



Annual Report

April 1, 2023 – March 31, 2024

Presented at the Annual General Meeting

**Held on June 18th, 2024
Nashwaaksis Lions Club**

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. The program restarted November 2023 on a monthly basis

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Meals on Wheels of Fredericton Inc.

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Email: info@frederictonmealsonwheels.ca

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Thank you to our volunteers

Meals on Wheels Drivers

Board of Directors

Committee Members

Fundraising Volunteers

Office & Special Events Support

Adopt-A-Route Organizations

Summer Students

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Thank you to our food providers

Horizon Health

MOWS Lunchbox

§

Thank you to our referring agencies

Dept. of Social Development

Veterans Affairs Canada

St. Mary's Health Centre

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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, Dawna Egers, Faye Webb, Michael Mullin, and all members of our Kitchen Team

Thank you to our Donors, Supporters and Businesses of the month for 2023-2024 (Fiscal Year)

6 Colour Copy
Brunswick Financial Group
Canada Donates
Canada Helps
Canada Online Giving Foundation
Charmac Construction Co. Ltd.
J.T. Clark Family Foundation
Danielle LeBlanc and Family
David Coon
Dept. of Social Development
DM White Architecture Inc.
Donate a Car
Doris E Sullivan Chapter IODE
Egg Farmers of NB
Epsilon Y's Men Club
Fairview Plymouth Chrysler
Forest Hill United Church
Fredericton Council #746 United
Commercial Traveler
Fredericton Direct Charge Co-Op
Fredericton Elks Lodge # 274
Fredericton Lion's Club
Go-Go Group Inc.
H.S. Gill Holdings Inc.
Jemseg Lions Club
Kinsman Community Centre
Letter mail campaign and individual donors
Maple Leaf Homes
Marysville United Church
Medavie Blue Cross
My Tribute
Nashwaaksis Lions Club
Nashwaaksis United Church Women
Nashwaaksis Y Service Club
New Maryland Lions Club
Nicholson & Beaumont Certified
Professional Accountants
Office Interiors
PC Girls
Peterbilt Atlantic
Pizza Delight (Northside)
Plaza Group Management
Post-Secondary Education, Training and
Labour
Progressive Credit Union
Province of New Brunswick
Royal Canadian Legion Branch 15
Rotary Club of Hanwell
S/S Tire & Auto
Scott Kennie
Service Master
Shannex RLC Ltd.
Smartypants
Stewart McKelvey
Stortec
United Way of Central New Brunswick and
other Jurisdictions
UPS
Water of Life Management Inc

**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
Nashwaaksis Lions Club 37 Route 148, Killarney Rd, Fredericton, NB
June 18th, 2024– 5:00 p.m.

- Refreshments Served
- Welcome and Introductions
- Acceptance of Agenda
- Introduction of Guest Speaker
 - Lyne Ouelette Presentation
- Approval of minutes of June 2023 AGM
- Acknowledgements/Recognition
- Financial Report (Melanie Jones – Nicholson & Beaumont)
 - Appointment of Auditors
- Executive Committee Report (Valerie DeLong)
- Treasurer's Report (Chuck Madott)
- Fund-Raising and Public Relations Committee Report (Vernon Boyer)
- WTM Committee Report (Carol Morrison)
- Recruitment Committee Report (Joan McDaniel)
- Executive Director's Report (Betty Daniels)
- Nominating Committee Report (Jeff Dean)
 - Election of Officers
 - Appointment of Directors
- Thank you to Vernon Boyer
- Adjournment

Annual General Meeting

Nashwaaksis Lions Club, 37 Route 148, Killarney Road June 20, 2023

The meeting was called to order at 5:10 PM by President, Valerie DeLong. Valerie welcomed Board members, volunteers and staff to the Meals on Wheels Annual General Meeting.

Present: Valerie DeLong, Betty Daniels, Barb Brown, Tony Fitzgerald, Joan McDaniel, Chuck Madott, Jeff Deane, Sharon Vickers, Melissa Boyer, Jennifer Thomas, Carol Morrison, Vernon Boyer, Janet Matheson, Tim Finley, Gail Pilgrim, Faye Webb, Dawna Egers, Kathleen Starke, Theresa King and Melanie Jones (accountant).

