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# 2023/2024 ANNUAL REPORT



**MEALS  WHEELS**  
**LONDON**

TOGETHER, WE CAN DELIVER.

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# A MESSAGE FROM OUR LEADERSHIP

Each year putting together this report is one of our favourite activities. Our organization gets to look back and share updates and successes over the past year. The amazing Meals on Wheels London team continues to serve its community with pride and distinction.

Some annual updates:

- Meals on Wheels London is currently in the final year of its three year strategic plan. This extensive project included updating Meals on Wheels London's mission, vision and values. Meals on Wheels London is proud to report over 90% of objectives set out in this plan have been completed
- Strategic planning is never entirely complete and the items remaining will be carried over into our new strategic plan that is set to begin in January of 2025. This plan is almost complete and will be reviewed and approved by our board this fall.
- Meals on Wheels London secured funding to update one of our vehicles. Meals on Wheels London currently has two vehicles it uses to provide meal and transportation services.
- Our organization is so grateful for the work of our volunteers, and the clients who entrust us with their care.
- In the past year the Meals on Wheels London staff have focused on updating our meal routes to ensure superior service and efficiency. Meals on Wheels London serves thousands of individuals each year and this was no small task!
- Meals on Wheels London is a small team of dedicated staff and over 150 volunteers.
- Laura Christie our Volunteer Coordinator announced her retirement. Our organization was sad to see her go, however, we were also excited for her next chapter. We want to thank Laura for over 20 years of service to Meals on Wheels London.
- Meals on Wheels London is a Community Support Service provider with an agreement through Ontario Health. We are delighted to share this agreement has been renewed for the current fiscal year.

# A MESSAGE FROM OUR LEADERSHIP CONTINUED

- The United Way of Elgin Middlesex is a community leader in providing funding for programs and services that meet the needs of the community they serve. We are honoured to be funded by this great organization over the next two years
- The London Food Bank is more than just an organization that provides food security. They work with many organizations to ensure distribution of food to get it to populations in need. We are just one of those organizations and we want acknowledge the continued work we do together.

Meals on Wheels London Board of Directors is a collection of dedicated volunteers from diverse backgrounds who are champions of Meals on Wheels London Mission, Vision and Values. We thank them for their dedicated service.

For over 7 years Diane Silva has served on our board of directors, the last four in a leadership capacity. We want to thank Diane for her leadership to Meals on Wheels London and wish her the best in the future.

March of 2024 marks 4 years since the world we live in changed forever with the COVID 19 pandemic. Our organization thrived through these challenges because of the unwavering support of our volunteers, staff and community. We look forward to continue to fulfill our Mission, Vision and Values.

Chad Callander, Executive Director

Diane Silva, Board President





# MISSION, VISION AND VALUES

## MISSION

Nourishing community wellness, one person at a time

## OUR VISION

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

## OUR VALUES

- We deeply value our volunteers – they are at the heart of our work.
- We honour our community through partnerships, diversity, and inclusion.
- We embrace organizational change and imagination.
- We are socially, financially, and environmentally responsible.
- We deliver high-quality programs and services, always.
- 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.

# 24/25 STATISTIC HIGHLIGHTS

131,340 MEALS



7,312 BREAKFASTS



8,100 FOOD BOX MEALS



3,186  
TRANSPORTATION  
RIDES



567 FRIENDLY VISITS



# OUR FUNDERS & GRANTORS



Ontario Health is transforming to meet the need of Ontarian's. Meals on Wheels London is a community support service that provides important care to help improve physical and mental health. We want to thank the province for their leadership in ensuring that individual community needs are met. We look forward to working together

