



# Annual Report

**April 1, 2018 – March 31, 2019**

**Presented at the Annual General Meeting**

**Held in Fredericton, New Brunswick on June 25<sup>th</sup>, 2019**

Meals on Wheels of Fredericton Inc. is a registered charity which provides 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.



Funding Partner of United Way of Central NB

## 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 (weather permitting).

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**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, venue is wheelchair accessible.

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### **Meals on Wheels of Fredericton Inc.**

301B-880 Hanwell Rd. Fredericton NB E3B 6A3

Tel: 458-9482; Fax: 458-2606

Email: [info@frederictonmealsonwheels.ca](mailto:info@frederictonmealsonwheels.ca)

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**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  
Kitchen Volunteers  
Adopt-A-Route Organizations  
Summer Students

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**Thank you to our food providers**

Horizon Health Network  
York Care Centre  
MOWS Lunchbox

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**Thank you to our referring agencies**

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

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**Thank you to each of our clients and their families**

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**Thank you to our staff**

Betty Daniels, Debbie Carpenter, Barb Brown, Kelsey Rusk,  
Sherri Vaughan, Kathy Astle, Tyson O'Bosky, Susan Booker

**Thank you to our Donors, Supporters and Businesses of the month for  
2018-2019 (Fiscal Year)**

Atlantic Superstore	PC Girls
6 Colour Copy	Phyllis Prendergast
Avalon Spa	Pizza Delight (Northside)
Bliss Carman Middle School	Plaza Group Management
Blue Spurs Consulting	Porter's Diner
Bruce Hatfield (Cox & Palmer)	Post-Secondary Education, Training and Labour
Cain Insurance	Prime Time Volunteers
City of Fredericton Community Services	Province of New Brunswick
Clay Café	RBC Royal Bank
Cooperative Agri-New Brunswick	RCMP "J" Division
Costco	RPC
Dana's Collision Center CSN	Richelle Plumstead
David Coon & Matt DeCoursey Offices	SG & the Tone Kings
Dept. of Social Development	S/S Tire & Auto
Dolan's Pub	Scott Kennie
Dress Down Day Contributors	Scott's Nursery
E.J. Mockler, Professional Corporation	Service Master
F L Goddard & Associates	Shannon & Buffet, LLP
Fredericton Community Foundation	Silent Auction Contributors
Fredericton Direct Charge Co-Op	Smartypants
Fredericton Lioness	Southside Redemption Centre
Fredericton Motor Inn	St. Mary's Anglican Church
Greater Fredericton Social Innovation	Ste. Anne's Court
Greystone Brewing	Stewart McKelvey
Health @ Home	Stortec
Joy Radio Station	The Whisky Tasting Society
John Perry	Tim Hortons
Lamont & Associates Ltd.	United Commercial Travelers (UCT)
Leading Edge Geometrics	United Way of Central New Brunswick and other Jurisdictions
Letter mail campaign donors	UPS
Local Quilters Guilds	Unitarian Fellowship of Fredericton
Marysville United Church	Waneta Currie Unit 6 Nashwaaksis UCW
NBTA Credit Union	Wheels to Meals Entertainers
Nashwaaksis Lions Club	Windsor Court Retirement Residence
Nashwaaksis Y Service Club	Windsor Foundation
Nicholson & Beaumont Certified Professional Accountants	Wonder Auto & Tire
Office Interiors	Yard Gear
Owen Capital Inc.	
Priority	

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

**THANK YOU!**

**Meals on Wheels of Fredericton, Inc.**  
**Annual General Meeting**  
**Ste. Anne's Court, Fredericton, NB**  
**June 25<sup>th</sup>, 2019 – 5:00 p.m.**

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- Welcome and Introductions
- Acceptance of Agenda
- Approval of minutes of June 2018 – page 6
- Acknowledgements/Recognition
- Financial Report (Melanie Jones – Nicholson & Beaumont)
  - Appointment of Auditors
- Presentation: Meals on Wheels Present and Future (Joan McDaniel and Betty Daniels)
- Executive Committee Report (Joan McDaniel) – page 10
- Treasurer's Report (Dave Blacklock) – page 13
- Fund-Raising and Public Relations Committee Report (Vernon Boyer) – page 15
- WTM Committee Report (Jeff Deane) – page 17
- Document Committee Report (Jenn Thomas) – page 18
- Executive Director's Report (Betty Daniels) – page 19
- Nominating Committee Report (Dave Blacklock) – page 26
  - Election of Officers
  - Appointment of Directors
  - Appointment of Committee Chairs
- Adjournment
- Reception

**Meals on Wheels of Fredericton Inc.**

**Annual General Meeting  
Ste. Anne's Court  
5:00 PM June 19, 2018**

The meeting was called to order at 5:02 PM by President, Joan McDaniel. She welcomed everyone and commented that it was a good problem to have – not having enough chairs. This was rectified prior to the start of the meeting. She thanked all for coming - Anne Marie Hartford, former Executive Director, volunteer drivers, potential Board members, staff and members of the Board.

