



Impact Report 24/25



MEALS on WHEELS
LONDON

**“I am really enjoying the food.
I think the people who deliver are fantastic and
everyone I have spoken to at your office is wonderful. I
am very thankful and appreciate all you do.”
- A Meals on Wheels London Client**

Table of Contents

1.	Letter from the Executive
2.	Mission, Vision, and Values
3.	Our Funders
4.	Marching for Meals 2025
5.	Business Achievement Awards 2024
6.	Financial Statements
7.	Our Board and Staff
8.	Stay in Touch



**Hudson and his owner Paul are
two of our very valued
volunteers!**

Letter from the Executive

It is the time of year where we reflect on the impact that we have had on our community over the last year. 2024/2025 has been no exception when it comes to the vital work that our organization delivers with our mission, vision and values.

Meals on Wheels London is able to deliver its programs and services thanks to our volunteers, board, staff, community partners, funders, grantors and donors. We consider each individual a member of the Meals on Wheels London family!

Some major highlights of the past year:

- 2025 marked the beginning of a new three year strategic plan that we are excited to get working on. It has six focus areas: existing services and programs, data, fundraising, volunteers, partnerships and meeting community need. Please reach out to view our plan and/or receive an update at anytime.



Chad Callander

Executive Director
Meals on Wheels London



Tony Crncich

Board Chair
Meals on Wheels London

Letter from the Executive

- Our crisis and compassionate program continues to evolve as a support for our community. This program is for anyone in our community. Our staff examine each specific case to ensure we can assist in the best way possible. Please contact our staff who are happy to provide you more information
- We have renewed our agreement with Ontario Health for another year. We want to thank them for their commitment to community care. Ensuring individuals have the tools to guide them on their health care journey.
- Thank you London Knights! Meals on Wheels London was fortunate to be one of the four charities chosen to be a part of their super group. This super group consisted of four charities that volunteered to sell the 50/50 for all home playoff games. Congratulations on their Memorial Cup win. MOWL received \$30,000 from this initiative.
- Thanks to the leadership of our top 3 fundraisers this year we had one of our best Marching for Meals! This annual event where we come together to celebrate and advocate helps to provide over 12,000 meals to the community.
- We have an amazing staff team who work hard to meet the needs of our clients. Our volunteers, over 150, work tirelessly to deliver our programs and services.
- We made big changes to our website to ensure that it is accessible for everyone. We welcome your feedback on our website or anything related to Meals on Wheels London at anytime. Please get in touch.
- With our new strategic plan in place and these exciting updates from the past year, we expect an amazing year to come. Please reach out to see how you can help us deliver on our mission, vision and values. We wish you all the best in the year to come!

Together, We Continue To Deliver!

Mission, Vision, and Values



Mission:

To nourish community wellness, one person at a time.

Vision:

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

MOWL's Commitment to Our Community

- 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 and 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.



MEALS on WHEELS
LONDON

We delivered in 2024-25



Our Funders

Ontario Health

We want to thank Ontario Health for entrusting our Community Support service to deliver to clients and assist care givers with their loved ones. Ontario Health recognizes the importance and focus of community care in an individuals life.

United Way Elgin Middlesex

The United Way has been leading our community by advocating and funding important community services. The United Way is a champion for response but also action to bring about positive changes across the region.



Our Grantors

- City of London
- Community Services Recovery Grant
- Helpage Canada
- Good Companions
- Canada Summer Jobs
- Petro Canada Grant
- Lutheran Social Services London
- London St. Thomas Association of Realtors (LSTAR)
- CN Rail Grant
- London Food Bank
- The Catherine and Maxwell Meighen Foundation
- London Community Foundation

