



# Annual Report 2016



## **Mission Statement**

Meals on Wheels of Fredericton Inc. is a registered charity which provides nutritious meals and social support to seniors, individuals with a disability, and those recovering from illness, surgery, or injury; to assist them in the enhancement of a healthy and independent lifestyle.



**A United Way/ Centraide (Central N.B.) Agency**

## Our Services

**Meals on Wheels** is a home delivery service which, with the assistance of volunteer drivers, delivers nutritious, balanced meals to seniors, disabled individuals, and those recovering from illness, surgery, or injury.

Some clients' meals are subsidized by a referring agency. Others pay privately.

The meal includes: An appetizer, a main course, dessert, and bread.

Delivery takes place 365 days of the year.

**Wheels to Meals** is a dining out program for seniors, which is designed to provide an opportunity for socialization and to combat the loneliness and isolation experienced by many seniors in our community.

This program takes place every Tuesday at noon, from September to May.

A nutritious, balanced meal is served.

Local performers entertain.

## Board of Directors 2015 - 2016

**President** Joan McDaniel

**Vice President** Vacant

**Past President** Dave Blacklock

**Treasurer** Craig McLaughlin

**Secretary** Charlotte Magasi

Gerard LeBlanc

Vernon Boyer

Tony Fitzgerald

John Thompson

Jean Ahlgren

Barb Fullerton

Frankie Ashfield

## Staff Members

**Debbie Carpenter**

Meals on Wheels & Volunteer Coordinator

**Barbara Brown**

Office Administrator

**Pam Nelson**

Wheels to Meals Coordinator

**Kelsey Rusk**

Program and Office Support

**Betty Daniels**

Executive Director

## Message from the Executive Director and the President

The last year has been a busy one for Meals on Wheels, a year of taking stock and moving forward. With the steady growth in Fredericton's aging population, and the increasing challenge our community faces in caring for the elderly, our services have been more and more in demand and the value of our organization has become evermore apparent.

The number of meals served was up from 33,459 to 41,602 at year end March 31, 2016. The following is a summary of the numbers of meals provided for clients in various categories, with an indication of the increase represented from the previous fiscal year:

Private Pay:	12,391	(increase of 2,193)
DSD:	23,889	(increase of 4,294)
Extra Mural:	300	(increase of 153)
St. Mary's:	1,914	(increase of 475)
DVA:	3,073	(increase of 1,022)
<u>Free meals:</u>	<u>35</u>	<u>(increase of 6)</u>
Totals:	41,602	(increase of 8,143)

Following are the priorities we felt needed our attention during the 2015-16 year:

- 1) To enhance our public image, so that people became more aware of our services and our needs and thus more willing to donate time and money.
- 2) To find increased financial support, so that we could afford to spend a little more on some of the organizations needs that we have been scrimping on.
- 3) To find ways of providing more assistance for our staff members.
- 4) To continue to update our documents (Bylaws, Board Manual, Personnel Policies, etc.) so that they more accurately reflect the present reality and goals of our organization.

We re-activated a Fundraising/ PR committee, which was charged with finding new ways of enhancing our image and exploring new funding possibilities. Vernon Boyer has chaired this important committee. We are both grateful for and dependent on the annual financial support we receive from the United Way. Additionally, since 2009 we have received an annual grant from the government of New Brunswick Department of Social Development. We also embark on an annual Fundraising Mail Out campaign which provides funds to help in meeting the goals of our organization.

We are also most grateful for the support from a variety of businesses in the community including, but not limited to, Direct Charge Coop, S&S Tire, Priority Personnel, Tim Hortons, 6 Colour Copy, Pete Stafford, and Johnston Haynes.

Dress Down / Casual Days continue to provide a welcome source of financial support from the community via the employees of various government departments and

businesses. As in past years we will be hiring a summer student through the provincial SEED program and this initiative will be one of her responsibilities.

We formed a Documents Committee, which has been examining and revising all of the organization's documents. Dave Blacklock accepted the responsibility of Chair of this committee and has guided the completion of our by-law revisions, as well as revisions to our Board orientation documents and our personnel policies.

With the help of a grant from Post-Secondary Education, Training and Labour we were able to hire an extra full-time staff member, Kelsey Rusk, who has been an invaluable addition to the organization. This has relieved a bit of the pressure and made it possible to take on other challenges, such as updating promotional materials, and enhancing our media presence.

Some of our Board members have volunteered to take weekend shifts on-call in order to reduce the number of times our staff members would have to do this.

Other challenges arose in the course of the year, the biggest of which was the loss of our Executive Director, John Carty, who contributed so much to our organization during the years he was here. John was well-loved and well-respected by all of us, and we certainly miss him. In his place, and with the help of Priority Personnel, who very generously donated their services, we were able to find a new Executive Director, Betty Daniels, who has jumped in with both feet and promises to be a worthy successor to John. There was a transitional period of several months, when we were effectively without an executive director, but thanks in large part to the competence and dedication of the remaining staff and with the help of Kelsey, who at that time had been hired temporarily, we weathered the transition with hardly a glitch. We owe them a huge debt of gratitude.

