

# Meals on Wheels

WINNIPEG



annual report

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## *Mission, Vision & Values*

Meals on Wheels Winnipeg prides itself on being a low-cost service provider that allows residents in Winnipeg the option of continuing to live independently and with dignity in their own homes.

### *Mission*

Enable residents of Winnipeg to live independently by delivering nutritious and affordable meals directly to their home.

### *Vision*

All Winnipeg residents have access to nutritious and affordable meals.

### *Values*

**Respect** – for each individual person

**Dignity** – as an inherent value of each person

**Quality** – of both the product and service provided

**Accountability** – as financial stewards of public, donor, and third-party resources

## *2018-2019 Board of Directors*

Tara DeFehr-Tielmann, Past President

Jonathan Hildebrand, President

Kyle Hawthorn, Treasurer

Chelsea Scrivener, Secretary

Morley Campbell

Lloyd Gwilliam

Frank Lavitt

Lawrence Lazarko

Joe Leven

Pat Lilley, Board Direct Member

## *2018 Dispatchers*

Bryan Barkwell

Don Brown

Edsel Capuno

Kharren Capuno

Dan Diplock

Dave Harron

Maurice Kelly

Fred Tuttle

## *2018 Staff*

Diana Brown, Client Coordinator

Gemma Eko Davis, Volunteer Coordinator

Reissa Licup, Accounts Coordinator

Rhonda Gardner, Executive Director

## *President and Executive Director's Report*

The 2018 year was an important one for Meals on Wheels Winnipeg. It was a year where the organization prepared and adopted its first, five-year strategic plan, received the benefit of an unexpected bequeath through the Winnipeg Foundation, and anxiously monitored the significant changes being made to the overall provincial health system.

Over the course of the summer and fall of 2018, the Board of Directors worked to update and consolidate various strategic planning efforts undertaken by previous Boards. In November 2018, the Board of Directors formally adopted its first, five-year strategic plan for the organization.

In preparing the strategic plan, the Board of Directors undertook significant engagement with many different internal and external stakeholders. This included engagement with volunteers, staff, clients, families, and funding partners. This engagement was essential to get feedback and different perspectives on Meals on Wheels' existing mission, vision, and values, its strengths and risks, as well as its strategic goals.

As part of the strategic planning process, the Board of Directors also undertook an exercise to identify and quantify key risks to the organization. This process incorporated input from external stakeholders, a review of various risk management standards and protocols as well as other enterprise risk management programs.

The five-year strategic plan now in place reflects the foundational work undertaken by previous Boards, the feedback received through the stakeholder engagement process, and sets the organization on clear path over the next five years. Work to implement the strategic plan will begin in 2019.

Notification of a significant bequest to the Winnipeg Foundation for the benefit of Meals on Wheels Winnipeg was received in the summer of 2018. The Board and management are working with the Winnipeg Foundation on administering and executing the necessary legal requirements to have the bequest in place toward the end of 2019.

Looking forward, an updated *Community Health Assessment* from the Winnipeg Regional Health Authority (WRHA) is expected to be completed and made available by the WRHA in 2019. It will be closely monitored and reviewed by the Board of Directors and management to identify possible implications for Meals on Wheels.

The Board of Directors as well as management will continue to monitor the provincial government's ongoing health care reforms and restructuring. In this environment, the Board and management continue to underscore the importance and significance of fiscal discipline, value for money, and accountability across the organization.

Meals on Wheels Winnipeg fills an important niche within a health system trying to reduce its reliance on more costly acute and long-term care services in favour of more affordable community care options.

## *President and Executive Director's Report (continued)*

For over fifty years, Meals on Wheels Winnipeg has been delivering nutritious meals to senior citizens, physically challenged, and vulnerable residents in Winnipeg helping them to live independently in the community.