**Present:** Joan McDaniel, Jeff Deane, Gerard LeBlanc, Barb Fullerton, Betty Daniels, Vernon Boyer, Dave Blacklock, Tony Fitzgerald, Sharon Vickers, Frankie Ashfield, Charlotte Magasi, Debbie Carpenter, Barb Brown, Kelsey Rusk, Sherri Vaughan, Anne Marie Hartford, Karen Hodgson, Bill Hodgson, Lois Paterson, Bill Paterson, Elaine Connell, Dini Scholten, Linda Bradley, Karl McLellan, Valerie DeLong, Emily DeLong, Jennifer Gorman, Dianne Khemraj, Ellen MacIntosh, Jenn Thomas, Melanie Jones (auditor).

Joan reminded those present that staff members and volunteers may vote on issues presented at the AGM.

She introduced herself as President, Betty Daniels, Executive Director and Charlotte Magasi, Secretary.

**Acceptance of the Agenda:** Dave Blacklock (Gerry LeBlanc) moved to accept the agenda. **Carried.**

**Approval of Minutes, 2017 AGM:** Jeff Deane (Sharon Vickers) moved to approve minutes. **Carried.**

**Acknowledgements and Recognition:** Joan acknowledged and thanked the many donors and supporters of Meals on Wheels listed on pages 3 and 4 of the Annual Report. She also thanked all the volunteers, food providers, referring agencies, staff and donors who make it possible for Meals on Wheels to achieve its goals. Thank you also to Ste. Anne's Court for hosting the Annual Meeting and providing refreshments.

**Financial Report:** Presented by Melanie Jones of Nicholson and Beaumont Chartered Accountants. She reviewed the information contained in the Financial Statements and said was not an audit but a Review Engagement.

**Approval of financial Report:** Bill Hodgson (Dave Blacklock) moved to approve the financial statements as presented and to appoint Nicholson and Beaumont Chartered Accountants as auditors for the 2018-2019 fiscal year. Carried.

Joan thanked Melanie Jones and invited her to stay for the rest of the meeting. Declined.

**Presentation of the Kitchen Project:** Joan and Betty showed an excellent Power Point and slide presentation about the new kitchen project beginning with the Meals on Wheels Mission Statement and going on to describe the decision making process from start last year to the present. The need for a third food source became evident when both the DECH and York Care Center had reached their capacity to provide additional meals. Since the cook Kathy Astle was hired in January, the meals provided for one route has grown to the current number of seven routes in June. Going forward at the current growth rate meals delivered will be 74,400 by March of 2019. The decision was made to continue with the new kitchen, take over the lease from Locavore until 2020. The Equipment will be purchased from Locavore. The next decision to be made will be whether to move the office from its current location to the new facility. Options are being reviewed. After a second cook is hired (hopefully by August) weekend meals will also be prepared at the new kitchen. Question from the floor: What is the capacity for production at the new kitchen? Response: Probably around 200 meals/day. Betty stated that this morning MLA Stephen Horsman visited the kitchen and announced that the Province of New Brunswick Department of Social Development will provide a grant of \$30,000.00 toward the purchase of the kitchen equipment.

Betty thanked everyone for their support and encouragement in bringing this project to fruition.

#### **Reading of ANNUAL REPORTS:**

Given that reports were read verbatim and are included in the AGM handout material, and given that it was decided to accept the reports in bulk at the end of the readings, only specific notes or highlights are mentioned here.

**The Executive Committee and President's Report** was presented by Joan McDaniel. She welcomed the new volunteers to the meeting.

**The Treasurer's Report:** In the absence of the Treasurer, Sheree Sharpe, the report was presented by Betty Daniels.

**Fund Raising and Public Relations Committee Report:** Presented by chairperson Vernon Boyer. Adopt-A-Route has three companies participating to date.

