



2017-2018 Annual Report



Meals on Wheels of Fredericton Inc. | 65 Brunswick St. Fredericton, NB E3B 1G5
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 facebook.com/foodforseniors |  twitter.com/fredmow506



Supported by the United Way

About Us

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. The meal includes: juice, main course, dessert, biscuit and tea/coffee. Transportation is provided by volunteers for those who need it and venue is accessible.



Board of Directors

President – Joan McDaniel, Past President – Dave Blacklock, Vice President – Vernon Boyer, Treasurer – Sheree Sharpe, Secretary – Charlotte Magasi.



- Tony Fitzgerald
- Barbara Fullerton
- Frankie Ashfield
- Sharon Vickers
- Jeff Deane

Staff

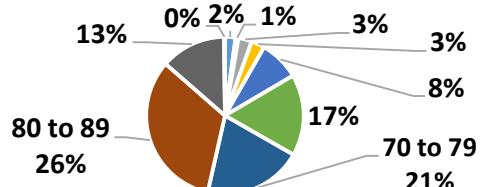
Debbie Carpenter – Volunteer Coordinator
Barb Brown – Office Administrator
Kelsey Rusk – Office and Program Support
Sherri Vaughan – Office and Program Support
Betty Daniels – Executive Director
Office Volunteers: Sharon Vickers, Barb Leavitt & Jill Fraser



Clients & Volunteers

Thanks to our summer students and new staff member Sherri, we have been able to analyze our client and volunteer databases to better understand who we are. Right now we have about 230 clients and 275 volunteers but these numbers fluctuate throughout the year. Forty four percent of our clients are males and 56% are female. Over 39% of our clients are over the age of 80. Volunteers have driven an average of 8.5 years which is amazing!

The average age is 64 Average client age is 75.



Acknowledgements

Thank you to our clients and their families, volunteers, donors, supporters, individual contributors and businesses of the month and anyone who supported us for 2017-2018 (fiscal year).

6 Colour Copy
Andy Williams Insurance
Atlantic Superstore
Audicorp
Avalon Spa
Awards (Unsung Heroes)
Best Metals (2014) Ltd.
Bruce Hatfield (Cox & Palmer)
Buckingham Palace
Canadian Cancer Society of NB
cé d'ici
CIBC
City of Fredericton
Community Services
Clay Café
Coastal Graphics
Costco
D.M. White Architecture
Dana's Collision Center CSN
David Coon & Matt DeCoursey
Dept. of Social Development
Dolan's Pub
Doris E Sullivan Chapter IODE
Dress Down Day Contributors
Drive Alongs: Councillor Eric
Megarity, Hon. Stephen Horsman
Deputy Premier,
New Maryland Mayor Judy
Wilson-Shee, Marsha McGarvie,
Fredericton Mayor Mike O'Brien,
Police Chief Leanne Fitch, Fire
Chief Paul Fleming, MLA Brian
Macdonald, Shane Sutherland
E.J. Mockler, Professional
Corporation
Fairview Dodge Jeep Chrysler
Fredericton Direct Charge Co-Op
Fredericton Lioness
Fredericton Motor Inn
Fredericton Rocks & Happiness
Rocks Moncton
Gen Ink
Health @ Home
Imperial Order Daughters

of the Empire
John Perry
Lamont & Associates Ltd.
Letter mail campaign donors
Lieutenant Governor's Residence
Local Quilters Guilds
M3D Incorporated
Maggies Farm Revival
Marysville United Church
Mrs. Dunster's Bakery
Nancy's Homemade Goodies
Nashwaaksis Lions Club
Nashwaaksis Y Service Club
Nicholson & Beaumont Certified
Professional Accountants
Office Interiors
Priority
PC Girls
Pete Stafford
Phyllis Prendergast
Pine Grove Nursing Home
Pizza Delight (Northside)
Post-Secondary Education,
Training and Labour
Prime Time Volunteers
S/S Tire & Auto
Scott Kennie
Scott's Nursery
Shannon & Buffet, LLP
Silent Auction Contributors
Skillsoft
Smartypants
Southside Redemption Centre
Spectrum Vision
St. James Presbyterian Church
St. Mary's Anglican Church
Ste. Anne's Court
Taylor Printing
The Station
The Whisky Tasting Society
Tim Hortons
United Commercial Travelers
(UCT)

United Way of Central New
Brunswick and
other Jurisdictions
UPS
Washburn Financial
Wheels to Meals Entertainers
Windsor Court
Retirement Residence
Wonder Auto & Tire
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
Adopt-a- Route Organizations
Co-op & Summer Students

Thank you to our food providers

Horizon Health Network
York Care Centre
Resto la Bonne Assiette
Locavore Foods

Thank you to our referring agencies

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

Thank you to our staff

Debbie Carpenter, Barb Brown,
Kelsey Rusk, Sherri Vaughan
Betty Daniels, Helen Jones,
Kathy Astle, Ana Sallard



2017-2018 in Review by Board President Joan McDaniel & Executive Director Betty Daniels - June 19th, 2018



Having celebrated fifty successful years in operation, Meals on Wheels of Fredericton has now entered its second half century, and we are very pleased to report that we are still thriving. As we celebrated our 50th

Anniversary it was such a pleasure to hear the stories of our history, and to acknowledge the contribution of so many who have and continue to make our organization function. The number of meals served was up from 50,191 to 59,496 at year end March 31, 2018 (19% increase). This included 135 meals on a snowy Christmas Day.

In June of last year, the Board of Directors undertook the development of a strategic action plan, in the process of which we identified, among other things, our primary strengths, goals and challenges. Our goals centred on continuing to meet the growing demand for our services with that same quality and enthusiasm, and our challenges have arisen from trying to keep up with the pace of this growth in the face of limited resources.