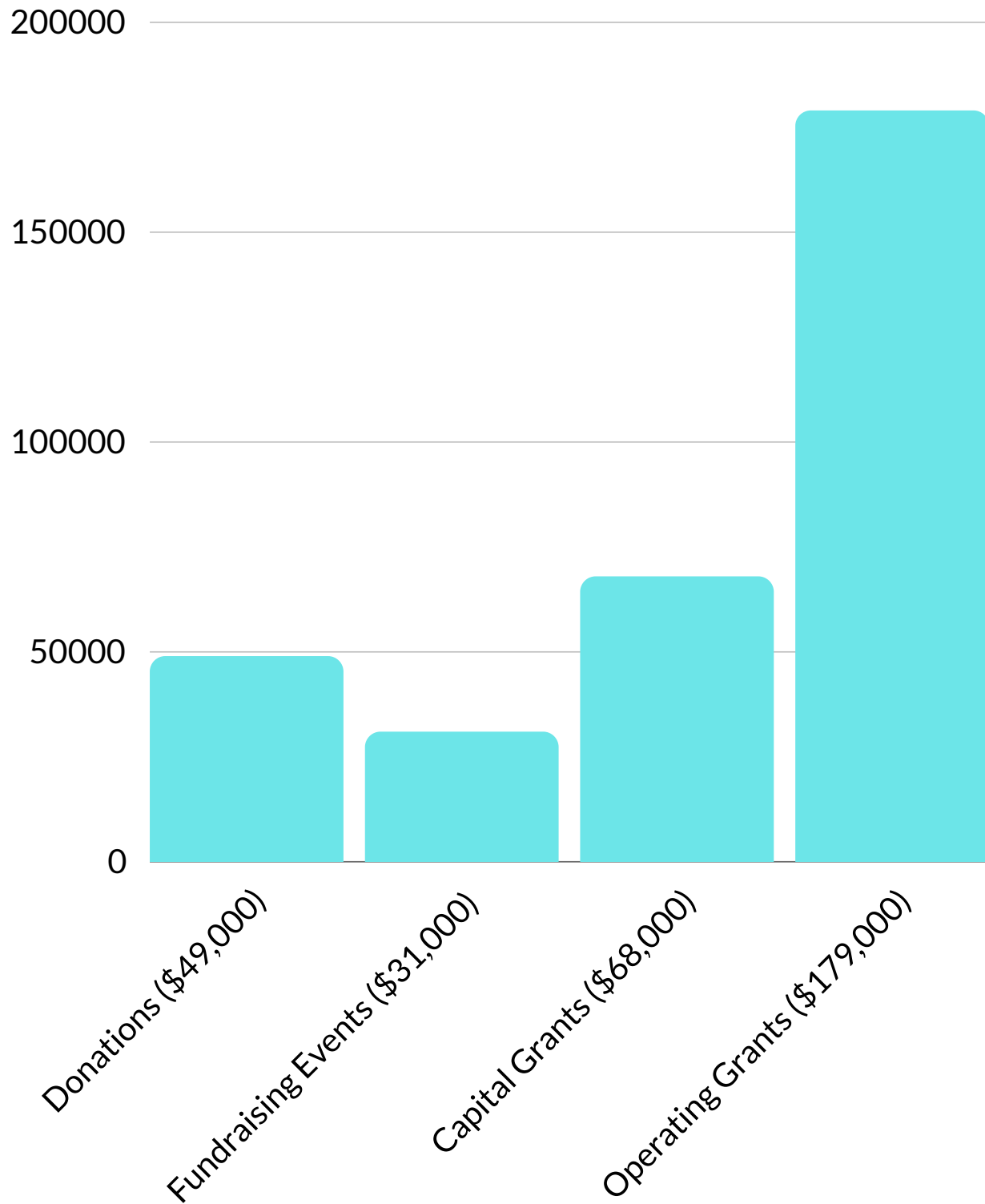


The United Way always is a leader in addressing what our community needs. Their leadership and partnerships with community organizations are strategic in order to ensure maximum impact. We are happy to report that our agreement with the United Way has been renewed till 2027.

## GRANTORS

Helpage Canada  
Community Services Recovery Fund  
Lutheran Social Services  
Petro Canada  
London Food Bank  
Lawson Foundation- Miggsie Fund  
Seniors Centre Without Walls  
WOCO Foundation  
Meals on Wheels of America  
Westminster College Foundation  
Ontario Community Support Association  
London St. Thomas Association of Realtors  
Chandrika Venkatesan Family Fund

# DONATIONS, GRANTS AND FUNDRAISING





# MARCHING FOR MEALS 2024



## CHAMPION SPONSORS



## MOVE SPONSORS



CIBC PRIVATE WEALTH  
WOOD GUNDY  
David Hooper, CFP  
[www.davidhooper.ca](http://www.davidhooper.ca)



## MOVE SPONSORS- INN AT THE HARBOR & APETITO

## COMMUNITY SPONSORS- STEELCASE AND UNIFOR 27



What a year for Marching for Meals! It really felt that we were back into the swing of the annual event with the easing of restrictions created by COVID. We want to thank our amazing sponsors listed above, participants, volunteers, board and staff for your participation. We were able to raise \$30,000 which is 12,000 meals that will ensure many in our community have the food security they need.

# MEALS ON WHEELS LONDON FINALIST FOR THE LONDON CHAMBER OF COMMERCE BUSINESS ACHIEVEMENT AWARDS - NON-PROFIT CATEGORY



We are proud to be named as a finalist in the nonprofit category for the 41st Annual Business Achievement Awards, presented by TD. Thank you to the London Chamber of Commerce for this honour

We could not have done this without our incredible team of volunteers and staff who make our day to day work possible! Originally 25 nominees, a committee reviewed and narrowed it down to 2 finalists!

The Nonprofit Award recognizes nonprofits that are creating positive community impact through economic, social, and environmentally sustainable practices in the communities where they live, work, and play.

The recipients of each category will be unveiled at the awards gala at RBC Place London on September 25, 2024.

