



ANNUAL REPORT

2021-2022

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Above: MOW Volunteers Terry and Victoria

OUR MISSION

Meals on Wheels/La Popote roulante 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, being a point of contact within the health system, and collaborating leadership.



Above: TimeSaver Foods Roast Beef Dinner



613-233-2424



service@mealsonwheels-ottawa.org



www.mealsonwheels-ottawa.org



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Canadian Registered Charity
“The King’s Daughters Dinner Wagon”
BN: 11898 1778 RR0001

Meals on Wheels / La Popote roulante (Ottawa)
670 Albert Street
Ottawa, ON | K1R 6L2

A WORD FROM OUR EXECUTIVE DIRECTOR AND BOARD PRESIDENT

This year again, our best news is that we were able to ride out the successive waves of COVID-19 and continue to provide our service uninterrupted. Not a day was missed during the year! Our seven provider kitchens prepared our meals (thank you!) and our volunteers delivered them regardless of the pandemic, snow storms, other weather events and even during the freedom convoy in the heart of downtown.

All told, we delivered 113,255 meals to 1604 clients. This includes 12,543 meals provided to or delivered on behalf of the Aging in Place and Going Home programs.

As always, we're very grateful to the 332 volunteers who made it all happen. They are true community heroes. Thank you for continuing with us through it all!

During the year, we introduced an evening meal pilot project in conjunction with the Aging in Place program at Ottawa West Community Support and Food for Thought/Matière à réflexion. We now deliver free hot meals two evenings per week to three Ottawa Housing buildings. We hope to soon be able to build on this collaborative program to reach more low-income vulnerable seniors.

The pandemic is lasting much longer than any of us could have imagined in 2020. Kudos to Ottawa Public Health for their continuing support and leadership and to all our partners in food security who have once again proven that collaboration is the key to success. There have been and are still many challenges remaining to tackle on this front but working together gives us a chance to ensure no senior or adult with a disability goes without proper nutrition in central Ottawa.

Thank you to our funders at Ontario Health, the Ministry for Seniors and Accessibility (who channeled COVID-19 funds through the Ontario Community Support Association), the City of Ottawa, the Ottawa Foundation, the Ottawa City Union of The King's Daughters and Sons, as well Employment and Social Development Canada (who supported our summer student position). Also a big shout out to our many other corporate and individual donors.

A word about our staff. During the year, we said goodbye to long-standing staff member Gabrielle Béland Mainguy who left the agency for work elsewhere in the health system after several years as our Client Services Coordinator. We extend our thanks for her many years of commitment. Our Manager of Volunteer Services Jill Daigle also took time off to deal with a personal health situation. Her news is good and we expect she will return to her post in the new year. Much appreciation to the rest of our team for their endless hard work!

Well, 2022-23, ready or not, here we go. Our Ottawa community relies on us more than ever and you can be assured that we won't let you down!