**50<sup>th</sup> Anniversary Committee Report:** Presented by Kelsey Rusk. The event in October was very successful. She remembered John Thompson who has passed away and was the original chairperson of this committee.

**Wheels to Meals:** Jeff Deane reported that there were some challenges this year with weather and illness of the cook, but having another cook at the new kitchen made it possible to serve the meals to the appreciative clients.

**Executive Director's Report:** Presented by Betty Daniels. Betty explained Meals on Wheels finished the year with a small surplus. The goal is to provide quality meals and to keep costs down for the clients.

**Motion to accept all the reports:** Tony Fitzgerald (Debbie Carpenter) moved to accept the reports as presented. **Carried.**

**By-Law Revision: By-Law #12 Banking**

Revision to allow for electronic funds transfer as per the document in the Annual Report.

**Motion to approve the changes to By-Law 12:** Gerry LeBlanc (Barb Fullerton). **Carried.**

A section on Internal Controls was added – approval not required.

**The Nominating Committee Report:** Presented by Dave Blacklock. Dave introduced the Board Members present, welcomed potential Board members Jenn Thomas, Ellen MacIntosh and Melanie Boyer (not present). Will follow up with them in the fall.

**Election of Officers:** Nominations from the floor were called three times for each of the positions of President, Vice-President, Treasurer and Secretary. As there were no nominations from the floor, all positions were filled by acclamation.

President: Joan McDaniel

Vice-President: Jeff Deane

Treasurer: Dave Blacklock

Secretary: Charlotte Magasi

Fund Raising and Public Relations Committee: Vernon Boyer

Officers:

Frankie Ashfield

Tony Fitzgerald

Barb Fullerton

Sharon Vickers

**Motion to Appoint current Board of Directors:** As above Bill Hodgson( Dave Blacklock).

**Carried.**

**Adjournment:** Tony Fitzgerald moved the meeting adjourn at 6:45P.M

Refreshments provided by Ste. Anne's Court and social time were enjoyed after the meeting.

Respectfully submitted,

Charlotte Magasi

## **Meals on Wheels of Fredericton**

### **Executive Committee Annual Report for Fiscal Year Ending March 31, 2019**

It is my pleasure, on behalf of the executive and the Board of Directors to report that this has been another exciting and very successful year for Meals on Wheels of Fredericton. Our primary focus this year has been on our new kitchen and the many challenges that it has entailed. The existence of the kitchen has meant that we have been able to meet the growing demands we face as an organization, and to have greater control over the quantity and quality of the meals we serve. In September we moved our administrative offices into the new facility in order to consolidate our operations. We are still very much a work in progress, but so far, the results have been overwhelmingly positive.

Our growth has also meant an increasing need for volunteers. We have continued to reach out to the community in various ways and have managed so far to keep up with the demand, although it has meant that many of our drivers are taking on two or more routes a week. Kudos to Debbie and the rest of the staff for managing to fill every route every day and kudos as well to all of our current drivers who have stepped up to fill in gaps, and have spread the word among friends and family. The example you set is our best advertisement for new volunteers. With some of the pressure off in terms of building our kitchen operation, we hope to concentrate more on volunteer recruitment in the coming year with plans to expand our Adopt-a-Route programme and also to investigate new initiatives such as encouraging families to take on a route together.

I would like to take this opportunity to thank all those responsible for helping ensure our continued growth and success.

- As always, our volunteer drivers are the backbone of our organization. Thank you all for being so dedicated to our clients; for filling in when extra bodies are needed; for going out in all sorts of miserable weather 365 days a year; for cheerfully accommodating all the changes we've made; and for being such a wonderful group of individuals and such a positive force in our community. Also thanks of course to all the volunteers who help out in other ways, such as in our Wheels to Meals Programme, in the kitchen, in fundraisers and in the office. We depend on you in so many ways.
- I would also like to thank my fellow board members. We are very much a team, and each and every member has shown a deep interest in and dedication to the wellbeing of our organization. Thank you all for making my job so easy, and for working so hard for the good of the organization. We regretfully say good-bye to Barb Fullerton and Ellen

MacIntosh, who will be leaving us this year. Barb has been an active member of the fundraising committee, as well as our writer in residence, providing write-ups on many of our volunteers during our anniversary year. Ellen has only been with us for a year, but – as a dietitian – has been of great assistance in getting our kitchen on a sound nutritional footing.