**MEALS ON WHEELS LONDON**  
**STATEMENT OF FINANCIAL POSITION**  
**AS AT MARCH 31, 2024**

<b>ASSETS</b>	<b>2024</b>	<b>2023</b>
<b>Current Assets</b>		
Cash - general fund	\$ 77,168	\$ 17,957
Cash - reserve fund	320,357	4,243
Investments - reserve fund (note 3)	363,757	718,432
Accounts receivable	135,403	71,828
HST rebate recoverable	14,047	9,187
Inventory	2,778	775
Prepaid expense	<u>12,298</u>	<u>12,025</u>
	925,808	834,447
<b>Tangible Capital Assets</b> (note 5)	75,067	19,697
<b>Investments - reserve fund</b> (note 3)	<u>100,000</u>	<u>-</u>
	<u>\$ 1,100,875</u>	<u>\$ 854,144</u>

**LIABILITIES AND NET ASSETS**

<b>Current Liabilities</b>		
Accounts payable and accrued liabilities	\$ 167,104	\$ 154,645
Government remittances payable	2,381	2,091
Repayable to Ontario Health (note 6)	4,309	-
Deferred revenue (note 7)	<u>109,187</u>	<u>17,327</u>
	282,981	174,063
<b>Deferred Capital Contributions</b> (note 8)	<u>72,772</u>	<u>20,245</u>
	355,753	194,308
<b>Commitments</b> (note 9)		
<b>Net Assets</b>		
Reserve fund	<u>745,122</u>	<u>659,836</u>
	<u>\$ 1,100,875</u>	<u>\$ 854,144</u>

**APPROVED ON BEHALF OF THE BOARD:**

<div style="border-bottom: 1px solid black; padding-bottom: 2px;"> <small>DocuSigned by:</small>    <small>97725D05A5AC4F8</small> </div>	<b>Director</b>
<div style="border-bottom: 1px solid black; padding-bottom: 2px;"> <small>DocuSigned by:</small>    <small>BF75ED65B860482...</small> </div>	<b>Director</b>

*The attached Independent Auditor's Report and notes  
form an integral part of these audited financial statements.*



**MEALS ON WHEELS LONDON**  
**STATEMENT OF OPERATIONS**  
**FOR THE YEAR ENDED MARCH 31, 2024**

	General Fund	Reserve Fund	2024	2023 (note 13)
<b>Revenue</b>				
Ontario Health Grant	\$ 473,683	\$ -	\$ 473,683	\$ 461,079
Meal service - frozen	381,379	-	381,379	299,861
Meal service - standard	374,146	-	374,146	356,692
Other grant revenue	178,895	-	178,895	98,120
Fundraising initiatives	79,494	50,000	129,494	76,231
United Way Grant	40,000	-	40,000	40,000
Transportation service	38,020	-	38,020	24,992
Gas reimbursement donations	19,889	-	19,889	12,986
PSW management fee	-	77,450	77,450	78,920
Interest	-	15,010	15,010	4,681
Dividend income	-	11,041	11,041	18,388
	<u>1,585,506</u>	<u>153,501</u>	<u>1,739,007</u>	<u>1,471,950</u>
<b>Expenditures</b>				
Bad debt	-	-	-	5,658
Compassionate program	29,369	-	29,369	-
Fundraising and marketing	22,426	-	22,426	20,820
Insurance	12,131	-	12,131	11,441
Meal subsidy programs	125,994	-	125,994	101,315
Meals (direct costs)	751,613	-	751,613	645,729
Meals provided to those in crisis	-	-	-	16,300
Memberships	3,578	-	3,578	4,705
Occupancy costs	51,744	2,570	54,314	53,349
Office	38,020	1,830	39,850	39,672
Professional fees	7,505	7,308	14,813	17,403
Salaries and benefits	475,292	66,000	541,292	590,195
Staff training	2,536	-	2,536	3,980
Technology	20,097	4,050	24,147	40,122
Travel	113	-	113	37
Van operations	4,329	-	4,329	7,124
Volunteer gas	33,684	-	33,684	30,580
Volunteer services	7,228	-	7,228	4,035
	<u>1,585,659</u>	<u>81,758</u>	<u>1,667,417</u>	<u>1,592,465</u>
<b>Excess (Deficiency) of Revenue over Expenditures before Other Items</b>	<u>\$ (153)</u>	<u>\$ 71,743</u>	<u>\$ 71,590</u>	<u>\$ (120,515)</u>

*The attached Independent Auditor's Report and notes  
form an integral part of these audited financial statements.*





# OUR TEAM

## STAFF

Chad Callander, Executive Director  
Susan Edginton, Manager Programs, Client and Volunteer 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  
Melissa Robinson, Client Services Volunteers

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

Van Drivers: Rodey McIntyre, Stephen Strutt



## BOARD OF DIRECTORS 2023-2024

Diane Silva, President  
Brian Costigan, Vice President  
Lindsay Cammalleri, Treasurer  
Tony Crncich, Secretary  
Jenn Costa, Director  
Penny Finneron, Director  
Debra Belanger, Director  
Tim D'Souza, Director  
Sara DeCandido, Director  
Gary Lowe, Director



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Facebook.com/MealsOnWheelsLondon



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WE WANT TO DEDICATE THIS REPORT TO LAURA  
CHRISTIE FOR HER OVER 20 YEARS OF SERVICE!

CONGRATULATIONS ON YOUR RETIREMENT!