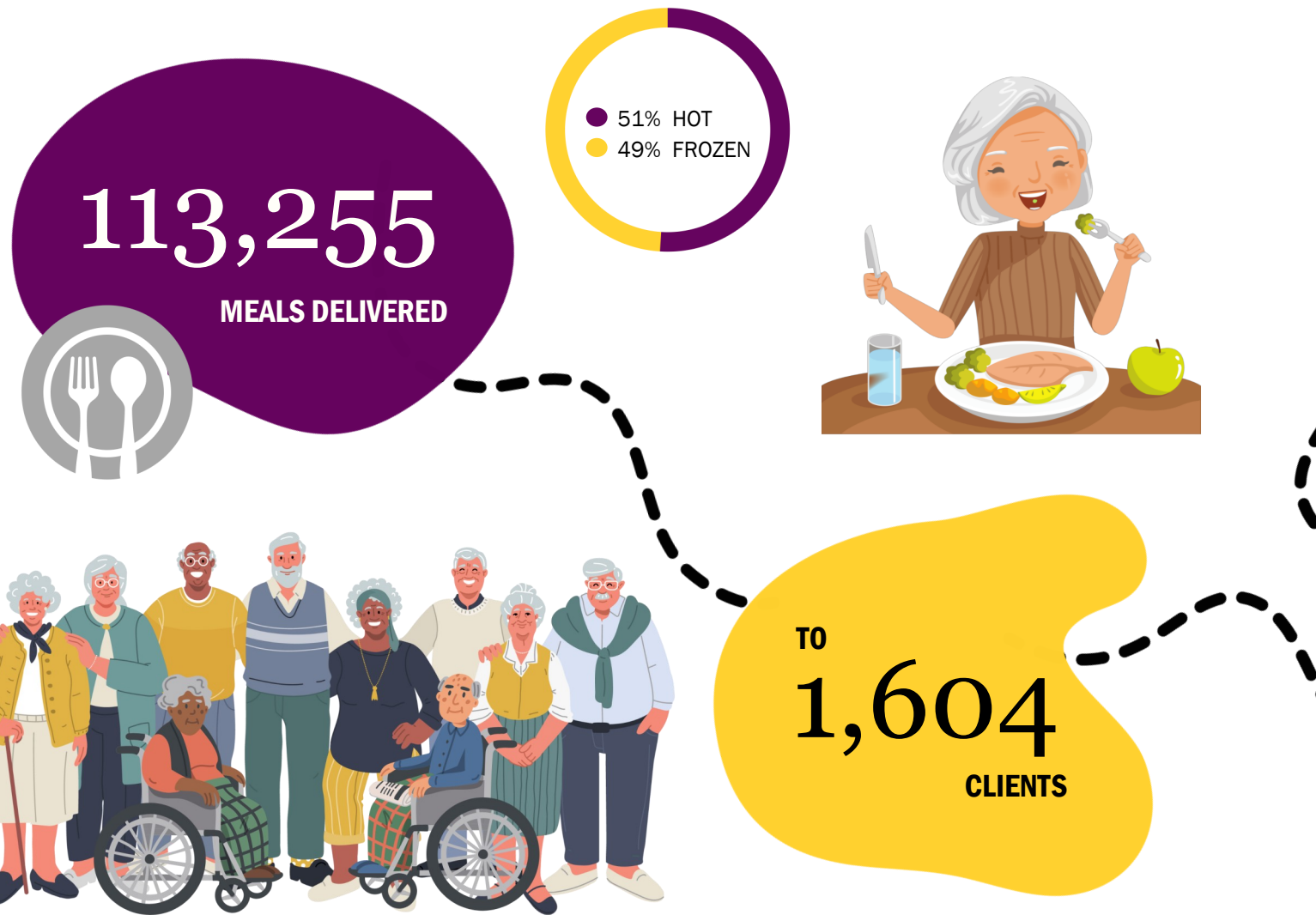


Baudouin St-Cyr
Executive Director



Stuart McLeod
Board President

OUR IMPACT



706

CLIENTS SERVED THROUGH
THE GOING HOME PROGRAM



1,011

NEW CLIENTS REGISTERED

**“Thank you for all that
you do. It’s been a real
lifesaver”**


- Daughter of a MOW Client

3,890



MEALS PROVIDED TO CLIENTS IN
AGING IN PLACE BUILDINGS

41



CLIENTS WHO ARE VETERANS

121



CHRISTMAS DAY DELIVERIES (FREE)

BY
332
VOLUNTEERS



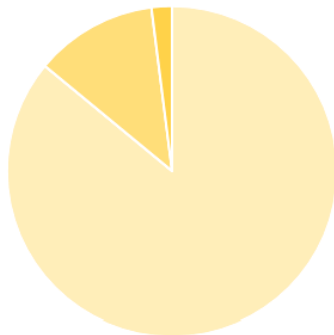

7,272
TOTAL DELIVERY ROUTES

71 
NEW VOLUNTEERS RECRUITED


18,747
HOURS VOLUNTEERED

29 
VOLUNTEER ONBOARDING SESSIONS

- DELIVERY (86%)
- OFFICE (12%)
- BOARD (2%)



“Thank you to all the wonderful volunteers and employees who make this much needed service possible”

- Meals on Wheels Client

“The food is incredible - really, really tasty! I lost my appetite after a thyroid problem and I just couldn’t eat anything. But since I started getting meals with you folks it has not been an issue. My doctor will be very happy to hear that!”