Acceptance of the Agenda: Motion by Jenn Thomas (Chuck Madott) that the agenda be accepted. Carried.

Acknowledgements and Recognition: Valerie referred to the annual report (pages, 3, 4 and 15) when recognizing volunteers, food providers, referring agencies, Meals on Wheels clients and their families and donors, supporters and businesses of the month. Valerie thanked them for their contributions to the success of Meals on Wheels in achieving its goals.

Approval of 2022 AGM Minutes: Motion by Jeff Deane (Jenn Thomas) that the minutes from the 2022 AGM be approved. The minutes had been circulated to Board members prior to the meeting. Carried.

EXECUTIVE & COMMITTEE ANNUAL REPORTS:

The reports were circulated prior to the AGM as a package.

Financial Report: Melanie Jones of Nicholson and Beaumont Chartered Accountants reviewed the Financial Report Year ended March 31, 2023.

Approval of the Financial Report: Moved by Chuck Madott (Sharon Vickers). Carried.

Appointment of Nicholson and Beaumont as auditors for 2023 - 2024: Moved by Barb Brown (Chuck Madott). Carried.

Executive Committee Report: Presented by Valerie DeLong, President. Valerie highlighted that MOW has continued to grow and currently delivers over 93,000 meals annually. This represents an increase of 10.6% over the previous year and is the third largest increase over 24 years. There are an average of 24 daily routes and the MOW kitchen is producing approximately 250-300 meals/day, while DECH prepares approximately 40 meals daily. The staffing has increased and the operational budget has reached a milestone of just over \$1.2 million dollars. Valerie stated that priorities for the coming year include search for an Executive Director, create a new Strategic Plan and Business Plan and restart the Wheels to Meals Program.

Approval of Executive Committee Report: Moved by Joan McDaniel (Janet Matheson). Carried.

Treasurer's Report: Presented by Chuck Madott. Chuck noted that MOW is now providing 30.6 % more meals than 2 years ago. Despite the increase in food costs, the expenses have been well controlled. The success of the fundraising and grant applications have contributed to the financial stability of the organization.

Approval of the Treasurer Report: Moved by Gail Pilgrim (Barb Brown). Carried.

Fund Raising and Public Relations Committee Report: Vernon Boyer presented the report. Vernon noted that the fundraising total for April 1, 2022 to March 31, 2023 was \$184,059.26. This includes the letter campaign, corporate and individual donors but does not include the grants. The J.T. Clark Foundation matched the first \$50,000 of the letter campaign and this was a huge boost. Vernon noted the businesses, service clubs and churches that supported Meals on Wheels.

Approval of the Fundraising and Public Relations Report: Moved by Tim Finley (Melissa Boyer). Carried.

Wheels to Meals: Presented by Carol Morrison. Wheels to Meals has not resumed however we hope to resume Wheels to Meals in some capacity in the Fall 2023.

Approval of the Wheels to Meals Report: Moved by Jenn Thomas (Gail Pilgrim). Carried.

Document Committee Report: Presented by Joan McDaniel. During the past year the Document Committee reviewed both the Board of Directors Manual and the Organization By-Laws. The changes to the By-Laws were approved by the Board but must be ratified by the membership. The proposed changes to the By-Laws were summarized in the Document Committee Report and the amended version of the Bylaws was attached for reference.

Approval of the Document Committee Report: Moved by Sharon Vickers that the By-Law amendments as noted in the Document Committee Report be approved (Janet Matheson). Carried.

Volunteer Recruitment Committee: Presented by Joan McDaniel. Joan reported that some of the activities this year have included featuring volunteers on social media, as well as using posters, public events and newspaper articles. At Christmas the committee organized, packaged, and distributed gift bags to show appreciation to the volunteers. The committee continues to monitor the need for new volunteers and meets periodically as required.

Approval of the Volunteer Recruitment Committee Report: Moved by Jenn Thomas (Chuck Madott). Carried.

