



# Annual Report

**April 1, 2020 – March 31, 2021**

**Presented at the Annual General Meeting**

**Held on June 15<sup>th</sup>, 2021 (ZOOM, Virtual)**

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 was suspended in March 2020 due to the COVID 19 restrictions, and has not restarted

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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)

[www.frederictonmealsonwheels.ca](http://www.frederictonmealsonwheels.ca)



## **Thank you to our volunteers**

Meals on Wheels Drivers  
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 Lunch box

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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, Barb Brown, Sherri Vaughan, Debbie Carpenter, Karrie Bedford and all members of our Kitchen Team

## **Thank you to our Donors, Supporters and Businesses of the month for 2020-2021 (Fiscal Year)**

|  |   |
|--|---|
| Atlantic Superstore                        | NBTA Credit Union                       |
| 6 Colour Copy                              | Nashwaaksis Lions Club                  |
| Brewer Foundation                          | Nicholson & Beaumont Certified          |
| Cain Insurance                             | Professional Accountants                |
| Canada Helps                               | Office Interiors                        |
| J.T. Clarke Family Foundation              | PC Girls                                |
| Clay Café                                  | Pizza Delight (Northside)               |
| Costco                                     | Plaza Group Management                  |
| Dana's Collision Center CSN                | Post-Secondary Education, Training and  |
| Danielle LeBlanc and Family                | Labour                                  |
| David Coon                                 | Province of New Brunswick               |
| Deloitte                                   | S/S Tire & Auto                         |
| Dept. of Social Development                | Scott Kennie                            |
| DM White Architecture Inc.                 | Scott's Nursery                         |
| Dolan's Pub                                | Service Master                          |
| Donate a Car                               | Smartypants                             |
| Dress Down Day Contributors                | Southside Redemption Centre             |
| Elliot McRae Hill Law Firm                 | St. Mary's Anglican Church              |
| Jack Edwards                               | St. Mary's Entertainment Center         |
| F L Goddard & Associates                   | Stewart McKelvey                        |
| Fredericton Community Foundation           | Stortec                                 |
| Fredericton Direct Charge Co-Op            | The Whisky Tasting Society              |
| Fredericton Lioness                        | Thompson Family (Marathon children)     |
| Fredericton Mobile Care Network            | United Way of Central New Brunswick and |
| Gibson Memorial United Church              | other Jurisdictions                     |
| JD's Hillview Auto                         | UPS                                     |
| Kinette Club of Fredericton Inc.           | Windsor Foundation                      |
| L & D Holdings                             | Wonder Auto & Tire                      |
| Letter mail campaign and individual donors |   |
| Local Quilters Guilds                      |   |
| Marysville United Church                   |   |

**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 ZOOM (Virtual Platform) June 15th, 2021 – 5:00 p.m.

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- Welcome and Introductions
- Acceptance of Agenda
- [Approval of minutes of June 2020 AGM](#)
- Acknowledgements/Recognition
- Financial Report (Melanie Jones – Nicholson & Beaumont)
  - Appointment of Auditors
- Thank you to Charlotte Magasi and Debbie Carpenter
- [Executive Committee Report \(Jeff Deane\)](#)
- [Treasurer's Report \(Dave Blacklock\)](#)
- [Fund-Raising and Public Relations Committee Report \(Vernon Boyer\)](#)
- [WTM Committee Report \(Jeff Deane\)](#)
- [Document Committee Report \(Jenn Thomas\)](#)
- [Recruitment Committee Report \(Joan McDaniel\)](#)
- [Executive Director's Report \(Betty Daniels\)](#)
- [Nominating Committee Report \(Joan McDaniel\)](#)
  - Election of Officers
  - Appointment of Directors
  - Appointment of Committee Chairs
- Adjournment

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

### **Annual General Meeting ZOOM (Virtual Platform) 5:00 PM June 16, 2020**

The meeting was called to order at 5:10 PM by President, Jeff Deane.

Jeff thanked Karrie Bedford for her assistance in setting up the ZOOM meeting. The voting procedures were clarified that Meals on Wheels volunteers and staff are eligible to vote on motions.

