



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

Feeding Independent Living™

# 2021 Annual Report



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## Message From the President and Executive Director

We are pleased to report on several key highlights and challenges facing Meals on Wheels over the last year.

Challenges related to the pandemic continued throughout 2021 and into 2022. In August 2021, the provincial government designated a host of public sector employees for whom vaccination or regular testing for COVID-19 would become mandatory.

Meals on Wheels staff and volunteers were captured by this mandate. As such, we invested a significant amount of time and energy determining the vaccination status of our volunteers and preparing an option for regular COVID-19 testing. While the vaccination/testing requirement was subsequently eliminated by the provincial government early in 2022, many Meals on Wheels volunteers voluntarily identified themselves as meeting the vaccination requirement. We want to thank all our volunteers for their patience and cooperation throughout that process.

Public health officials in Manitoba and Winnipeg continue to strongly encourage all residents to exercise caution with respect to COVID-19 as variants of the virus emerge and become more prevalent. Keeping volunteers, our staff, and clients safe continues to be a key priority for the Board. Supplies to help mitigate risks of contracting COVID-19 continue to be provided to volunteers upon request. Mask use continues to be required within the office for staff and visitors. Board meetings will continue to be conducted remotely. The Board will continue to monitor future impacts of the pandemic to ensure the organization is complying with any future applicable regulations and health orders, and to ensure its governance and oversight obligations are being met.

As part of the City of Winnipeg's four-year multiyear budget passed in 2020, the value-in-kind parking program offered through the Winnipeg Parking Authority was to be phased out. This program helped facilitate meal delivery by providing permission for volunteer drivers to park in restricted areas free of charge. This program was officially no longer available to Meals on Wheels volunteers beginning in 2022. The Board will monitor any ongoing impact this change might have on volunteers and clients.

Meals on Wheels and our volunteers are not immune to inflationary pressures being felt across the economy. This includes incredibly high fuel prices for volunteer drivers. The Board was pleased to approve an increase early in 2022 to the honorarium paid to volunteers to help cover higher fuel costs. We also remain extremely grateful to all those volunteers who donate that honorarium back to Meals on Wheels.

Inflationary pressures are also increasingly eroding the value of cash and short-term investments held in reserve by Meals on Wheels. To address this, the Board approved and recommended to members the adoption of an investment policy. This policy would allow Meals on Wheels flexibility to invest in securities other than those currently identified in its bylaw. Maintaining sufficient reserves to provide service continuity in response to sudden and unexpected fluctuations in revenue and expenditures has been and continues to be a priority for the Board.

Meals on Wheels' office lease on Hargrave expires in March 2023. We continue to assess whether to renew the existing lease or relocate. This decision is an important one for the organization and can represent a significant financial commitment. Accessibility, safety, proximity to downtown, and a host of other considerations will factor into our decision making.

The Board is undergoing a period of renewal this year. Over the last couple years, the Board has operated with a low number of voting Directors. A skills matrix was developed to identify key skills, knowledge, experience, and other attributes needed at the governance level. A robust nomination slate is being recommended to the membership. This slate increases the number of voting Directors from seven to eleven, fills important skill gaps, transitions President/Chairperson responsibility, and better aligns incoming and outgoing Director terms to allow for smoother annual turnover at the Board level.

The Board would like to thank Naureen Punjani (Board Direct member) for the time and contributions made over the last year.

The Board would also like to thank outgoing Director Lawrence Lazarko for contributions made over several years on the Board. You have been a great friend to Meals on Wheels, and we will miss your knowledge and expert advice on all matters relating to information technology!

To all incoming Board members, thank you for your willingness to volunteer in a governance capacity in support of Meals on Wheels! And thank you, as well, to the ongoing commitment of 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. Funding agreements with these two organizations are critical to our success, and we remain very grateful for their ongoing support.

In closing, our organization continues to fill 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, regardless of how uncertain that future may be.

We remain extremely grateful to all volunteers who have delivered meals throughout not only a global pandemic, but also blizzards with historic levels of snow, wind, and ice, and a cycle of Colorado lows this spring that seemed to bring more April showers than May flowers!

Jonathan Hildebrand

President, Meals on Wheels Winnipeg

Rhonda Gardner

Executive Director, Meals on Wheels Winnipeg

## Message From the Treasurer

The financial statements for 2021, as noted in the summarized audit report, have been approved by the Board of Directors on March 23, 2022.