- Meals on Wheels Client

FOOD FOR THOUGHT, A NEW KITCHEN PARTNERSHIP

Food for Thought was founded in 2018 and became a Meals on Wheels hot meal provider in the summer of 2021. Originally, they were founded with a principal activity of running an evening café where great food would be available for free in the Carlington area but when the pandemic hit, they refocused to providing meals to those in need throughout Ottawa. They have since grown to be the second largest producer of charity meals in the city. Their mission is to ensure everyone in need has a good meal. Their vision is a world where food security is guaranteed, the same way health care and education is provided in Canada.

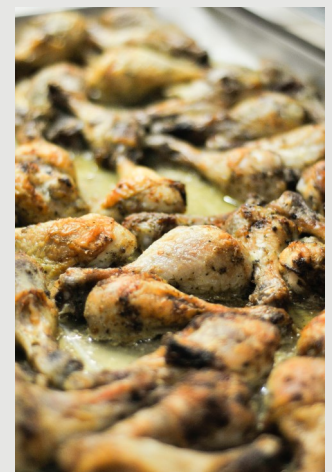
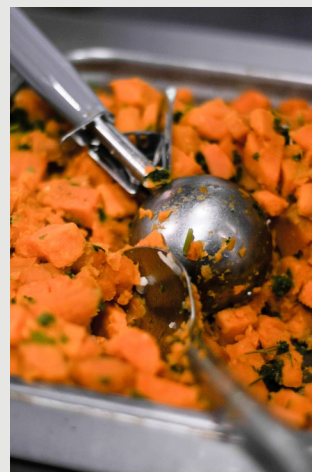
The Food for Thought team is made up of about 50% staff and 50% volunteers, although you can hardly tell the difference between them in the kitchen. “We all work very hard, we laugh very hard, and passion is our main driver,” says founder Sylvain de Margerie. The kitchen makes an average of 1,200 meals per day with peaks of up to 1,500 meals.

The Food for Thought menu is inspired from worldwide cuisines and they hope to provide culturally appropriate meals to the largest number of people. They are presently working on a five week rotating menu for their hot meals, with seasonal changes and evolution. One of Sylvain’s favourite dishes from the kitchen is a “delicious chili, a quintessential pre-Columbian one-bowl dish, prepared with their own blend of Mexican chillies, a variety of native corn and sweet peppers, beans, tomatoes, and ground turkey as the meat. This is a meal that would have been consumed 1,000 years ago.”

The partnership between Food for Thought and Meals on Wheels has been an extraordinary one and has been crucial in delivering meals to some of Ottawa’s most vulnerable, as MOW is their principal partner in serving the elderly population. Since starting with one route in the early summer of 2021, the partnership between the two agencies has grown to four regular, mid-day hot meal routes. We have also started a pilot project two evenings per week of deliveries of meals to some of the most isolated individuals in three Aging in Place buildings. We are thrilled to have Food for Thought as a partner and look forward to battling food insecurity in Ottawa together.



Above: Anupama “Anu”, Food for Thought’s Kitchen Manager



THEIR STORIES: CLIENTS AND VOLUNTEERS

John has been a volunteer with Meals on Wheels since the summer of 2020. At the time, he was working at United Way and was informed that our agency had lost nearly 80% of our volunteer base due to the COVID-19 pandemic. John was able and willing to step in, and so he did. Since volunteering with Meals on Wheels, he has gained a connection to the community which has greatly impacted his life. He has come to understand people in his own neighbourhood a lot better and has a much easier time empathizing other people's perspectives and responding compassionately.

"I think volunteering with Meals on Wheels makes our community stronger. It's one little way that people can help each other out, and look out for one another. The people I meet on my route, when they answer the door, I always make sure to check in and ask how they're doing. In a few cases they've indicated things they need or concerns they have, and we talk about them. This is great—it shows them that they're not alone and that there are people in the community that care about them and wish them well."

