

MEALS ON
WHEELS



LA POPOTE
ROULANTE

OTTAWA

ANNUAL REPORT



2024

MEALS ON WHEELS / LA POPOTE ROULANTE
(OTTAWA)

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OUR MISSION



Meals on Wheels/La Popote roulante (Ottawa) is a not-for-profit agency that promotes the dignity, health and independence of people who are elderly, differently-abled and recovering in our catchment area

“My brother loves the food and service. Your wonderful delivery people have brightened my brother's existence with their positive and compassionate attitude. I am very appreciative of this fact.

-Family member”



613-233-2424



service@mealsonwheels-ottawa.org



mealsonwheels-ottawa.org



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[/mealsonwheelsottawa](https://www.facebook.com/mealsonwheelsottawa)



[/MOWOttawa](https://twitter.com/MOWOttawa)



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Ottawa, ON

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PRESIDENT AND EXECUTIVE DIRECTOR'S REPORT

The past year has seen a return to a more normal state of affairs now that COVID-19 seems to be behind us. During the year, MOW has continued to deliver meals and check on the well-being of our clients. All told, we delivered 10,520 meals to 1,544 total clients.

We thank our team of 261 dedicated volunteers for delivering meals, assisting in the office and serving on the Board of Directors. That said, MOW still is confronting a continuing shortage of volunteers and the ongoing challenge of recruiting additional volunteers.

MOW, in the early part of the year, experienced a major turnover of staff. As the year wore on, the new staff members settled into their positions and are now proving to be a major asset to the organization. We are deeply appreciative of the excellent service all our staff are providing to our clients.

In 2010, the Ontario Legislature passed the Ontario Not-for-Profit Act, 2010, (ONCA). However, ONCA was not proclaimed until 2021. At its Annual Meeting last September, the members of MOW approved the needed revisions to the articles and by-laws to bring them into conformity with the provisions of ONCA.

In order to facilitate fund-raising, MOW revised its legal name from The King's Daughters Dinner Wagon to Meals on Wheels/La Popote roulante (Ottawa) as this name is more recognizable in the community.

COVID-19 funding that was being received from the province and the City of Ottawa ended March 31, 2024. This has meant a return to regular pricing for meals on April 1st accompanied by an inflationary increase of 4%. We remain concerned about the adverse impact that this is having on our lower-income clients and continue to advocate for increased funding from our Ministry of Health funder to offset the staggering inflation on food prices we have seen over the last few years.

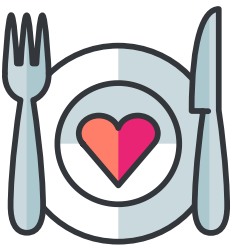
As always, we greatly appreciate and thank our funders at Ontario health and the City of Ottawa plus all our generous corporate and individual donors for their continuing staunch support. Together we are making a difference in our community and will continue to do so going forward!



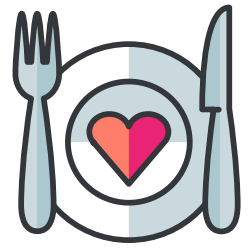
LISA WILSON
BOARD PRESIDENT



BAUDOIN ST-CYR
EXECUTIVE DIRECTOR



OUR YEAR



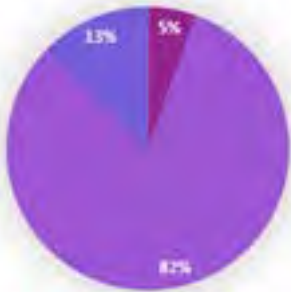
IN NUMBERS

101,520
MEALS SERVED



1544
TOTAL CLIENTS

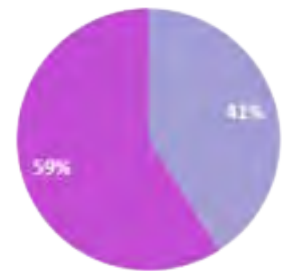
Meals by Client type



AIP meals Regular Client Meals Going home Meals

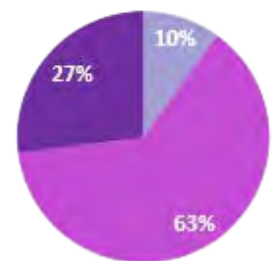
627
FIRST TIME CLIENTS

Clients by Gender



Male Female

Clients by Age Group



Below 65 65 - 84 over 85

“Everything is amazing and just perfect.
I will be getting MOW for the rest of my life
- Client”