Meals on Wheels Winnipeg fills an important niche within a health system trying to reduce its reliance on more costly acute and long-term care services in favour of more affordable community care options. For over fifty years, Meals on Wheels Winnipeg has been delivering nutritious meals to senior citizens, physically challenged, and vulnerable residents in Winnipeg helping them to live independently in the community. Meals on Wheels Winnipeg will continue to play an important role in supporting independent community living as health system changes are undertaken.

Volunteers continue to be critically important to our organization. The daily visit to clients not only provides them meals, but also helps ease loneliness and isolation felt by many of them. Over the coming year, the Board of Directors and management will examine ways to grow the Adopt-A-Route program as a means to ensure a sufficient number of volunteers are available to meet demands for meal delivery.

Meals on Wheels Winnipeg continues to value the strong relationship we have with our funding partners which include the Winnipeg Regional Health Authority and the United Way. Thank you for your continued confidence, support, and belief in us.

The Board of Director two-year terms for Joe Levin and Lloyd Gwilliam come to a close in 2019. Thank you for all the time and commitment you provided in your governance role as members of the Board!

With the strength of its committed volunteers, Meals on Wheels Winnipeg remains a resilient organization filling an important role in the Winnipeg health system, a role we are well positioned to fill for many years to come.

Jonathan Hildebrand  
President, Meals on Wheels Winnipeg

Rhonda Gardner  
Executive Director, Meals on Wheels Winnipeg

## *Strategic Plan 2019-2023*

Over the course of the summer and fall of 2018, the Board of Directors worked to update and consolidate strategic planning efforts undertaken by previous Boards. Facilitated strategic planning sessions were undertaken several years ago which helped lay the foundation for a consolidated strategic plan. These sessions helped identify and prioritize strategic directions, as well as identify various strengths, weaknesses, risks, and opportunities.

To advance this work, the Board of Directors engaged with the organization's volunteers, staff, clients, families, funding partners, and other stakeholders to get their feedback and perspectives on Meals on Wheels' existing mission, vision, and values, its strengths and risks, as well as its strategic goals.

These strategic directions, and their associated operational strategies, seek to build on Meals on Wheels Winnipeg's strengths, respond to its weaknesses, and reduce organizational risks while ensuring the organization does not jeopardize the positive progress it has made over the last several years in repairing its finances and rebuilding trust. The five strategic directions guiding Meals on Wheels Winnipeg over the next five years are:



## *Treasurer's Report*

The financial statements for 2018, as noted in this report, have been approved by the Board of Directors. 2018 was another great year for the program, with over 175,000 meals delivered, representing an increase of 2.83% compared to the prior year, and an increase of 7.32% compared to budget. As a result of the increase in the number of meals sold, sale of meals revenue surpassed budgeted revenue by \$85,000. Furthermore, through generous donations received from our volunteers and local organizations, and the ability to maintain operating expenses in line with budget, excess of revenue over expenses for the year ended above budget at \$127,900. Overall, 2018 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 due to the successful 2018 financial year, we were able to maintain the reserve fund at a consistent level with that from 2017.

Consistent with 2017, MOW holds excess cash in short-term and long-term investments in order to earn interest income, further reducing financial risk and providing MOW with the ability to deal with unexpected expenses and fluctuations in revenues. During 2018, MOW reinvested the interest income earned on these investments, resulting in slight increases in the investments over the balances noted in 2017.



We wish to express our sincere gratitude to our principal 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  
Treasurer, Meals on Wheels Winnipeg

