

# MOW



**2020 Annual Report**



**Meals on  
Wheels**  
WINNIPEG

Feeding Independent Living™



All of us, at some time or other, need help. Whether we're giving or receiving help, each one of us has something valuable to bring to this world. That's one of the things that connects us as neighbours--in our own way, each one of us is a giver and a receiver.

Mr. Rogers





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## Message From The President & Executive Director

The ongoing COVID-19 pandemic presented unique challenges to Meals on Wheels Winnipeg throughout 2020. These challenges, and the uncertainty accompanying them, continued into 2021.

Despite the challenges, Meals on Wheels Winnipeg was able to continue with meal deliveries throughout various levels of pandemic-related restrictions and health orders. This included the most rigorous restrictions first introduced in mid-November 2020 under which we were deemed an essential service. Our ability to maintain meal delivery throughout the pandemic is largely due to the unwavering commitment of existing volunteers as well as the willingness of residents to join us as new volunteers.

Keeping volunteers, our staff, and clients safe has remained a key priority for the Board. Nitrile gloves, hand sanitizer, grocery bags, and disposable face masks continue to be provided to volunteers upon request. Mask use is required within the office for staff and visitors. Indoor contact with clients has been limited as much as possible. The immediate health risks posed by the pandemic caused significant anxiety among volunteers and clients. Limited social interaction with clients has also been challenging. This is an aspect of our service we hope can fully resume because of its importance to the mental health and wellbeing of clients as well as volunteers.

Volunteer and staff safety extend beyond pandemic related risks. Volunteers are increasingly citing concerns with respect to their personal security while delivering meals. The Board takes these matters seriously. Cell phones have been purchased and made available to volunteers without access to a cellular phone, and we are currently reviewing and assessing the need to establish policies and procedures to ensure volunteers feel safe and secure while delivering meals.

This will be the second year the Board has cancelled its annual volunteer appreciation event to comply with pandemic-related health orders. It will also be the second time its annual general meeting will be facilitated remotely. These are opportunities we have used to gather as friends and colleagues to acknowledge the importance of our work, to express gratitude, and to recognize volunteers who have reached long-service milestones. We miss these gatherings and hope they can return soon!

The Board has not met in person since the onset of the pandemic. Moving forward, board meetings will continue to be conducted remotely for as long as required by provincial government health orders. The Board will continue to assess and monitor the impact of the pandemic to ensure the organization is complying with all applicable regulations and health orders, and to ensure its governance and oversight obligations are being met.

*continued next page..*



## Message From The President & Executive Director

*Continued*

The Board welcomed Albert Toews, Dennis Liu (Treasurer), John Knowles, and Naureen Punjani (Board Direct member) into Director roles in September 2020. Thank you for your willingness to volunteer in a governance capacity in support of Meals on Wheels Winnipeg! Thank you, as well, to the ongoing commitment of our existing board members.

Meals on Wheels Winnipeg appreciates the strong relationship we have with our funding partners including the Winnipeg Regional Health Authority and the United Way. The funding agreement with the United Way expired in 2020. However, we are very grateful the United Way renewed their funding support to us for another three-year period until 2023.

This will mark the first year in which Meals on Wheels will receive proceeds from the *Barbara E. McKenzie Memorial Fund - Meals on Wheels*. This is an endowment fund administered by the Winnipeg Foundation. It was graciously bequeathed by the late Barbara McKenzie several years ago and will be used to support Meals on Wheels operations into the future.

The work and commitment of Meals on Wheels volunteers were recognized with a Premier's Volunteer Service award last fall. The 37<sup>th</sup> Annual Volunteer Awards Celebration in November 2020 was conducted remotely, but it was very exciting to see our volunteer program included in the celebration!

For so many people, "time" has taken on new and different meaning in the midst of the pandemic. We cannot express how grateful we are for the time all volunteers, board members, and staff have been willing to share with Meals on Wheels Winnipeg. Our organization fills an important niche within our health system and our community, and it is the volunteer commitment that continues to be at the heart of the work we do now and into the future.

Jonathan Hildebrand

President, Meals on Wheels Winnipeg

Rhonda Gardner

Executive Director, Meals on Wheels Winnipeg



# Report From The Treasurer

The financial statements for 2020, as noted in the summarized audit report, have been approved by the Board of Directors on March 11, 2021.