69
NEW VOLUNTEERS

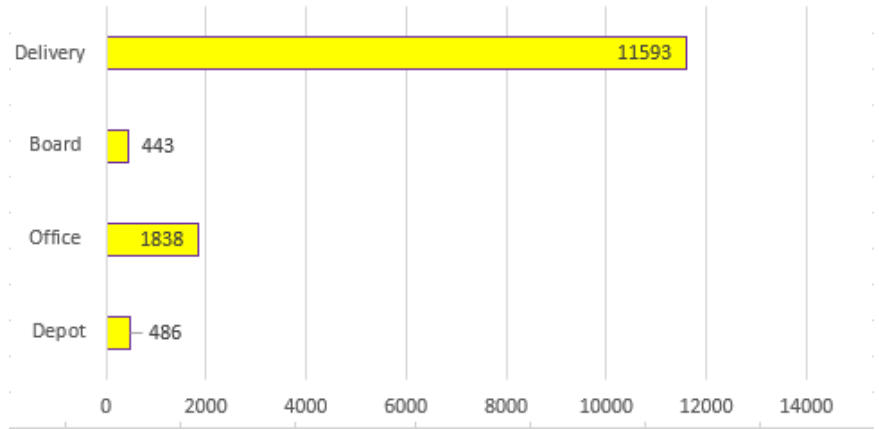


261
ACTIVE VOLUNTEERS

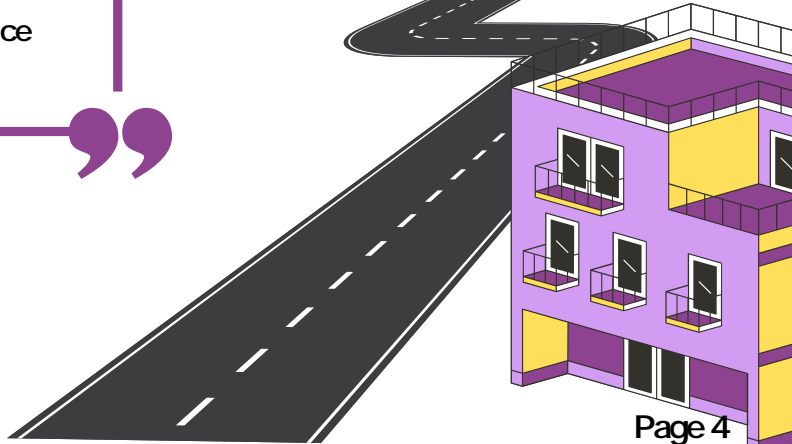
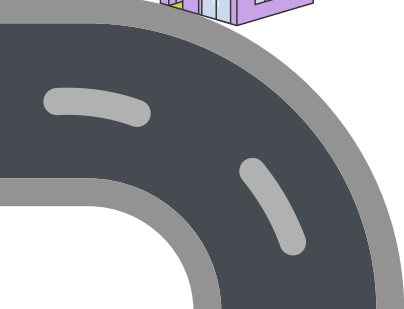
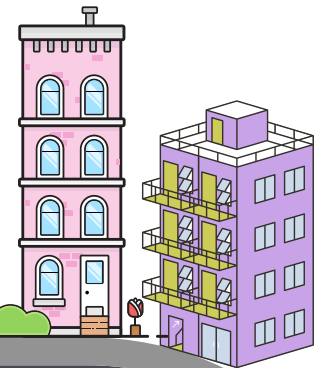
14 360
TOTAL VOLUNTEER HOURS



Volunteer Hours by Task



“ I am so grateful for this meal service and the wonderful volunteers who are keeping me out of a retirement home by providing me with meal service five days a week.
- Client ”





Volunteer STORIES

I had been looking for a volunteer opportunity but was often unable to meet the usual "1-year commitment" requirement imposed by most organizations. In contrast, MOW recognizes and respects that volunteers have their own commitments and interests, and therefore offers them a flexible schedule. WOW! Without hesitation, I applied to become a volunteer. Even though I am by myself during my delivery shift, I never feel alone. I know that there's a whole MOW team back in the office ready to offer me their support at any moment. Thank you, team! Since I started volunteering nine months ago, I've come to care for my "regulars". I very much look forward to seeing them from one week to the next. The warm meal delivery is the purpose, but the clients' smiles, laughs, chats, and appreciation are the rewards.

Hélène Hubert - Volunteer

I started as volunteer driver in November 2023, and I've enjoyed every minute of my experience since! It's not a "job", it's a privilege. Of course, the best part of the experience is the people – both the clients and the Meals on Wheels staff. One of favourite memories was a delivery just before Easter. The client is a frail, elderly, shy lady. After my knock, she finally made it to the door. I placed her meal on her walker, and she looked at me with a glint in her eye and handed me a wrapped chocolate Easter rabbit. Not a word, just a smile. It made my day and made the experience all worthwhile!

Brian Guthrie - Volunteer

We have been delivering meals on a weekly basis, as a team, ever since we retired in 2005, with a brief gap during COVID. When we left work we were looking for volunteer duties we could do together and that would get us out of the house as part of a weekly routine. Little did we know that delivering meals would give back so much more to us in terms of the gratitude shown by the clients. In particular there is one client who has multiple health challenges, yet he always greets us with a smile and never fails to offer his wish that we "have a great weekend" as we leave for our next Friday delivery.

