

MEALS ON
WHEELS



LA POPOTE
ROULANTE

OTTAWA

2017 Annual Report

Meals on Wheels/La Popote roulante

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

More Than Just a Meal!



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Charitable Registration # 11898 1778 RR0001 (The King's Daughters Dinner Wagon)



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2016-2017 Highlights from & Board President, *William Logan* Executive Director, *Baudouin St-Cyr*



Board President,
William Logan

In 2016–17, Meals on Wheels/La Popote roulante delivered 120,348 meals to 1,356 clients: 69,103 hot meals, 30,292 Apetito frozen meals, and 6,696 Timesaver frozen meals. Meals sent out on behalf of the Going Home and Aging in Place programs amounted to 6,321 hot and 7,827 frozen meals. We also delivered 109 Christmas meals as part of our free special delivery on December 25th. This year, 51% of our clients received meals through the Going Home program at one point or another, which is a clear indicator of the increasingly complex needs of the clientele we serve. All this nourishment and care was made possible by the hard work of our staff plus the invaluable contributions of our team of 454 delivery, office, and Board volunteers. Thank you all!

During the year, we also reached new levels of collaboration with other Community Support Services providers in central Ottawa. Faced, at the start of the summer, with the loss of 64 daily meals prepared by Algonquin College in the west-end of our catchment area, we created a depot system where meals provided by The Good Companions kitchen are transported by volunteers to The Olde Forge Seniors' Centre for pickup by delivery volunteers who live in the area. We are thankful to our partners for helping to make this possible.

Another avenue for collaboration was through our membership in the newly formed Central Seven group where we work closely with the multi-service neighbourhood-based Community

Support Services that also provide care to our clients within our central Ottawa catchment area. Working more closely facilitates referrals between our services and ensures that transitions in care are as seamless as possible for clients. In addition to this group, we continue to sit at numerous tables with other partners throughout the Community Support system to ensure the highest level of coordination and co-operation possible.

To maintain our status as a bilingual designated organization, we reviewed our French language services policy during the year and adjusted it to ensure that our francophone clients continue to receive a high level of service in French. We are pleased that each member of our six full-time staff is bilingual and thus able to provide service in either French or English. A significant number of our delivery volunteers are also bilingual.

Finally, thank you to our funders at the Champlain Local Health Integration Network, the City of Ottawa, Service Canada, as well as the numerous groups and individuals who supported our service during the year. Please rest assured that your generous support has made a difference in the lives of many. It remains a privilege to serve Ottawa seniors, adults with disabilities, and those convalescing at home. We're ready to meet the challenges of 2017–18, our 50th year of service to our community.

William Logan, President

Baudouin St-Cyr, Executive Director



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 2016-2017

William Logan ————— President
Walter Davidson ————— Vice President
Stuart McLeod & Sheryl Urie ————— Treasurers
Stuart McLeod ————— Secretary
Yolande Cremer ————— Past President

Suzanne Allison-Morello, Jacques Bédard, Carolyn Best, John Hladkowicz, George Hermanson, Phoebe McLelland, Ann Perron, Brian Waters, Lisa Wilson

Staff 2016-2017

Baudouin St-Cyr ————— Executive Director
Jill Dodd ————— Manager of Volunteer Services
Jena Davarajah ————— Coordinator of Volunteers
Gabrielle Béland Mainguy ————— Client Coordinator
Katlyn Lecompte-Richardson* & Jessica Neil ————— Projects Coordinator
Derna Lisi ————— Bookkeeper
Julia Waserman-Shapiro ————— Accountant
Cathy Shaw ————— Saturday Coordinator
Michelle Brazeau* ————— Summer Student

*Left during the year

Acknowledgments

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

In 2016–2017, we would like to extend a special thank you to the following supporters:

Government Support:

City of Ottawa



Service Canada



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

Service Club Donors:

The Elvis Sighting Society

The City Union of The King's Daughters and Sons

Corporate Delivery Teams:

Enbridge Gas Distribution

CIBC

MBNA-Canada, a division of the TD group

LiveWorkPlay

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

Meals Suppliers (and Depot):

Apetito

Centre d'accueil Champlain

Gary J. Armstrong Seniors' Centre

Riverpark Place

The Glebe Centre

Algonquin College

The Good Companions

Children's Hospital of Eastern Ontario

Ottawa Hospital – Riverside Campus

St. Patrick's Home

TimeSaver Foods

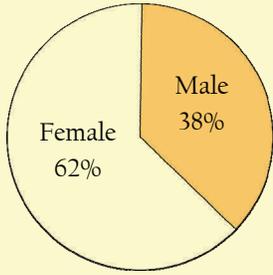
Olde Forge Community Resource Centre (Depot)

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

Allegra Carling, ATG Industries Laird Plastic, Apple, Bayer CropScience, Barrhaven and Beyond Quilters, Bradley-St-Cyr & Associates, Bridgehead Coffee, Canadian Police College, Donna's Express, Gowling WLG, Home Instead Senior Care, IODE (Laurentian chapter), Jackson Trails Early Learning Centre, Janet Stuart Chapter of the Sacred Heart Alumnae, Kiwanis Club of Riverside of Ottawa, Mad About Patchwork, Missy Hillman, Nepean Brownies (42nd and 194th Units), Ottawa Little Theatre, Ottawa Valley Quilters' Guild, Royal Canadian Legion, Sacred Heart Alumnae, Scribe Atout, Sweet Memories Baskets & Favors, TD Bank, The Good Companions Seniors' Centre, United Way of Ottawa, Upper Canada Playhouse, Vittoria Trattoria, Your Credit Union