Executive Director's Report: Presented by Betty Daniels. Betty highlighted the increase in meals being served and the community support and grants that were received. She noted that the MOW kitchen has now been operating 4 years. Faye Webb was hired as Operations Manager in March 2023 and she has been a welcome addition since she started work in April 2023. In October 2022 Dawna Egers was hired as Client Care Coordinator. Betty had hoped to retire in 2022 however it is intended that a new Executive Director will be hired in 2023.

Approval of the Executive Director's Report: Moved by Melissa Boyer (Joan McDaniel). Carried.

Nominating Committee Report: Presented by Jeff Deane. Jeff reviewed the current slate of officers and he noted that the positions of Vice-President and Secretary need to be filled. Janet Matheson has agreed to have her name stand for the position of Vice-President and Gail Pilgrim has allowed her name to stand as Secretary.

Election of Officers: Jeff 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 – Valerie DeLong
Vice-President – Janet Matheson
Secretary – Gail Pilgrim
Treasurer – Chuck Madott
Past-President – Jeff Deane

Motion to elect Officers as above: Moved by Joan McDaniel (Chuck Madott) **Carried**.

Jeff reviewed the current Board of Directors. He noted that the current Directors have agreed to stay on for another year with the exception of Tony Fitzgerald, Jenn Thomas and Melissa Boyer. Kathleen Starke and Peter Steeves were nominated as new members of the Board.

Appointment of Directors:

Vernon Boyer	Tim Finley	Gail Pilgrim
Joan McDaniel	Chuck Madott	Kathleen Starke
Jeff Deane	Janet Matheson	Peter Steeves
Valerie DeLong	Carol Morrison	Sharon Vickers

Motion to appoint Directors as above: Moved by Jenn Thomas (Sharon Vickers) **Carried**.

Appointment of Committee Chairs will be approved by the Board of Directors at the June 2023 meeting. They are as follows:

Fundraising and Public Relations Committee: Vernon Boyer

Wheels to Meals Committee: Carol Morrison

Document Committee: Joan McDaniel

Volunteer Recruitment Committee: Joan McDaniel

The position of chair of the other three committees (Finance, Executive and Nomination), are automatically assigned to the Treasurer, President and Past-President respectively.

Thank you to Tony Fitzgerald, Jenn Thomas and Melissa Boyer:

Valerie thanked Tony for being on the Board for 10 years serving on the Document Committee. Jenn has been on the Board for 5 years and has been a member of the Document Committee, Fund Raising Committee and the adhoc Hiring Committee. Melissa has been on the Board for 5 years and has been a member of the Fund Raising Committee. Valerie thanked Chuck for having served as Vice-President this past year. Carol Morrison was thanked and presented with a bouquet of flowers for the 4 years that she contributed as Secretary.

Adjournment: Barb Brown moved the meeting adjourn at 5:58 P.M

Respectfully submitted,
Carol Morrison

Executive Committee Annual Report for Fiscal Year Ending March 31, 2024

Meals on Wheels of Fredericton, Inc. is an independent, non-profit organization with the mandate to provide nutritious meals and social support to seniors, persons with a disability and to those convalescing following hospitalization in the greater Fredericton area. The overall goal is to assist individuals in remaining in their homes for as long as possible, by enhancing a healthy and independent lifestyle.

Meals on Wheels has hundreds of committed volunteers, faithfully delivering hot meals to our clients through sun, rain, sleet, hail, or snow. They are truly committed to the organization and the individuals they meet along the way. Often, friendships are developed, and the volunteers express concern if the client is not on the route sheet. Many times, volunteer drivers are the only person the individual sees that day and they serve as a wellness check for our clients.

Additionally, the agencies, companies, and organizations in the greater Fredericton area—too many to mention individually here, have been so supportive of our continued growth and success over the years and all their support is very much appreciated.

As in previous years, we continue to experience unprecedented growth.

- We are delivering just over 95,000 meals annually, which represents an increase of 2.42% growth over the previous year
- On average 24 routes are delivered daily
- Our Lunchbox Kitchen prepares 300 meals daily, while DECH prepares approximately 40 meals daily
- Our operational budget has reached the milestone of just over \$1.4 million, and our staff has grown to accommodate the demands of such growth

In April 2023, Faye Webb joined Meals on Wheels as the Operations Manager, overseeing all kitchen/food production operations, including but not limited to food supply order, kitchen staffing, all regulation requirements related to food production and various other tasks. Faye's knowledge and experience in this field has resulted in cost saving measures while ensuring quality meals for our clients.