Barry & Nancy Craven - Volunteer team



STAFF

Baudouin St-Cyr	Executive Director
Anna Fernandez	Bookkeeper
Clare Gee	QuickBooks Consultant
Mer Woods	Lead Client Services Coordinator
Tannistha Eyma	Saturday Coordinator
Diane Dieujuste	Lead Volunteer Coordinator
Malika Arjan	Coordinator of Volunteers
Idil Sheikh	Community Outreach Coordinator
Michelle Deneault	Frozen Food Coordinator
Emma Chisholm	Summer Student



BOARD OF DIRECTORS

Lisa Wilson	President
William Houston	Vice President
Sheryl Urie	Treasurer
Yolande Cremer	Secretary
Stuart McLeod	Past President

Baudouin St-Cyr..... Executive Director (Non-Voting)

Tony Horava, Heather Pilkey, Maroun Rehayem, Jonathan Rybicki , Cynthia Waugh, Sally Thornton

Our Donors

The Board of Directors expresses its appreciation to all the volunteers, donors, and others in the community who support Meals on Wheels/La Popote roulante Ottawa. In addition to returning their gas allowances as donations, volunteers regularly donate to Meals on Wheels and support fundraising events. Clients, their families, friends, local businesses, service clubs, voluntary sector organizations, and others also make significant donations, including memorial donations. These are all essential for the continued operation of the Meals on Wheels service.

In 2023-2024, we extend a special thank you to the following supporters:

Government Support:

City of Ottawa
Ministry of Health and Long-Term Care via
Ontario Health
Service Canada



Service Club Donors:

The City Union of The King's Daughters and Sons
The Rotary Club of West Ottawa

Meal Suppliers:

Apetito
The Good Companions Seniors' Centre
Centre d'accueil Champlain
Gary J. Armstrong Seniors' Centre
St. Patrick's Home
TimeSaver Foods
Nutrition Blocs

Depot Partner:

The Olde Forge Community Resource Centre

Corporate Delivery Teams:

Live Work Play
Amazon

Community Participation and Membership:

Council on Aging of Ottawa
Champlain Community Support Network (CCSN)
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

Gifts and Other Support:

United Way East Ontario

Gifts in Kind:

Ruth Street, Emily Black, Marie-Claude Rochon



MEALS ON WHEELS / LA POPOTE ROULANTE (OTTAWA)

STATEMENT OF OPERATIONS

YEAR ENDED MARCH 31, 2024


	<u>2024</u>	<u>2023</u>
Revenue		
Meals	\$493,848	\$744,963
Contracted meals	210,208	191,103
	<u>704,056</u>	<u>936,066</u>
Ontario Health funding (note 6)	494,724	355,785
Funding		
Government of Canada	4,902	4,731
City of Ottawa grant (note 6)	77,453	73,729
Olde Forge, Ottawa Community Foundation & OCSA (note 6)	30,000	188,840
Red Cross Canada (note 6)	60,832	-
	<u>173,187</u>	<u>267,300</u>
Donations		
The King's Daughters and Sons	1,625	15,500
Organizations	1,286	5,896
Individuals	70,177	77,971
	<u>73,088</u>	<u>99,367</u>
Other revenue		
Fundraising	167	1,835
Interest	8,853	4,795
Miscellaneous	-	78
	<u>9,020</u>	<u>6,708</u>
Amortization of capital asset funding	3,310	4,991
	<u>1,457,385</u>	<u>1,670,217</u>
Expenses		
Meal costs	546,874	650,167
Contracted meal costs	119,951	89,957
	<u>666,825</u>	<u>740,124</u>
Wages	493,433	441,605
Employee benefits	91,240	78,220
	<u>584,673</u>	<u>519,825</u>
General		
Office	46,814	40,249
Travel	23,054	30,113
Other operating	64,786	52,039
COVID related expenses	-	208,164
Bad debts	10,065	5,311
Board and volunteer training	10,375	-
	<u>155,094</u>	<u>335,876</u>
Equipment and operating		
Automotive	4,864	6,258
Photocopier	1,257	684
Repairs and maintenance	1,522	1,356
Computer	11,909	20,989
	<u>19,552</u>	<u>29,287</u>
Amortization of capital assets	5,632	6,802
Building occupancy	26,095	25,716
	<u>1,457,871</u>	<u>1,657,630</u>
Excess of revenue over expenses (expenses over revenue)	<u>\$ (486)</u>	<u>\$ 12,587</u>



FRESH INDIAN MEALS

DELIVERED TO YOUR HOME!

A project by ICCC Seniors Program and in association with

Ethnic Flavors by  nutritionbloccs

Fresh meals conveniently delivered by volunteers on Tuesdays (West) and Fridays (East) to your home around noon.

Order Now!

CALL 613-233-2424 to REGISTER!