**Present:** Jeff Deane, Tony Fitzgerald, Joan McDaniel, Dave Blacklock, Sharon Vickers, Melissa Boyer, Jennifer Thomas, Carol Morrison, Charlotte Magasi, Betty Daniels, Debbie Carpenter, Barb Brown, Sherri Vaughan, Karrie Bedford, Chuck Madott, Valerie, DeLong, Ed McGoldrick, Anne Marie Hartford, Karen Flinn, Madeleine Gaudet and Melanie Jones (auditor).

**Regrets:** Vernon Boyer and Frankie Ashfield

**Acceptance of the Agenda:** Motion by Dave Blacklock (Charlotte Magasi) that the agenda be accepted. Carried.

**Approval of Minutes, 2019 AGM:** Motion by Tony Fitzgerald (Barb Brown) that the minutes be approved. The minutes had been circulated to Board members prior to the meeting. Carried.

**Acknowledgements and Recognition:** Jeff referred to pages 3 and 4 of the annual report where volunteers, food providers, referring agencies, Meals on Wheels clients and their families and 50+donors, supporters and businesses of the month were recognized, and thanked for their contributions to the success of Meals on Wheels in achieving its goals.

**Financial Report:** Melanie Jones of Nicholson and Beaumont Chartered Accountants reviewed the Financial Report Year ended March 31, 2020. Melanie stated that it is a strong Balance Sheet with lots of assets to cover liabilities. Meals on Wheels ended the year with a net surplus of \$18,144 which is a decrease of \$10,230 over fiscal year ending March 2019. Revenue exceeded 2019 by \$23,000 however Expenses increased by \$33,153. Cash at the end of the fiscal year was \$80,085 compared to \$88,802 in 2019. Ed McGoldrick inquired about the account receivables of \$66,456. This is mostly related to monthly invoicing to Social Development. The investments have not performed as well in the last quarter of the year. Currently they are mostly in bank stocks. Chuck Madott inquired about the unrealized loss and Melanie responded that the financial statement represents a moment in time.

**Approval of the Financial Report:** Moved by Dave Blacklock (Sharon Vickers).  
**Carried.** **Appointment of Nicholson and Beaumont as auditors for 2020 – 2021:**  
Moved by Barb Brown (Joan McDaniel). Carried.

**Presentation by Karrie Bedford, Registered Dietician (Meals on Wheels Food Service Manager):** Karrie started working with Meals on Wheels in March 2020, just as the Covid-19 restrictions were being introduced. She has been a tremendous asset to the MOW Kitchen during these difficult times. Karrie graduated with a Bachelor of Science in Nutrition and Dietetics in 2016. She worked in Woodstock in a long-term care facility prior to working with Meals on Wheels. Karrie is originally from the Cambridge Narrows area. Karrie has a strong interest in client centered service and is an active volunteer. She is the Atlantic Representative on the Regional Committee of Dieticians of Canada. Karrie identified inventory control and standardizing recipes as a couple of projects that she is working on. She is trying to use local suppliers as much as possible.

#### **ANNUAL REPORTS:**

The reports were circulated prior to the AGM and were included in the AGM handout material. The Chairperson of the Committee provided highlights and the reports were accepted in bulk. Only specific notes are mentioned here.

**The Executive Committee and President's Report:** Presented by Jeff Deane. Jeff reviewed his report and highlighted that the MOW kitchen is now operating 7 days a week and producing approximately 125 meals a day. Jeff stated that one item on the priority list for 2020 was to meet with the Minister of Social Development regarding the loss of a grant that had previously come through the Wellness division. Jeff gave special thanks to our exceptional Executive Director, Betty Daniels.

**The Treasurer's Report:** Presented by Dave Blacklock. Dave highlighted that Meals on Wheels completed the year with a surplus rather than a deficit as was projected. The fund-raising committee exceeded their budget goal by more than 50%. Dave stated that an expectation of 72,000 meals has been set for 2020-2021 which is a 3% increase over 2019-2020.