In January 2024, we hired Volunteer Coordinator, Michael Mullins, who has been performing a variety of tasks related to our volunteers including scheduling drivers, recruitment and onboarding of new volunteers and assisting with Wheels to Meals. These tasks were previously being undertaken by the Executive Director and with these hirings, it has resulted in the Executive Director resuming the focus on the overall organization including seeking out funding sources, grant writing, participating in various committees to advocate support for the population we serve and a host of other related Executive Director tasks.

Although the Covid 19 threat has been somewhat reduced, Meals on Wheels continued to stay abreast of the latest Public Health advisories and respected the individual wishes of our volunteers

as well as our clients in terms of their preference whether to mask and/or have contactless delivery of their meals; thus, ensuring the health and safety of all.

We resumed our Dolan's fundraiser in April 2023 which was a huge success and a great time with the Downtown Blues Band and MC, Freddy Mac. Thank you to all attendees and the support you continue to provide during this event. Our letter campaign in the fall/winter of 2023 met much success and truly demonstrates the commitment and wonderful support of Frederictonians.

The Meals on Wheels Board and staff members participated in various engagements and activities facilitated by Marc Allain, which lead to the development of our Strategic Plan which will guide the organization for next five years.

Additionally, Wheels to Meals program was relaunched in November 2023 and has been a great monthly event.

As you will see from the Committee Reports, they have been very busy and were very successful during the past year.

For the coming year some of our priorities are:

- Creation of a Feasibility Study and Business Plan due to our near capacity at our current location and requirements for reliable revenue sources. We will continue to increase public awareness about Meals on Wheels and expand relationships within our community and continue to address the social community impact.
- Continuation of our search for an Executive Director to replace Betty who has graciously postponed her retirement for some time now. Betty continues to be a strong leader, advocate, and is the heart of Meals on Wheels.
- Restart the Wheels to Meals Program on a weekly basis.

On behalf of the Board and myself, we want to thank Betty, Barb, Dawna, Faye, Michael and all the kitchen staff for their dedication and commitment to Meals on Wheels and for all the work they do for the organization and the people we are serving.

It is a privilege and honor to be President of this wonderful organization and to work with such a great Board and all the staff. I look forward to where Meals on Wheels will grow in the future.

Respectfully submitted,

Valerie DeLong
President

**Treasurer's Annual Report for Fiscal Year
Ending March 31, 2024**

The record growth we have seen since the spring of 2021 finally slowed. For the year ended March 31, 2024 our total volume was 95,921 meals, a more sustainable increase of 2,263 meals or 2.42% over the year before. It is worth noting that we ended the year producing 88.7% of the meals in our own kitchen.

We were finally able to re-start the Wheels to Meals program in November. It was decided to begin by taking baby steps, thus people gathered only once a month from then until the end of the year. Plans are in place to return to the historical weekly version in the fall. The net result of this program between November and March was a welcome addition to public awareness and a few hundred dollars to the bottom line.

Our financial numbers this year hit record territory with a surplus of \$70,600.00. This record is entirely attributable to the generosity, the belief in what we do and the unwavering support of the citizens of this fair city. The sum of all the fundraising revenues and donations was mind blowing – slightly over \$ 192,000. We cannot say enough thank you's to the many hundreds of small donors within the Fredericton community, the service organizations such as Elks, Kinsmen, Lions, Rotary, Royal Canadian Legion, United Commercial Travelers, Y's Men, and numerous corporate supporters, all of whom answered the call with buckets full. The combined generosity of all these supporters allowed us to meet the challenge associated with a very generous matching donation of \$60,000 from the J.T. Clark Family Foundation during our annual letter mail campaign.

As good as all those numbers are, you just need do a little math and you can see that without the superb support of the citizens of Fredericton, we would have been dealing with red ink. The Board of Directors have identified this issue and are currently dealing with that fact as we implement the recently adopted strategic plan.

