

MEALS ON
WHEELS



LA POPOTE
ROULANTE

OTTAWA

2015

Annual Report



Delivering...

Health | Nutrition | Dignity | Comfort | Independence
Caring Contact | Community Connection

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B.N. 11898 1778 RR001

2014-15 Highlights from Board President, Yolande Cremer & Executive Director, Baudouin St-Cyr



Yolande Cremer



Baudouin St-Cyr

We are pleased to report that the meals service grew by 6.5% in 2014-15. All told, 1650 clients were served 123,848 meals. The breakdown was 68,807 hot meals, 43,155 frozen meals, and 11,886 meals sold to the Aging in Place and Going Home programs. Our team of 470 dedicated volunteers delivered all of these meals, and more, to our clients.

We are thankful for continuing support from the Ontario Ministry of Health and Long Term Care (through the Champlain Local Health Integration Network), the City of Ottawa, and Service Canada. The grants we receive from these government bodies are essential to our continued organizational health and capacity.

We reached and exceeded our fundraising targets thanks to wonderful supporters who provided us with exciting opportunities to raise necessary funds. These include Bon Appetit Ottawa and the West Ottawa Rotary Club. We are particularly indebted to Realtor Madat Kara for organizing a hockey night fundraiser in the spring and linking us up again with the Realtor Care Foundation for a grant in the fall. Kudos also to volunteers Karen Zypchen, Carol Waters, and everyone else involved with the mums plant sale in the fall where success is a huge team effort. Many thanks also to our many donors, including the City Union of The King's Daughters and Sons, for their wonderful support this year once again.

We were very pleased to enter into a new collaboration with the Algonquin College School of Hospitality and Tourism for the supply of hot food in the west end of Ottawa during the year. This partnership is full of promise and we look forward to exploring other ways of working together.

Our Christmas meal project was also a success thanks to volunteers who came out in great numbers on December 25th.

Heartfelt thanks go to supporter Moe Attalah and his team at the Elvis Sighting Society, Home Instead Senior Care, the Kiwanis Club of Riverside, and everyone else who contributed to this successful event.

An exciting new project negotiated during the year and coming online this spring is our collaboration with the Ottawa Food Bank which will allow us to better serve low income, shut-in clients. Food security is a huge component of our mission and this is another way to extend our reach to the increasing number of people in Ottawa in dire need.

After many years of stability in our staffing, we said goodbye to Shelley Lergen in December. Our new bookkeeper Derna Lisi is busy learning the various aspects of our program while keeping the ship afloat. Welcome to Meals on Wheels Derna!

Collaboration continues to be a key buzzword for us. During the year, there was much growth in the number of meals provided to the Aging in Place and Going Home programs. These programs are critical in providing quick and timely service to people accessing urgent care through our hospital and primary care systems. We also continue to collaborate with other community support services in Ottawa, and are pleased to play our part in ensuring that shared clients are able to remain safely at home while receiving health care in the community.

As always, we are grateful to our dedicated staff who coordinate the service with such commitment. Thank you also to our volunteers who, day in and day out, notwithstanding occasional nasty weather, deliver the meals into the hands of our clients with a smile. Lastly, we recognize the members of our Board of Directors for their continued diligent work governing our organization.

Our Vision...

Meals on Wheels seeks to be the collaborative leader in Eastern Ontario in the delivery of nutritious and affordable meals to persons in need and facilitate for them a point of contact within the help system.

Our Mission...

Meals on Wheels (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

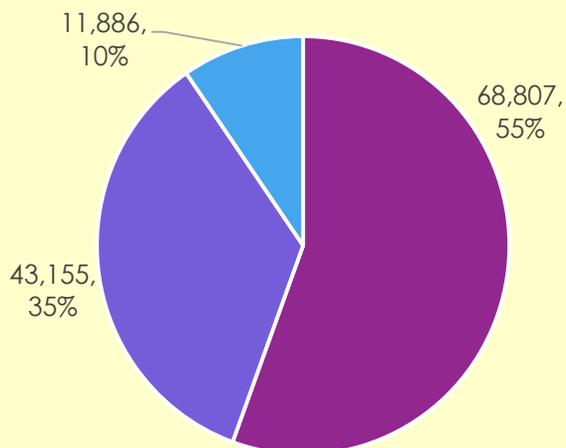
Collaborating Leadership

- 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

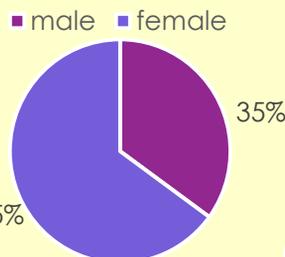


2014-15 By the Numbers

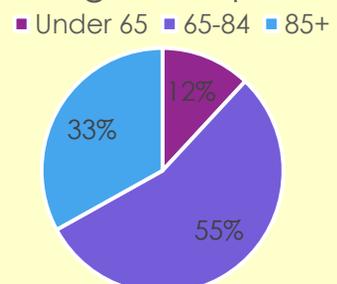
Meal Breakdown
■ hot ■ frozen ■ Going Home/Aging in Place