- It takes a special sort of person to take a job at Meals on Wheels and persist with it, a person who truly believes in what we do, and is willing to give whatever it takes to make it happen, and happen well. It is definitely not just a paycheck that motivates such people. Hours are erratic, there are frequent “surprises”, and the job roles are constantly evolving. We have been very fortunate to have a staff full of such dedicated individuals. Barb and Debbie are our stalwarts. They know Meals on Wheels inside out and have always gone the extra mile for the good of our clients and our volunteers. And they've led the way in adapting to our new environment. Barb has managed to keep us on track financially in this totally new endeavour, as well as spending countless extra hours working in the kitchen, doing laundry and shopping for groceries, not to mention taking frequent routes when a last minute need arises. Debbie is our volunteer co-ordinator, and keeps us all happy and organized, managing to make it all look easy. She has also orchestrated the beautification of the building, spending her off hours gardening, painting, and creating our signage. We are delighted that our newer staff members show the same enthusiasm and dedication. Kelsey is currently on leave, as she pursues a Master's degree in Applied Health Sciences Research. We wish her all the best, and know that she will continue to hold a special place in her heart for Meals on Wheels, as we will for her. Sherri has been with us for a little over a year and has made a real impact on our organization. She has handled the many menu changes with aplomb and manages to keep track of all of the individual requirements and comings and goings of our clients. She has been a cheerful and valuable addition to the staff.

The kitchen staff, a whole new set of associates, has also been stellar. Kathy has been with us from the beginning and has been a rock. Whether cooking for twenty people, or a hundred and twenty, Kathy gets it done. And she does it with great care and concern for the people she's feeding. We would be lost without her, and our clients and volunteers are delighted with the treats she prepares. More recently on the scene is Tyson, who approached us out of the blue just when we were expanding and needed him most, and – after a few months with us part-time, decided he liked us well enough to make it permanent and full-time. He has been invaluable, and we are delighted to have him on our team. Susan, who had recently retired from York Care, and who worked for many years helping to prepare our meals there, is our third member of the kitchen staff.

She gives us two mornings a week, and her cheery presence and efficiency is a real asset.

We've also been joined for the summer by two students, Drew Blaney and Grace Couglan who've allowed us to catch up with some administrative details, and allowed for regular staff to take some vacation time. We are very grateful for their help.

- We owe success this year to the efforts and contributions of a great many individuals and organizations, but I would like to take this opportunity to particularly acknowledge the tremendous leadership of our executive director, Betty Daniels. Betty has been front and center through all the changes we've experienced over the last few years, and she has been unfailingly poised, cheerful and optimistic as she juggles her many roles and seemingly endless "surprises". We've all taken a chance on this kitchen, but in the end, Betty has had to bear the brunt of the responsibility for any problems that arise, and she has met and overcome every challenge that has been thrown her way. It has been a real joy to work with her so closely during the last three and a half years, and I know that – with her at the prow, our future is in very good hands.

It has been a great privilege to be associated with the wonderful members of Meals on Wheels, and I would like to thank you all for the contributions you make to the clients we serve, and for being such dedicated and congenial people to work with. I have thoroughly enjoyed my four years as President, and hope my successor has as much fun as I have had.

Respectfully submitted,

Joan McDaniel

President (outgoing), Board of Directors

## **Meals on Wheels of Fredericton**

### **Treasurer's Annual Report for Fiscal Year Ending March 31, 2019**

The year ending March 31, 2019 has been a year of major change and development for Meals on Wheels of Fredericton.

As was initially reported in 2018, we completed the beta test of our own kitchen by the end of March 2018. What had originally been scheduled to be a 6 month test was completed in 3 months because we were confident that we had the ability to go into full production. In April of 2018, we began delivering close to 75 meals per day, 5 days per week from our new kitchen. As at year end, we are now delivering closer to 125 meals per day. This output has only been possible with the extra effort and dedication of the office and kitchen staff.

Financially, there were some misgivings about our ability to handle such a new venture. Staffing costs, food costs, facilities costs were all new to us. But as our volume of meals and related income have increased, our costs per meal continue to go down.

The achievement of starting our own kitchen was realized not only because of a very cost conscious staff but also because our kitchen staff was able to produce quality meals that our clients thoroughly enjoy.

But Meals on Wheels of Fredericton is more than just our kitchen. We purchase meals from the Dr. Everett Chalmers Hospital and York Care Center. We sell and deliver meals to government supported individuals as well as private citizens. But the income we receive from these delivered meals does not cover all of our costs.