Our financial success is also directly related to the many, many hours contributed by our nearly 200 strong fleet of volunteer drivers who deliver the meals and help ensure that our clients are safe and secure.

While we exceeded our income expectations this past year, our expenses also exceeded our expectations primarily attributed to higher food costs and wages. I would expect that the coming year will see disproportionately higher food costs given the continued current financial environment. We are looking forward to 2024-2025, knowing that we have the support of our community, that our financial position is solid and that we have an excellent team of staff and volunteers who are dedicated to producing and delivering healthy, wholesome meals.

Chuck Madott
Treasurer

**Fund Raising and Public Relations Annual Report for Fiscal Year
Ending March 31, 2024**

Once again Meals on Wheels of Fredericton Inc. has had a increase in the demand for our services and it has been increasingly difficult to keep up with the demand. Our dedicated staff have managed to hold the line on food prices in spite of the increasing inflation. The people of Fredericton have stepped up once again and supported Meals on Wheels so we are reporting a record year for fund raising. The total raised this year to support Meals on Wheels Fredericton was just over \$ 190,000.

Our largest fund raiser for the year is our letter campaign which began in Nov 2023. Once again, we want to thank the J. T. Clark Foundation who offered to match the first \$60,000 raised. Thanks to the generosity of the people of Fredericton and local businesses we were able to surpass this goal and raised \$156,162.90.

We also had ongoing support from individuals, online, service clubs and corporate donations, an estate donation, pizza tickets over and above our letter campaign.

In April of 2023 we had the Dolan's fund raiser. This is an evening of entertainment with a silent auction. This is designed to be not only a fund raiser but a fun evening to raise the profile of Meals on Wheels in the local community. We were able to raise a total of \$6,503.00 for Meals on Wheels as well as have a fun evening. Many thanks to the Downtown Blues Band for providing the entertainment and making it a great evening.

I want to thank the businesses and service clubs who supported us over the past year and have enclosed a list of those who donated to our letter campaign.

Charmac	Nashwaaksis Lions Club
D.M. White Architecture	Nashwaaksis UCW
Egg Farmers of NB	Nashwaaksis Y Service Club
Epilson Y's Men	Plaza Group Management
Fairview Plymouth Chrylser	Progressive Credit Union
Fredericton Elks Lounge # 274	Rotary Club Of Hanwell
Fredericton Lions Club	Royal Canadian Legion
Forest Hill United Church	S & S Tire
Go Go Group	Service Master
H S Gill Holdings	Shannex
Kinsman Community Center	Stewart McKelvey
Maple Leaf Homes	Stortec
Medavie Blue Cross	Volvo
Marysville Legion Branch	New Maryland Lions
United Commercial Travelers # 746	Brunswick Financial

Vernon Boyer, Chairman

**Wheels to Meals Annual Report for Fiscal Year
Ending March 31, 2024**

We were happy to be able to resume the Wheels to Meals program during the past year. We hosted 7 monthly luncheons from November 2023 – May 2024. On average we had 30 attendees and approximately 12 volunteers per luncheon. The meals were prepared at the MOW kitchen except for the December meal which was donated by the Fredericton Inn.

We are very pleased to have received a New Horizons grant that will support the position of a Wheels to Meals Coordinator. We are thrilled to announce that Michael Mullin has accepted this position. Michael will continue with his work as Volunteer Coordinator for Meals on Wheels and in addition to this, he will prepare the groundwork for weekly luncheons to resume in mid-September. Michael will help recruit and maintain the list of volunteers for Wheels to Meals, oversee the registration process for the luncheons, match participants with volunteer drivers, plan menus with the Operations Manager, schedule entertainment and guest speakers and prepare monthly flyers.

On May 28th we made a donation to St. Mary's Anglican church in appreciation of the use of their space which has accommodated the program very well. We thanked Clyde and Margaret Bungay who have volunteered for many years with Wheels to Meals. Jeff Deane who has been a devoted volunteer with Wheels to Meals has stepped off the Committee. The current members of the Wheels to Meals Committee include: Lynne Aube, Anne Marie Hartford, Donna and Charles Hickey and Angela Wrobel.

