



Impact Report

2021-2022



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Introduction

Long before we were faced with an unprecedented global pandemic, Meals on Wheels London was ensuring individuals in our community had the services they needed when socially isolated.

Everyone, at some point in their lives, will rely on the care of others. Meals on Wheels London prides itself on being a method of care that can help improve mental and physical health for members of our community.

Our staff, volunteers and board have spent the past two years navigating, like so many others, the barriers and challenges presented by the global pandemic. Together they all rose to the challenge.

This was a big year for us for many reasons:

- Provided over 100,000 meals annually
- Maintained and continued crisis and compassionate meal program
- Increased our Food Box Program thanks to our partnership with the London Food Bank
- Launched our new Strategic Plan 2022–2025
- Updated our mission, vision and values.

As we look ahead to the 2022/2023 fiscal year our focus will be delivery on the actions stated in our strategic plan. These actions will assist us in building a stronger service model and meeting the needs of our constantly changing community.

Like so many businesses and other organizations we have been focused on our response and ensure proper safety for all we serve. We want to thank everyone for their continued patience.

We want to thank our funders Ontario Health and the United Way of Elgin and Middlesex for their continued support to help us fulfill our mission.

To our individual donors and grantors, your support, no matter what size is more than just a monetary contribution. It is a reminder that our community supports the work that we do.

It is no doubt that the last two years has been challenging for many individuals. We want to thank our tireless volunteers whose work, for some our communities most vulnerable, makes their lives just a little bit easier.

We welcome questions and feedback at anytime, don't hesitate to reach out.

Chad Callander, Executive Director



Sally Bennett, Board President





We are motivated by a strong commitment to our volunteers, our donors, our partners and our community - and our aspirations and guiding principles are defined by the community we serve

Our Vision

A community in which every person has a pathway to wellness and independence.

Our Mission

Nourishing community wellness, one person at a time.

Our Commitment to Our Community

We deeply value our volunteers - they are at the heart of our work.

We are socially, financially and environmentally responsible.

We honour our community through partnerships, diversity and inclusion.

We deliver high quality programs and services, always

We embrace organizational change and imagination.

We strive for tangible, lasting results.

These guiding principles inform and infuse everything we do, day-in, day-out.

They have been forged by our commitment to high ethical standards, transparency and accountability.

They drive our priorities, organizational decisions and how we accomplish our mission.

2021/2022

The Year In Numbers

We are very proud of our accomplishments over the last year:

PROJECTS	DETAILS	OUTCOME
Meals Delivered	Frozen, daily, breakfast, food box. The total # of meals delivered by Meals on Wheels London last year	• 110,555
Transportation Rides	Number of rides to wellness related appointments *	• 1078
Crisis and Compassionate Meals	In 2020 we launched a program to provide services for those in need at no cost.	• \$33,500
Food Box Deliveries	We partner with the London Food Bank to deliver monthly food bank items to those who physically cannot get to the food bank.	• 737
Not Home Procedure Followed	With each meal delivery comes a safety check in. Anytime someone is not home we follow a process to ensure they're safe.	• 453

*Annually this number is much higher but due to restrictions and safety protocols the number of rides was limited. We are very proud of this number and our volunteers for delivering service at this level during the COVID 19 pandemic.

Our Funders

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Ontario Health
West

20 years and counting!

Meals on Wheels London has been funded by Ontario Health for over 20 years. They have been leading healthcare throughout our province in what has been a very difficult time. We want to thank them for their trust in us to help provide Home and Community Care support services to the London community and their support of staff, volunteers and clients throughout the pandemic.

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United Way
Elgin Middlesex

Always has the pulse of our community!

The United Way Elgin Middlesex is a community leader. This amazing organization always shows their skills of being able to respond to community need. Meals on Wheels London and its team are grateful to partner with the United Way in programming but also advocacy for our communities most vulnerable. Our Executive Director, Chad Callander, proudly served as a agency representative in their campaign cabinet over the past two years. We look forward to many more years of working together!