A further challenge, which we are at present trying to address, is the dwindling numbers and financial losses sustained by our Wheels to Meals outreach luncheon program. This program, under the supervision of our Wheels to Meals Coordinator, Pam Nelson, has a very active volunteer base associated with it, and an enthusiastic, but relatively small, group of loyal attendees. The program originated as an attempt to relieve the isolation often suffered by elderly people living on their own. The Board is concerned that we may not be reaching the members of our community who are really in need of this service, so we have asked the Executive Director to explore this issue through other agencies in the community.

As our year comes to an end we reflect on the tremendous contribution of the volunteers who give so much to this organization. We have listed the various groups and companies at the end of our Annual Report document and are truly honoured to be working with such a dedicated group of people.

We will be missing Craig McLaughlin, who has served the last four years as Treasurer, and has decided to move on and share his talents with another organization for a while. He has done a wonderful job for us, managing to take a complicated financial statement

each month, and translate it into something we can all understand. It's also been very reassuring to know that such a competent individual was keeping an eye on the bottom line.

2016-17 will be a very special year for Meals on Wheels of Fredericton Inc. as we embark on our 50<sup>th</sup> Anniversary year. We have formed a committee to plan and organization events and awareness for this important milestone and thank John Thompson for agreeing to chair this committee.

We both feel tremendous pride to be associated with such a fine organization and on behalf of those we serve and who depend on us, please accept our sincere appreciation for caring, and for all that you do for Meals on Wheels of Fredericton.

**Betty Daniels**

Executive Director

**Joan McDaniel**

President



### **Treasurer's report for the year ended March 31, 2016**

During fiscal year 2015/16, Meals on Wheels saw increased demand for meals of all types- DVA, Long term care, Private pay & St. Mary's, and these were not small increases. In total, revenues from meal deliveries increased by over \$65K proving that customers are happy with the meals they are getting, and that more and more people are turning to us for meal options. This did create a new challenge for us in that our current meal preparation locations- the DECH and York Manor are close to their maximum capacity. This is, however, a good problem to have and the Board has been proactively seeking options to increase our meal capacity. A number one priority for us should be to never have to turn away customers. People rely on us for one of the basic necessities of life and it is our responsibility as a board to do everything we can to ensure this service is available to all who need it.

We ended the year with a small surplus of revenues over expenses of \$3,600, boosted by net income of \$2,190 on our investments- a figure we are not able to budget for due to its inherent uncertainty. Our investments balance now stands at \$146K, and should be preserved at all costs as it provides a necessary safety net for the organization in the event that we were to incur a period of financial difficulty, and secondly it is an additional source of income- with \$2,190 earned in the current fiscal year.

Our fundraising team stepped up big this year to find new and creative ways to replace the money we used to earn from Liquor store fundraising in previous years. They came up with innovative ideas that the community embraced and as a result our total fundraising revenues dipped just \$2K from prior year, despite us holding neither Liquor store fundraisers nor our Spring Serenade. The Serenade is now scheduled for Fall 2016 which will provide a nice boost to upcoming year's finances.

On the staffing side, we made the decision to hire Kelsey as an additional employee to ease the workload. She will be a valuable asset especially if the demand for meals continues to increase at the rate it has been over the past several years. We have received funding from PETL to help offset this cost, and as a result the net expense to the organization will be manageable.

It has been a true pleasure to work with the Board of Meals on Wheels over the past four years and I'm thankful to everyone who commits time to this important organization that makes a clear difference in our community.

Thank you,

**Craig McLaughlin**

## Thank you to our volunteers

Meals on Wheels Drivers  
 Wheels to Meals Cook, Drivers, and Hall Volunteers  
 Nashwaaksis Lions and Lioness  
 Spring Serenade Musical Coordinator Phyllis Prendergast and Volunteers  
 Board of Directors  
 Committee Members  
 Office & Special Events Support

## Thank you to our food providers

Horizon Health  
 York Care Centre  
 Peters Meat Market  
 Kitchen Helper

## Thank you to our referring agencies

Dept. of Social Development  
 Dept. of Veterans Affairs  
 St. Mary's Health Centre  
 Extra Mural Program

## Thank you to our Donors and Supporters

6 Colour Copy	S & S Tire
ANBL Community Foundation	Scott Kennie
Dress Down Day Contributors	Scott's Nursery
Epsilon Y's Men Club	Smartypants
Fredericton Direct Charge Co-Op	Spring Serenade Entertainers
Fredericton Lions Club	The Difference (Johnston Haynes)
Nashwaaksis Y Service Club	Tim Hortons
Pizza Delight (Northside)	United Commercial Travelers (UCT)
Keswick Ridge Quilters Guild	UPS
Priority Personnel	United Way of Central New Brunswick
River Valley Vettes	Wheels to Meals Entertainers

**AND ALL OTHER ORGANIZATIONS AND INDIVIDUALS WHO DONATED AND  
 CONTRIBUTED TO MEALS ON WHEELS OF FREDERICTON INC., THANK YOU!**