We are a funded partner of United Way Central New Brunswick. The provincial government supports us, as do many individuals and companies who believe in our service to the community. Of particular note was the 3 year grant we received from the Windsor Foundation. With their help this year, we were able to begin installation of a backup generator which will ensure we provide meals from our kitchen 365 days a year no matter the state of the power supply to our building.

Our Donation and Fund Raising Committee had a goal in mind for the year of some \$50,000. By effectively canvassing individuals and companies, the Committee exceeded its goal by close to \$35,000.

We have a large group of volunteer drivers who are dedicated to making Meal on Wheels of Fredericton an integral part of our community. Without them, we simply would not be able to provide the service that we do.

The demand for our product continues to grow. Our budget for this year was based on delivering 60,000 meals. In fact, we delivered some 63,704. The budget we prepared for 2019-2020 is based on delivering 66,000 meals.

We look forward to 2019-2020, knowing that we have the support of the community, that our financial foundation is solid and that we have an excellent team of staff and volunteers to ensure we can meet our objective of serving the community with healthy, wholesome meals.

The financial details for the fiscal year will be reported by Nicholson Beaumont, Chartered Accountants.

Respectfully submitted

Dave Blacklock

Treasurer

## **Meals on Wheels Fredericton Inc.**

### **Fund Raising and Public Relations Annual Report for Fiscal Year Ending March 31, 2019**

The Fund Raising and Public Relations committee have once again had a very busy year. We were able to raise a total of \$82,647.57 from corporate and individual donations along with fund raising events. We also attempt to promote MOW and raise the profile of our organization in the community, as well as recruit volunteers.

We are continuing to promote the Business of the Month campaign which generates a regular monthly donation from corporate sponsors. This last fiscal year we were able to find sponsors for every month and were able to raise a total of \$5,450 in cash donations and in addition get \$1,000 of product donated for our kitchen. The companies donate in return for MOW promoting their organization on our website, in newsletters and online for a month. They also have a sign they display at their workplace that says they are proud supporters of Meals on Wheels. This shows their customers and employees that they are good corporate citizens and are supporting a local well recognized charity. The more we can raise the profile of MOW the easier it will be to obtain sponsors and funding. One of our biggest boosts came from the recognition we received from the Chamber of Commerce this year when MOW was chosen to receive the "Business Excellence Award" for non-profits.

Our first big event was the Dolan's Pub silent auction which happens just after the end of our fiscal year so the numbers being quoted are from the 2018 event. This event generated a total of \$6439 for MOW in addition to providing a fun night out for all of those who attended.

After a break for the summer our next biggest event of the year is the letter campaign which is the primary fund raiser. This year we raised \$19,637 as a result of our direct mail campaign which begins in November. Thanks once again to the staff of UPS for stuffing the envelopes for us, without their assistance this campaign would not be possible.

In December we had Pizza night which is a fun event designed to raise money but also promote our organization to the public. This year we went with staggered seating times that proved to work much better and avoided the mad rush at 5:00PM when the doors opened.

Our committee is also promoting "Adopt a Route" with local business. We currently have Priority Personnel, Acreon, Fredericton City Police and NBCC who all drive a delivery route for MOW. Joan McDaniel has agreed to head up the recruiting of new volunteers within our committee so

we will be able to devote more time to getting more drivers as the need for our services continues to grow.

I have attached a list of donations, grants fund raising results for the fiscal year 2018-2019.

Vernon Boyer  
Committee Chairman

## **Meals on Wheels of Fredericton**

### **Wheels to Meals Annual Report for Fiscal Year Ending March 31, 2019**

Wheels to Meals provides a lovely 3 course meal, socialization opportunities, great volunteer entertainment, and a chance for seniors to get out, reconnect with friends and make new ones. Volunteer drivers provide transportation when needed. It is held weekly, on Tuesdays, at a northside church hall from late September to the end of May.

We have had a very good year with the number participants averaging around 50 per week. We are expanding our "Bring a Guest for Free" program with more flexibility. The program continues to operate without a cook on site. The meat/entrée is delivered from the MOW kitchen and kitchen volunteers cook the vegetables etc. and prepare the meals for our volunteer servers.

Great volunteer musicians/singers provide entertainment following the meal. We are very appreciative of Windsor Court for providing desserts several times during the year and for the Fredericton Inn for providing our annual Christmas meal.