**MEALS ON WHEELS OF WINNIPEG INC.  
STATEMENT OF FINANCIAL POSITION  
DECEMBER 31, 2018**

<b>ASSETS</b>		<b><u>2018</u></b>	<b><u>2017</u></b>
<b>CURRENT ASSETS</b>			
Cash	\$ 362,462	279,788	
Short-term investments (Notes 2(b) and 3)	317,480	310,853	
Accounts receivable (net of allowance of \$1,520; 2017 - \$3,705)	93,218	73,241	
Prepaid expenses	<u>6,880</u>	<u>7,390</u>	
	780,040	671,272	
<b>LONG-TERM INVESTMENTS</b> (Notes 2(b) and 4)	182,191	178,095	
<b>TANGIBLE CAPITAL ASSETS</b> (Notes 2(c) and 5)	<u>10,794</u>	<u>8,873</u>	
	<b><u>\$ 973,025</u></b>	<b><u>858,240</u></b>	
<b>LIABILITIES AND NET ASSETS</b>			
<b>CURRENT LIABILITIES</b>			
Accounts payable and accrued liabilities	<u>\$ 91,242</u>	<u>104,363</u>	
<b>NET ASSETS</b>			
Invested in tangible capital assets	10,794	8,873	
Internally restricted (Note 10)	303,811	303,811	
Unrestricted	<u>567,178</u>	<u>441,193</u>	
	<u>881,783</u>	<u>753,877</u>	
	<b><u>\$ 973,025</u></b>	<b><u>858,240</u></b>	

**APPROVED BY THE BOARD:**

  
 \_\_\_\_\_ Director  
  
 \_\_\_\_\_ Director



**Funding** Our presence in the community is made possible through the funding of the Winnipeg Regional Health Authority, Shared Services 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:

**WRHA**

*Madeline Kohut, Community Development & Seniors Specialist*

*Kathy Henderson, Healthy Aging Facilitator, Support Services to Seniors  
Rehabilitation, Healthy Aging & Seniors Care Services*

**United Way**

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

## Major Donors—Meals on Wheels Volunteers

**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 al-

The Paterson Foundation

Maunder McNeil Foundation Inc.

