



2019 Annual Report

Meals on Wheels Winnipeg

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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.

An organization's mission represents its reason for being, its vision represents its overarching goal, and its values represent the organization's core beliefs that guide all its work and actions.

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

2019 – 2020 Board of Directors

Tara DeFehr-Tielmann, Past President

Jonathan Hildebrand, President

Kyle Hawthorn, Treasurer

Chelsea Scrivener, Secretary

Morley Campbell

Frank Lavitt

Lawrence Lazarko

2019 Dispatchers

Bryan Barkwell

Don Brown

Edsel Capuno

Kharren Capuno

Dave Harron

Ray Lapointe

Fred Tuttle

2019 Staff

Diana Brown, Client Coordinator

Gemma Eko Davis, Volunteer Coordinator

Reissa Licup, Accounts Coordinator

Kelly McCaw, Administrative Assistant

Rhonda Gardner, Executive Director

MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

It has been both a uniquely challenging as well as rewarding time for Meals on Wheels Winnipeg.

While the historic snowfall in October 2019 was not enough to stop our committed volunteers from delivering every single meal on every route across the city, the COVID-19 pandemic loomed large for Meals on Wheels Winnipeg.

Our volunteers and many of the clients they served were both particularly vulnerable to COVID-19. They also represented populations identified as high-risk to the virus. The onset of the pandemic very rightfully created a significant amount of anxiety, uncertainty, and fear across the organization's volunteer base, its management team, and its clients.

Many volunteers understandably followed the advice of public health officials to reduce their risk of exposure by either staying home or withdrawing from their volunteer role with Meals on Wheels Winnipeg. This contributed to an acute shortage of volunteers.

Many of the clients receiving meals through the Meals on Wheels program are themselves also vulnerable to COVID-19. But, without meal delivery, these individuals would be faced with having to find alternate means of sourcing daily meals which could put them at higher risk of exposure to COVID-19. Many clients, as well, simply do not have the financial ability to source daily meals other than through Meals on Wheels or have difficulty obtaining groceries or preparing meals themselves. Suspending meal delivery would have left this group of residents more vulnerable than they already are.

Meals on Wheels Winnipeg undertook a number of measures to help manage an acute shortage of volunteers as well as reduce the risk of COVID-19 from being transmitted between volunteers and clients.

And, thankfully, many individuals and even some organizations came forward to help fill volunteer gaps - approximately 300 volunteer applications were received between March 9 and May 14, two organizations stepped forward to Adopt-A-Route, and several generous and unsolicited financial donations were made!

While program admissions of new clients were temporarily paused during the early part of the pandemic, meal delivery continued uninterrupted. As the COVID-19 pandemic continues to evolve, it will be actively monitored by the Board of Directors and management to ensure the safety of volunteers, clients, and staff.

In light of the challenges posed by the pandemic, it was very exciting for our Volunteer Program to have been selected as one of the recipients of this year's Premier's Volunteer Service Award, a reward and recognition that's well deserved!

The Premier's Volunteer Service Awards, established by the Premier's office in partnership with Volunteer Manitoba, honours the efforts and dedication of outstanding volunteers across Manitoba. For over fifty years, it's been the work of volunteers and the Volunteer Program of Meals on Wheels Winnipeg that underscores the organization's tremendous success, and it's very special to be recognized in this way.

The Annual Volunteer Awards Dinner is currently scheduled for November 18, 2020, subject to any future public health restrictions.

Meals on Wheels Winnipeg has come to rely on the stability and predictability of its meal suppliers over the years. In mid-September, however, Meals on Wheels Winnipeg will be losing one of its suppliers. St. Amant Centre, which supplies meals for the Fort Garry, St. Vital, and Windsor Park areas of the city, will no longer supply meals. Work is underway both in the short term as well as the long term to mitigate the impact to clients in the area.

Meals on Wheels Winnipeg continues to be grateful for 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 and belief in us, as well as the financial support you provide especially during a pandemic when financial and human resources are both in high demand.

The Board of Director terms for Tara DeFehr-Tielman, Kyle Hawthorn, and Morley Campbell have come to a close. Thank you to all three Directors for the time and commitment you provided in your governance roles as members of the Board. As well, thank you to Tara and Kyle for all your work in officer roles.

This year marks a significant milestone for Meals on Wheels Winnipeg's Executive Director. The Board of Directors would like to thank Rhonda for ten years of service to the organization!

Under Rhonda's leadership, Meals on Wheels Winnipeg has become and remained a financially resilient organization whose services to the community have remained unwavering. Her leadership has consistently demonstrated the importance of respect, dignity, and accountability, all values we hold dear as an organization. Thank you, Rhonda, for ten years of service and commitment!

Throughout all the challenges and rewards, Meals on Wheels Winnipeg continues to fill an important niche within our health system and our community. Volunteers continue to be at the heart of the work we do, work that's undertaken with humility, dedication, and in the belief all individuals are worthy of dignity and respect. It's with these values, strong partnerships, and the continued commitment of our volunteers that Meals on Wheels Winnipeg remains well positioned to serve our community well into the future.

Jonathan Hildebrand
President, Meals on Wheels Winnipeg

Rhonda Gardner
Executive Director, Meals on Wheels Winnipeg

Treasurers' Report

The financial statements for 2019, as noted in this report, have been audited by Booke & Partners Chartered Professional Accountants and approved by the Board of Directors. 2019 was a good year for the program with over 173,000 meals delivered, representing slight decreases of 1% compared to the prior year and 2% compared to budget. The over 173,000 meals delivered resulted in sale of meals revenue of \$939,000 for the year, a \$15,000 decrease compared to budget. While sale of meals revenue fell short of budget, greater-than-anticipated donations received from volunteers and local organizations more than offset the decrease in revenue and slight increase in operating expenses, resulting in excess of revenue over expenses for the year above budget at \$75,153. Overall, 2019 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 2019 financial year, we were able to maintain the reserve fund at a consistent level with that from 2018.

Consistent with 2018, 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 2019, MOW reinvested the interest income earned on these investments, resulting in slight increases in the investments over the balances noted in 2018.

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, CPA, CA
Treasurer, Meals on Wheels Winnipeg

Meals on Wheels of Winnipeg Inc. Statement of Financial Position

December 31

2019

2018

Assets

Current

Cash	\$ 445,962	\$ 362,462
Short term investments (Note 3)	418,610	317,480
Accounts receivable	85,089	93,218
Prepaid expenses	6,932	6,880

956,593 780,040

Long-term investments (Note 4)

93,599 182,191

Property and equipment (Note 5)

10,124 10,794

\$ 1,060,316 \$ 973,025

Liabilities

Current

Payables and accruals	\$ 100,806	\$ 88,892
Unearned revenue	2,574	2,350

103,380 91,242

Net Assets

Invested in property and equipment

10,124 10,794

Internally restricted (Note 10)

303,811 303,811

Unrestricted

643,001 567,178

956,936 881,783

\$ 1,060,316 \$ 973,025

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

Kathy Henderson, Healthy Aging Facilitator, Support Services to Seniors

Rehabilitation, Healthy Aging & Seniors Care Services

United Way

Michelle Chudd, Community Investment Manager, United Way Winnipeg

Major Donors—Meals on Wheels Volunteers

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.

The Paterson Foundation

Maunder McNeil Foundation Inc.

CN Charities

St. James Legion

The Ladies Auxiliary,
Royal Canadian Legion #81

Fort Gary Legion

Province of Manitoba

Winnipeg Foundation
Youth in Philanthropy

Anonymous

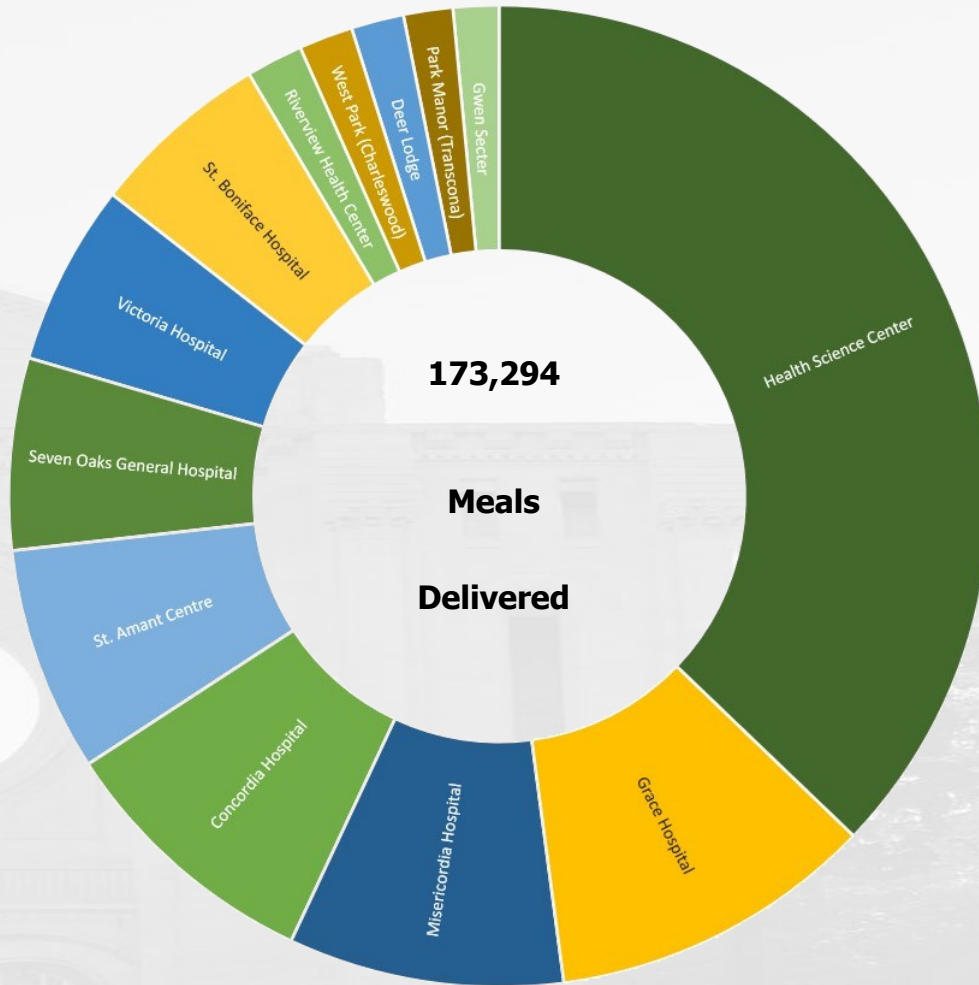
All Charities Campaign

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.

2019 Meals Provided By Facility



Concordia Hospital	15,342	St. Amant	12,870
Deer Lodge	3,009	SBGH	10,315
Grace Hospital	18,643	Seven Oaks	10,964
HSC	64,484	Victoria	10,389
Misericordia	15,752	West Park	3,094
Park Manor	2,818	Gwen Sector	2,628
Riverview	3,248		

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 2019.

Heartfelt thanks to *Kathleen Richardson, Angela D'Avanti, Julie Gislason and Janet Castling* 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.

