

Annual Report

Year end March 31st, 2017



Our Mission Statement

Meals on Wheels of Fredericton Inc. is a not-for-profit organization with a mandate to provide nutritious meals and social support to seniors, individuals with disabilities, and those recovering from illness, surgery or injury; to assist them in the enhancement of a healthy and independent lifestyle.



Supported by the United Way

Our Services

Meals on Wheels is a home delivery service which, with the assistance of volunteer drivers, delivers nutritious, balanced meals to seniors, individuals with disabilities, 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 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 2016-2017

President:	Joan McDaniel
Vice President:	Vernon Boyer
Past President:	Dave Blacklock
Treasurer:	Sheree Sharpe
Secretary:	Charlotte Magasi

Gerard LeBlanc
J. Anthony Fitzgerald
Barb Fullerton
Frankie Ashfield
Sharon Vickers
Jeff Deane

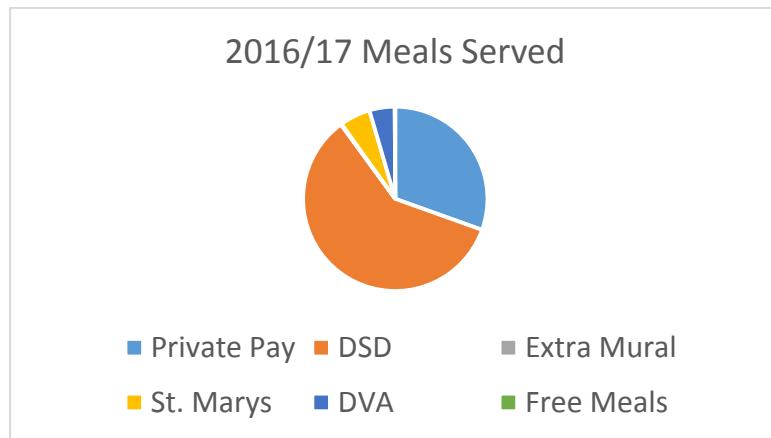
Staff:

Debbie Carpenter	Meals/Volunteer Coordinator
Barbara Brown	Office Administrator
Kelsey Rusk	Office & Program Support
Betty Daniels	Executive Director

Message from the President and Executive Director

This year marks the 50th year of operation of Meals on Wheels of Fredericton Inc. This is a milestone in our rich history of service to our community. This year showed another significant increase in need for our meals. We were able to finish the year in a surplus position. This is a testament to sound financial management and also to generosity and commitment on the part of a large number of individuals and Meals on Wheels supporters.

The number of meals served increased from 41,602 at year end March 31, 2016 to 50,191 at year end March 31, 2017. The following is a graph showing the number of meals provided for clients in various categories.



At the beginning of the year, we set the following priorities:

- 1) To continue the work of the committees which were activated in the previous year, and to build on their progress.
- 2) To find a solution to the financial strain placed on the organization by the Wheels to Meals program.
- 3) To explore new sources of meals to meet the growing demand.
- 4) To use the occasion of our 50th Anniversary to celebrate as an organization and shine a spotlight on the work we do.

As the year progressed, and our growth continued, the urgency of the third priority, as well as the importance of increasing our volunteer base, became more pronounced.

The following progress was made in addressing these priorities:

- 1) We have had full participation by the board members on our committees. The PR/Fundraising Committee, the 50th Anniversary Committee and the Documentation Committee have all been very active throughout the year. In addition, ad hoc committees were struck to meet the challenges of Wheels to Meals and Meal Sourcing. Special thanks to Vernon Boyer, Dave Blacklock, Jeff

Deane, John Thompson, and Kelsey Rusk for chairing these committees, and keeping track of their progress.

- 2) We launched a campaign aimed at increasing the participation in Wheels to Meals to the point where it was less of a strain on the budget of the organization as a whole. This, unfortunately, had limited success, and it was agreed that the program could not continue in its present form. We reluctantly decided to terminate the position of staff co-ordinator, and to look for a way to reduce or otherwise modify the program, so that it was manageable by the remaining staff and the Board. The weekly Wheels to Meals volunteers were very eager to have the program continue undiminished, and stepped in to fill the gap, so it became possible to continue the program as is, but with less staff involvement. Wheels to Meals is now breaking even financially, and the program continues to fill an important social need for the participants.
- 3) We explored a number of avenues in searching for new meal sources. The immediate need was to find short-term solutions which could ease the burden on York Care and the DECHR, which were nearing their capacities. To alleviate this situation we entered into a pilot project agreement with a private company, Resto Bonne Assiette. We sourced 2 north side routes for a period of 3 months. We are grateful to this company for their assistance during a challenging time. We are currently exploring partnerships with other community organizations which we hope will help us to meet our long-term needs.
- 4) The 50th anniversary celebrations are well underway. We have purchased promotional merchandise for our volunteers and staff, and have created an information video. We have launched a celebrity ride along program and invited a number of city leaders to participate in meal delivery. We are planning a celebration at Government House in October.

We were recipients of grants from the United Way, Province of New Brunswick (Social Development), Fredericton Community Foundation, and Direct Charge Coop. Additionally, we received grants from Post-Secondary Education and Labour for One Job Pledge and wages for a summer student.

