



MEALS on WHEELS
LONDON

2016-2017 ANNUAL REPORT

PRESIDENT AND EXECUTIVE DIRECTOR'S REPORT



Sarah Campbell,
Executive Director



Bill Diver,
President

Everyone loves a good story! Meals on Wheels London is an organization filled with incredible stories that are sure to inspire!

Our stories range from a moving tale from a client of how the time spent in a car with a transportation volunteer is their favourite part of the week and a much-anticipated outing, to the impactful story of recovery and strength derived from the delivery of a nutritious daily meal accompanied by a warm hello!

Often ***the care shown and difference made motivate clients, care givers, and family members to share the great stories*** of their Meals on Wheels experience and become involved as ambassadors delivering our message, volunteering, donating and supporting our organization and cause!

2016/17 has been an exciting year expanding our vision of people living independently in their own homes thanks to the support of Meals on Wheels London to include new ways of meeting people's needs. Every day, our **450+ volunteers** delivered meals, prepared breakfasts, drove people to appointments and took great care to check in and follow up on our **1859 clients!**

2016/17 we opened the doors of our Village Table location at 630 Dundas Street. The Village Table began as a public facing depot where the London community could witness Meals on Wheels London

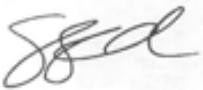
in action. By January, it expanded operations to produce a **breakfast bag** delivered with our hot daily meals, increasing access to much needed fresh food. This location has become the space from which we are **innovating** and trying new ways to build independence, social inclusion, food security and imagining ways to develop **social enterprise** to ultimately reduce the costs of our programs and services.

The Meals on Wheels London Board of Directors made decisions that signal an awareness of the changing health-care system and have shown great leadership by adopting **integration strategies** in addition to our three strategic priorities of **Effective Programs, Financial Stewardship** and **Brand Identity**.

With all the great things going on at Meals on Wheels London we are excited to launch branding that lets everyone know, **we deliver more than Meals!**

We are grateful to be able to share the story of this organization and to continue to deliver the message of care to our community!

Together, we can deliver!



Sarah Campbell, Executive Director



Bill Diver, President



OUR BRAND STORY

As we launch our new brand, it's important that we take a few moments to understand why so much effort has been made. A lot of work has gone into this, from developing messaging to the introduction of our exciting new logo.

To begin with, the simple act of change communicates that we have something important to say. The fresh approach to our design language indicates that our message is still timely and relevant.

The opportunity to leverage the Meals On Wheels Visual Identity from the US gives us substantial critical mass. Included in the new brand is our vibrant new tag line: Together, we can deliver.

It's important to remember that our delivery involves more than just meals. That's why the identification and communication of our three core programs is an important part of our journey forward.

The corporate logo (minus the city identifier) represents our meal delivery program. A new name and logo - Wheels For Wellness - gives a voice to our transportation program. And lastly, The Village Table is our community outreach initiative.

At the end of the day however, one thing hasn't changed: Our people are our strength. They are our brand.





Meals on Wheels

Meals on Wheels London provides service to adults with disabilities and seniors (55+) in need of nutritional support. We assist those who need short-term (caregiver relief, recuperation, seasonal) or long-term assistance. Fresh or frozen, daily delivery or only as needed, our meal service is designed to meet all types of meal support needs.

Wheels for Wellness

The Wheels For Wellness program provides escorted transportation to medical appointments within London for seniors and adults with disabilities.



WHEELS FOR WELLNESS



The Village Table

The Village Table is a community and social enterprise initiative of Meals on Wheels London.

We are located at 630 Dundas Street and offer food educational programs through our partnerships with Growing Chefs! Ontario, Brescia College and others.

MEALS ON WHEELS LONDON TEAM

Our team is our strength. Their stories of generosity are the Meals on Wheels brand.



I can think of no one who shares the Meals on Wheels London story better than our volunteers. They share positive experiences with friends, family and people they meet along life's path. More than willing to speak about the services they help to provide they also share information with those they feel will benefit from our programs. That is why my message has always been so easy to convey – Meals on Wheels London has one of the best volunteer teams in this city!

**LAURA CHRISTIE,
VOLUNTEER SERVICES MANAGER**



This past year has been very meaningful for fund development at Meals on Wheels London. We have forged new partnerships and enhanced existing relationships with organizations that recognize the importance of offering support and services to seniors and those living with disabilities in London. We would like to continue to offer financial support to all those who need it. As the demand grows in the community, so does the need for fund development. This past year, we asked for that support and the community responded! Thank you to all who gave of their time, talent and treasure. We sincerely appreciate it.