Volunteer Long Service Recognition

30 Years 1989—2019

Shirley Lozinski

20 Years 1999—2019

Morley Campbell

Ming Cheung

Nick Janzen

Calvin Sookermany

15 Years 2004-2019

Bryan Barkwell

Diane Bewell

Don Bewell

Clark Brownlee

Bev Kawchuck

Greg Mauro

Pearline Scott

Clare Whitaker

10 Years 2004-2019

Samantha Atkinson

Doug Brandow

Denis Cadieux

Sylvie Dilk

Don Miller

Linda Miller

Louise Plamondon

Albert Plamondon

Joan Nurse

Joan Stevenson

Don Talbot

Community Venture

5 Years 2014-2019

Tracy Chaboyer

Robert Dojack

Thomas Dojack

Don Hanson

Kathryn Kawaka

Lindsay Keil

Dennis Robb

Robert Runtz

Cheryl Sichkewski

Justin Simard

Dallas Smith

David Stastook

Tracy Sweeting

Lorimer Thompson

Mark Waddington

Tara DeFehr-Tielmann

Boeing Canada Operations Limited

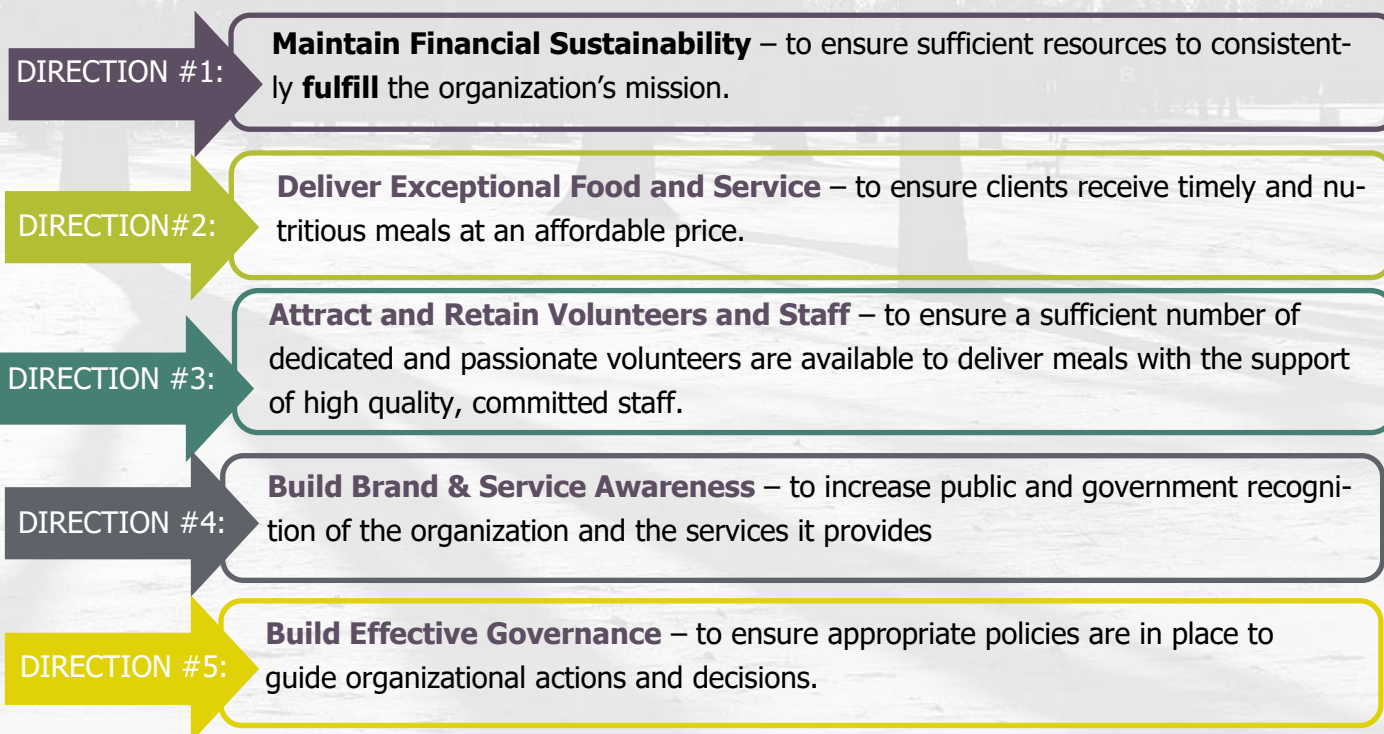
Imaginability

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:



It all starts here.



It all starts with you.



Feeding Independent Living™