The 2020 fiscal year was a challenging period given the COVID-19 implications on the economy and businesses around the globe. However, with the amazing support from our volunteers and dedicated team at Meals on Wheels (MOW) in Winnipeg, we were able to provide a total of 184,610 meals delivered (which represents a 6.53% increase in meals delivered compared to prior year and a 6.84% increase from the 2020 budget) to clients! The increase in volume in 2020 on delivered meals, resulted in revenues exceeding the 2020 budget by roughly \$63,000. Furthermore, through generous donations received from our volunteers and local organizations, and the ability to maintain overall operating expenses in line with budget, excess of revenue over expenses for the year ended up totaling \$110,698 (roughly \$35,000 above prior year and roughly \$76,000 above the 2020 budget). Overall, despite the negative impacts from the pandemic, we are well positioned to continue to provide affordable, nutritious, and timely meals to our local community.

In 2012, a reserve fund was established by the MOW Board of Directors to reduce the financial risk to the business and provide MOW with the ability to deal with unexpected expenses and fluctuations in revenue. With the implications of COVID-19 and the uncertainty over funding for all businesses in 2020 and future periods, maintaining or growing the reserve fund was considered an appropriate option. I am pleased to report that due to the successful 2020 financial year, we were able to maintain the reserve fund at a consistent level with that of 2019.

Consistent with 2019, MOW holds excess cash in short-term and long-term investments to earn interest income, further reducing the financial risk and providing MOW with the ability to deal with unexpected expenses and fluctuations in revenues. During 2020, MOW renewed the expiring short-term investments back into long term investments. Furthermore, MOW reinvested the interest income earned on these investments, resulting in a slight increase in the total investments balance when compared to prior year.

We wish to express our sincere gratitude to our principal funding agencies, the Winnipeg Regional Health Authority, and the United Way of Winnipeg. Additionally, we would like to thank the numerous volunteers who so graciously continue to support the community in delivering meals, who provide their time and gasoline allowance as donations. Without your support, MOW would not exist. Thank you for another amazing year and we look forward to your continued support for the years to come.

**Dennis Liu, CPA, CA**

## Report of the Independent Auditors on the Summary Financial Statements

To the Directors of  
Meals on Wheels of Winnipeg Inc.

### *Opinion*

The accompanying summary financial statements, which comprise the summary statement of financial position as at December 31, 2020, and the summary statements of operations and changes in net assets for the year then ended, are derived from the audited financial statements of Meals on Wheels of Winnipeg Inc. (the "Organization") for the year ended December 31, 2020.

In our opinion, the summary financial statements are a fair summary of the audited financial statements, on the basis described in the *Management's Responsibility for the Summary Financial Statements* section of our report.

### *Summary Financial Statements*

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements and the auditors' report thereon, therefore, is not a substitute for reading the audited financial statements and the auditors' report thereon.

### *The Audited Financial Statements and Our Report Thereon*

We expressed an unmodified audit opinion on the audited financial statements in our report dated March 11, 2021.

### *Management's Responsibility for the Financial Statements*

Management is responsible for the preparation of the summarized financial statements on the following basis:

The summary financial statements include the major totals and subtotals from the related complete financial statements dealing with matters having a pervasive or otherwise significant effect on the summary financial statements.

### *Auditors' Responsibility*

Our responsibility is to express an opinion on whether the summary financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements".

A handwritten signature in blue ink that reads "Booke & Partners".

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**Meals on Wheels of Winnipeg Inc.**  
**Summary Statement of Operations**

Year Ended December 31

2020

2019

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Sales of meals	<u>\$ 997,746</u>	<u>\$ 939,055</u>
Costs		
Cost of meals	683,322	641,832
Delivery costs - volunteers	<u>58,164</u>	<u>59,372</u>
	<u>741,486</u>	<u>701,204</u>
Net revenues on delivered meals	<u>256,260</u>	<u>237,851</u>
Indirect and administrative expenditures		
Salaries and benefits	351,468	321,753
Office and building	39,406	38,935
Administrative	<u>101,938</u>	<u>131,189</u>
	<u>492,812</u>	<u>491,877</u>
Other revenue		
Grants		
Winnipeg Regional Health Authority	169,728	169,728
United Way	83,434	82,075
Donations and fundraising	72,176	54,922
Interest income	14,487	14,629
Other income	<u>7,425</u>	<u>7,825</u>
	<u>347,250</u>	<u>329,179</u>
Excess of revenue over expenditures	<u>\$ 110,698</u>	<u>\$ 75,153</u>

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The complete financial statements, including notes to the financial statements and the Independent Auditors' Report, are available upon request by contacting the Organization's office.



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**Meals on Wheels of Winnipeg Inc.**  
**Summary Statement of Changes in Net Assets**

Year Ended December 31 2020 2019

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	Invested in property and equipment	Internally restricted	Unrestricted	<u>Total</u>	<u>Total</u>
Balance, beginning of year	\$ 10,124	\$ 303,811	\$ 643,001	<b>\$ 956,936</b>	\$ 881,783
Excess of revenue over expenditures	(5,480)	-	116,178	<b>110,698</b>	75,153
Property and equipment additions	<u>3,903</u>	<u>-</u>	<u>(3,903)</u>	<u>-</u>	<u>-</u>
Balance, end of year	<u><u>\$ 8,547</u></u>	<u><u>\$ 303,811</u></u>	<u><u>\$ 755,276</u></u>	<u><u><b>\$1,067,634</b></u></u>	<u><u>\$ 956,936</u></u>

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The complete financial statements, including notes to the financial statements and the Independent Auditors' Report, are available upon request by contacting the Organization's office.

**Meals on Wheels of Winnipeg Inc.**  
**Summary Statement of Financial Position**

December 31

2020

2019

**Assets**

Current

Cash	\$ 487,183	\$ 445,962
Short term investments	237,630	418,610
Accounts receivable	92,584	85,089
Prepaid expenses	<u>5,932</u>	<u>6,932</u>

823,329 956,593

Long-term investments

287,563 93,599

Property and equipment

8,547 10,124

\$1,119,439 \$1,060,316

**Liabilities**

Current

Payables and accruals	\$ 49,231	\$ 100,806
Unearned revenue	<u>2,574</u>	<u>2,574</u>

51,805 103,380

**Net Assets**

Invested in property and equipment

8,547 10,124

Internally restricted

303,811 303,811

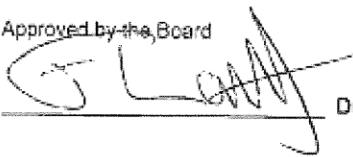
Unrestricted

755,276 643,001

1,067,634 956,936

\$1,119,439 \$1,060,316

Approved by the Board



Director



Director

The complete financial statements, including notes to the financial statements and the Independent Auditors' Report, are available upon request by contacting the Organization's office.

# Thank You Donors



*many  
individual  
donors*



**St. James  
Legion**



**Fort Garry  
Legion**

**Maunder  
McNeil  
Foundation Inc.**

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

## 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

“Judy (client) called because she had some challenges today and during our conversation wanted us to know that she has written articles on volunteering and was head of committees in the past on volunteering etc. She said our people and volunteers are fantastic and we are for sure one of the best organizations that she has been involved with in how we run and the job our volunteers do.”

Kelly (staff)

Feb 16/21

“Thank you so very much for your service...and your patience.

God bless your wonderful initiative in providing food to those in need.”