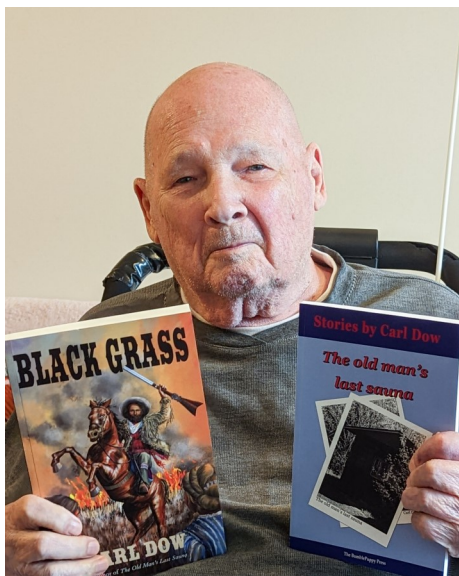
John is now the Executive Director for Operation Come Home, an organization that works with youth who are experiencing homelessness or are at imminent risk of homelessness. They provide mental health support, help finding housing and employment, and also have an onsite school in partnership with the Ottawa Catholic School Board for youth to finish their high school diplomas. John remarks that some days can be really challenging and that volunteering with MOW helps in keeping him grounded. "Working with the MOW team has been wonderful. I've met a few of the staff and lots of other drivers and they are some of the best people in Ottawa to help restore some of your faith in humanity. It's a wonderful organization and a superb cause to spend some time with."



Above: MOW Volunteer Barbara, delivering meals on two wheels with the bike trailer!

"I find Meals on Wheels to be an excellent service. When they are subsidized I not only save money but enjoy a variety of healthy, tasty meals. I am a senior living alone and it simplifies cooking and shopping. The staff I have dealt with have been courteous and helpful. During the pandemic Meals on Wheels gave me the info to book transportation to receive a vaccine and one Christmas during the pandemic, when I didn't have access to my family, I received a free Christmas dinner."

- Meals on Wheels Client



Carl has been a Meals on Wheels client since 2019 following a hospital visit for pneumonia. He tried the program to help with meal preparation when he was back home and immediately “got hooked on it!” Carl is a writer and editor and has been a journalist for many years. He’s worked for publications such as *The Globe and Mail*, *Toronto Telegram*, and *Montreal Star*. “An editor once told me that I was considered to be one of the top ten writers in the country, so that made me feel very good!” He focused mainly on political pieces, including profiles on former Cabinet Minister Judy LaMarsh and the former mayor of Montreal, Jean Drapeau. He has published a collection of short stories titled *The Old Man’s Last Sauna* as well as *Black Grass*, a novel. He is pictured proudly holding them in the photo to the left.

Carl says that Meals on Wheels deliveries prevent him from going hungry and provide excellent human relations. He finds himself fortunate for the amount of support he receives and is reassured by the hot meals. “It’s nice having volunteers come to the door and give me an edible meal.” The service has not impacted his family very much as he lives alone so he has never had to burden them with anything nutrition-wise other than the occasional help with grocery shopping. He notes that the food is well-balanced and really good. “I love it when they include a coleslaw!”

Carl finds the volunteers cheerful and pleasant and eagerly awaits their visits six days per week. “I always look forward to their arrival. When they call, I ring them in and then as I’m hobbling to the door I’ll say ‘I’m a quarter of the way there... halfway there... here!’ and that usually gets a laugh. They’re all so friendly - It’s amazing! These people are heroes and what they’re doing is so important and so vital. It’s an excellent convenience.”

Krystal has been a volunteer with Meals on Wheels since the summer of 2020. She was working full-time but wanted to help out in the community during COVID and found out about our need for volunteers through Volunteer Ottawa. She has noticed that in addition to the meal, MOW wellness checks and deliveries definitely provide key socialization to clients, especially those who live alone, by reassuring them they are cared for and checked in on.

Throughout volunteering with MOW, Krystal has gained a sense of purpose and love for the community. She has met some incredible individuals along the way and loves “getting to see the wonderful smiles on the faces of the people she delivers meals to, especially ones who became ‘regulars’.” Krystal notes that she always tries to be patient and kind to clients, knowing that her visit might be the only interaction they get all day and that it can be a lasting one.

Despite working two jobs, Krystal loves spending time volunteering. One of her most memorable volunteering moments was when a regular client greeted her in the hallway to accept her meal singing “You are so Beautiful.” The client sang the whole walk back to her apartment before thanking her. Krystal remarks that the interaction “truly made her day’.”





