

**Meals on Wheels**  
OTTAWA



**La Popote roulante**  
OTTAWA

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

**Delivering... Health • Nutrition • Dignity • Comfort • Independence**  
**Caring Contact • Community Connection**



## 2014 Annual Report



670 Albert Street, Ottawa, ON, K1R 6L2 • 613-233-2424 • [www.mealsonwheels-ottawa.org](http://www.mealsonwheels-ottawa.org)

Charitable Registration # 11898 1778 RR0001



**Donna Crabtree,  
President**



**Baudouin St-Cyr,  
Executive Director**

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

In 2013-14, our service grew by 4.5%. In total, we delivered 116,233 meals to 1,490 clients. The breakdown was 68,731 hot meals, 38,372 frozen meals, plus 9,130 meals provided to the Going Home and Aging in Place programs. We are grateful to our team of 505 volunteers for their assistance delivering the meals into the hands of our clients. This number also includes office volunteers, board members, as well as mums plant and Christmas meal delivery volunteers.

Key highlights in 2013-14:

- The implementation of four routes at Chances R Restaurant in April 2013 allowed for the improvement of hot food in a large part of the west-end of our catchment area. This transition also made possible the creation of Saturday delivery in the area, the only part of central Ottawa that was still unserved on weekends.
- The commitment of our Board members who worked with the staff in ensuring that all hot meals are delivered at an appropriate and safe temperature to our clients. This meant conducting analysis of random routes from every kitchen and subsequently meeting with the kitchen managers to discuss findings.
- Renewed efforts on the fundraising front, which resulted in new or augmented financial support from The City Union of The King's Daughters and Sons, the Rotary Club of West Ottawa, the Kiwanis Club of Ottawa, and the Realtors' Care Foundation. Many thanks to members of our Board and Realtor Madat Kara for connecting us with some of these donors.
- Work undertaken by our Board in updating our Vision and Mission statements to incorporate the emerging realities of increased collaboration not only in Ottawa but also in the broader Champlain service district.
- The successful implementation of the Screener tool and the Integrated Assessment Record. Both help us to work in a more coordinated way with our partners in community care.
- The successful Christmas meal event on December 25th when 120 meals were prepared at The Newport Restaurant and delivered by our volunteers, free of charge to our clients, with a gift from Home Instead Senior Care.
- The complete overhaul of our computer system with a new server installed during the spring of 2013 and new stations throughout the organization during the winter of 2014.
- The installation of a new phone system in collaboration with The Good Companions. The system is state of the art and allows us to integrate our communications with co-located partners, The Good Companions and the Ottawa Community Support Coalition, while reducing overall costs.
- Key resources continued to be applied to maintaining external relationships with our partners. This was done through active participation in the Ottawa Meals on Wheels Network, the Ottawa Community Support Coalition and the Champlain Community Support Network.

Thank you to our donors and our funders for their ongoing support. We also wish to express our gratitude to our volunteers for their selfless service and to our dedicated staff for continuing to work hard, day in and day out, meeting our clients' needs and helping them to live independently in their own homes.

Donna Crabtree, President  
Baudouin St-Cyr, Executive Director



## 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:

Delivering 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
- Minimizing costs of meals to clients

Being a Point of Contact with the Health System

- Checking welfare of clients when delivering meals
- 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
- Developing a system of best practices that can be shared with other organizations

## Board of Directors 2013–2014:

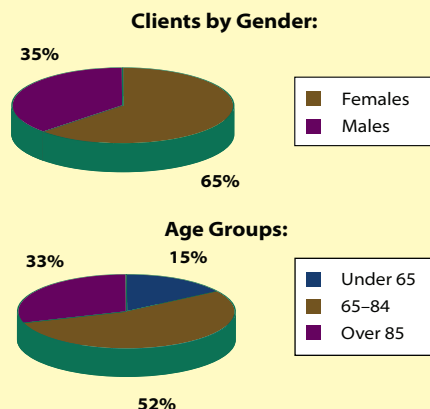
Donna Crabtree .....President      Yolande Cremer .....Vice-President  
David Brearley.....Treasurer      Stuart McLeod...Past President & Secretary  
Sue Flockton, David Gray, Roger Lajoie, George Hermanson, Phoebe McLelland, Terri Morgan,  
Doreen Murthy, Ann Perron, Maroun Rehayem, Brian Waters

The Nominating Committee brings forward the following slate for the Board of Directors for 2014–2015:

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

## Staff 2013–2014:

Baudouin St-Cyr .....Executive Director  
Terry Moxness .....Manager of Volunteer Services  
Jill Dodd .....Coordinator of Volunteers  
Renée Michienzi.....Client Coordinator  
Melissa Kahle .....Receptionist/Projects  
Shelley Lergen .....Accountant  
Cathy Shaw .....Saturday Coordinator  
Michelle Brazeau .....Summer Student



In 2013-2014, our service grew by 4.5%.