**VANESSA CULLEN,
EVENTS AND FUND DEVELOPMENT COORDINATOR**

Meals On Wheels London Staff Team 2017

Front Row: L-R, Carrie Webster, Anooshae Janmohammed, Laura Christie, Lindsay Nagle

Middle Row: Devon Mota, Kerri Mesman, Sarah Campbell, Jo-Ane Doxtator, Rebecca Soltan

Back Row: Jim Ryan, Sylvia Nagy, Vanessa Cullen, Debbie Meagher

Not Pictured here: Meagan Barnes, Sarahfina Nowakowski

Depot Staff: Sophia Heimpel, Anne Baverstock, Michelle Durston, Stacey Marhue, Katherine Clark, Margaret Davies, Nancy Southern, Jon Courey, Meagan Barnes

Van Drivers: Lenore McGuire, Rodey McIntyre, Stephen Strutt, Jay McIntyre



Meals On Wheels London, Board of Directors 2017

Bill Diver, President

Marianne Pope, Secretary

Neevita Rathee, Director

Jeff Tomlinson, Vice President

Sally Bennett, Director at Large

Jessica Williams, Director

Kevin Barry, Past President

Chad Launus, Director

Diane Silva, Director

Maria DeJourdan, Treasurer

Maureen Nicol, Director

CELEBRATING YEARS OF SERVICE

At Meals on Wheels London, it's our people that really make the difference! This year we celebrate the contributions of two dedicated staff members:



JO-ANNE DOXTATOR
30 YEARS OF SERVICE!

Jo-Anne Doxtator

has given 30 years of service and as her sign indicates, she cares as much about meeting the needs of clients today as she did when she began. We are so appreciative of Jo-Anne's dedication, commitment, and legacy of living our values each day.



RODEY MCINTYRE
5 YEARS OF SERVICE!

Rodey McIntyre

has been a key part of our transportation service since his retirement from the Free Press. He is often referenced by clients as the kind man with the smile and provides incredible social interaction and support as he drives people to their medical appointments.

OUR PEOPLE DELIVER!

EVERY NUMBER, A LIFE TOUCHED, EVERY LIFE, A STORY TO SHARE!

1,859

Total clients served



121,181

Total number of meals delivered!

80%

Meals on Wheels London helps me to live independently in my own home!

9,792

Escorted drives to medical appointments



86%

It is my primary meal of the day

24,000+

Hours of volunteer service donated



540

Average number of Meals each meal volunteer delivers over the year!



13,116

Free meals delivered including breakfast program and food boxes

STATEMENT OF OPERATIONS

For the year ended March 31, 2017

	General Fund
Revenue	
Grants - LHIN	\$ 429,041
Grants - LHIN One-time Funding	-
Grants - United Way	91,000
Grants - Ontario Trillium Foundation	8,488
Grants - City of London	19,000
Meal Service - Standard	395,291
Meal Service - Frozen	321,530
Fundraising Initiatives	162,511
Transportation Service	80,654
PSW Management Fee	-
Gas Reimbursement Donations	24,008
Interest	164
	<hr/> 1,531,687
Expenditures	
Meals (Direct Costs)	630,984
Salaries and Benefits	563,249
Meal Subsidy Programs	62,034
Meal Subsidy - United Way	37,000
Volunteer Gas	70,553
Occupancy Costs	44,884
Office	44,280
Technology	15,201
Volunteer Recruitment, Training and Recognition	14,942
Fundraising	13,782
Marketing	12,168
Professional Fees	11,949
Van Operations	10,076
Staff Training	7,235
Insurance	5,979
Crisis Fund	4,361
Staff Travel	2,955
Memberships	2,592
Bad Debt	2,000
	<hr/> 1,556,224
Excess (Deficit) of Revenue Over Expenditures Before Other Items	<hr/> (24,537)
Other Items	
Amortization of Deferred Capital Contributions	32,608
Amortization of Tangible Capital Assets	(32,734)
Gain on Disposal of Tangible Capital Assets	-
Unrealized Gain (Loss) on Short-term Investments	-
	<hr/> (126)
Excess (Deficit) of Revenue Over Expenditures	<hr/> \$ (24,663)

	(note 9)		(note 13)
	Fund 3	2017	2016
\$	-	\$ 429,041	\$ 429,041
	-	-	40,525
	-	91,000	91,000
	-	8,488	-
	-	19,000	-
	-	395,291	372,680
	-	321,530	343,615
	-	162,511	137,419
	-	80,654	74,630
	78,409	78,409	38,502
	-	24,008	22,662
	7,701	7,865	17,077
	86,110	1,617,797	1,567,151
	-	630,984	628,539
	61,495	624,744	571,593
	-	62,034	93,019
	-	37,000	-
	-	70,553	74,064
	4,987	49,871	48,278
	7,967	52,247	41,208
	1,613	16,814	60,807
	-	14,942	13,836
	-	13,782	9,299
	-	12,168	2,126
	2,347	14,296	23,935
	-	10,076	15,270
	-	7,235	6,148
	-	5,979	5,121
	-	4,361	1,923
	-	2,955	2,658
	-	2,592	2,263
	-	2,000	3,135
	78,409	1,634,633	1,603,222
	(7,701)	(16,836)	(36,071)
	-	32,608	29,365
	-	(32,734)	(29,545)
	-	-	2,500
	15,928	15,928	(9,674)
	15,928	15,802	(7,354)
\$	23,629	\$ (1,034)	\$ (43,425)



MEALS on WHEELS
LONDON

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Funders of Meals On Wheels London:

