

Meals on Wheels  
OTTAWA



La Popote roulante  
OTTAWA

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

## 2013 Annual Report





**Donna Crabtree,  
President**



**Baudouin St-Cyr,  
Executive Director**

### **President and Executive Director's Report**

In 2012-13, we delivered 67,521 hot meals and 34,545 frozen meals to 1,177 clients with the assistance of 482 volunteers. In addition, 9,159 meals were delivered through the Aging in Place and Going Home programs for a total of 111,225 meals for the year.

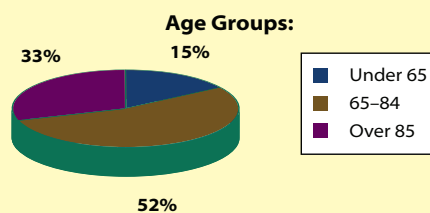
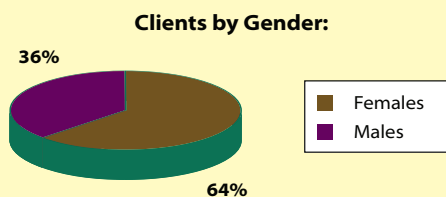
Once again, we received significant financial contributions from a large number of individuals and corporations and we are very grateful for this support. In particular, we would like to note the grants from the Champlain Local Health Integration Network and the City of Ottawa as well as donations from MBNA-Canada, the Realtors Care Foundation and the City Union of The King's Daughters and Sons.

Key highlights for the year include the review of our fundraising processes by Julia Huffman which we expect will help us achieve new efficiencies in this area, the addition of a Screener tool to improve our intake process and assist in working better with our community health and social service partners, the addition of Chances R restaurant as a brand new 6-day per week food provider for the central west end of Ottawa, and the organizing of the first ever Champlain-wide meeting of Meals on Wheels providers which we anticipate will pave the way for more collaboration across programs.

We are appreciative of all the help our volunteers provide, be they drivers, servers, office or Board volunteers. They are the heart of this organization and our success is due to their ongoing commitment to helping seniors, persons with a disability as well as convalescing individuals who continue to live in the community.. Special thanks also to our dedicated staff who, day in and day out, make all the pieces of the puzzle fit.

All the very best for 2013-14.

Donna Crabtree, President  
Baudouin St-Cyr, Executive Director



## Mission Statement

*Meals on Wheels (formerly known as 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 the central area of Ottawa by delivering nutritious meals and caring contact.*

## Board of Directors 2012–2013:

Donna Crabtree .....	President	Yolande Cremer .....	Vice-President
David Gray .....	Secretary	David Brearley .....	Treasurer*
Stuart McLeod ....	Treasurer/Past-President		

Sue Flockton, Roger Lajoie, George Hermanson, Terri Morgan, Doreen Murthy, Ann Perron, Maroun Rehayem, Brian Waters

\*Took a leave of absence during the year

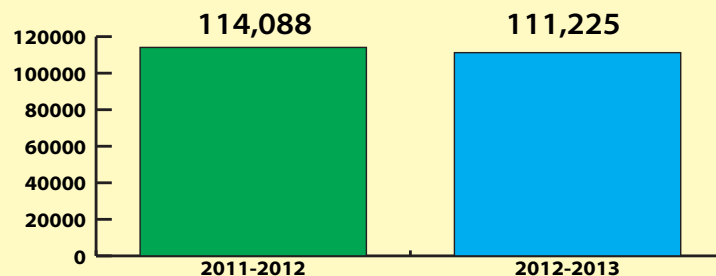
The Nominating Committee brings forward the following slate for the Board of Directors for 2013–2014:

Donna Crabtree, President; Yolande Cremer, Vice-President; David Brearley, Treasurer; Stuart McLeod, Secretary/Past-President; Sue Flockton, David Gray, George Hermanson, Roger Lajoie, Phoebe McLelland, Terri Morgan, Doreen Murthy, Ann Perron, Maroun Rehayem, Brian Waters

## Staff 2012–2013:

Baudouin St-Cyr .....	Executive Director
Terry Moxness .....	Manager of Volunteer Services
Jill Dodd .....	Coordinator of Volunteers
Renée Langille .....	Client Coordinator
Melissa Petti .....	Receptionist/Projects
Shelley Lergen .....	Accountant
Cathy Shaw .....	Saturday Coordinator
Courtney Potterton .....	Summer Student

## Total Number of Meals:



## Acknowledgements:

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 our service.