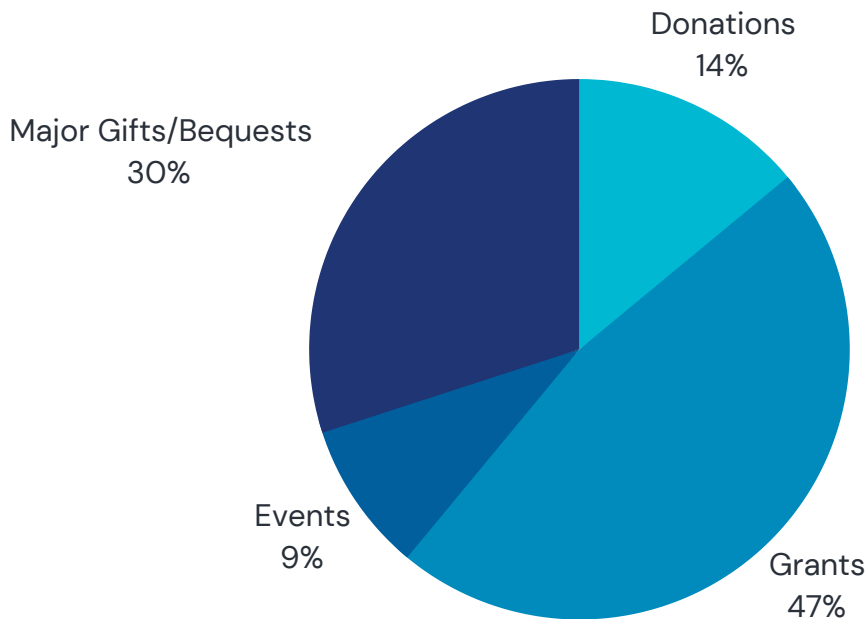
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Individual Donors Make the Difference

Whether it was \$2, \$200 or \$2000, our individual donors make the difference. Just like our funders, individuals trust us to deliver high quality programs to those we serve. We consider each donor as a reminder of our mission to nourish community wellness, one person at a time. Thank you for investing in us and your community!

Donations, grants and your support makes our work possible.



169

Donors this year

Donations

\$44,497

Events

\$28,637

Grants

\$152,489

Major Gifts/Bequests

\$95,638

Grants are vital to our success. We want to thank all of our grantors from the past year:

WOCO Foundation
Lawson Foundation - Miggsie Fund
Lutheran Social Services
Meals on Wheels of America
Canada Summer Jobs Grant
London St. Thomas Association of Realtors

London Community Foundation
Dr. Donald and Donna Morgenroth Fund
William Thomson Family Fund
Ontario Community Support Program
Through the Ontario Community Support Association



We want to thank those who sponsored Marching for Meals in 2021. Thanks to you we were able to reach our goal.

Move Sponsors - Libro Credit Union, CIBC Private Wealth Wood Gundy- David Hooper, LiveFit, Talbot Marketing, Bluestone Properties
Performance Sponsors - Downs Barristers and Solicitors, LIUNA 1059, UA Local 527, Apetito HFS, Unifor, Wallace Smith LLP
Community Sponsors- Davis Martindale, Cohen Highly, Minto, Unifor Local 27, Arcane

We want to thank these groups for supporting special initiatives and events throughout the year:

De Kay Holdings LTD., Knights of Columbus #8339, Smith Family Foundation, Robertson Foundation and the Law Society Foundation

A Proud Partnership

Meals on Wheels London works with a number of community partners. We wanted to highlight the London Food Bank as one of those partners. Our relationship has grown and individuals may not be aware of how we're connected.

This great organization has been serving London since 1986. Fulfilling its mission, "...to help a generous community share its food resources."

So how do we partner with the London Food Bank?

What many individuals in our community don't realize is that when you are supporting the London Food Bank, you are supporting over 25 agencies like Meals on Wheels London. The London Food Bank works with these agencies to ensure they can share their resources.



In April of 2016 we partnered with the London Food Bank to create the Food Box program. This program would see individuals who couldn't physically get to the food bank have their monthly food bank allotment delivered to them at their home. This was due to a realization that many who are socially isolated are unable to get to the food bank.

Since 2016 the London Food Bank and Meals on Wheels London have delivered 3,061 food boxes as of July 2022. That is over 400 food boxes each year. In the last two years usage of the food box program has grown by 20%!

In 2020 Meals on Wheels London realized those who receive the food boxes would benefit from more fresh food. We include with each food box two breakfast bags to ensure even more fresh healthy food. The feedback from clients was overwhelmingly positive and we continue to add these bags at no cost to those receiving them. We have given out 2,394 complimentary breakfast bags and will continue to do so.