**Fund Raising and Public Relations Committee Report:** Betty Daniels reviewed the report on behalf of Vernon Boyer, who sent his regrets. The Fund-Raising Committee was able to raise just over \$85,000 from corporate and individual donations along with specific fund-raising events. Jocelyn Pike and UPS were recognized in particular for contributing over \$12,000 in addition to helping with stuffing envelopes for the letter campaign.

**Wheels to Meals:** Presented by Jeff Deane. Unfortunately due to Covid-19 restrictions Wheels to Meals has not been held since February 2020 and he is uncertain when it will resume. Jeff stated that he has not heard regarding the status of the planned renovations at St. Mary's Anglican Church.

**Document Committee Report:** Presented by Jenn Thomas. The committee has completed its task in finalizing the Respectful Workplace Policy. **Volunteer Recruitment Committee:** Presented by Joan McDaniel. The main focus has been the creation of a Recruitment Strategy and updating promotion materials. In March due to Covid-19, a special appeal was made for new volunteers and more than 50 "Covid-19 volunteers" were welcomed.

**Executive Director's Report:** Presented by Betty Daniels. The number of meals served was up from 63,704 to 69,962 at year end March 31, 2020 (10% increase). This fiscal year represented the first full year of operation of the Meals on Wheels kitchen. Hiring of additional staff included 3 parttime cooks and a registered dietitian to assume the new position of Food Services Manager. Betty thanked volunteers, the Board of Directors and employees for their tremendous contributions.

**Motion to accept all of the Annual Reports: Moved** by Joan McDaniel (Ed McGoldrick). Carried.

**Nominating Committee Report:** Presented by Joan McDaniel. Joan reviewed the current officers and Board of Directors for 2019-2020. The current members have agreed to stay on for another year with the exception of Frankie Ashfield.

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

**President** – Jeff Deane

**Vice-President** – Charlotte Magasi

**Secretary** – Carol Morrison

**Treasurer** - Dave Blacklock

**Past-President** – Joan McDaniel

**Directors:** Vernon Boyer Jennifer Thomas Sharon Vickers Melissa Boyer Tony Fitzgerald

**Motion to appoint current Board of Directors as above: Moved** by Barb Brown (Anne Marie Hartford) Carried.

**Three new individuals were nominated to join the Board of Directors:** Valerie DeLong Chuck Madott Ed McGoldrick Moved by Debbie Carpenter (Carol Morrison). Carried.

**Motion to accept Vernon Boyer as Chair of Fund-Raising and Public Relations: Moved** by Carol Morrison (Melissa Boyer) Carried.

Karen Flinn inquired regarding the number of Board Members in the Bylaws. Joan stated that it is 10 – 15 Directors.

**Adjournment:** Dave Blacklock moved the meeting adjourn at 6:10 P.M

Respectfully submitted,

Carol Morrison

## Executive Committee Report

Meals on Wheels of Fredericton Inc. is an independent, non-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 and to help them in the enhancement of a healthy and independent lifestyle.

We are indebted to the hundreds of volunteers, agencies, companies and organizations, as noted on pages 3 and 4, for our continued growth and success.

The organization has experienced unprecedented growth over the last 3 years. We are not the same organization we recently were:

- There are now 24 daily routes of meal delivery.
- We delivered close to 72,000 meals last fiscal year.
- We have over 250 volunteers.
- From a small administrative staff of 4 or 5 we have grown to employ 30 different people working in the kitchen at various times.
- In our own kitchen, we produce approximately 200 meals daily. In the past all meals were produced by outside sources.
- There is a greater variety of meal options that can be tailored to individual client needs.
- Our annual budget has grown to close to \$850,000.

This past year has been a memorable and challenging one. Some of the highlights include:

- We continue to adhere to Health Department Covid 19 procedures and protocols.
- We were actively involved in the Fredericton Age Friendly Advisory Committee and the program on Senior Isolation and Loneliness.
- It has been a banner year for promotion, fundraising and grant acquisition thanks to the works spearheaded by the Fund-Raising and Public Relations committee. They also organised a successful "Mother's Day" take-out meal pilot program in association with ALS-NBNS.
- The Recruitment and Recognition Committee has managed to keep up with the growing need for volunteers. They also arranged for Volunteer Appreciation masks, mugs and gift certificates.
- We arranged for a northside meal delivery bag drop off so that drivers do not have return the bags to MOW kitchen. Thanks to Pizza Delight.

