

JUNE 2016

Meals on Wheels London

Star Values
Stellar People

Celebrating Meals on Wheels London
through the people and partnerships that
align to make our impact great!

2015/16 Annual Report

PRESIDENT AND EXECUTIVE DIRECTOR'S REPORT

Mission:

Meals on Wheels
London partners
with volunteers to
promote wellness,
health and
independence
through
transportation and
nutritious meal
services benefiting
our community

Support * Respect * Excellence * Connectivity

Volunteers
being

Recognized:

*Hugh John
Cook

*Eric Beriault

*Sonia Fabiani

*Wynn
Downing

*Beth
Morrow

RESPECT

We respond with integrity to the needs of the community and stakeholders, pursuing equity and care in every interaction!

Our Generous Donors ensure that we can provide our services in an equitable and affordable way!

This year we are recognizing the following donors for helping Meals on Wheels London provide RESPECT to all our clients:

*FARHI Holdings

*Tricar

*TechSHARE

*Southside Group

*Westminster College Foundation

Community Partners
being recognized:

*London Food Bank

*Salvation Army

*Youth Opportunities
Unlimited

*London and Area Distress
Centre

*Grandwood Park

CONNECTIVITY

Through Collaboration, we foster well-being, meaningful relationships, and impactful partnerships within our community.

Our Community Partners reflect our organizational values and help us create greater impact in the lives of those we serve! Collaboration means truly aligning missions to amplify effectiveness of both organizations!

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STELLAR PEOPLE

Laura Christie, Volunteer Manager

Meals on Wheels London has a terrific team of 340 volunteers. It is a team effort that keeps our programs running smoothly and ensures a great volunteer experience. People become volunteers because they are community minded individuals. They stay with the organization because they enjoy their role, the clients, the staff, and the connections they make. Provision of service could not occur without them. This year 41 volunteers were celebrated for their years of service with Meals on Wheels. 5, 10, 15, 20, and 30 years of dedication and commitment were recognized this year and we couldn't be prouder.



VOLUNTEERS

SUPPORT

Meals on Wheels Volunteers exemplify the value of support which is defined as: providing a responsive flexible environment with dignity and hope for all

21283 Volunteer Hours

1100 Calls from Volunteers

about Clients not
answering the door

13 Christmas routes delivered
on Dec.25

400 Guests at 2 volunteer
appreciation events

**Meals on
Wheels London
Staff Years of
Service**

Recognition:

25 Years:

Sophia Heimpel

15 Years:

Laura Christie
Lenore McGuire

10 Years:

Margaret Davies
Peter Vandenhogen

5 years:

Sheila Hryclick
Anne Baverstock

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EXCELLENCE

We are committed to quality,
using innovation and
professionalism to ensure a
high level of satisfaction and
value.



TRANSPORTATION & MEAL SERVICES

Annie May Cruickshank & Debbie Meagher

Our amazing drivers average 1 or 2 drives per week helping MOWL get approximately 25 clients to their medical appointments every day. Meal Delivery volunteers are committed to one route that they delivery to weekly over the noon hours. Not only do they lend an arm for assistance or a meal for nutrition, they also lend an ear as they listen to clients interesting life stories and offer interaction and encouragement. As we pair volunteers & clients that are in roughly the same areas of the city and assign meal drivers to the same route weekly, it is not unusual for relationships and friendships to develop and conversations continue week to week, month to month, year to year. Our clients tell us that these services contribute greatly to their independence!



115 846 Meals Delivered
1436 Clients Served
1370 new clients
1100 clients followed up
with due to 'not
home' process
34% of meals were
provided at a
subsidized Rate to low
income clients

10518 One way Trips
Completed
210 Social Engagements
through the Lunch
Bunch Program
110 Clients accessed
subsidy making our
transportation service
affordable for them.
74 Average age of our
Transportation Volunteers

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MEALS ON WHEELS LONDON**Statement of Financial Position****March 31, 2016**