This wonderful program could not be held without the tremendous dedicated groups of volunteers and MOW office staff and kitchen workers.

The program continues to grow since its inception on 2000. Thanks to all who make Wheels to Meals such a worthwhile and enjoyable event.

Respectfully submitted,

Jeff Deane

**Meals on Wheels of Fredericton**

**Document Committee Annual Report for Fiscal Year Ending March 31, 2019**

This Committee was charged with the responsibility of reviewing and updating all Personnel Policies of Meals on Wheels of Fredericton Inc.

The Committee was chaired by Dave Blacklock and included Joan McDaniel, Jeff Deane, Betty Daniels, Tony Fitzgerald and Jennifer Thomas. In January 2019, Dave Blacklock stepped down as chair of the committee and Jennifer Thomas took over that position.

The Committee met a number of times over the past year and has essentially completed its task as of this Annual Meeting.

The result has been revised and updated Personnel Policies.

I thank all members of this Committee for their valuable input and particularly to Betty Daniels for her work in producing the final documents.

Respectively Submitted

Jennifer Thomas

## **Meals on Wheels of Fredericton Inc.**

### **Executive Director's Annual Report for Fiscal Year Ending March 31, 2019**

This year marks the 52nd year of operation of Meals on Wheels of Fredericton Inc. It is an honour to serve this organization as we continue to provide important services to our community.

As stated in the treasurer's report, 2018 – 2019 showed another increase in need for our meals. The growth was less significant than in the previous year, with a slight decrease noted in the private pay portion of our meal requests. It was a year of significant change to our organization with the introduction of our own Meals on Wheels kitchen facility. Completing the year in a sound financial position is a testament to the generosity and commitment of a large number of individuals and community organizations who have provided support.

Some of the significant factors that have had an impact on our operational and financial situation in the past year are as follows:

#### **1) Meals Served:**

The number of meals served was up from 59,496 to 63,704 at year end March 31, 2019 (7% increase). The following is a summary of the numbers of meals provided for clients in various categories the past two fiscal years.

<b>Referral Source</b>	<b>2017/18</b>	<b>2018/19</b>	<b>Net change</b>
<b>Private Pay</b>	17,463	16,470	- 993
<b>DSD</b>	36,361	41,547	+ 5,186
<b>Extra Mural</b>	89	17	- 72
<b>St. Mary's Health</b>	4,021	4,135	+ 114
<b>DVA</b>	1,505	1,489	-16
<b>Free Meals</b>	57	46	-11
<b>Totals:</b>	<b>59,496</b>	<b>63,704</b>	<b>+4,208</b>

Meals were purchased from the Chalmers Hospital at a cost of \$6.45 (\$0.15) increase from previous year) and from York Care Centre at a cost of \$6.40 (\$0.15) increase from previous year). Meals were also produced at the Meals on Wheels kitchen, starting the fiscal year producing approximately 50 meals per day 5 days per week and ending the fiscal year with 125 per day 5 days per week. The cost per meal produced by the Meals on Wheels kitchen was inconsistent during this time period as we developed efficiencies, and increased production.

## **2) Community Support:**

Our Public Relations/Fundraising committee has been extremely effective and much appreciation is extended to Vernon Boyer, Chair, and to the dedicated members of this committee.

Our “Business of the Month” fundraising initiative was successful, and details will be discussed in the report of the Committee Chair.

Dress Down / Casual Days provided a welcome source of financial support from the community via the employees of some government departments.

We were delighted to receive a Business Excellence Award from the Chamber of Commerce this year. We won the Jim Gilbert Award for Non-Profit organizations. It was a great honour to accept on behalf of our volunteers and staff.

We were also very pleased to have a story about our Meals on Wheels kitchen published in the Daily Gleaner, and covered in interviews with CBC and Joy Radio. Additionally, we had an article published in the Daily Gleaner relating to our need for volunteers, and recognizing the work of our organization.

## **3) Fundraising and Grants:**

A number of fundraising events took place throughout the past year. The details of these events are covered in the annual report of the Fund Raising Committee.

### **Grants:**

**United Way:** We are both grateful for and dependent on the annual financial support we receive from United Way of Central New Brunswick. We received \$ 19,819.92 for our Meals on Wheels program, \$ 1,680 for Wheels to Meals, and the donor option resulted in \$ 1,936.08 for a total of \$ 23,436.00.