Jo has been a volunteer with Meals on Wheels for over ten years. Since volunteering with MOW, she has gained more knowledge of Ottawa’s diverse population—especially those who rely on our services to stay in their own homes. She feels that despite getting older, volunteering allows her to continue to make a contribution to society. Jo has done it all: from helping with last-minute deliveries, around the office, and with preparations and on-site guidance for Christmas meals. The team has been grateful for her flexibility and donation of time as well as her energetic and kind nature.

Since the start of the pandemic, Jo says that she has chosen to spend less time delivering meals and more time within the office. One of her biggest impacts was Gabrielle, our previous Client Coordinator. “She was so knowledgeable, such a good teacher, and was pleasant to work with.” If asked, Jo would provide a recommendation to

volunteering with MOW. “There are so many different opportunities where volunteers are needed—in the office or driving/delivering meals to clients.” She has noted that the services MOW offers provides an opportunity for clients to live independently and remain in their own homes as well as a check-in for clients—a relief for many families.

Ralph has been a regular Meals on Wheels client since 2016. Although he had been diagnosed with MS (Multiple Sclerosis) in 1994, it wasn’t until 2016 when he started to notice more symptoms. Ralph recounted the diagnosis as surprising. None of his family had a history of MS and he didn’t know anyone at the time who was dealing with the condition. After being discharged from the hospital in 2016 for an unrelated illness, Ralph’s father was concerned and set up resources that could help make life easier as he dealt with new symptoms. The main concern at the time was accessing nutritious food and he and his father were already well-acquainted with Meals on Wheels. Ralph’s aunt and mother, both of whom passed away a few years earlier, were previous volunteers. “In the 70s they were delivering. My aunt would drive and Mom would be the server. They had so much fun. In a way the whole thing has come full circle.”



Since being on the program, Ralph says that his diet “has improved an awful lot!” Although Ralph has made his own breakfasts and dinners—something simple like stew or soup—the benefit of a fresh meal at lunch time was a relief that really helped provide peace of mind for his dad. He notes that the service is dependable and that he thoroughly enjoys seeing the volunteers. “They come everyday around noon. It’s such a great service, my goodness! Even in the winter when the weather has been horrendous—the volunteers just keep coming. It’s remarkable!” He raves about many of the regular volunteers, especially Tim, who recognized and delivered to him when he was outside due to a fire in the next door building. Ralph remarks the volunteers are “a true joy to talk to” and looks forward to their deliveries and visits six times per week.

STAFF

Baudouin St-Cyr	Executive Director
Jill Daigle	Manager of Volunteer Services **
Jessica Neil	Coordinator of Volunteer Services, Acting Manager of Volunteer Services
Natallia Laurenava	Bookkeeper *
Mengxi Yan	Bookkeeper
Clare Gee	Quickbooks Consultant
Gabrielle Béland Mainguy	Client Coordinator *
Kate Uffen	Project Coordinator, Coordinator of Client Services
Diane Dieujuste	Acting Coordinator of Volunteer Services, Coordinator of Client Services
Michael Girgis	Marketing Assistant, Acting Coordinator of Volunteer Services
Monique Rochon	Saturday Coordinator
Sandrine Mugeni	Receptionist *

* Left during the year

** Medical leave

BOARD OF DIRECTORS

Stuart McLeod	President, Chair of Executive and Human Resources Committee
Lisa Wilson	Vice-President, Chair of Fundraising/Public Relations Committee
Sheryl Urie	Treasurer, Chair of Finance Committee
Yolande Cremer	Secretary
William Logan	Secretary
Walter Davidson	Past-President, Chair of the Nominating Committee
Suzanne Allyson	Director
Amy-Lynn Aubertin*	Director *
William Houston	Director
Midllé Lemoine	Director
Maroun Rehayem	Director, Chair of French Language Services Committee
Jonathan Rybicki	Director
Karen Toren	Director, Chair of Supplier Liaison Committee

* Left during the year

“I volunteer both for delivery of meals and on the Board. When I deliver meals, it gives me such great satisfaction when a client is so grateful for the meal and is so thankful for what we do. I can bring the experience of working directly with the clients and knowing what the impact is of the meal and the contact we provide. That way when I participate in Board discussions and decisions, it is from seeing and listening to the clients who receive our service and seeing how important our service is for the clients.”