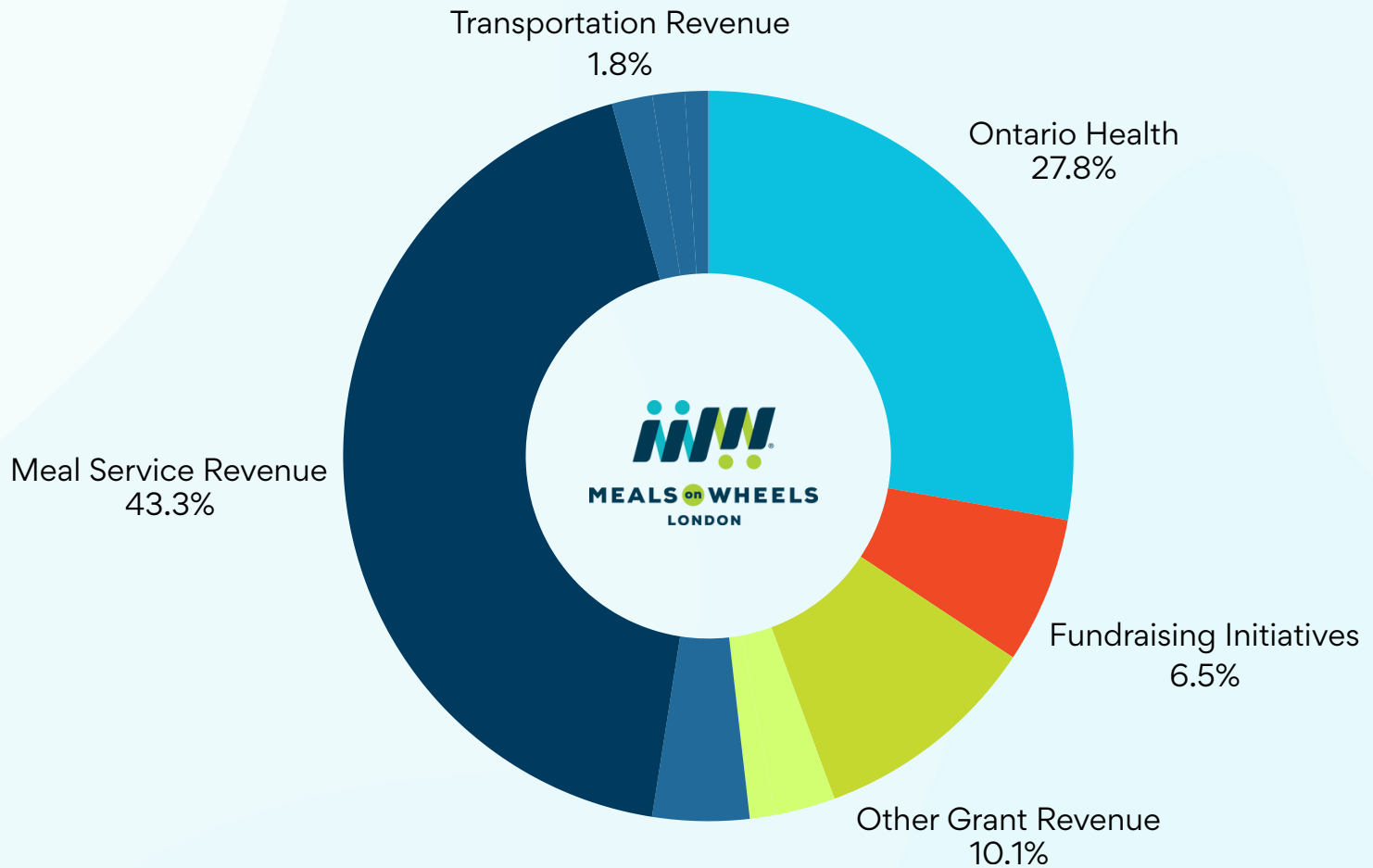


United Way
Elgin Middlesex



Ontario Health
West

Donations, Grants and Fundraising



Caregiver left this compliment, “When my 86-year-old mother-in-law was battling an illness, managing 25 medications daily and adhering to strict dietary guidelines became overwhelming. Despite her usual independence, the prospect of grocery shopping and meal preparation was daunting. We turned to Meals on Wheels during this critical period, and the service provided her with the necessary meals for two weeks. This support was invaluable in aiding her recovery. We are immensely grateful to Meals on Wheels for their vital assistance during such a challenging time.”