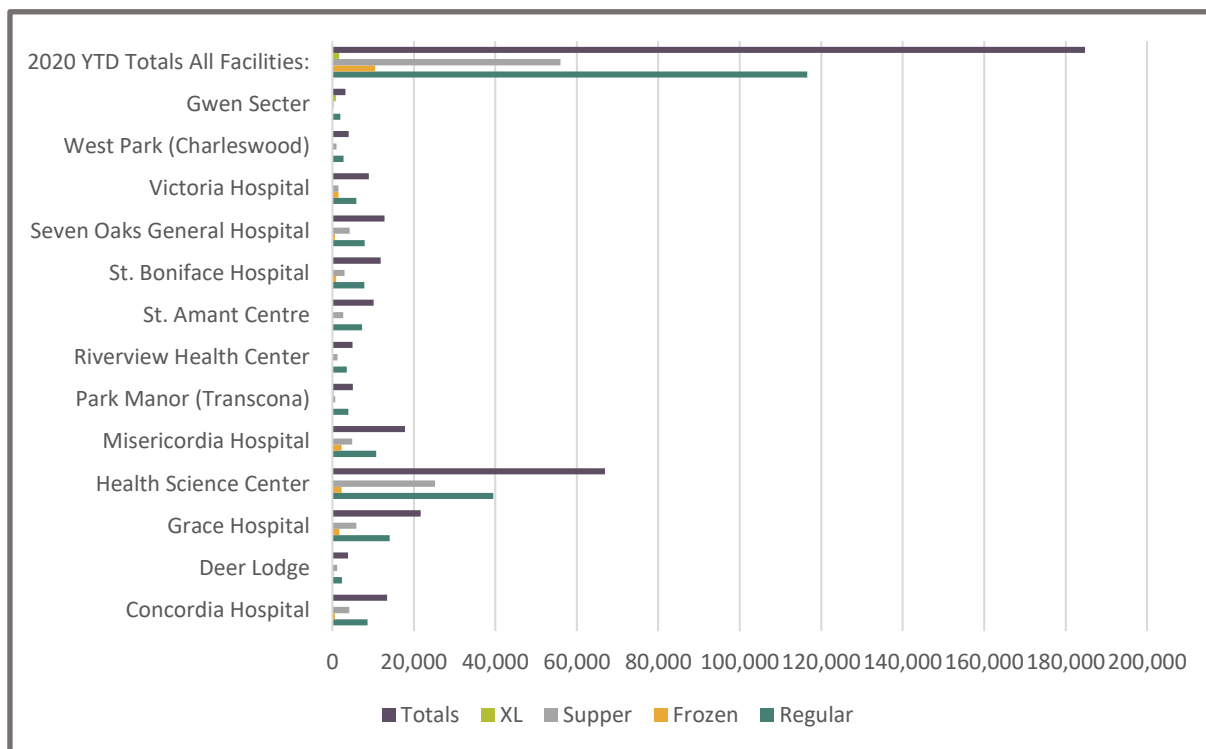
Sincerely,  
Joanne (client)

**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, Shaw Communications, CAA, and Enigma Escapes.

**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.

# 184,730 Meals Served in 2020



Concordia Hospital	13,429	St. Amant Centre	10,159
Deer Lodge	3,829	St. Boniface Hospital	11,877
Grace Hospital	21,671	Seven Oaks General Hospital	12,796
Health Sciences Centre	66,960	Victoria Hospital	8,929
Misericordia Hospital	17,867	West Park Manor	4,015
Park Manor	4,999	Gwen Sector	3,244
Riverview Health Centre	4,955		

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 2020. Thank you to each and everyone at all the facilities, who were involved in the preparation of the meals. Your hard work and coordination was so appreciated by our clients and volunteers.

Heartfelt thanks to *Kathleen Richardson, Angela D'Avanti, Julie Gislason and Janet Castling* of the WRHA Regional Distribution Facility, *West Park Manor, Park Manor and Gwen Sector*.



**PREMIER  
OF MANITOBA**

Legislative Building  
Winnipeg, Manitoba R3C 0V8  
CANADA

NOV 09 2020

Volunteer Program of Meals on Wheels Winnipeg  
c/o Rhonda Gardner  
174 Hargrave Street  
Winnipeg, Manitoba R3C 3N2

Dear Rhonda Gardner:

On behalf of all Manitobans, please accept my sincere congratulations on being selected as a recipient of the Premier's Volunteer Service Award for 2020.

The award recognizes the dedication and commitment demonstrated by outstanding volunteers and the valuable services they perform in our province. The contribution you have made is commendable and reflects the generous work of so many volunteers who are making a difference in our province.

Thank you again for your contribution to volunteering in Manitoba. Please accept my best wishes for continued success in your future endeavours.

Sincerely,

A handwritten signature in black ink, appearing to read "Brian", written over a light blue circular stamp.

Brian Pallister

# Meals on Wheels volunteering delivers joy

By: Aaron Epp

Posted: 3:00 AM CST Monday, Mar. 2, 2020



MIKE DEAL / WINNIPEG FREE PRESS

Dave Harron: 'When I finish my route, I'm usually in a better mood than when I started. It's an easy volunteer gig.'

After retiring from a job that usually kept him at his desk, Dave Harron was looking for a volunteer opportunity that would get him out and about in the community. Meals on Wheels Winnipeg fit the bill.

