her. It involved no meetings, no money, allowed contact with the clients and you did your job and then get to go home. Mary volunteers with her church group as a regular driver on Wednesday's on the MH04 route out of Misericordia Hospital. Each Wednesday she drives with one of the volunteer servers from her group who delivers the meals to the clients. It's an occasions of camaraderie, friendship and community building. Mary recently celebrated her 90th Birthday at which several spoke of the wonderful qualities of Mary, of her pleasant personality and of her good driving skills.

For this 90 year old who will soon be retiring after 32 years of volunteering, she acclaims volunteering with Meals on Wheels as the BEST VOLUNTEER JOB EVER!

WILLIAM (BILL) ATKINSON

Bill Atkinson, a regular volunteer on Holy Family on Mondays is an exceptional model volunteer. He first got involved with Meals on Wheels 30 years ago because he was very interested in the work the organization did for the public. Bill had a partnership in his own business which allowed him the opportunity to deliver a route at lunch time while at work. He was also President of the Board of Directors for a term which he enjoyed immensely as it was all part of the work to be done in building a better community. Bill continued volunteering with Meals on Wheels into his retirement years and has encouraged that civic sense of duty with his family by also getting them involved delivering meals. The biggest reward of volunteering to deliver meals for Bill is the appreciation of the clients. The clients are always happy to see him and are thankful for the meal and his warm smiles.

Bill is a proud volunteer; his endearing quality and highest regard for others is to be emulated. He believes Meals on Wheels is a vital organization that performs a good and necessary service.

mealsonwheels
OF WINNIPEG



annual report 2012
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 2012-2013

Janice Siemens, President
Dalbir Bains, Vice-President
Al McLeod, Treasurer
Don Brown, Secretary
Alyson Kennedy, Past-President

Cath Cuddy	Ann Marie Daley	Michael Geith
Robert Fleischaker	Deb O'Bray	Jane Saxby
	Deborah Young	

STAFF

Rhonda Gardner	Executive Director
Gemma Eko-Davis	Volunteer Coordinator
Ana Treminio	Administrative Assitant
Katherine Meneses	Client Coordinator
Pat Wilson	Reception

DISPATCHERS

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

PRESIDENT'S AND EXECUTIVE DIRECTOR'S REPORT

It is an honour and privilege to serve as President, Meals on Wheels Winnipeg together with the Board, Executive Director, staff and volunteers. Thank you all for the time, energy, commitment and care you daily demonstrate on behalf of MOW. Together, we make a difference and demonstrate civility to those in our neighbourhoods who are unable to perform the basic activity of daily living: meal preparation. Thank you!

As a Board, in conjunction with our Executive Director, we have worked diligently and with great commitment to ensure and promote the effective and efficient operation of Meals on Wheels Winnipeg. We were able to spend a full day together developing a strategic plan to carry us through 2012 and 2013. Challenges and gaps were highlighted followed by strategies and plans to address any shortcomings identified. We are in of implementing remedial action where necessary.

I am also pleased to report that MOW has successfully moved from a precarious financial situation to a more stable financial situation, better enabling us to withstand any potential risk or shortfall in the future.

Further, we were extremely privileged to work cooperatively with Dr. Reg Litz from the Asper School of Business, University of Manitoba. Students were assigned MOW as a small business in a course of his to develop a viable fundraising event. We hope to incorporate many of their ideas, and use the research they presented, to facilitate an event in the near future. Stay tuned!

Janice Siemens
President

Rhonda Gardner
Executive Director

TREASURER'S REPORT

The financial statements of 2012, as noted in this report, have been approved by the Board.

Overall, 2012 was a good year for the program from a financial perspective. Meal sales were down by about 11% from 2011, but overall expenses were also lower due to significant Operational efficiencies implemented within the Program. We also received several unexpected one time financial contributions - in the form of donations and grants - which contributed to the results.

Several years ago the MOW Board 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. Any fluctuations in revenue (grants or meals) or in expenses resulted in financial challenges, as we essentially ran the program from "paycheck to paycheck".

I'm pleased to report that due to these measures, we not only had a successful 2012 financially, but we also established and contributed to the reserve fund which will allow us to better manage the program, reduce our risk and provide improved financial stability for MOW.

Al McLeod
Treasurer

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.

**MEALS ON WHEELS OF WINNIPEG INC.
STATEMENT OF FINANCIAL POSITION
DECEMBER 31, 2012**

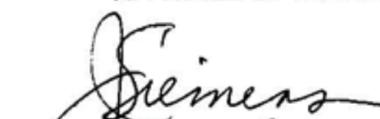
ASSETS

	December 31 2012	2011	January 1 2011
CURRENT ASSETS			
Cash	\$ 180,130	-	39
Temporary investments (Note 3)	40,823	40,371	40,371
Accounts receivable	83,166	83,511	127,238
Prepaid expenses	<u>10,738</u>	<u>5,613</u>	<u>5,565</u>
	314,857	129,495	173,213
TANGIBLE CAPITAL ASSETS (Note 4)	<u>11,103</u>	<u>9,477</u>	<u>11,145</u>
	<u>\$ 325,960</u>	<u>138,972</u>	<u>184,358</u>

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES			
Bank indebtedness	\$ -	4,197	48,521
Accounts payable and accrued liabilities	<u>80,485</u>	<u>82,102</u>	<u>81,991</u>
	80,485	86,299	130,512
NET ASSETS			
Invested in tangible capital assets	11,103	9,477	11,145
Internally restricted (Note 9)	89,411	-	39
Unrestricted	<u>144,961</u>	<u>43,196</u>	<u>42,662</u>
	<u>245,475</u>	<u>52,673</u>	<u>53,846</u>
	<u>\$ 325,960</u>	<u>138,972</u>	<u>184,358</u>

APPROVED BY THE BOARD:

 Director
 Director