On average about 65 individuals use this program each month.

Some client comments:

"Meals on Wheels London cares about how you're doing, not just about getting your food. Meals on Wheels London is like a family, makes me feel more connected."

"Drivers are awesome and everything is so well organized."

"I so appreciate this program as its the only way I'd get the food that I need."

We want to thank the London Food Bank for their continued partnership. As well, anyone who supports this great organization. Reminder, when you support the London Food Bank you're supporting over 25 agencies across the city to help ensure individuals and families food security.

*Thank!
You.*

Just one story, in a novel of community care.

Did you know that the dollar value for contributions by MOWL volunteer hours each year is over \$500,000!?

Meet Dorothy!

Dorothy is one of our valued volunteers who will celebrate her 29th year of service this year! She is very young at heart at the age of 97.

Dorothy came to London from Halifax with her husband in 1945.

How did she get started with Meals on Wheels London? Well, Dorothy saw an ad for Meals on Wheels London. Having just lost her husband Dorothy was searching for a new beginning.

Dorothy has served in a number of roles with Meals on Wheels London. Reheating, Depot Staff Member and a chat volunteer with clients.

It was a great fit for her and the clients. They had many things in common. and the conversations could be lengthy. Dorothy felt fulfilled providing some much needed connections for many who had no family in the city.

When the chatline program was discontinued in 2005. Dorothy carried on making calls. One client said, "Dorothy was the greatest thing that ever happened to me."

Dorothy made over 1000 calls in this role!

When asked about her years of volunteering, Dorothy said it has added to her life. She feels blessed with all her experiences, the people she has met, connections made with other volunteers, and staff. Being involved with an organization doing great work in the community has meant a great deal to her.

Dorothy doesn't stop there. She has been an avid supporter of our annual Marching for Meals event. Helping us reach our goal!

In her spare time, she sews, bakes, does crochet work and spends time with her family. Still actively involved with Meals on Wheels London since 1993.

We want to thank Dorothy for her many years of service. As well, all volunteers who make the work we do possible.

Interested in volunteering? Visit here to find more information:

<https://mowl.ca/volunteer/>

Meals on Wheels London Summary of Financial Position

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The following information summarizes the financial position for the year as of March 31st, 2022. Full financials can be found: <https://mowl.ca/about-us/financial-statements-and-reports/>

Assets

2022

2021

Cash

\$127,722

\$324,100

Accounts Receivable

124,700

77,377

Prepaid Expenses

40,242

11,451

Investments

652,618

546,464

HST Rebate recoverable

9,366

9,981

Inventory

3,610

1,020

958,258

970,393

Tangible capital assets

20,314

31,666

\$978,572

\$1,002,059

Liabilities

Accounts Payable and Accrued Liabilities

\$117,076

\$149,302

Government Remittance Payable

4,283

3,444

Repayable to Ontario Health

12,918

12,918

Deferred Revenue

24,631

52,464

158,908

218,128

Deferred Capital Contribution

20,314

31,666

179,222

249,794

Commitments

Net Assets

Reserve Fund

799,350

752,265

\$978,572

\$1,002,059



Some pictures from the last year..



Meals on Wheels London Team

Board of Directors

Sally Bennett, President
 Diane Silva, Vice-President
 Jenn Costa, Treasurer
 Jessica Naujokaitis, Secretary
 Gary Lowe, Director
 Jeff Tomlinson, Director
 Paul Connor, Director
 Tim D'Souza, Director
 Brian Costigan, Director
 Tony Crncich, Director

Our Staff

Chad Callander, Executive Director
 Laura Christie, Volunteer Coordinator
 Susan Edginton, Manager Client Services
 Rebecca Soltan, Manager Finance and Human Resources
 Devon Mota, Community Development Liaison
 Kerri Mesman, Client Services Associate
 Jo-Anne Doxtator, Client Services Associate
 Karen Osterberg, Client Services Associate
 Temitope Akinsola, Administrative Assistant
 Avyn Watterton, Finance and Administrative Assistant



Depot Staff: Katherine Clarke, Stacey Marhue,
 Nancy Southern, Wendy Ferris, Janet Ward

Van Drivers: Rodey McIntyre, Stephen Strutt

...and many wonderful volunteers!!!!

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