The 62-year-old Wolseley resident got involved with the non-profit organization, which provides a home delivery of nutritious meals to anyone who cannot prepare a meal for themselves, in 2015.

Every Monday and Friday, Harron arrives at Health Sciences Centre — one of 13 pick-up spots in the city — at about 10:20 a.m. and socializes with the other drivers. When the meals arrive from the kitchen 10 minutes later, he packs a container full of hot meals and a laundry basket containing bags with crackers and sandwiches into his car.

He grabs a binder containing the list of clients on his route and the directions to their homes. Then he's off.

There are usually 10 or 12 stops on Harron's route, which takes him a little more than an hour to complete.

Continued next page...

"I enjoy the interactions with the customers and the other drivers. It's a great group of people," says Harron, who retired in 2012 after working at the Winnipeg Tax Centre for 32 years. "When I finish my route, I'm usually in a better mood than when I started. It's an easy volunteer gig."

Harron, who has been married for 38 years and has three adult children, occasionally takes his eight-year-old grandson along with him when he's making deliveries.

"We enjoy hanging out together," Harron says. "I think he gets an appreciation that we try to help out in the community a little bit if we can."

Even in retirement life is full for Harron, who along with his wife, Twyla, often looks after their two grandchildren. In his spare time, he enjoys cross-country skiing and reading. He plays guitar or piano almost every day, and enjoys cheering for the Jets in the winter and the Bombers in the summer.

Volunteering with Meals on Wheels is a key part of his routine.

"It's been a really good experience for me," he says. "I'm looking forward to many more years of it."

Gemma Eko-Davis, volunteer co-ordinator at Meals on Wheels, describes Harron as an energetic, conscientious volunteer.

"He's very conscious about the community — the needs of the elderly and those that are more marginalized," Eko-Davis says. "He does one of the most difficult routes in the city, twice a week, with no complaints."

Meals on Wheels relies on 350 volunteers. Last year, the organization delivered almost 175,000 meals.

While the food is a critical part of the service Meals on Wheels offers clients, the daily contact with a volunteer is equally important, says Rhonda Gardner, the organization's executive director.

"Many of our clients are isolated, and having that contact with a volunteer breaks the social isolation," Gardner says. "(Volunteers) don't have a lot of time to visit with them, but just opening the door, saying hello and doing a quick check-in makes all the difference in the world to them."

Meals on Wheels is currently looking for volunteer drivers. Volunteers enjoy a flexible schedule and receive a gasoline honorarium for each route they serve. There is a number of ways to get involved. Anyone interested can call 204-956-7711, email [volunteer@mealswinnipeg.com](mailto:volunteer@mealswinnipeg.com) or visit [mealswinnipeg.com/volunteer](http://mealswinnipeg.com/volunteer) for details.

***Reprinted with permission from the Winnipeg Free Press***



# From homebuilding to filling bellies

## Retired Kensington Homes president now delivers for Meals on Wheels

By: Aaron Epp

Posted: 4:00 AM CDT Monday, Mar. 15, 2021



MIKE DEAL / WINNIPEG FREE PRESS

Albert Toews, 81, is thankful he can contribute to Meals on Wheels, saying the reward he receives from volunteering far outweighs the financial rewards he received during his homebuilding career.

Albert Toews mentions the biblical commandment to love thy neighbour as thyself when talking about his volunteerism.

"When you are a volunteer, isn't that what you do?" Toews muses. "Isn't that what 'love thy neighbour' is all about? Rather than call it volunteerism, maybe we should call it loving thy neighbour."

Volunteering is a priority for the 81-year-old, who committed himself to serving the community when he retired from his role as president of Kensington Homes in 2014.

"When I finished working in the homebuilding business, I wasn't done working. I just wanted a different circumstance," Toews says. "I made up my mind then that I still had the energy and the will, so I would become a full-time volunteer."

One of Toews' main commitments is with Meals on Wheels, the organization that provides home delivery of nutritious meals to anyone who cannot prepare a meal for themselves.

Every Tuesday, Toews and a partner go to Health Sciences Centre — one of 13 pick-up spots in the city — to gather meals before heading out on their downtown delivery route.

At least once a week, Toews picks up an additional volunteer shift at the non-profit. He also increased his commitment to the organization recently by joining its board of directors.