**Last Year
MOWL Delivered:**

135,203

TOTAL MEALS DELIVERED

2,828

TOTAL RIDES TO APPOINTMENTS

403

FRIENDLY SOCIAL VISITS

8,795

**FOODBOX MEALS
(FOOD BANK)**

\$120,000

SUBSIDIZED ASSISTANCE

1500

**CLIENTS RECIEVED
SUBSIDIZED SUPPORT**

328

**NOT HOMES RESOLVED,
ENSURING OUR CLIENT'S SAFETY**

Marching for Meals 2025



What a year for Marching for Meals!

We set out to raise \$30,000 to provide 12,000 meals but were able to greatly surpass our goal and raise \$40,000 for 16,000 meals.

Thank you to all the participants, sponsors, board, volunteers and staff who made this possible!



Top Sponsors



Meal Champions



Walk Sponsor



Community Sponsor



And the winner is....



Meals on Wheels London!

As mentioned in our last report Meals on Wheels London was one of two finalists of the London Chamber of Commerce Business Achievement Awards' Non-Profit Category.

There were many organizations that were nominated in this category. We felt honoured to be in such esteemed company with London Cares as one of the final two.

The award, “specifically highlights those demonstrating continual excellence, positive growth, and commitment to quality and the community.”

We are happy to share that we were the winners of this prestigious award. We want to thank the entire MOWL team for their dedication to our programs and services that made this possible.

Thank you to the London Chamber for including the important work in our sector.

Financials

Meals on Wheels London
Statement of Financial Position

As at
March 31st, 2025

Current Assets

	2025	2024
Cash - General Fund	81,605	77,168
Cash - Reserve Fund	361,861	320,357
Investments - Reserve Fund (note 3)	492,638	363,757
Accounts Receivable	68,755	135,403
HST Rebate Recoverable	13,837	14,047
Inventory	4,904	2,778
Prepaid Expense	17,787	12,298
	1,041,207	925,808
Tangible Capital Assets (note 5)	77,624	75,067
Investments - Reserve Fund (note 3)	-	100,000
	<u>\$1,118,831</u>	<u>\$1,100,875</u>

Liabilities and Net Assets

Current Liabilities

Accounts Payable and Accrued Liabilities	\$194,469	\$167,104
Government Remittances Payable	1,140	2,381
Repayable to Ontario Health (note 6)	-	4,309
Deferred Revenue (note 7)	47,673	109,187

Deferred Capital Contributions (note 8)

	46,182	72,772
	<u>289,464</u>	<u>355,753</u>

Commitments (note 9)

Net Assets

Reserve Fund	829,367	745,122
	<u>\$1,118,831</u>	<u>\$1,100,875</u>

Financials

Statement of Operations for the
year ended March 31st, 2025

Revenue

	General Fund	Reserve Fund	2025	2024
Ontario Health Grant	\$ 518,862	-	\$ 518,862	\$ 473,683
Meal Service - Frozen	432,142	-	432,142	381,379
Meal Service - Standard	375,226	-	375,226	374,146
Other Grant Revenue	178,222	10,000	188,222	178,895
Fundraising Initiatives	31,110	89,790	120,900	129,494
United Way Grant	50,000	-	50,000	40,000
Transportation Service	33,453	-	33,453	38,020
Gas Reimbursement Donations	20,896	-	20,896	19,889
PSW Management Fee	-	79,820	79,820	77,450
Interest	-	26,588	26,588	15,010
Dividend Income	-	19,299	19,299	11,041
	<u>1,639,911</u>	<u>225,497</u>	<u>1,865,408</u>	<u>1,739,007</u>