With the help of 505 volunteers,  
116,233 meals  
were delivered to 1,490 clients.

## 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 2013–2014, we would like to extend a special thank you to the following supporters:

### Government Support:

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

### Madat's Fundraising Team:

Madat Kara  
Shamez Charania  
Jason Anbara

### Service Club Donors:

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

### Corporate Delivery Teams:

Capital Benefit  
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 Administrators of Volunteer Resources  
(OAVR)  
Ottawa Community Support Coalition (OCSC)  
Ottawa Meals on Wheels Network  
Professional Administrators of Volunteers Resources  
(PAVR-O)  
Volunteer Ottawa

### Meal Suppliers:

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



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

Australis Guest House  
Bayer CropScience  
Biagio's Restaurant  
Bon Appetit Ottawa  
Bradley-St-Cyr & Associates  
Breathe Fit Yoga  
Bridgehead  
Canadian Society of Professional Event Planners  
Common Thread Quilt Guild  
Cora's Restaurant  
Carlo's Pizza  
Chris Coveny Royal LePage Performance Realty  
Delta Hotel  
Donna's Express  
Exchange Pub and Restaurant  
Faulkner Real Estate  
Girl Guides (131st, 154th, and 173rd chapters)  
Home Instead Senior Care  
Janet Stuart Chapter of the Sacred Heart Alumnae  
John King Royal LePage Team Realty  
Kindred Quilters  
Knights of Columbus  
Kristy's Restaurant  
Macquarie Group  
Milestones Restaurant  
National Bank  
Nepean Girl Guides (Unit 42)  
Newport Restaurant

Ottawa Valley Quilters Guild  
Potvin Financial Services  
Prudential Town Centre Realty  
Richmond Area Quilters Guild  
Rideau Centre  
Rowland Lahey Financial  
Royal LePage  
Scribe Atout  
Soloway Wright Barristers and Solicitors  
Speedy Auto  
St. Patrick's Basilica  
The King's Daughters and Sons Scholarship Circle  
The Good Companions Seniors' Centre  
Tivoli Florists  
Toronto Dominion Bank  
TD Waterhouse  
United Way of Ottawa  
Welch and Co. LLP  
Wyman & Sons



**MEALS ON WHEELS**  
**STATEMENT OF OPERATIONS**  
**YEARS ENDED MARCH 31, 2014 AND 2013**

<b>Revenue</b>	<u>2014</u>	<u>2013</u>
Dinner Wagon Collections	\$ 535,759	\$ 489,744
LHIN Funding		
Province of Ontario	335,593	338,949
One-time Funding	22,400	7,235
Less capital asset funding included	<u>(16,702)</u>	<u>(4,324)</u>
	<u>341,291</u>	<u>341,860</u>
Service recipient revenue:		
Government of Canada	2,788	2,821
City of Ottawa	<u>42,483</u>	<u>41,703</u>
	<u>45,271</u>	<u>44,524</u>
Donations:		
The King's Daughters and Sons	10,000	5,000
Organizations	21,212	28,973
Individuals	<u>29,465</u>	<u>31,029</u>
	<u>60,677</u>	<u>65,002</u>
Other funding sources and revenue		
Service revenue	90,522	90,657
Fundraising	15,093	13,609
Interest	<u>1,344</u>	<u>1,499</u>
	<u>106,959</u>	<u>105,765</u>
Amortization of capital assets funding	<u>5,645</u>	<u>2,658</u>
	<u>1,095,602</u>	<u>1,049,553</u>
<b>Expenses</b>		
Contracted out		
Meal costs	517,851	484,829
Service costs	<u>41,974</u>	<u>40,837</u>
	<u>559,825</u>	<u>525,666</u>
Wages	337,721	332,551
Employee benefits	<u>57,130</u>	<u>56,252</u>
Supplies and sundry		
Office	30,934	31,510
Travel	25,753	25,929
Other operating	26,420	19,824
Bad debts	6,661	5,655
Board and volunteer training	2,971	18
Staff training	905	1,382
French translation	<u>1,136</u>	<u>1,100</u>
	<u>94,780</u>	<u>85,418</u>
Equipment and operating		
Automotive	2,466	4,896
Photocopier	917	879
Repairs and maintenance	1,289	1,911
Computer	<u>13,242</u>	<u>17,974</u>
	<u>17,914</u>	<u>25,660</u>
Amortization of capital assets	<u>8,591</u>	<u>5,546</u>
Building occupancy	<u>22,131</u>	<u>21,272</u>
	<u>1,098,092</u>	<u>1,052,365</u>
<b>Net expense</b>	\$ (2,490)	\$ (2,812)