Some our priorities in the coming months are to continue to lobby government for an increase in meal subsidies, review and update our Strategic Action Plan, explore new administrative structures and policies, and continue to follow new and evolving Covid 19 procedures.

A very special thanks to Betty, Barb, Karrie and rest of our dedicated and hard-working staff – they have been instrumental in the success of Meals on Wheels.

I wish to recognize and thank Charlotte Magasi who will be leaving our board after many years of contribution. She is the shining example of a committed volunteer, and we will miss her thoughtful comments and questions. Thank you, Charlotte.

It continues to be a privilege to work with this wonderful organization.

Respectfully submitted,

Jeff Deane, President

## **Treasurer's Report**

The year ending March 31, 2021 has been another year of significant growth and development for Meals on Wheels of Fredericton.

This past fiscal year was the second full year in our new home, and we have continued the process of getting used to the new facility while continuing to increase the number of meals produced and routes to deliver them. These activities all put pressure on our finances.

Given our expectations for a year with many financial demands, our budget projected a deficit of close to \$21,000. However, we managed the year – I would say, very successfully – resulting in a deficit of only \$4,600.

A number of factors contributed to this success, the most important of which was the overwhelming success of our fundraising. Through the efforts of Vernon Boyer and his committee, we received close to two and half times our budgeted expectations, \$121,000 vs a budget of \$50,000. This amount reflects not only the efforts of the committee but also the enthusiastic support of the Fredericton community as shown in the results from our letter campaign. Without this support, we simply would not be able to provide the service we do.

Direct revenue from the sale of our meals represents just over ¾ of our total revenue. Another significant portion of our revenue comes from grants that we receive from time to time. We received monies from the United Way of Central New Brunswick, from other supporters such as Direct Charge Coop, the Windsor Foundation and the JTClark Foundation. Many of these grants required an extensive application process that was completed by our Executive Director and our Past President Joan McDaniel.

The Help Age Canada group and UPS Canada helped us cover the many additional expenses related to the Dept. of Health requirements arising from the COVID-19 pandemic.

Our financial success is also directly as a result of the many, many hours contributed by our “army” of volunteer drivers. As Treasurer, I shudder to think of the financial position we would be in without their very generous contribution.

On the expense side of our operation, a major contributor to our higher than expected expenses were our costs related to the meals received from York Manor. We had projected reducing the number of meals received from them beginning in the 2nd quarter of the year. Nevertheless, a smooth transition from York resulted from extending the termination date to one that was more acceptable to both parties.

The other major contributor to our expense overage was the higher than anticipated wages and benefits for our staff. This can be attributed to gaining experience with the number of people required to run a successful 7 day operation a new experience for us in our kitchen.

We are looking forward to 2021-2022, knowing that we have the support of the community, that our financial position is solid, and that we have an excellent team of staff and volunteers who are dedicated to delivering healthy, wholesome meals.

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

Dave Blacklock

Treasurer,

Meals on Wheels of Fredericton Inc.

## **Fund-Raising and Public Relations Committee Report**

### Fund Raising and Public Relations Report for Fiscal Year ending March 31, 2021

The year 2020-21 has certainly been a challenge for all but thanks to the dedication of our staff and the generosity of the people and business community of Fredericton MOW has managed to function and even grow. We have had to cancel many of our usual fund raisers, suspend Business of the Month for most of the year, but people have responded in other ways to make sure our financial needs were met.

After our usual summer break, we started planning for our major fund raiser, the letter campaign. Once again UPS came through for us and stuffed our mail out letters. These letters were mailed out in November and the response was FANTASTIC, we raised a total of \$51,142 from the letter campaign which is \$18,000 more than our previous letter campaign. For this we have to thank the people of Fredericton, the J.T.Clark Foundation and Brewer foundations for generous donations.