Clients by Gender



Age Groups



6.5% growth in service
123,848 meals served
1,650 clients served
470 volunteers

Staff (2014-15)

Baudouin St-Cyr <i>Executive Director</i>	Shelley Lergen* <i>Accountant</i>
Terry Moxness <i>Manager of Volunteer Services</i>	Derna Lisi <i>Bookkeeper</i>
Jill Dodd <i>Coordinator of Volunteers</i>	Cathy Shaw <i>Saturday Coordinator</i>
Renée Michienzi <i>Client Coordinator</i>	Michelle Brazeau <i>Summer Student</i>
Melissa Kahle <i>Project Coordinator</i>	* <i>Retired during the year</i>

Board of Directors (2014-15)

Yolande Cremer <i>President</i>	<i>Directors:</i>
Bill Logan <i>Vice-President</i>	Sue Flockton, George Hermanson,
David Brearley <i>Treasurer</i>	Phoebe McLelland, Terri Morgan,
David Gray <i>Secretary</i>	Doreen Murthy, Ann Perron, Maroun
Donna Crabtree <i>Past-President</i>	Rehayem, Brian Waters

Acknowledgements

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

Allegra Carling • Bayer CropScience • Biagios Restaurant • Bon Appetit Ottawa • Bradley St-Cyr & Associates • Bridgehead • Common Thread Quilt Guild • Carlo's Pizza • Chris Coveny Royal Lepage Team Realty • Donna's Express • Dundee Wealth Management • 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 • Madat Kara and Royal Lepage Team Realty • MBNA-Canada (A Division of TD Group National Bank) • Nepean Girl Guides (Unit 42) • Newport Restaurant • Ottawa Little Theatre • Ottawa Sports and Entertainment Group • Ottawa Valley Quilter's Guild • Potvin Financial Services •

Richardson GMP • Richmond Area Guild
 • Rowland Lahey Financial • Scribe Atout • Soloway Wright Barristers and Solicitors • Sweet Memories Baskets and Favors
 • The King's Daughters and Sons Scholarship Circle
 • The Good Companions Seniors' Centre • TD Waterhouse • United Way of Ottawa • Watters Financial • Welch and Co., LLP



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 the Meals on Wheels service. Special thanks 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)

Service Club Donors:

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

Corporate Delivery Teams and

Community Partners:

- 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)
- Champlain Community Support Network (CCSN)
- Ottawa Meals on Wheels Network

- Professional Administrators of Volunteer Resources (PAVR-O)

- Volunteer Ottawa

Meal Suppliers:

- Algonquin College School of Tourism and Hospitality
- Apetito
- 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 Centre
- TimeSaver Foods



Meals on Wheels

Statement of Operations

Years ended March 31, 2015 and 2014

Revenue		2015	2014
Dinner Wagon Collections		\$ 573,947	535,759
LHIN Funding	Province of Ontario	336,730	335,593
	One-time Funding	6,600	22,400
	Less capital asset funding included	-	(16,702)
		<u>343,330</u>	<u>341,291</u>
Service recipient revenue	Government of Canada	2,992	2,788
	City of Ottawa	42,960	42,483
		<u>45,952</u>	<u>45,271</u>
Donations	The King's Daughters and Sons Organizations	10,000	10,000
	Individuals	7,260	21,212
		31,229	29,465
		<u>48,489</u>	<u>60,677</u>
Other funding sources and revenue	Service revenue	114,758	90,522
	Fundraising	19,795	15,093
	Interest	1,023	1,344
		<u>135,576</u>	<u>106,959</u>
Amortization of capital assets funding		<u>6,404</u>	<u>5,645</u>
		<u>1,153,698</u>	<u>1,095,602</u>
Expenses			
Contracted out	Meal costs	542,314	517,851
	Service costs	54,810	41,974
		<u>597,124</u>	<u>559,825</u>
Wages		<u>352,412</u>	<u>337,721</u>
Employee Benefits		<u>57,034</u>	<u>57,130</u>
		<u>409,446</u>	<u>394,851</u>
Supplies and sundry	Office	35,747	30,934
	Travel	24,775	25,753
	Other operating	20,700	26,420
	Bad debts	6,879	6,661
	Board and volunteer training	3,205	2,971
	Staff training	886	905
	French translation	1,116	1,136
		<u>93,308</u>	<u>94,780</u>
Equipment and operating	Automotive	4,116	2,466
	Photocopier	913	917
	Repairs and maintenance	2,105	1,289
	Computer	15,702	13,242
		<u>22,836</u>	<u>17,914</u>
Amortization of capital assets		<u>9,086</u>	<u>8,591</u>
Building occupancy		<u>21,943</u>	<u>22,131</u>
		<u>1,153,743</u>	<u>1,098,092</u>
Net expense		\$ (45)	\$ (2,490)