The 2021 fiscal year was a difficult year given the continuous impacts caused by COVID to the global economy. High inflation rates and limited supply impacted the output for kosher meals & regular dinners which resulted in an overall drop on the number of meals delivered in 2021 (6.16% decrease when compared to prior year and 0.48% decrease when compared to the 2021 budget). 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 173,233 meals delivered to our customers in the 2021 period! 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 \$80,289 (\$30,409 below prior year but, \$70,466 above the 2021 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 and the uncertainty over funding for all businesses in 2021 and future periods, maintaining or growing the reserve fund was considered an appropriate option. I am pleased to report that due to the successful 2021 financial year, we were able to maintain the reserve fund at a consistent level with that of 2020.

Consistent with 2020, 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. In 2021, MOW continues to reinvest 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**



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## Independent Auditors' Report

To the Directors of  
Meals on Wheels of Winnipeg Inc.

### *Opinion*

We have audited the accompanying financial statements of Meals on Wheels of Winnipeg Inc. (the "Organization"), which comprise the statement of financial position as at December 31, 2021, and the statements of operations, changes in net assets and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Organization as at December 31, 2021, and its results of operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

### *Basis for Opinion*

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditors' Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Organization in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### *Other Information*

Management is responsible for the other information which is comprised of the Organization's annual report.

Our opinion on the financial statements does not cover the other information and we will not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information identified above and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

The annual report is expected to be made available to us after the date of the auditors' report. If, based on the work we will perform on this other information, we conclude that there is a material misstatement of this other information, we are required to report that fact to those charged with governance.

### *Responsibilities of Management and Those Charged with Governance for the Financial Statements*

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standards for not-for-profit organizations and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Organization's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Organization or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Organization's financial reporting process.

#### *Auditors' Responsibilities for the Audit of the Financial Statements*

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Organization's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Organization's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Organization to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



Winnipeg, Canada  
March 23, 2022

Chartered Professional Accountants



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

Year ended December 31

	2021 Budget (Unaudited)	2021 Actual	2020 Actual
Sales of meals	\$ 1,012,002	<b>\$ 932,487</b>	\$ 997,746
Costs			
Cost of meals	720,267	<b>634,381</b>	683,322
Delivery costs - volunteers	<u>58,400</u>	<b><u>55,284</u></b>	<u>58,164</u>
	<u>778,667</u>	<b><u>689,665</u></b>	<u>741,486</u>
Net revenues on delivered meals	<u>233,335</u>	<b><u>242,822</u></b>	<u>256,260</u>
Indirect and administrative expenditures			
Salaries and benefits (Page 11)	354,804	<b>335,498</b>	351,468
Office and building (Page 11)	43,688	<b>37,911</b>	39,406
Administrative (Page 11)	<u>133,755</u>	<b><u>135,276</u></b>	<u>101,938</u>
	<u>532,247</u>	<b><u>508,685</u></b>	<u>492,812</u>
Other revenue			
Grants			
Winnipeg Regional Health Authority	185,751	<b>169,728</b>	169,728
United Way	82,680	<b>85,176</b>	83,434
Donations and fundraising	32,000	<b>51,208</b>	72,176
Interest income (Note 10)	1,104	<b>33,190</b>	14,487
Other income	<u>7,200</u>	<b><u>6,850</u></b>	<u>7,425</u>
	<u>308,735</u>	<b><u>346,152</u></b>	<u>347,250</u>
Excess of revenue over expenditures	<b><u>\$ 9,823</u></b>	<b><u>\$ 80,289</u></b>	<b><u>\$ 110,698</u></b>
	<u>174,073</u>	<b><u>173,233</u></b>	<u>184,610</u>

**Meals on Wheels of Winnipeg Inc.**  
**Statement of Changes in Net Assets**  
**Year ended December 31, 2021**

	Invested in property and equipment	Internally restricted (Note 11)	Unrestricted	<b>Total 2021</b>	Total 2020
Balance, beginning of year	\$ 8,547	\$ 303,811	\$ 755,276	<b>\$ 1,067,634</b>	\$ 956,936
Excess (deficiency) of revenue over expenditures	<u>(3,507)</u>	<u>-</u>	<u>83,796</u>	<u><b>80,289</b></u>	<u>110,698</u>
Balance, end of year	<u><u>\$ 5,040</u></u>	<u><u>\$ 303,811</u></u>	<u><u>\$ 839,072</u></u>	<u><u><b>\$ 1,147,923</b></u></u>	<u><u>\$ 1,067,634</u></u>

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

December 31 2021 2020

**Assets**

Current		
Cash	\$ 551,245	\$ 487,183
Short-term investments (Note 4)	436,988	-
Accounts receivable (Note 3)	84,439	92,584
Prepaid expenses	<u>6,592</u>	<u>5,932</u>
	1,079,264	585,699
Long-term investments (Note 5)	98,395	525,193
Property and equipment (Note 6)	<u>5,040</u>	<u>8,547</u>
	<u><b>\$ 1,182,699</b></u>	<u><b>\$ 1,119,439</b></u>

