

# Governance Report

April 2021- August 2022



**MEALS** **on** **WHEELS**  
**LONDON**

# MOWL Board of Directors

Sally Bennett  
Board President

Diane Silva  
Vice President

Jenn Costa  
Treasurer

Jessica Naujokaitis  
Secretary

Paul Connor  
Director

Gary Lowe  
Director

Jeff Tomlinson  
Director

Tim D'Souza  
Director

Brian Costigan  
Director

Tony Crncich  
Director

Jessica Williams  
Director

# 1

## Leading with Purpose

Meals on Wheels London began its strategic plan in January 2022. This ambitious plan was a culmination of many discussions and consultations with our staff, volunteers, board, partners and community. This plan had five key objectives and some of the other objectives do focus on aspects of governance our first objective made governance a main priority.

**Objective 1: Elevate our organizational performance through collaborative, transparent and focussed governance and management.**

### **Mandate/Roles and Responsibilities:**

- 1. The leadership team will lead the strategic planning process, collaborating with staff to assist with projects and items related to the strategic plan.**
- 2. The Board of Directors will receive quarterly and annual updates on the progress of the strategic plan, advise and provide feedback on its objectives.**
- 3. Board Committees will assist with advising and providing feedback on parts of the strategic plan that relate to their terms of reference.**

### **Our commitment:**

- Transparent and accountable decision making**
- Diversity, equity and inclusion statement included with all postings, Board of Directors, employees and volunteers.**
- Actively reaching out to communities whose representation our organization may be missing**

### **Over the past year:**

- In keeping with good governance we will provide this report annually on our governance including, updates, reminders and potential changes to ensure transparency**
- In 2022 we welcomed 3 new board members who were the first to take part in our new board orientation process. This process will be updated and reviewed annually to ensure it meets the needs of our new board members and will prepare them to serve in their role effectively.**

# 2

- In 2022 we re-established our committee process to provide a forum for more discussion and evaluation of the work being done by MOWL. Each committee has terms of reference as a tool for recruitment. These are available upon request. The three committees are:
  - a. Finance and RFP Committee
  - b. Fundraising Committee
  - c. Programs and Communications Committee
- All three committees will allow for outside members (those not on the board) to get more perspectives and expertise. This will be an ongoing process but anyone wanting to inquire about joining any MOWL committees can email [info@mowl.ca](mailto:info@mowl.ca).
- Minor changes to our Board Governance Manual were made and we will continue to evaluate annually. MOWL moved to a governance model with a total overhaul of its Governance Manual in 2019.
- Like many other organizations we are working on changes that are required as part of the new Ontario Non Profit Corporations Act which was proclaimed on October 19th, 2021. Organizations have three years to ensure they're compliant. We expect only minor changes will be needed and these will be shared in subsequent governance reports.
- Researching potential training opportunities for our Directors and committee members. We want to ensure they have the tools they need to shape our organization. For example, training and information related to Diversity, Equity and Inclusion (DEI).
- This year we conducted our first board evaluation. Our board then discussed and analyzed the results. This analysis allowed us to make adjustments to our priorities and strategic focus. As committees were established this year they will have their first evaluation in 2023.
- A succession plan was created in 2021 for the board and staff. Both will be reviewed annually and updated.
- The board updated its recruitment strategy to allow for a clear timeline to seek out new directors. Skills, needs and backgrounds will all be considered in this recruitment process. The Board also updated its policies and procedures to ensure individuals can identify in their applications diverse groups they're a part of and/or have experience with. Those interested in joining our board can be advised of this process by emailing [info@mowl.ca](mailto:info@mowl.ca).
- The board also recognized that in 2023 it will need to reach out to groups intentionally, who are a part of our community but may not be reflected on our board.

# 3

## Next Steps

Like all non-profit organizations when it relates to governance MOWL is a work in progress. We are continually seeking ways to make changes and improve. Looking ahead to our governance in the next year:

1. Expanding the work of our committees. This first year was about establishing and finding our rhythm. The foundation we'll set in the first year will hopefully help us use committees as valuable tools in our strategic planning work. It is likely we'll need to now focus on expanding committee membership to fill in the skills and experiences we may be missing.
2. There are a number of legislative changes that have occurred in the past year and still some coming in the next. As mentioned, the Ontario Non Profit Corporations act was declared in 2021 and allows three years for organizations to be compliant. MOWL will continue this work but will also annually examine all governance activities to ensure they're compliant with legislation and effective.
3. The Board and Leadership team will participate in its first Diversity, Equity and Inclusion training (DEI). While all policies are compliant with legislation, organizations must take an active role to ensure that volunteers, employees, board members and staff bring experiences that are reflective of the community. This training is just the beginning. To quote part of our strategic plan when it comes to DEI, "...ensuring we are meeting regulatory obligations and community expectations." We look forward to working on it.
4. The upcoming year will allow us to review and evaluate the work of our board and committees. This past year was the first time the board did this. It was an effective process and helped us reflect and see what we could do better.
5. Succession planning is something that is often overlooked by organizations as they can often become too focused on the present. MOWL has been through a lot of change over the last 18 months and will need to ensure that the succession plans for staff and board are in place for any future transitions.
6. Finally, the process for growth is not always planned. MOWL staff and board are speaking with community partners, studying trends and seeking ways in which we can improve our governance. We welcome feedback at anytime!

# 4

## Thank you!

We couldn't release a report to our community without some thank you's.

Thank you to incredible volunteers who make the day to day services of Meals on Wheels London come to life.

Thank you to the incredible staff who work tirelessly to ensure our clients needs are met.

Thank you to our board for their time and dedication to our organization.

Thank you to our funders, donors and grantors who support the work we do in the community and make it possible.

Thank you to our incredible clients and caregivers.

Thank you to our community for all your support!

## Contact

Meals on Wheels London  
356 Queens Ave.  
519-660-1430  
[www.mowl.ca](http://www.mowl.ca)  
[info@mowl.ca](mailto:info@mowl.ca)