Jeff Deane, who has been a devoted volunteer with Wheels to Meals, has stepped off the Committee. Jeff has volunteered for many years with the Wheels to Meals program and has been a key person in helping us resume the luncheons. We will miss the many contributions that Jeff and his wife Ann have made.

Submitted by,

Carol Morrison
Chair

**Volunteer Recruitment Committee Annual Report for Fiscal Year
Ending March 31, 2024**

I am pleased to report that it has been another good year for volunteer recruitment, with new volunteers continuing to trickle in to keep up with the need. Our committee has continued to get the word out with social media posts and flyers distributed throughout the city. We also participated in the fall Wellness Fair and the Fredericton Death Expo, in an effort to keep our profile front and centre in the public eye. Although there is no urgency at the moment, we continue to try to widen our appeal to younger people in order to ensure the continuation of our volunteer force. Our focus during the next few months will be preparing an appeal to post secondary students in the city, as well as launching a search for new Adopt-a-Route teams.

It has been our pleasure to welcome Michael Mullins, the new Volunteer Co-ordinator, to the committee. He has been a real asset in keeping us apprised of the volunteer trends, handling applications and the orientation of new drivers, and spearheading the revision of some of our promotional materials. Since his arrival, we have updated our Recruitment Strategy, our flyers and the orientation materials for new drivers. We are currently in the process of updating our Adopt-a-Route materials. Michael's enthusiasm and energy is very much appreciated.

Volunteer appreciation has been another focus of our committee. In the fall, we hosted a volunteer social, our first since Covid, at Killarney Lodge. Many thanks to Faye and the rest of the staff for providing a wonderful outlay of tasty refreshments. It was well attended and everyone there seemed very appreciative. We hope to host a similar event next year, but in the spring and on a Saturday, in the hopes of allowing more of our working volunteers to attend. Plans are underway to hold some form of service recognition during this event. In addition to this, during the week before Christmas, drivers were once again presented with a small gift of festive baking and coffee coupons during the Christmas week. Again, thanks to Faye and staff for that contribution.

Respectfully submitted,

Joan McDaniel

Executive Director Annual Report for Fiscal Year Ending March 31, 2024

This year marks the 57th 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 and much needed service to our community.

As stated in the treasurer's report, 2023 – 2024 showed another increase in need for our meals. Our growth has stabilized as we enter the post Covid period, though I do anticipate steady growth will continue with our aging population, and the desire for seniors and individuals with disabilities to remain in their own homes as long as possible. This goal has been reinforced in the recent report of the Province's Seniors Advocate.

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 increased from 93,658 in the previous fiscal year to 95,921 at year end March 31, 2024 (**2.4%** increase). The following is a summary of the numbers of meals provided for clients in various categories the past two fiscal years.

Referral Source	2022/23	2023/24	Net change
Private Pay	24,585	22,300	- 9.29%
DSD	54,848	58,115	+ 5.96%
St. Mary's Health	5,458	6,724	+23.2%
DVA	5,595	6,374	+13.92%
Frozen	3,106	2,378	+23.44%
Free Meals	66	30	+2.42%
Totals:	93,658	95,921	+2.4%

Meals were purchased from Horizon Health at a cost of \$7.10 (\$0.45 increase from the previous year), We are now producing close to 90% of our meals from our own Meals on Wheels kitchen. The cost per meal to produce in the Meals on Wheels kitchen is becoming more consistent as we continue develop efficiencies, with the much needed addition of Faye Webb, our Operations Manager who joined our team in April 2023.

2) Strategic Plan:

In January 2024 our Board of Directors approved a new Strategic Plan for the years 2024 to 2029. Our Board as well as our administrative staff worked very closely with our consultant

Marc Allain to ensure the mission of Meals on Wheels continued to be the central focus of this plan.

The plan was built around the following 3 pillars: Operational capacity and efficiency; Organization viability and sustainability and Social and Community impact.

The vision for the next 5 years captured the need for a feasibility study to consider the physical location and needs of the organization, business development to include streams of revenue to assist with the operation of our kitchen, the importance of recruitment and retention of qualified staff, the ongoing need and recruitment of community volunteers.