CN Charities

St. James Legion

The Ladies Auxiliary,  
Royal Canadian Legion #81

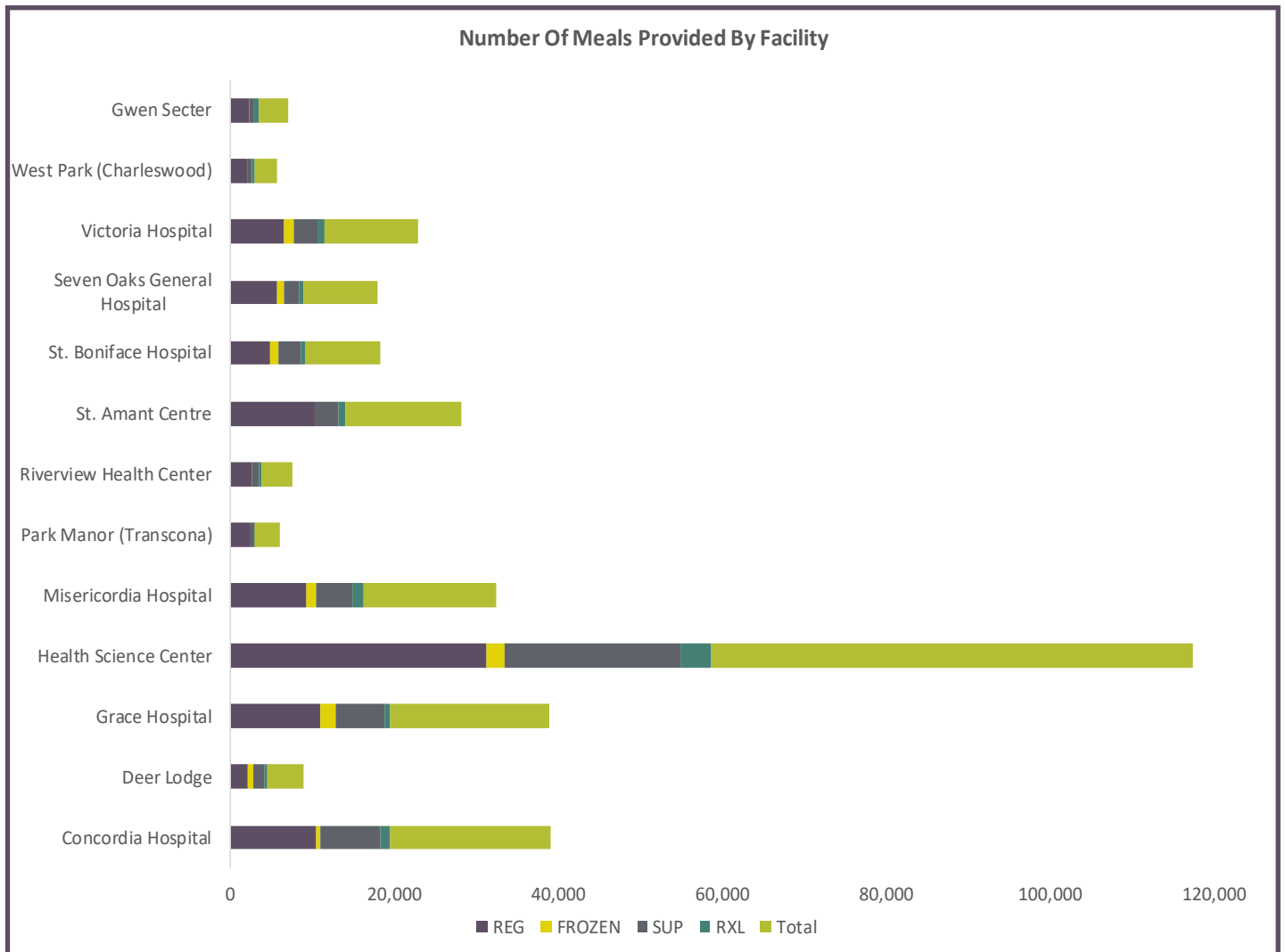
Fort Gary Legion

**Adopt-a-Route** 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.

**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.

2018 = 175,332 MEALS DELIVERED



Hello Meals on Wheels? I just turned 95 and I am tired of cooking! Please sign me up for your program!

A New Client



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 2018.

Heartfelt thanks to *Kathleen Richardson, Angela D'Avanti, 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.

## Long Service Awards

*"Everybody can be great. Because anybody can serve. You don't have to have a college degree to serve. You don't have to make your subject and your verb agree to serve.... You don't have to know the second theory of thermodynamics in physics to serve. You only need a heart full of grace. A soul generated by love."*

*~Martin Luther King, Jr.*

<b>35 Years</b>	<b>Ardelia Burrows</b>	<b>Don Putnam</b>		
<b>25 Years</b>	<b>Elsie Douglas</b>			
<b>20 Years</b>	<b>Bob Lindsay</b>	<b>Joan and Alan Lomas</b>	<b>Arnie Schlippert</b>	
<b>15 Years</b>	<b>Elizabeth Beazley</b>	<b>Ian Cheung</b>	<b>Paul Friesen</b>	<b>Henry Froese</b>
	<b>Betty Loedeman</b>	<b>Don MacAuley</b>	<b>Edwin Nicholls</b>	<b>Charles Pearce</b>
		<b>Yvonne Richmond</b>		
<b>10 Years</b>	<b>David Allard</b>	<b>Ellen Bruneau</b>	<b>Sherman Greenberg</b>	<b>Daniel Kawaler</b>
	<b>Nav Khosa</b>	<b>Ken Markwart</b>	<b>Priscilla Sookermany</b>	
<b>5 Years</b>	<b>Ross Anderson</b>	<b>Julien Barth</b>	<b>Edsel Capuno</b>	<b>Marlene Chyzzy</b>
	<b>Wendy Daien</b>	<b>Timothy Elder</b>	<b>Glenn Garner</b>	<b>Glen Huffman</b>
	<b>Laurel Malkin</b>	<b>Janet McDougall</b>	<b>Edwin McKay</b>	<b>Elizabeth Neville</b>
	<b>Tom Roberts</b>	<b>Henry Schulz</b>	<b>Dale Scott</b>	<b>Amber Veness</b>
		<b>Desmond Young</b>	<b>Solomon Young</b>	

*Thank you*

*It all starts here.*



*It all starts with you.*



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

Feeding Independent Living™