A number of successful Fund Raising events were held throughout the year, including our letter campaign which provides substantial revenue for our organization. We have also received support from a variety of businesses in the community as identified in the insert of our Annual Report.

Our volunteers are without peer, and a personal inspiration to us, and to many others. As the organization has struggled to keep up with growing demand, it has been the example set by our volunteers which has helped us recruit more. In celebration of our 50th Anniversary year we submitted the names of our longest serving volunteers for 2 awards, and were successful in being recognized for both. Lois Paterson was recognized as one of the United Way Star Volunteers at a ceremony at Old Government House.

Additionally, fifteen of our volunteers who have been with us for 25 years and more were recognized with the City of Fredericton Unsung Hero Award at City Hall.

Our capable staff – Debbie Carpenter, Barb Brown, and Kelsey Rusk, also continue to amaze us. They have not only kept up with the demands of our growth, they have taken on new tasks and have co-operated to handle a myriad of challenges thrown their way.

We would also like to thank the members of the Board of Directors most sincerely for the contributions made to the organization, and the willingness to wade into the thick of things and tackle the challenges we've been facing. Special thanks to John Thompson and Jean Ahlgren, who were with us at the beginning of the year, but have had to resign as a result of health issues. John and Jean really helped to set the tone for our board, one of friendship, laughter, and passion; we miss them, and wish them all the best for a full recovery and continued happiness.

On behalf of those we serve, and who depend on us, please accept our sincere appreciation for your compassion and dedication, and for all that you do for Meals on Wheels of Fredericton.

Happy 50th Anniversary everyone!

Respectfully submitted,

Joan McDaniel

President, Board of Directors

Betty Daniels

Executive Director

Meals on Wheels Treasurer's Report for the year ended March 31, 2017

Meals on Wheels experienced tremendous growth over the last fiscal year 2016/2017 which is attributed to many factors such as the increase in the number of meals served and the contribution of our stakeholders. With a projected surplus of \$1,700 for the 2016/2017 fiscal year, Meals on Wheels actual revenue exceeded expenses by \$36,000 for the same period. This is also a reflection of the exceptional effort and contribution of our staff and volunteers in making the past year a success.

Meals on Wheels received grants of over \$32,000 from the Province of New Brunswick, Fredericton Foundation, Co-Op Community Foundation and the United Way of Canada. We received over \$55,000 in individual donations and fundraising activities. The donations have made it possible for Meals on Wheels to fulfill its objectives and we are so appreciative of the various financial support.

In every organization there are uncertainties and challenges. Due to the increase in the number of meals served, there is a need for additional meal providers as well as volunteers. The board recognized the need to have a strategic action plan in place which will encompass the organization's vision and an operational plan. This strategy will focus on ways to address the growth and development of the organization and strengthen our relationship with our various donors, volunteers and clients.

We anticipate that this strategy will be clearly defined in accordance to the vision of Meals on Wheels and provide a path by which we can continuously assess our goals and performance in this changing environment.

The year ahead seems prosperous and I look forward to working with the board, staff and all stakeholders of Meals on Wheels.

Thanks,

**Sheree Sharpe, CPA, CGA
Treasurer**

Thank you to our volunteers

Meals on Wheels Drivers
Wheels to Meals Drivers, and Hall Volunteers
Board of Directors
Committee Members
Fundraising Volunteers
Office & Special Events Support

Thank you to our food providers

Horizon Health
York Care Centre
La Bonne Assiette
Wheels to Meals Cooks

Thank you to our referring agencies

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

Thank you to each of our clients and their families

Thank you to our staff

Debbie Carpenter, Barb Brown, Kelsey Rusk,
Betty Daniels, Wheels to Meals cooks

**Thank you to our Donors and Supporters
for 2016-2017 (Fiscal Year)**

6 Colour Copy
ANBL Community Foundation
Fredericton Community Foundation
Coastal Graphics
Post-Secondary Education, Training and
Labour
Fredericton Motor Inn
St. Anne's Court
Dress Down Day Contributors
United Way of Central New Brunswick
and other jurisdictions
Fredericton Direct Charge Co-Op
Nashwaaksis Lions Club
Hatheway Orthodontics
Nashwaaksis Y Service Club
Dolans Pub (Barry Hughes)
Fire Chief Paul Fleming

Clay Café
Maggie's Farm Revival
Vault 29
Nicki Smith & Joel Violette
Pizza Delight (Northside)
Brewbakers
The Station
Journey Wesleyan Church
Nicholson & Beaumont Certified
Professional Accountants
Riverview Ford Lincoln
Papa John's Pizza
Gen Ink
Local Quilters Guilds
Office Interiors (newsletter)
Priority Personnel

PC Girls
S/S Tire
Scott Kennie
Scott's Nursery
St. Mary's Anglican Church
Taylor Printing
Trites Flower Shop
Smartypants
The Difference (Johnston Haynes)
Tim Hortons

United Commercial Travelers (UCT)
UPS
Letter mail campaign donors
Wheels to Meals Entertainers
Silent Auction Contributors
Costco
Atlantic Superstore
D.M. White Architecture
St. James Presbyterian Church

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