We will continue to work with Mr. Allain as we operationalize the short terms goals identified in the plan.

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 explain. The support of our community has been tremendous and is greatly appreciated. We have identified the many organizations in the opening page of this Annual Report.

We are also very pleased to have been invited to participate in a research project led by Dr. Catherine Bigonnes, Canadian Research Chair on Health Aging located at the University of New Brunswick. The research project will look at the overall presence of Meals on Wheels organizations in New Brunswick, the service they are currently providing, and the possible collaborations that may strengthen the impact of this important service.

3) Wheels to Meals:

It was such a positive step to resume our Wheels to Meals program in November of 2023. This program had been suspended due to the Covid 19 crisis. Many thanks are extended to Carol Morrison for assuming the leadership in this relaunch. Her report will outline the details of this program.

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 \$ 25,000 for our Meals on Wheels program.

Fredericton Coop Community Fund: We once again were approved for a very generous grant of \$ 10,000 from the Community Fund to assist with our program operations (received in April 2024). This fund has provided us with grants every year for the last eight years, and we greatly appreciate their ongoing support. I extend sincere appreciation to our Board member, Joan McDaniel, for the work she has done in these past years to ensure our grant application was strong, sincere, and worthy of support.

SEED and Canada Summer Jobs: We were very fortunate to receive funding for 3 students during the summer of 2023. Two were funded through the province's SEED program, and the other through Canada Summer Jobs.

Community Services Recovery Grant: We were very pleased to receive a grant from the Federal Government (administered through the Community Foundation). These grants were provided to support charities and non-profits as they focus on how to adapt their organizations for pandemic recovery. We received slightly over \$ 33,148 which was extremely helpful in adding the operations manager position to our organization, to hiring a consultant to assist with the creation of our strategic plan, and to move our server data to a cloud based system.

4) Meals on Wheels Kitchen:

This fiscal year represented the fifth 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. We continue to be very grateful to the Food Services department of the Dr. Everett Chalmers Hospital for preparing meals for us as well.

The following outlines accomplishments in this fiscal year:

- In April of 2023 Faye Webb joined our team as our Operations Manager. Faye brings decades of experience in Food Service Management having been the Food Services Manager at York Care for over 15 years. Her oversight of our inventory, ordering has been extremely efficient and effective in cost savings. She has created an excellent rapport with our kitchen team and handles this very important aspect of our operation with professionalism and great insight. We know that her continued efforts will be extremely beneficial to our organization.
- We have steadily increased the number of meals produced in our Meals on Wheels kitchen, and are very grateful to the efforts of our entire team in moving this goal forward.
- We have continued with our Harvey and Queens County Frozen Outreach meal programs. The commitment to providing our service to these rural communities remains an important initiative.
- We opened negotiations with the Saint John Meals on Wheels, and began providing frozen meals to them in the early months of the 2024-25 fiscal year.
- We also were very pleased to work with C'dici in producing food to assist with their cafeteria and catering needs.
- As identified in our Strategic Plan we will continue to explore additional revenue streams and will work toward using our kitchen effectively in the afternoon hours.

5) Volunteers:

Volunteers are the heart and soul of Meals on Wheels. They have been the backbone of Meals on Wheels of Fredericton from the beginning of our presence in our City.

Volunteer Coordinator: We were delighted to add Michael Mullen to our team in January of 2024! Michael and his partner Courtney joined Meals on Wheels in the summer of 2023 after relocating from Ontario. He expressed an interest in working with us, and it was absolutely the right fit! He has assumed this important position creating a wonderful relationship with our volunteers, greeting them on a daily basis when they arrive to deliver meals. He is working with our Volunteer Recruitment committee, and has taken responsibility for the onboarding of new volunteers. He creates our weekly driver email.

With the need for 165 routes per week to provide our service throughout the city and beyond, and the fact that this is accomplished entirely by our amazing army of volunteers continues to amaze and inspire me! We say it so often, but it is absolutely true, we simply could not do what we do without this wonderful group of caring individuals!

