

MEALS ON
WHEELS



LA POPOTE
ROULANTE

OTTAWA

2016 Annual Report

Meals on Wheels/La Popote roulante

Fondateur/Founder: The King's Daughters and Sons 1968

Delivering...

Health ■ Nutrition ■ Dignity ■ Comfort ■ Independence

Caring Contact ■ Community Connection



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613-233-2424

www.mealsonwheels-ottawa.org

B.N: 11898 1778 RR0001

2015-2016 Highlights from & Board President, *Yolande Cremer* & Executive Director, *Baudouin St-Cyr*

In 2015-16, we served 1,638 clients. All told, 122,265 meals were delivered by our wonderful team of 552 volunteers. The breakdown is as follows: 67,941 hot meals, 42,938 frozen meals, 7,624 meals through the Going Home Program, 3,650 meals through the Aging in Place program, and 112 Christmas meals. As a designated bilingual organization, our service operated primarily in French and English but depending on the abilities of individual staff and volunteers, service in other languages was also provided.

We continued our collaborative work with the Going Home Program. During the year, 681 clients (42% of our caseload) received this service from our organization. These are some of Ottawa's frailest, most unwell, most isolated individuals returning home from hospital. Our mandate with this program is to set up volunteer delivery of hot meals to start immediately in order to help our clients remain safely at home. This service provides not only nutrition, but also links clients to an interested daily visitor every day. The volunteers are thus able to monitor the situation and report any emerging difficulties to staff who then relay the information to providers and family members in the circle of care.

During the year, we were grateful for the numerous referrals to our program. The largest number (74%) came from prospective clients and their families and friends, but we noted an increase of referrals from other Community Support Service providers (12%) and the Community Care Access Centre (10%).

We put lots of effort into fundraising. Because of the great time commitment involved, our focus for the upcoming years will shift from events and projects to

seeking financial support from individuals and corporations in our community. We thank all our dedicated fundraising partners for their support this year and in years past.

Our staff turnover during the year was significant. Client Coordinator Renée Michienzi left on maternity leave in June, Manager of Volunteer Services Terry Moxness retired in September, and interim Client Coordinator Melissa Kahle moved to Halifax in October. New staff Gabrielle Béland Mainguy, Jena Davarajah, and Katlyn Lecompte-Richardson came aboard and quickly became major contributors to our service coordination and delivery team. Thank you to both former and new staff for all your hard work.

Our volunteers were invaluable contributors to our governance and service. In April, we were pleased to recognize them for their hard work at our annual volunteer reception. The event was very well attended and gave us an opportunity to say a heartfelt thank you to one and all. A new special feature of the event was the significant number of testimonials from clients read out-loud and compiled in a souvenir booklet. This certainly provided authentic feedback of their impact.

Thank you also to everyone else who supported this program through funding, financial support, or meal provision. Meals on Wheels is a wonderful community service and it takes the entire proverbial village to make it work. Thanks to everyone who contributes to our success.

Yolande Cremer, President
Baudouin St-Cyr, Executive Director



Board President,
Yolande Cremer



Executive Director,
Baudouin St-Cyr

Mission Statement

Meals on Wheels/La Popote roulante (The King's Daughters Dinner Wagon) is a not-for-profit agency that promotes the dignity, health and independence of people who are elderly, have disabilities or are convalescing in our catchment area by:

Delivery of Affordable and Nutritious Meals to Persons in Need

- Setting standards of quality of meals that kitchens must meet
- Monitoring the quality and rectifying problems with the kitchens as necessary and
- Minimizing costs of meals to clients

Point of Contact with the Health System

- Checking welfare of clients when delivering meals and
- Alerting contacts/emergency services if required

Collaborating Leadership

- Working with other organizations in Eastern Ontario to develop a coordinated system for serving people in need and
- Developing a system of best practices which can be shared with other organizations

Board of Directors 2015-2016

Yolande Cremer	President
Bill Logan	Vice President
David Brearley	Treasurer
David Gray	Secretary
Donna Crabtree	Past President

Jacques Bédard, Walter Davidson, Sue Flockton,
John Hladkowitz, George Hermanson, Phoebe McLelland,
Doreen Murthy*, Ann Perron, Brian Waters

*Left during the year



From left to right: Cathy Shaw, Baudouin St-Cyr,
Katlyn Lecompte-Richardson, Jena Davarajah,
Derna Lisi, Gabrielle Béland Mainguy, Jill Dodd