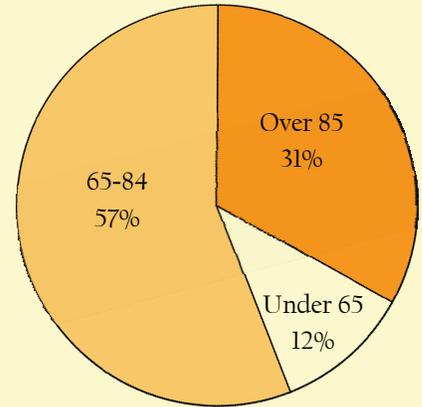
Statistics

Clients by Gender

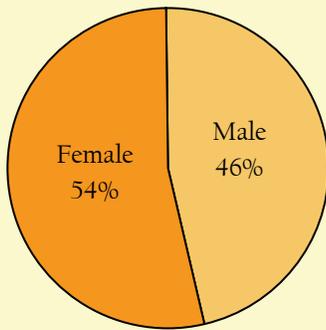


Total Number of Meals:
 2016-2017 — 120,348
 2015-2016 — 122,265
 2014-2015 — 123,848
 2013-2014 — 116,233
 2012-2013 — 111,225

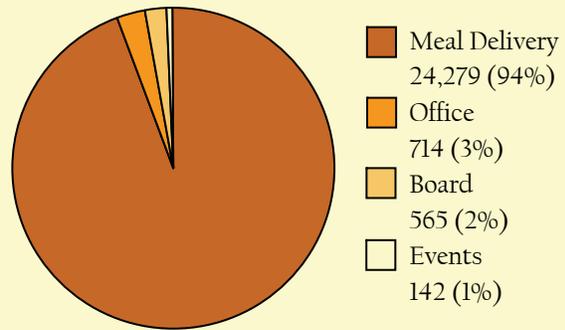
Client Age Groups



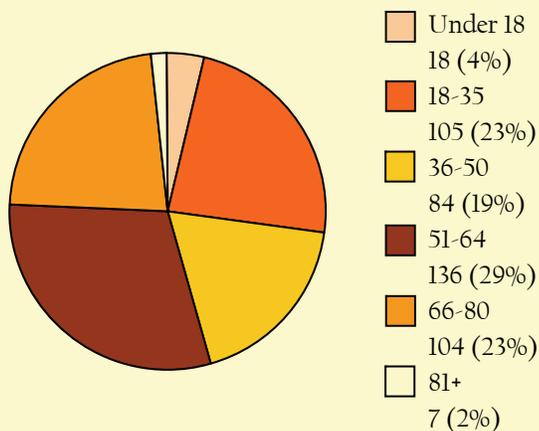
Volunteers by Gender



Volunteer Hours



Volunteer Age Groups



Meals on Wheels Statement of Operations

Years ended March 31, 2017 and 2016

	<u>2017</u>	<u>2016</u>
Revenue		
Meals	\$ 621,412	\$ 608,893
LHIN Funding		
Province of Ontario	334,093	336,519
One-time funding	3,950	6,900
	<u>338,043</u>	<u>343,419</u>
Other		
Government of Canada	3,549	-
City of Ottawa	44,479	43,929
	<u>48,028</u>	<u>43,929</u>
Donations		
The King's Daughters and Sons Organizations	5,847	10,000
Individuals	19,607	6,137
	<u>40,857</u>	<u>31,259</u>
	<u>66,311</u>	<u>47,396</u>
Other funding sources and revenue		
Contracted Meals	141,455	95,883
Fundraising	1,064	18,883
Other income	1,588	2,082
Interest	582	983
	<u>144,689</u>	<u>117,831</u>
Amortization of capital asset funding	3,338	3,933
	<u>1,221,821</u>	<u>1,165,401</u>
Expenses		
Meal costs	536,593	557,782
Contracted meal costs	79,893	52,274
	<u>616,486</u>	<u>610,056</u>
Wages	362,487	353,773
Employee benefits	69,315	67,000
	<u>431,802</u>	<u>420,773</u>
Supplies and sundry		
Office	35,423	28,748
Travel	37,047	24,979
Other operating	30,917	35,667
Bad debts	10,999	4,997
Board and volunteer training	4,903	2,920
Staff training	1,814	610
French translation	500	1,393
	<u>121,603</u>	<u>99,314</u>
Equipment and operating		
Automotive	2,181	2,394
Photocopier	1,341	876
Repairs and maintenance	1,325	-
Computer	18,058	8,059
	<u>22,905</u>	<u>11,329</u>
Amortization of capital assets	5,644	6,408
Building occupancy	22,450	22,165
	<u>1,220,890</u>	<u>1,170,045</u>
Net revenue (expense)	<u>\$ 931</u>	<u>\$ (4,644)</u>