**Government funding:** Since 2009 we have received an annual grant of \$10,000.00 from the government of New Brunswick; initially from the Senior and Healthy Ageing Secretariat, then from the Department of Healthy and Inclusive Communities and more recently from the Wellness division of Social Development (DSD). Our goal of supporting seniors to remain healthy and independent in their own homes is consistent with the Provincial Aging Strategy and aligns very well with the Home First initiative. Though we did request an increase, the amount remained the same given restraints identified in the province's budget. Additionally, we were granted support for the purchase of our kitchen equipment and extend appreciation to then Minister Stephen Horseman for his help in attaining this financial assistance.

We also received a SEED grant for wages for two summer student (Summer of 2018).

**CANB:** The Cooperative Agri-Food New Brunswick is a nonprofit organization supporting the work of New Brunswick farmers. Their mandate is to enable agri-food producers to reach wholesale, retail and institutional markets that would be difficult to access on their own, thus moving local foods into mainstream markets. We are members of this cooperative. We were very fortunate to receive a grant from this organization for  $\frac{1}{2}$  of the amount needed to purchase the used kitchen equipment in our leased facility.

**Windsor Foundation:** The Windsor Foundation was established as a private foundation in 1960 by business owner, Sidney Albert Windsor, originally from northern New Brunswick. The mandate of the Foundation is to support youth and seniors' initiatives in the Maritimes. We are most grateful to have received a 3 year grant to assist with operating expenses associated with the startup phase of our kitchen project, including a generator to protect against power outages which could be very costly to this operation.

#### **4) Leasing of Meals on Wheels Kitchen:**

As identified in my Annual Report June 2018, a decision was made to move forward with our Meals on Wheels kitchen project. We had conducted a successful pilot at the former Locavore facility, subletting the facility and equipment from the previous business owners.

This was a huge project for our organization, and we moved forward carefully, but with goals in mind to move toward a self-sustaining operation. To that end the following steps were taken during this fiscal year:

- Negotiating of the lease directly with JA Properties (completing the 2 years remaining in the Locavore lease)

- Working with York Care Center and DECH to increase the number of meals prepared at the Meals on Wheels kitchen, thereby reducing the numbers at these two facilities. As of March 31<sup>st</sup>, 2019 we were producing 125 meals at our own kitchen
- Attaining grants to purchase the used kitchen equipment, and to assist with the anticipated operational deficit associated with the “startup” phase of our operation. The purchase of the equipment was possible with the financial contributions of the provincial government, Cooperative Agri NB (CANB) and an individual donor. Assistance with the operational expenses came from the Windsor Foundation, the Direct Charge Coop Community Fund, and the support of our community through corporate and individual donations.
- Moving administrative offices to 880 Hanwell Rd. We were able to conclude our rental agreement at the Victoria Health Center, and moved our offices in September 2018. Considerable work was needed to adapt a storage area to suitable office space, and we are grateful to the staff and volunteers who worked hard to make this possible.
- Hiring of additional staff was essential to the success of our project. Susan Booker joined us on a part time basis in October 2018. Tyson O’Bosky joined us initially on a casual basis in March 2019 – moving to a full time position in April. We were also very fortunate to have two university students with us from May to August 2018.

## **5) Volunteers:**

Meals on Wheels has a very large group of more than 200 volunteers. Our group of volunteers includes our meal delivery drivers, our Wheels to Meals volunteers, our Board of Directors, volunteers who help out in the office, volunteers who help in our kitchen, those who help with fund-raising and some who do a bit of everything. Without volunteer support, Meals on Wheels (including Wheels to Meals), and the very unique services we offer would not exist.

I am inspired on a daily basis by the commitment of our volunteers, some who have been with us many decades, and some who have joined us much more recently. There is no doubt volunteers are the “backbone” of Meals on Wheels of Fredericton (including our Wheels to Meals volunteers), and we simply could not do what we do without this amazing group of people.

My sincere appreciation is extended to our Board of Directors. The support, oversight, participation, and the commitment of this Board is essential to the success of this organization. It was an unusually busy year with the decision to move forward with our kitchen project. The Board of Directors has followed the progress, and participated in the decision making at each step in this journey. Many have provided hands on assistance in our kitchen during meal time, and have

made a tremendous difference in our ability to move our project forward, developing the capacity we need to meet the growing need. Dave Blacklock, our treasurer has done an excellent job of analyzing the financial impact and informing the board on a monthly basis.