In previous years we have had “pizza night” some time in November so this year we sold pizza coupons and managed to replace most of this revenue. There were various donations from the Nasis Lions Club, St. Mary’s Retail Center as well as individual donors. In December Maggies Farm Revival did a benefit concert and donated the proceeds to MOW. Business of the Month was started again in December and continued for the balance of the fiscal year. In spite of a year with COVID restrictions we generated \$123,279.95 from grants, donations and fund-raising activities. We are grateful to our community for the outstanding support they have shown us in these difficult times which allowed us to have a banner-year. Plans are under way for some new fund raisers next fiscal year. I have included a breakdown of the fund-raising activity.

### Fund Raising and Donations for Fiscal year 20-21

Individual donations - \$16615.90  
Grants - \$20000.00  
Canada helps online - \$22994.06  
Business of the Month - \$6112.00  
COVID donations - \$3500.00  
Meals to Wheels - \$2508.62  
United Way out of province - \$304.40  
Donate a car - \$100.00

Total - \$123279.95

Submitted,

Vernon Boyer

### **Wheels to Meals Committee Report**

Unfortunately, the COVID 19 health crisis forced us to discontinue the program in February 2020. We have been unable to reconvene due to the COVID restrictions, and will delay until we are comfortable that it is safe to resume.

We did reach out to our clients at Christmas time. Thank you to Debbie Carpenter, Carol Morrison, and all of our Wheels to Meals volunteers for preparing and delivering Christmas gift bags.

Submitted,

Jeff Deane

## **Document Committee Annual Report for Fiscal Year Ending March 31, 2021**

The Committee is chaired by Jennifer Thomas and includes Betty Daniels, Joan McDaniel, Jeff Deane, and Tony Fitzgerald.

The committee has the responsibility of reviewing existing Meals on Wheels policies, and creating new policies as required. Due to the COVID 19 challenges facing the organization, the committee did not meet during the 2020-21 fiscal year. Staff prepared the required COVID 19 Action plan which was approved by the Board of Directors; however, additional policy work was not initiated. The committee plans to resume their work in September 2021.

Respectively Submitted,

Jennifer Thomas

## **Recruitment Committee Report**

This has been a relatively quiet year for the recruitment committee. Until recently, the large number of new volunteers who stepped forward last spring as the pandemic got underway, coupled with a steady trickle of others who came in through the year, made the need for any major action on our part unnecessary. In addition, we did not have the usual seasonal vacancies, as our current volunteers have done very little traveling. Recently, however, as things have begun to loosen up, and our growing client numbers have created the need for more routes – and hence, more drivers – the committee has been reactivated. We have, once again, begun reaching out via social media and to current volunteers, for new drivers. These appeals have resulted in roughly a dozen new drivers added to the mix during the last couple of weeks. The committee will monitor the situation through the summer and follow up with other approaches if the need arises.

Other than this, the committee did meet several times in the fall to help plan the volunteer appreciation packages presented at Christmas in lieu of our usual gathering. This seems to have been well received. We hope to be able to host an actual appreciation event in the early fall if public health protocols allow.

Respectfully submitted,

Joan McDaniel, Chair

## **Executive Director's Annual Report for Fiscal Year Ending March 31, 2021**

This year marks the 54th year of operation of Meals on Wheels of Fredericton Inc. It is an honour to serve this organization as we continue to provide an important service to our community.

As stated in the treasurer's report, 2020 – 2021 showed another increase in need for our meals. We faced many challenges associated with the COVID 19 health crisis; however, we were able to complete the year with a very small deficit, maintaining a sound financial situation for our organization.

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 69,962 to 71,705 at year end March 31, 2021 (2.5% increase). The following is a summary of the number of meals provided for clients in various categories the past two fiscal years.

| Referral Source  | 2019/20       | 2020/21       | Net change   |
|------------------|---------------|---------------|--------------|
| Private Pay      | 17,375        | 19,742        | + 2,367      |
| DSD              | 47,086        | 46,073        | - 1,013      |
| Extra Mural      | 0             | 0             | 0            |
| St.Mary's Health | 4,587         | 3,789         | - 798        |
| DVA              | 873           | 2,067         | +1,194       |
| Free Meals       | 41            | 34            | -7           |
| <b>Totals:</b>   | <b>69,962</b> | <b>71,705</b> | <b>1,743</b> |

Meals were purchased from the Chalmers Hospital at a cost of \$6.55 (\$ 0.10 increase from the previous year) and from York Care Centre at a cost of \$6.75 (\$ 0.20 increase from previous year). Meals were also produced at the Meals on Wheels kitchen, starting the fiscal year producing approximately 775 meals per week, and ending the fiscal year averaging 1,100 meals per week. The cost per meal produced by the Meals on Wheels kitchen was inconsistent during this time period as we continued to develop efficiencies and increase staff.