In 2012–2013, we would like to extend a special thank you to the following supporters:

### Government Support:

City of Ottawa  
Service Canada (Summer Career Placement Program)  
Ministry of Health and Long-Term Care via the Champlain Local Health Integration Network (CLHIN)

### Madat's Fundraising Team:

Ashad Jiwa  
Jacques Bédard  
Madat Kara  
Shamez Charania

### Service Club Donors:

Kiwanis Club of Riverside of Ottawa  
Rotary Club of West Ottawa  
The Elvis Sighting Society  
The Realtors Care Foundation  
The City Union of The King's Daughters and Sons  
The Good Companions Seniors' Centre

### Corporate Delivery Teams:

Capital Benefit  
Care Canada  
Enbridge Gas Distribution  
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)  
Volunteer Ottawa  
Social Planning Council of Ottawa

### Meal Suppliers:

Apetito  
Carlingview Manor  
Centre d'accueil Champlain  
Children's Hospital of Eastern Ontario  
Garry J. Armstrong Home  
Ottawa Hospital – Riverside Campus  
Riverpark Place  
St. Patrick's Home  
The Glebe Centre  
The Good Companions Seniors' Centre  
TimeSaver Foods



Charitable Registration # 11898 1778 RR0001

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



Absolute Comedy  
Akran Marketing  
Barrhaven Yoga  
Bayer Crop Science  
Biagios Restaurant  
Bon Appetit Ottawa  
Bradley-St-Cyr & Associates  
Breathe Fit Yoga  
Bridgehead  
Common Thread Quilt Guild  
Cora's Restaurant  
Carlo's Pizza  
Delta Hotel  
Donna's Express  
Elvis Sighting Society  
Enbridge Gas Distribution Inc  
Exchange Pub and Restaurant  
Girl Guides (131st and 154th chapters)  
Hawthorne United Church  
Holiday Day Inn Suites  
Home Instead Senior Care  
Janet Stuart Chapter of the  
Sacred Heart Alumnae  
Kindred Quilters  
Kiwanis Club of Riverside of Ottawa  
Knights of Columbus  
Kristy's Restaurant  
MBNA-Canada (A Division of the TD Group)  
Milestones Restaurant  
Nepean Sparks (Unit 203)  
Newport Restaurant  
Ottawa Valley Quilters Guild  
Potvin Financial Services  
Prudential Town Centre Realty  
Rideau Centre  
Rotary Club of West Ottawa  
Rowlands Lahey Financial  
Scribe Atout  
Scholarship Circle  
Serendipity  
Soloway Wright Barristers and Solicitors  
Speedy Auto Service  
Swiss Chalet (Kirkwood)  
The City Union of The King's  
Daughters and Sons  
The King's Daughters and Sons  
Scholarship Circle  
The Good Companions Seniors' Centre  
The Ottawa Citizen  
The Realtors Care Foundation  
Tivoli Florists  
United Way of Ottawa  
Welch and Co. LLP  
Wyman & Sons Publications Limited  
Yuk Yuk's

**MEALS ON WHEELS**  
**STATEMENT OF OPERATIONS**  
**YEARS ENDED MARCH 31, 2013 AND 2012**

<b>Revenue</b>	<u>2013</u>	<u>2012</u>
Dinner Wagon Collections	\$ 489,744	\$ 489,374
LHIN Funding		
Province of Ontario	338,949	336,975
One-time Funding	7,235	7,700
Less capital asset funding included	<u>(4,324)</u>	<u>-</u>
	341,860	344,675
Service recipient revenue:		
Government of Canada	2,821	2,788
City of Ottawa	<u>41,703</u>	<u>41,133</u>
	44,524	43,921
Donations:		
The King's Daughters and Sons	5,000	5,000
Organizations	28,973	19,299
Individuals	<u>31,029</u>	<u>26,929</u>
	65,002	51,228
Other funding sources and other revenue		
Service revenue	90,657	80,906
Fundraising	13,609	20,627
Interest	<u>1,499</u>	<u>2,019</u>
	105,765	103,552
Amortization of capital assets funding	<u>2,658</u>	<u>2,445</u>
<b>Total Revenue</b>	<u>1,049,553</u>	<u>1,035,195</u>
<b>Expenses</b>		
Contracted out		
Meal costs	484,829	488,992
Service costs	<u>40,837</u>	<u>36,338</u>
	525,666	525,330
Wages	332,551	316,944
Employee benefits	56,252	57,237
Supplies and sundry		
Office	31,510	32,213
Travel	25,929	22,971
Other operating	19,824	20,700
Bad debts	5,655	4,901
Board and volunteer training	18	4,123
Staff training	1,382	1,480
French translation	<u>1,100</u>	<u>598</u>
	85,418	86,986
Equipment and operating		
Automotive	4,896	4,713
Photocopier	879	1,673
Repairs and maintenance	1,911	1,861
Computer	<u>17,974</u>	<u>16,200</u>
	25,660	24,447
Amortization of capital assets	5,546	5,264
Building occupancy	<u>21,272</u>	<u>22,044</u>
<b>Total expense</b>	<u>1,052,365</u>	<u>1,038,252</u>
<b>Net expense</b>	<u>(2,812)</u>	<u>(3,057)</u>