**Liabilities**

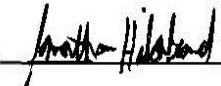
Current		
Payables and accruals	\$ 30,475	\$ 49,231
Unearned revenue	<u>4,301</u>	<u>2,574</u>
	<u>34,776</u>	<u>51,805</u>

**Net Assets**

Invested in property and equipment	5,040	8,547
Internally restricted (Note 11)	303,811	303,811
Unrestricted	<u>839,072</u>	<u>755,276</u>
	<u>1,147,923</u>	<u>1,067,634</u>
	<u><b>\$ 1,182,699</b></u>	<u><b>\$ 1,119,439</b></u>

Commitments (Note 7)

Approved by the Board

 \_\_\_\_\_ Director

 \_\_\_\_\_ Director

## Thank You...

### 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.



**Maunder McNeil  
Foundation Inc.**



*Anonymous Donors*

### Funders

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 and the Volunteer Council Members

### Volunteer Groups

#### 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 deliver meals once per week, on a day and in the area of the company's choosing. Thank you to CAA Manitoba who supported us during the epidemic by allowing their tow truck drivers to deliver meals.

We are especially grateful to the team at Boeing Operations Canada, who have participated in this program since 2014.

## Community Groups

That volunteer to deliver meals, they are; Cando People, Com-Span, Community Living Pulford, Community Venture, D.A.S.C.H., Epic Opportunities, Imagineability, March of Dimes, Canada, Norshel, University Heights, WASO Inc., and the following churches; St. Andrews River Heights United Church, St. Mark's Lutheran Church, St. Aiden's Anglican Church, and Westworth United Church.

## Meal 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 173,233 meals served in 2021. Thank you to each and every one at all the facilities, who were involved in the preparation of the meals. Your hard work and coordination are 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, and the following hospitals and personal care homes:

- Concordia Hospital
- Deer Lodge
- Grace Hospital
- Health Sciences Centre
- Misericordia Hospital
- Park Manor
- Riverview Health Centre
- St. Boniface General Hospital
- Seven Oaks General Hospital
- Victoria Hospital
- West Park Manor

Meals on Wheels no longer provides kosher meal delivery. Effective September 2021, kosher meal delivery was transferred to Gwen Sector Creative Living. This change benefits clients with lower meal costs, and meals are available to both north and south end clients more frequently throughout the week. The change was undertaken in partnership and upon mutual agreement with Gwen Sector, the Jewish Federation, and the Winnipeg Regional Health Authority. Meals on Wheels will miss serving kosher meal clients, has enjoyed our affiliation with Gwen Sector, and is very grateful to Becky Chisick, Galina Melenevska, and Cathy Koltowski for all their dedicated work and partnership over the years.

# Long Service Volunteer Recognition

## 25 Years 1991-2021

Carol Engstrom

## 20 Years 1996-2021

Sharon Campbell

Wayne Trask

Joe Wielgosz

## 15 Years 2006-2021

Lawrence Gargol

Sally Lipschitz

Linda Malcomson

Sid Robinovitch

Gord & Kay Shawcross

Diana Squire

## 10 Years 2011-2021

Jason Aquin

Liz Cale

Kharren Capuno

Herb Friesen

Rose Greenhalgh

Mary & Don Hanson

Ray Lapointe

Glenda Leigh

Shirley May

Miriam & Brian Wright

## 5 Years 2016-2021

Vicki Burns

Betty Cook

Roselyn Capistrano

Patricia Eko-Davis

Elaine & Harry Foerster

Aurel Ghilas

Rubinerjit Gill

Glenn Neufeld

Rex Penafiora

Janet Sealy

Norm Sourisseau

University Heights Group

## 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 resident 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.

<b>Board of Directors 2020-2021</b>	<b>Meals on Wheels Staff 2021</b>	<b>Dispatchers 2021</b>
Jonathan Hildebrand, President	Gemma Eko-Davis, Volunteer Coordinator	Bryan Barkwell
Chelsea Scrivener, Secretary	Reissa Licup, Accounts Coordinator	Don Brown
Dennis Liu, Treasurer	Kelly Scrivener, Client Coordinator	Edgeren Capuno
John Knowles	Lydia Kors, Administrative Assistant	Edsel Capuno
Frank Lavitt	Rhonda Gardner, Executive Director	Ray Lapointe
Lawrence Lazarko		Martin Villagracia
Naureen Punjabi, Board Direct Member		

*It all starts Here...*



*...It all starts With you*