"What I hope I bring is an understanding of what happens at ground level," he says. "How our clients are doing, what the conditions are like when we're making deliveries, what the concerns of volunteers are — that's what I'm hoping to bring to the board."

In addition to his work with Meals on Wheels, Toews volunteers with Caregiving with Confidence and CancerCare Manitoba. He is also involved in his congregation, First Mennonite Church, where he just finished a term on the church council.

Growing up on a small farm located between Steinbach and Grunthal showed Toews the importance of serving others.

"Helping your neighbour was a daily occurrence and we never gave it any thought," he says. "We didn't call it volunteerism there. That was the way we lived our lives."

Toews is a wonderful, enthusiastic volunteer, says Rhonda Gardner, executive director at Meals on Wheels.

"He has a great sense of humour and he's a very, very compassionate and understanding person, which is wonderful for our clients," Gardner says.

The organization relies on about 300 volunteers to deliver well over 150,000 meals annually.

The daily (physically-distanced) contact that volunteers have with clients is just as important as the food, according to Gardner.

"It is the volunteers who drive the program and have made it the success it is," she says, adding that Meals on Wheels has seen an increase in volunteer applicants since the pandemic reached the province.

"It is hard to believe that anything good came out of COVID-19, but in fact for our organization, it brought out so many people concerned about the well-being of people in our community," she says. "I always knew that 'Peggys had big hearts, and their acts of kindness to avail themselves to volunteering during a crisis reaffirmed that."

Meals on Wheels is currently looking for volunteer drivers. There are a number of ways to get involved. Anyone interested can visit [mealswinnipeg.com/volunteer](https://mealswinnipeg.com/volunteer) for details.

Toews is thankful that he can contribute to the organization, saying that the reward he receives from volunteering far outweighs the financial rewards he received during his homebuilding career.

"(It) makes me feel that I'm doing something worthwhile and that even at the age of 81, I can contribute to society and I can do something that's meaningful," he says.

***Reprinted with permission from the Winnipeg Free Press***



# Long Service Volunteer Recognition

## Abe Krahn 35 Years 1985 - 2020

## Dorcas Windsor 30 Years 1990 - 2020

### 25 Years 1995 - 2020

David Adolfson	Georgina Adolfson	Bob Phillips	Lesley Weselak
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### 15 Years 2005 - 2020

Don Brown	Peter Doerksen	Pat Gaboury	Joe Leven
Gabe Pal	Joan Porteous	John Poyser	Ruth Semotiuk
Allan Whicker	Mavis Whicker	Terry Wilson	Norshel Group 1

### 10 Years 2010 - 2020

George Babij	Judy Babij	David Bergman	Bryon Burvill
Doug Copeland	Susan Copeland	Gary Hunter	Bob Lindsay
Richard Milne	Ken Mount	Eric Perry	Jim Richtik
Lindsey Runtz	Justin Squance	Wayne Trask	Claude Vermette
	Paulette Vermette	D.A.S.C.H. Group 2	

### 5 Years 2015 - 2020

Aldrin Atienza	Aga Capote	Agnes Capote	Reynaldo Colufano
Ronald Fernandez	Elaine Friesen	Brian Frobisher	David Harron
James Howarth	Peter Johnson	Valarie Keenan	Brian Lalmon
Sean MacDonald	Pat Nichols	Ed Patts	Rae Patts
Rex Penaflorida	Aaron Royal	Carlitos Santos	Janke Tschetter
Rebecca Tschetter	Fatima Tumang	Linda Xu	Shaw Communications



# About Us

## 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

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### Board of Directors 2020 - 2021

Jonathan Hildebrand, President

Chelsea Scrivener, Secretary

Dennis Liu, Treasurer

John Knowles

Frank Lavitt

Lawrence Lazarko

Albert Toews

Naureen Punjabi, Board Direct  
Member

### Meals on Wheels Staff 2020

Diana Brown, Client Coordinator

Gemma Eko Davis, Volunteer Coordinator

Reissa Licup, Accounts Coordinator

Kelly McCaw, Administrative Assistant

Rhonda Gardner, Executive Director

### Dispatchers 2020

Bryan Barkwell

Don Brown

Edgeren Capuno

Edsel Capuno

Kharren Capuno

Dave Harron

Ray Lapointe

Fred Tuttle

*It all starts here.*



*It all starts with you.*



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

Feeding Independent Living™