### **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. We exceeded our budgeted revenue considerably as Vernon's report will indicate. We were unable to have our usual fundraising activities due to the current health crisis, and the committee worked through this challenging time with a tremendous support from the community.

### **3) 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 \$ 19,739 for our Meals on Wheels program. This was approximately 25% less than previous year as the COVID 19 crisis placed considerable stress on the Annual Campaign for this organization.

**Fredericton Coop Community Fund:** We once again received a very generous grant of \$ 15,000 from the Community Fund (received in April 2021) to assist with our program operations. This fund has provided us with grants every year for the last six years, and we greatly appreciate their ongoing support. I extend sincere appreciation to our Past President, Joan, for the work she has done in these past 6 years to ensure our grant application was strong, sincere, and worthy of support.

**Windsor Foundation:** The mandate of the Windsor Foundation appreciative to have received a generous grant in December 2018 which was to be allocated over 3 years. This was the final year of this grant funding, and we are extremely grateful for this support.

**Additional Support:** We were most appreciative of receiving additional support directly related to the COVID 19 crisis from organizations such as Help Aid Canada and UPS.

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

This fiscal year represented the second full year of operation in our own Meals on Wheels kitchen. This continues to be a very significant project for our organization, and we have moved forward with our action plan carefully, ensuring we were prepared for each step we were taking.

The following outlines accomplishments in this fiscal year:

- We were very pleased to have welcomed Karrie Bedford, Registered Dietitian, as our Food Services manager early in March 2020 (just prior to the beginning of this fiscal year). Our intention was to develop her job description together as we continued to understand our needs and build the capacity in our own kitchen. With the onset of the COVID 19 crisis our plans took a significant turn, and Karrie's attention was focused on creating the required environment for compliance with all Department of Health requirements. We are so grateful for her attention to this very challenging situation, and we look forward to continued development of her position within our organization during the upcoming year
- We developed our comprehensive COVID 19 compliance policies and action plan
- We painted the interior of our facility and added shelves, and other organization needs to improve the efficiency of our kitchen
- We ended our outsourcing of meals with York Care in January of 2021. We had intended to move the meals to our own kitchen in the summer of 2020; however, with the Covid situation, we delayed this move until the New Year. This added an additional 75 meals to our kitchen production which meant addition of more kitchen employees
- We were very fortunate to hire 2 new cooks in December 2020 (Simone and Greg have been wonderful additions to our organization)

- We created a new menu at the time of transitioning the meals from York Care, providing additional choices to accommodate the needs of our clients. Thank you to Karrie for the work on this important task
- We developed a “Frozen Meal Outreach program” following requests from the United Way and the Village of Harvey, and hope to continue this outreach in the coming year

## **5) Volunteers:**

With the onset of the COVID 19 pandemic many of our regular volunteers had to step aside from their volunteer commitment due to their own health restrictions, or the needs of their families. We sent a plea to the community for additional help, and were overwhelmed by the response! We had more than 100 individuals respond to our request for help. Many have remained with us; others have had to return to their regular work schedules. A number of our regular volunteers have been able to return as well. We have maintained our volunteer base and have been steadily growing in numbers to meet our growing needs.

My sincere appreciation is extended to our Board of Directors. The support, oversight, participation, and the commitment of our Board is essential to the success of this organization. This has been a very challenging year, and my own anxiety has been high as we worked hard to ensure the safety of our clients, our team and our volunteers. Our President, Jeff, was with me every step of the way, and I cannot say enough about his calm, rational and thoughtful approach in his leadership role. Our entire board maintained great attention to this situation, and while our meetings were held via Zoom, their support was clear and solid. To have maintained our financial position, ensured we had adequate volunteer support, to have moved forward with fundraising, to be present at depots, ensure our transition from York Care went smoothly – this was all due to the dedication of a Board of Directors I feel so fortunate to serve.