Expenditures

Compassionate Program	18,615	-	18,615	29,369
Fundraising and Marketing	40,667	-	40,667	22,426
Insurance	11,867	-	11,867	12,131
Meal Subsidy Programs	119,903	-	119,903	125,994
Meals (direct costs)	807,520	-	807,520	751,613
Memberships	3,859	-	3,859	3,578
Occupancy Costs	53,669	2,673	56,342	54,314
Office	46,153	1,888	48,041	39,850
Professional Fees	11,900	5,463	17,363	14,813
Salaries and Benefits	496,275	71,275	567,550	541,292
Staff Training	8,301	-	8,301	2,536
Technology	25,302	1977	27,279	24,147
Travel	3,976	-	3,976	113
Van Operations	5,791	-	5,791	4,329
Volunteer Gas	31,356	-	31,356	33,684
Volunteer Services	4,394	-	4,394	7,228
	<u>1,689,548</u>	<u>83,276</u>	<u>1,772,824</u>	<u>1,667,417</u>
Excess (Deficiency) of Revenue over Expenditures before Other Items	<u>\$ (49,637)</u>	<u>\$ 142,221</u>	<u>\$ 92,584</u>	<u>\$ 71,590</u>

Our Board and Staff



Board of Directors

Tony Crncich, President
Brian Costigan, Vice President
Lindsay Cammalleri, Treasurer
Debra Belanger, Secretary
Penny Finneron, Director
John Besterd, Director
Tim D'Souza, Director
Sara DeCandido, Director
Andrew Mullings, Director

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
Jo-Anne Doxtator, Client Services Associate
Kerri Mesman, Client Services Associate
Karen Osterberg, Client Services Associate
Allan Barnfield, Client Services Associate
Temitope Akinsola, Finance/Administrative Assistant
Melissa Robinson, Client Services Associate, Volunteers

Depot Staff: **Katherine Clark**, **Wendy Ferris**, **Janet Ward**, **Stacey Marhue**, **Nancy Southern**, and **Bernice Couto**
Van Staff: **Rodey McIntyre**, **Stephen Strutt**
Summer Student: **Julia Santiago**

Stay in Touch!

For the latest news on
Meals on Wheels London,
please visit:

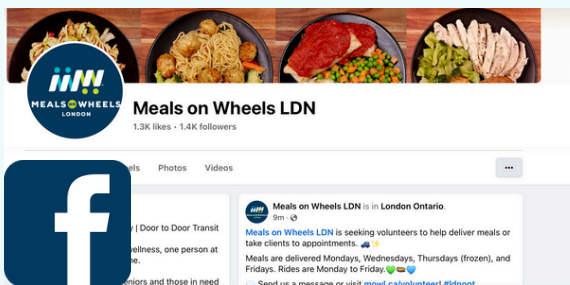
www.mowl.ca

You can also call or email us at:

519-660-1430
info@mowl.ca

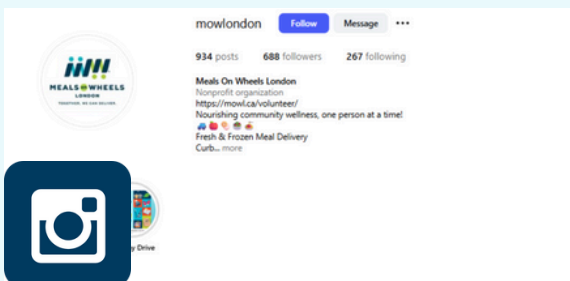
Meals on Wheels London's
Address:

**356 Queens
Avenue
London, ON
N6B 1X6**



Facebook

Facebook.com/MealsOnWheelsLondon



Instagram

Instagram.com/mowlondon



Bluesky

Bsky.app/profile/mowlondon.bsky.social



Twitter / X

Twitter.com/mowlondon