	2016	2015
ASSETS		
CURRENT		
Cash	\$ 104,210	\$ 38,385
Cash - Board Restricted Fund	555,414	554,970
Marketable securities	124,191	133,866
Accounts receivable	74,191	73,659
Due from PSW Training Project	3,000	73,970
HST rebate recoverable	17,463	17,453
Inventory	7,204	3,445
Prepaid expenses	9,949	5,462
	895,622	906,215
Capital assets	71,832	70,404
	\$ 967,454	\$ 976,619
LIABILITIES AND FUND BALANCES		
CURRENT		
Accounts payable and accrued liabilities	\$ 160,110	\$ 136,152
Government remittances payable	10,746	12,052
Deferred contributions	10,000	-
	180,856	148,204
Deferred capital contributions	71,832	70,224
	252,688	218,428
FUND BALANCES		
General Fund	-	180
Board Restricted Fund	714,766	758,011
	714,766	758,191
	\$ 967,454	\$ 976,619

This financial summary is an excerpt from the complete financial statements of the organization, which were audited by BDO Canada LLP Chartered Professional Accountants, dated June 14, 2016, and as such does not contain all disclosures required under Canadian accounting standards for not-for-profit organizations. A copy of the complete financial statements is available from the organization upon request.



Meals on Wheels
London

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MEALS ON WHEELS LONDON

Statement of Operations and Changes in Fund Balances

Year Ended March 31, 2016

	Total	
	2016	2015
REVENUE		
Grants - SW LHIN / MOHLTC	\$ 429,041	\$ 422,869
Grants - SW LHIN / MOHLTC - One-time funding	40,525	1,333
Grants from United Way	91,000	91,000
Meal service	716,295	725,175
Fundraising initiatives	137,419	116,975
Transportation service	74,630	69,330
PSW management fee	38,502	41,571
Gas reimbursement donations	22,662	23,792
Interest	17,077	12,663
	1,567,151	1,504,708
EXPENDITURES		
Meals (direct costs)	628,539	631,183
Salaries and benefits	571,593	508,269
Volunteer gas reimbursement	74,064	73,919
Technology	60,807	15,300
Meal subsidy program	56,519	51,303
Occupancy costs	48,278	54,021
Office	41,208	45,090
Meal subsidy program - United Way funded	36,500	36,500
Professional fees	23,935	5,925
Van operations	15,270	11,990
Volunteer recruitment, training and recognition	13,836	14,434
Fundraising	9,299	11,165
Staff training	6,148	4,295
Insurance	5,121	4,303
Bad debts	3,135	5,420
Staff travel	2,658	2,396
Memberships	2,263	2,022
Marketing	2,126	8,084
Crisis fund	1,923	2,300
	1,603,222	1,487,919
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENDITURES BEFORE OTHER ITEMS	(36,071)	16,789
OTHER ITEMS		
Amortization of deferred capital contributions	29,365	19,823
Amortization of capital assets	(29,545)	(19,823)
Gain on disposal of capital assets	2,500	-
Unrealized gain (loss) on marketable securities	(9,674)	(26,771)
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENDITURES	(43,425)	(9,982)
FUND BALANCES, BEGINNING OF YEAR	758,191	768,173
FUND BALANCES, END OF YEAR	\$ 714,766	\$ 758,191

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Meals on **Wheels**

London

Staff Team

office staff

*Christa Brighton

*Sarah Campbell

*Laura Christie

*Annie May Cruickshank

*Vanessa Cullen

*Jo-Anne Doxtator

*Maddison Froates

*Sheila Hryclick

*Debbie Meagher

*Sarahfina Nowakowski

*Jim Ryan

*Carrie Webster

depot staff

*Anne Baverstock

*Katherine Clarke

*Margaret Davies

*Michelle Durston

*Sophia Heimpel

*Kerri Mesman

*Peter VandenHogen

van drivers

*Lenore McGuire

*Rodey McIntyre

*Stephen Strutt

Board of Directors

2015/16

*Kevin Barry - President

*Bill Diver -Vice President

*Jeff Tomlinson - Secretary

*Gail Stark - Treasurer

*Maria DeJourdan -Executive
member at large

Directors of Board

*Sonia Fabiani

*Marianne Pope

*Eric Beriault

*Maureen Nicol

*Hugh John Cook

*Sally Bennett

*Chad Lanaus

*Deborah Lucas

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