## **6) Staff:**

We have a kitchen team who have walked through the challenges of this past year without hesitation. Karrie has been a fantastic leader of this team, and they have prepared thousands of amazing meals 360 days of the year. We are so very fortunate to have each one of these team members.

Debbie continued to work with the pandemic limitations trying to determine if we could resume our Wheels to Meals program. Unfortunately, it was not possible, but she worked with our volunteers to provide Christmas gifts for our clients, and to remind them that we were thinking of them. Debbie is now retiring after serving our organization for 30 plus years. We will have a proper celebration with sincere appreciation for her service as soon as it is safe to do so.

Sherri continued to work from home during this past year, and we are very appreciative of her work as our client care coordinator. She has moved on from Meals on Wheels, and we wish her every success.

Barb, who has been with Meals on Wheels for 20 plus years, has been an amazing coworker and partner through this past year. She has taken on additional tasks from every aspect of our organization while managing our finances with tremendous attention and care, and I am so very grateful for what she brings to Meals on Wheels on a daily basis.

I am truly inspired by the commitment of our volunteers, our staff and our community in making a difference in these unprecedented and challenging times. To everyone within our organization, thank you for your willingness to change direction at almost a moment's notice when we were forced to lock down our facility, to adhere to strict personal protective measures, and to provide our service with contactless delivery. As an organization, I am hopeful that sometime during the coming weeks and months, we will be able to look back at this difficult time. When we do, I know it will be with immense pride in how we responded, collectively. I can think of no better example of what it means to be a non-profit, grass roots, volunteer driven community organization.

On behalf of those we continue to serve, especially during this very challenging and difficult year, 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

## Nomination Committee Report

**The slate of officers of the Board of Directors for the year 2019-20 has been the following:**

**President** – Jeff Deane

**Vice President** – Charlotte Magasi

**Secretary** – Carol Morrison

**Treasurer** – Dave Blacklock

**Past President** – Joan McDaniel

Charlotte Magasi, who served for several years as Secretary and the last two years as Vice President, has decided to step down from the executive and from the Board. She has been a valuable asset during her tenure and will be sadly missed. Luckily, she will continue to be an active volunteer, and I'm sure Meals on Wheels will continue to benefit from her enthusiasm and wisdom.

In Charlotte's place, I am very pleased to inform you that Valerie DeLong has agreed to allow her name to stand as a nominee for the position of Vice President. Although relatively new to the Board, Valerie has been a volunteer for Meals on Wheels for many years, has been serving on the Volunteer Recruitment Committee for the past two years, and has an impressive background in the Department of Social Development and on the executives of various other volunteer organizations.

With the exception of Charlotte, each of the other office holders has indicated their willingness to stay on for another year. We would be happy to entertain additional nominations from the floor, however, for any of these positions.

**The current Board of Directors is comprised of the following individuals:**

- **Dave Blacklock**
- **Melissa Boyer**
- **Vernon Boyer**
- **Jeff Deane**
- **Valerie DeLong**
- **Tony Fitzgerald**
- **Chuck Madott**
- **Charlotte Magasi**
- **Joan McDaniel**
- **Ed McGoldrick**
- **Carol Morrison**
- **Jennifer Thomas**
- **Sharon Vickers**

Again, with the exception of Charlotte, the other Directors have all indicated their willingness to return, but this must be confirmed with a vote of affirmation.

The other positions which need to be confirmed are those of committee chairs. They are as follows:

**Fundraising and Public Relations Committee:** Vernon Boyer

**Wheels to Meals Committee:** Carol Morrison

**Document Committee:** Jenn Thomas

**Volunteer Recruitment Committee:** Joan McDaniel

The position of chair of the three other committees (Finance, Executive, and Nomination), are automatically assigned to the Treasurer, President and Past President respectively, and therefore need no confirmation.

Respectfully submitted,

Joan McDaniel, Chair