Staff 2015-2016

Baudouin St-Cyr	Executive Director
Terry Moxness	Manager of Volunteer Services*
Jill Dodd	Coordinator of Volunteers & Manager of Volunteer Services
Jena Davarajah	Coordinator of Volunteers
Renée Michienzi	Client Coordinator*
Gabrielle Béland Mainguy	Projects Coordinator & Client Coordinator
Melissa Kahle	Projects Coordinator & Client Coordinator*
Katlyn Lecompte-Richardson	Projects Coordinator
Derna Lisi	Bookkeeper
Cathy Shaw	Saturday Coordinator
Michelle Brazeau	Summer Student

*Left during the year

Acknowledgments

The Board of Directors would like to express appreciation to all the volunteers and other individuals in the community who supported Meals on Wheels/La Popote roulante. In addition to returning their gas allowances as donations, volunteers regularly donated to Meals on Wheels and participated in, or supported fundraising events. Clients, their families, and others in the community also made significant donations, including memorial donations. These were essential for the operation of the Meals on Wheels service.

In 2015–2016, we would like to extend a special thank you to the following supporters:

Government Support:

City of Ottawa



Ministry of Health and Long-Term Care via the Champlain Local Health Integration Network (CLHIN)

Service Club Donors:

Kiwanis Club of Riverside of Ottawa
Rotary Club of West Ottawa

The Elvis Sighting Society
The City Union of The King's Daughters and Sons

Corporate Delivery Teams:

Enbridge Gas Distribution
CIBC
LiveWorkPlay

MBNA-Canada, a division of the TD group
Y's Owl Maclure

Community Participation and Membership:

Council on Aging of Ottawa
Ontario Community Support Association (OCSA)
Ottawa Association of Volunteer Resources (OAVR)
Ottawa Community Support Coalition (OCSC)
Ottawa Meals on Wheels Network

Professional Administrators of Volunteers Resources (PAVR-O)
Social Planning Council of Ottawa
Volunteer Ottawa
Réseau des services de santé en français de l'est de l'Ontario

Meal Suppliers:

Algonquin College School of Tourism and Hospitality
Apetito
Centre d'accueil Champlain
Gary J. Armstrong Seniors Centre
Riverpark Place
The Glebe Centre

TimeSaver Foods
The Good Companions
Children's Hospital of Eastern Ontario
Ottawa Hospital – Riverside Campus
St. Patrick's Home

We are grateful to the following individuals and companies for their gifts-in-kind and other support:

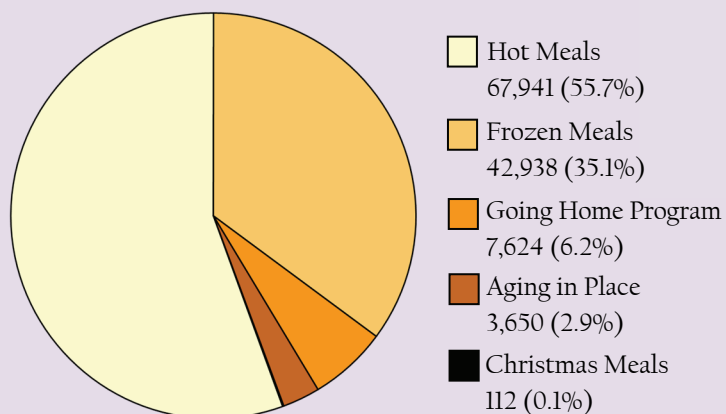
Allegra Carling
ATG Industries
Bayer CropScience
Bradley-St-Cyr and Associates
Bridgehead Coffee
Canadian Police College
Carleton Heights Community Centre
Common Thread Quilt Guild
Donna's Express
Hintonburg Sewcial Club
Home Instead Senior Care
IODE (Laurentian Chapter)
Janet Stuart Chapter of the Sacred Heart Alumnae
Kindred Quilters
Missy Hillman

Nepean Brownies (Unit 42)
Ottawa-area Girl Guide Units (131st, 154th, and 173rd)
Ottawa Little Theatre
Ottawa Sports and Entertainment Group
Ottawa Valley Quilters' Guild
Richmond Area Guild
Royal Canadian Legion
Scribe Atout
Sweet Memories Baskets & Favors
The Elvis Sighting Society
The Good Companions Senior's Centre
The Village
United Way of Ottawa
Vittoria Trattoria