I have been grateful from my first day of employment with Meals on Wheels for the support, encouragement and kindness of our President, Joan McDaniel. As she moves into her very well deserved “Past President” role, I wish to express my sincere appreciation to this visionary leader. She has provided leadership through unchartered territory. We have experienced significant growth during her tenure as our President, and she has moved us through the decision making processes needed to meet the challenges of this growth with wisdom, compassion and vision. It has been such an honour to work with her.

#### **6) Staff:**

I also wish to acknowledge the Meals on Wheels staff. I have now entered my fourth year of working for Meals on Wheels and I can say without hesitation that I could not ask for a better team to work with. I was delighted that Sherri accepted our offer for permanent employment with Meals on Wheels. From the beginning of her employment with us, it was as though she had always been there! She has amazing organizational skills, and is excellent working with our clients and their families. Debbie is a volunteer coordinator that would be the envy of any organization! Her weekly emails have been so well received, and she seems to have every route covered rain or shine, snow or ice, 7 days a week – a feat I just cannot imagine how anyone can accomplish! But she does! Barb, our Administrator, has been a rock as we have progressed through our kitchen project. She has worked with our treasurer, and maintained careful watch over the financial activity in a year of many challenges and change. She is amazingly committed to this organization, and has contributed in so many ways to the achievement of the goals we had identified. Kelsey continued to keep us moving forward with technology, social media, and organization to our systems that is so important to us on a daily basis. She made a very big personal decision to return to University to complete a Master’s degree in Health Research. She continued to work with us on a part time basis, and I am very grateful to her.

Kathy, our cook from day 1 of our kitchen project, has been pivotal in moving our project forward. She has managed the growth from 12 meals to 125 meals per day and hasn’t looked back! She has worked through the learning curve of sourcing the food, adjusting the menus, and working with very minimal staff. She was exactly who we needed to walk through this endeavor with, and I am so grateful to her. We were also very fortunate to welcome Susan Booker who brings decades of experience with Meals on Wheels at York Care Center. She has been a tremendous addition to our team. And, very close to the end of our fiscal year, Tyson O’Bosky

came into our organization, and we could not be more pleased to have him with us. He brings experience and enthusiasm that was again exactly what we needed as we continue to move forward with our plans.

We have achieved many of our goals in this past year, and have many more to accomplish. We continue to see growth in the need for our service, and with this growth comes the continued need for additional volunteers, additional staffing, and ongoing community support. I look forward to the coming year with optimism. I know we will meet our new goals, we will work together as volunteers, staff, and community, and we will continue to provide our services that are needed more with each passing year.

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

Betty Daniels  
Executive Director

## **Meals on Wheels of Fredericton**

### **Nominating Committee Annual Report for Fiscal Year Ending March 31, 2019**

The Nominating Committee is one of the Standing Committees of the Organization. It is chaired by the Past President and currently has two other members: the President and the Executive Director.

The Committee met once after the Chair had canvassed current Board members for their interest in continuing to serve on the Board. I am pleased to report that all current members agreed to continue for another term with two exceptions. Board Members who will continue to serve:

- Joan McDaniel,
- Dave Blacklock
- Charlotte Magasi
- Vernon Boyer
- Tony Fitzgerald
- Frankie Ashfield
- Sharon Vickers
- Jeff Deane
- Melissa Boyer
- Jenn Thomas
- Carol Morrison

Barb Fullerton has submitted her resignation after 4 years of service, and has agreed to continue to serve on the PR and Fundraising Committee

Ellen McIntosh has also submitted her resignation after one year of service.

In addition, at this meeting we require the election of the Officers of the Organization. The Officers are: the President, the Vice-President, the Secretary, the Treasurer and the Past President.

With respect to the Executive positions:

We are very pleased that our Vice President, Jeff Deane, has agreed to let his name stand for the position President. If there are no other nominations from the floor I will declare Jeff as our President.

The position of Vice President is available. Charlotte Magasi has agreed to let her name stand for this position for a one year term. I will call for nominations from the floor. If there are no other nominations, I will declare Charlotte as our Vice President.

The position of Secretary is currently available. Carol Morrison has agreed to let her name stand for this position. If there are no other nominations from the floor, I will declare Carol as our Secretary.

The final position currently available is for the Treasurer. I have agreed to let my name stand for this position. I would be pleased to have other nominations from the floor. If there are no other nominations, I look forward to serving in this role.

The position of Past President requires no election.

Respectively submitted

Dave Blacklock  
Chair  
Nominating Committee  
June 25, 2019