- Yolande, Meals on Wheels Board Member and Volunteer

DONORS

We would like to express our appreciation to all the volunteers, donors, and community members who support Meals on Wheels (Ottawa). In addition to returning their gas allowances as donations, volunteers regularly donate to Meals on Wheels and support fundraising initiatives/events. Clients, their families, friends, local businesses, service clubs, voluntary sector donations, and others also make significant donations including planned giving and memorial donations. These donations are all essential in supporting our service.

In 2021/2022 we extend a special thank you to the following supporters:

Government Support

City of Ottawa
Employment and Social Development Canada
Ontario Health



Meal Suppliers

Apetito HFS
Centre d'accueil Champlain
Food for Thought/Matière à Réflexion
Garry J. Armstrong Long Term Care Home
The Good Companions Senior's Centre
St. Patrick's Home
TimeSaver Foods

Service Club Donors

The City Union of the King's Daughters and Sons

Community Participation and Membership

Champlain Community Support Network
Council on Aging of Ottawa
Ontario Community Support Association (OCSA)
Ottawa Association of Volunteer Resources (OAVR)
Réseau des services de santé en français de l'Est de l'Ontario
Social Planning Council of Ottawa
Volunteer Ottawa

Depot Partner

The Olde Forge Community Resource Centre

Corporate Donors and Gifts in Kind

Adanac Circle of the King's Daughters and Sons, Bytown Accounting & Tax Services, Bytown Boys Supporter Club, DMR Consulting Services Corp., Donna Crabtree Professional Corporation, Export Development Canada, The Good Companions Senior's Centre, Home Depot of Canada Inc., Intact Insurance, IODE (Laurentian Chapter), Maggie Rolfe, Ontario Branch of the King's Daughters and Sons, Ottawa Community Foundation, Ottawa Valley Quilters Guild, RBC Foundation, Rotary Club of West Ottawa, Royal Canadian Legion Branch 480, Rubicon, Ruth Street, Sending Sunshine, Steven Cornfield, Sparks St. BIA, Taggart Parkes Foundation, United Way of Eastern Ontario



We would also like to thank Benevity, Canada Helps, and Canadian Online Giving.

STATEMENT OF OPERATIONS

	2022	2021
Revenue		
Meals	\$ 684,628	\$ 664,647
Contracted Meals	<u>134,782</u>	<u>174,039</u>
	<u>819,410</u>	<u>838,686</u>
Ontario Health funding	<u>348,809</u>	<u>343,715</u>
Funding		
Government of Canada	4,212	4,730
City of Ottawa Grant	56,886	50,518
City of Ottawa, Olde Forge & OCSP—COVID	203,397	269,870
United Way funding - COVID	-	21,250
	<u>264,495</u>	<u>346,368</u>
Donations		
Organizations	3,332	52,293
Individuals	<u>72,344</u>	<u>58,126</u>
	<u>75,676</u>	<u>110,419</u>
Other revenue		
Fundraising	600	605
Gain on sale of equipment	-	1,800
Government wage subsidy	-	6,361
Interest	352	842
Miscellaneous	<u>2,000</u>	<u>-</u>
	<u>2,952</u>	<u>9,608</u>
Amortization of capital asset funding	<u>8,020</u>	<u>11,327</u>
	<u>1,519,362</u>	<u>1,660,123</u>
Expenses		
Meal costs	564,958	553,436
Contracted meal costs	<u>73,104</u>	<u>121,090</u>
	<u>638,062</u>	<u>674,526</u>
Wages	423,088	401,289
Employee benefits	<u>75,843</u>	<u>80,106</u>
	<u>498,931</u>	<u>481,395</u>
General		
Office	31,187	29,432
Travel	26,339	21,247
Other operating	48,759	51,615
COVID related expenses	209,412	292,600
Bad debts	<u>5,311</u>	<u>1,002</u>
	<u>321,008</u>	<u>395,896</u>
Equipment and Operating		
Automotive	2,804	2,013
Photocopier	734	995
Repairs and maintenance	262	3,354
Computer	<u>15,873</u>	<u>15,408</u>
	<u>19,673</u>	<u>21,770</u>
Amortization of capital assets	10,061	14,261
Building occupancy	<u>25,336</u>	<u>24,957</u>
	<u>1,513,071</u>	<u>1,612,805</u>
Excess of revenue over expenses	<u>\$ 6,291</u>	<u>\$ 47,318</u>