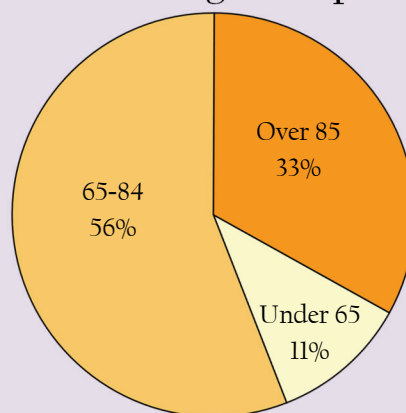
Statistics

122,265 Meals Served
to 1,638 Clients
by 552 Volunteers

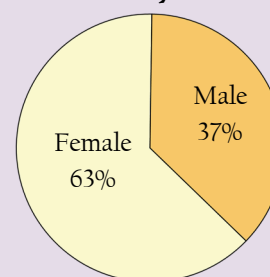
Meal Breakdown



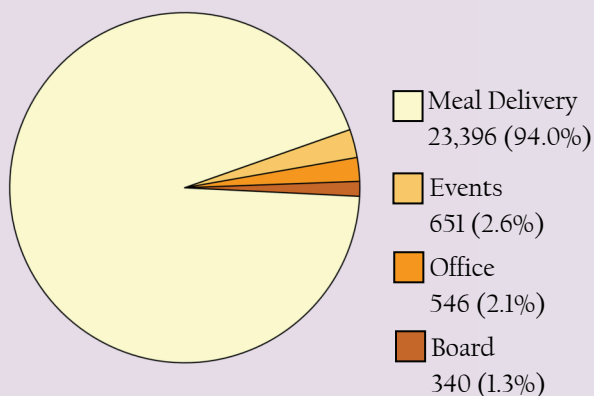
Client Age Groups



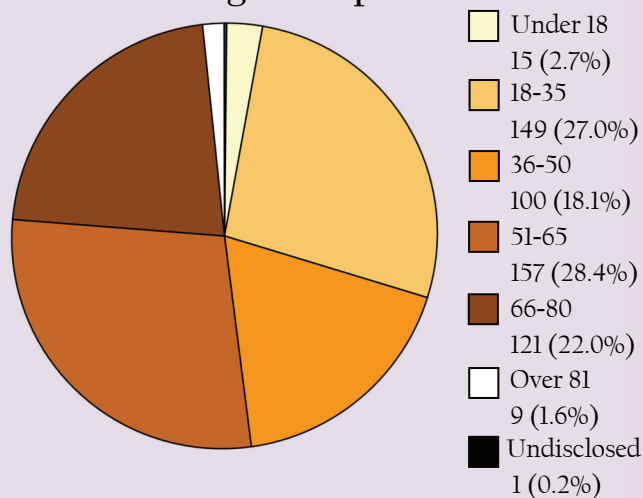
Clients by Gender



Volunteer Hours



Volunteer Age Groups



Meals on Wheels Statement of Operations

Years ended March 31, 2016 and 2015

	2016	2015
Revenue		
Dinner Wagon collections	\$ 608,893	\$ 573,947
LHIN Funding		
Province of Ontario	336,519	336,730
One-time funding	6,900	6,600
	343,419	343,330
Service recipient revenue		
Government of Canada	-	2,992
City of Ottawa	43,929	42,960
	43,929	45,952
Donations		
The King's Daughters and Sons	10,000	10,000
Organizations	6,137	7,260
Individuals	31,259	31,229
	47,396	48,489
Other funding sources and revenue		
Service revenue	95,883	114,758
Fundraising	18,883	19,795
Other income	2,082	-
Interest	983	1,023
	117,831	135,576
Amortization of capital asset funding	3,933	6,404
	1,165,401	1,153,698
Expenses		
Contracted out		
Meal costs	557,782	542,314
Service costs	52,274	54,810
	610,056	597,124
Wages	353,773	352,412
Employee benefits	67,000	57,034
	420,773	409,446
Supplies and sundry		
Office	28,748	35,747
Travel	24,979	24,775
Other operating	35,667	20,700
Bad debts	4,997	6,879
Board and volunteer training	2,920	3,205
Staff training	610	886
French translation	1,393	1,116
	99,314	93,308
Equipment and operating		
Automotive	2,394	4,116
Photocopier	876	913
Repairs and maintenance	-	2,105
Computer	8,059	15,702
	11,329	22,836
Amortization of capital assets	6,408	9,086
Building occupancy	22,165	21,943
	1,170,045	1,153,743
Net Expense	\$ (4,644)	\$ (45)