The most exciting development this year has been the opening of our own kitchen. Although still in its infancy, the kitchen has relieved the pressure created as we reached and then surpassed the quotas of our two main food providers, and we hope it will allow us to become more flexible in responding to changes in demand. All five staff members have rolled up their sleeves and donned their hair nets to help make the kitchen a reality. And they are extremely effective in pulling together as a team to get the job done.

Thanks also to our excellent cooks, Kathy Astle and Helen Jones, and to Ana Sallard who has been recently hired to help out in our kitchen. Also thanks to Marie Eve Allain, who has been with our kitchen since February as a co-op student. Our clients have greatly enjoyed the wonderful meals you've prepared.

Our Board is not a rubber stamp group, I assure you. Each member brings a wealth of experience and skills to our meetings, and everyone contributes to a thoughtful decision-making process. We feel very fortunate to work with such a fine group of individuals.

What a privilege it is to be part of an organization that is so focused on the well-being of others, and that actually makes a palpable difference in their lives.

This year we have also been very appreciative of volunteers who have assisted in the set up and initial operation of our new kitchen. Without volunteer support, Meals on Wheels (including Wheels to Meals), and the very unique services we offer, simply would not be possible.

We were very fortunate to have Sherri Vaughan join our team in November; with the opening of our Meals on Wheels kitchen it has been a pleasure to welcome our amazing cook, Kathy Astle. She has been devoted to our kitchen project from day 1. It was then a great gift to have Marie Eve Alain join us for her coop term from E'cole St. Anne. I am also very grateful to have Ana Sallard join us as we ended this fiscal year. I feel so very fortunate to be a part of this growing team.

Our Board of Directors embarked on a Strategic Planning session in June of 2017. The results of this effort were very helpful in identifying the priorities for the year. As I look forward to 2018/19 I feel optimistic. I am confident the need for our service will continue to grow, and that we will meet this need with sound planning and careful decision making.

Meals on Wheels of Fredericton Inc. is supported and served by very special people who play an important role in contributing to the health and well-being of those who need this service in our community. It is a need that is growing, and one I know we all intend to continue to meet. On behalf of those we serve, and who depend on us, please accept my sincere appreciation for your compassion and dedication, and for all that you do for Meals on Wheels of Fredericton.

As stated in the treasurer's report, 2017 – 2018 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.

Statement of Operations
For the Year Ended March 31, 2018

| | <u>2018</u> | <u>2017</u> |
|---|-------------------|-------------------|
| Revenue | | |
| Customer charges | \$ 113,211 | \$ 99,099 |
| Community based services | 417,294 | 343,062 |
| Donations and fundraising | 56,929 | 53,351 |
| Donations - in kind | 4,698 | 145 |
| Donations - mileage | 83,611 | 61,669 |
| Wheels to meals - participants fees | 10,463 | 10,046 |
| Grant - United Way | 19,944 | 20,796 |
| Grant - PNB | 10,000 | 10,000 |
| Grant - FCF | - | 3,500 |
| Investment income | 4,213 | 8,016 |
| Advertising | 235 | 765 |
| Unrealized gain on investments | <u>3,894</u> | <u>4,829</u> |
| | <u>724,492</u> | <u>615,278</u> |
| Expenses | | |
| Salaries and benefits | 163,242 | 143,983 |
| Salaries and benefits - Wheels to Meals | - | 4,989 |
| Food and containers | 368,877 | 311,270 |
| Food - Wheels to Meals | 7,733 | 7,338 |
| Food and supplies - kitchen | 21,069 | - |
| Mileage | 2,991 | 2,574 |
| Mileage - in kind | 78,339 | 57,125 |
| Rent - office | 7,701 | 7,683 |
| Rent - kitchen | 16,125 | - |
| Professional fees | 2,397 | 3,943 |
| Office supplies | 1,640 | 1,549 |
| Telephone | 4,940 | 3,814 |
| Postage | 2,077 | 1,976 |
| Insurance | 3,591 | 2,475 |
| Equipment and maintenance | 885 | 2,023 |
| Amortization | 3,193 | 2,472 |
| Public relations | 9,030 | 5,126 |
| Volunteer recognition cost | 1,320 | 382 |
| Other expenses - Wheels to Meals | 1,142 | 1,258 |
| Software and training | 280 | 130 |
| Fundraising | 5,951 | 6,668 |
| Donations - in kind | 4,698 | 145 |
| Client appreciation | 16 | 83 |
| Bad debt | 572 | 100 |
| Miscellaneous | <u>3,392</u> | <u>2,459</u> |
| | <u>711,201</u> | <u>569,565</u> |
| Net income before disposal of capital asset | 13,291 | 45,713 |
| Loss on disposal of capital asset | - | (362) |
| Excess of revenue over expenses | 13,291 | 45,351 |
| Surplus - Beginning of year | <u>212,698</u> | <u>167,347</u> |
| Surplus - End of year | <u>\$ 225,989</u> | <u>\$ 212,698</u> |

50th Anniversary Celebrations, October 4th, 2017

The year 2017 saw a number of events and initiatives relating to the celebrations of our 50th year of service. The year concluded with a reception at Old Government House in October. It was an opportunity to speak of our rich history and to celebrate the individuals who have been responsible for the success of this organization since 1967. It was truly an important and significant year for Meals on Wheels. Thank you to everyone who helped us reach this milestone!



Photos of our new kitchen coming together!





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.

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**Donations gratefully accepted
through www.CanadaHelps.org!**
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Income tax receipts provided online.