My sincere appreciation is extended once again to our Board of Directors. The support, oversight, and the commitment of our Board is essential to the continued success of this organization. The creation of a Strategic Plan is a huge undertaking for any Board and I can assure you, our organization was in very good hands as they crafted this document with such care and commitment. I have enjoyed working closely with our President, Valerie DeLong, who has provided excellent leadership with a tremendous ability to ensure all voices are heard. She is a hands on leader, and has been involved at all levels of our organization providing support and encouragement to us all. Chuck Madott assumed the oversight of our finances at the beginning of this fiscal year. He continues to develop the reporting tools necessary for our Board to reach very informed decisions. His experience is very apparent and very much appreciated. As the Executive Director of a nonprofit organization, a Board with commitment and professionalism is critical, and I am so grateful.

6) Staff:

Our kitchen team continues to meet the ever-increasing growth in the need for our service. This year saw a number of changes in various positions, but the team remained very strong, and we are extremely grateful for the commitment of this small but mighty team. And I again express appreciation for Faye's leadership. Sincere appreciation is extended to Chris, Cody, Kathy, Tracy, Terri, Hal, Susan, Rob, Eric, Steven, and Hayley, Regina and Katie-Sue.

We are very appreciative of individuals working behind the scenes with us. Thank you to Krista Challas, our graphics designer, Michelle Spencer, who organizes our menus each week, and Marc and Lynne Aube who have added tremendous support as needed.

I have mentioned the wonderful addition of Michael Mullen previously, and express sincere appreciation to him.

I am also so very grateful to Dawna Egers. Though she has been with us less than 2 years, it seems she has always been there! She is our Client Care Coordinator, and this title fits perfectly to the

care and compassion she has for every one of our clients. She is the voice they hear on the phone, she organizes their menus and ensures they have what they need. And, she makes it all look so manageable! And, manages to carry out numerous other administrative functions with that “just get it done” attitude! A true joy to work with.

Each year I try to explain the support and dedication of Barb Brown who is entering her 25th year of service to our organization. She continues to manage the financial affairs of Meals on Wheels as though it was straight forward task! We have been through so many challenges in recent years and she is a truly wonderful coworker and without question, has also become a trusted friend.

Meals on Wheels of Fredericton continues to make a lasting difference in the lives of seniors, individuals with disabilities and those recovering from illness or injury across our city. The support of volunteers, staff, and community bring the mission of our organization to life.

I am honoured to have been a part this organization for the past 8 years. I believe this may be my last year and I will cherish the experience with this organization as the absolute best way to end a working life!

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.

Respectfully submitted,

Betty Daniels

**Nominations Committee Annual Report for Fiscal Year
Ending March 31, 2024**

The slate of officers of the Board of Directors for the year 2023-24 has been the following:

President – Valerie DeLong

Vice President – Janet Matheson

Secretary – Gail Pilgrim

Treasurer – Chuck Madott

Past President – Jeff Deane

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

Valerie DeLong	Jeff Deane
Chuck Madott	Janet Matheson
Joan McDaniel	Carol Morrison
Tim Finley	Sharon Vickers
Gail Pilgrim	Kathleen Starke
Vernon Boyer	Peter Steeves

We are sorry to say goodbye to Vernon Boyer who has served on our Board for 14 years, and has held the position of our PR and Fundraising Committee Chair for the past 8 years. His service has been exemplary, and we know it is going to be very difficult to replace his experience and dedication. We wish him all the best and thank him for his service.

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

In addition, I would like to officially nominate Michelle Roy as a new member of the Board. Michelle is currently the Vice Chair of the New Brunswick Real Estate Association. She has chaired many committees including the AGM planning Committee, Finance Committee, PR Committee and Governance Committee. She is also Past President of the Fredericton Real Estate Board. She has great networking skills and is very compassionate and kind. She has been a Meals on Wheels volunteer driver for the past 10 years.

Michelle comes highly recommended and would make an excellent addition to the Board. The chairs of the standing committees of the organization will be approved by the Board of Directors at their June meeting. They are as follows:

Fundraising and Public Relations Committee: To be determined

Wheels to Meals Committee: Carol Morrison

Document Committee: Joan McDaniel

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,

Jeff Deane, Chair