



Annual Report

April 1, 2019 – March 31, 2020

Presented at the Annual General Meeting

Held on June 16th, 2020 (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 takes place every Tuesday at noon, from September to May (though currently suspended due to COVID-19 Crisis).

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

www.frederictonmealsonwheels.ca



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,
Sherri Vaughan, Kathy Astle (on leave of absence) , Susan Booker, Drew
Blaney, Charles Calvin (on leave of absence), Azura Saunders,
Megan DeMont, Sarah Robertson, Summer Students, (temporary
employees during COVID-19 situation)

**Thank you to our Donors, Supporters and Businesses of the month for
2019-2020 (Fiscal Year)**

Atlantic Superstore
6 Colour Copy
Avalon Spa
Cain Insurance
Clay Café
Cooperative Agri-New Brunswick
Costco
Dana's Collision Center CSN
Danielle LeBlanc and Family
David Coon
Deloitte
Dept. of Social Development
DM White Architecture Inc.
Dolan's Pub
Dress Down Day Contributors
F L Goddard & Associates
Fredericton Community Foundation
Fredericton Direct Charge Co-Op
Fredericton Lioness
Fredericton Motor Inn
Greystone Brewing
Kinette Club of Fredericton Inc.
Lamont & Associates Ltd.
Letter mail campaign donors
Local Quilters Guilds
Marysville United Church
NBTA Credit Union
Nashwaaksis Lions Club
Nashwaaksis Y Service Club
Nicholson & Beaumont Certified
Professional Accountants
Office Interiors

Owen Capital Inc.
Priority
PC Girls
Phyllis Prendergast
Pizza Delight (Northside)
Plaza Group Management
Porter's Diner
Post-Secondary Education, Training and
Labour
Province of New Brunswick
RCMP "J" Division
S/S Tire & Auto
Scott Kenzie
Scott's Nursery
Service Master
Silent Auction Contributors
Smartyants
Southside Redemption Centre
St. Mary's Anglican Church
Stewart McKelvey
Stortec
The Whisky Tasting Society
UNB Faculty of Nursing
United Way of Central New Brunswick and
other Jurisdictions
UPS
Wheels to Meals Entertainers
Windsor Foundation
Wonder Auto & Tire
Yard Gear

**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 16th, 2020– 5:00 p.m.

- Welcome and Introductions
- Acceptance of Agenda
- [Approval of minutes of June 2019 AGM](#)
- Acknowledgements/Recognition
- Financial Report (Melanie Jones – Nicholson & Beaumont)
 - Appointment of Auditors
- Presentation: Karrie Bedford, Registered Dietitian (Meals on Wheels Food Service Manager)
- [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

Annual General Meeting Minutes
Ste. Anne's Court
5:00 PM June 15, 2019

The meeting was called to order at 5:00 PM by President, Joan McDaniel who introduced herself by stating that since her term as President is ending, this is the last time she will be welcoming everyone to the Annual General Meeting. She was pleased to see the good turnout of board members, staff, and volunteers. A special welcome was extended to City of Fredericton Councillor Eric Megarity, Chair of the Fredericton Age Friendly Community and to Edouard Allain of CÉD'ICI who was very helpful in setting up the Meals on Wheels Kitchen.

Joan reminded those present that anyone who is a member of Meals on Wheels, volunteers, staff, board members can make motions and vote on issues presented at the AGM. She encouraged all to "make your voices heard".

Present: An attendance sheet was circulated. Present were: Joan McDaniel, Jeff Deane, Tony Fitzgerald, Vernon Boyer, Dave Blacklock, Sharon Vickers, Melissa Boyer, Jennifer Thomas, Carol Morrison, Charlotte Magasi, Betty Daniels; Deb Carpenter, Barb Brown, Sherri Vaughan, Kathy Astle, Tyson O'Bosky, Grace Coughlan; Councillor Eric Megarity, Edouard Allain, Nancy Cook, David Whalen, Anne Palmer, John Palmer, Marilyn Samuels, Linda O'Brien, Pat O'Brien, Don Harriman, Augusta Harriman, Melanie Jones (auditor).

Regrets: Frankie Ashfield

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

Acceptance of the Agenda: Motion by Carol Morrison (Sharon Vickers) that the agenda be accepted. **Carried.**

Approval of Minutes, 2018 AGM: Motion by Jennifer Thomas (Jeff Deane) that the minutes be approved. The minutes had been circulated to Board members prior to the meeting.

Carried.

Acknowledgements and Recognition: Joan referred to pages 3 and 4 of the annual report where volunteers, food providers, referring agencies, Meals on Wheels clients and their families and 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. Thank you also to Ste. Anne's Court for hosting the Annual Meeting and providing refreshments.

Financial Report: This item was moved down on the agenda due to the delay in the arrival of Melanie Jones of Nicholson and Beaumont Chartered Accountants.

Presentation Meals on Wheels Present and Future: An excellent and informative slide show presentation by Joan McDaniel and Betty Daniels began with Joan explaining the Meals on Wheels Mission Statement and provided an overview of Meals on Wheels. In 2014 there were 33,000 meals delivered. By 2018, the number of meals grew to 62,000. This could only have been accomplished with the help of the many committed volunteers who deliver meals, help in the kitchen, in the office and on committees, UPS staff who stuff the Christmas campaign envelopes. Wheels to Meals provides an opportunity for individuals to get out and socialize while enjoying entertainment and a good meal prepared and served by volunteers.

"What a Difference a Year Makes": Betty explained the main reason for setting up "our own kitchen", MOWS Lunchbox, was that the number of meals provided by Dr. Everett Chalmers Hospital and by York Care Center had reached the maximum capacity they could provide; therefore, it was crucial to find another source to provide meals. Many hurdles were overcome in accomplishing the goal; lease had to be negotiated, equipment purchased, funding secured, food sources identified, administration offices moved to the new location, staff increased. The

number of meals prepared in the new kitchen has grown from 12 meals per day to 120 meals per day. With two cooks and increased staff, the number of meals prepared continues to increase as costs are going down.

What's Next: Joan outlined the plan to continue to grow to meet the increasing demand. The end of July has tentatively been set to commence preparing and delivering meals 7 days/week from our kitchen. Plans are to continue to work towards financial stability, expand the adopt-a-route program, grow community partnerships and to recruit more volunteers and staff. Longer-range plans include expanding beyond city limits, providing bilingual service, achieving financial stability to be able to manage without fund-raising.

The presentation was closed with some of the positive comments provided by staff, volunteers, and clients. One client had commented she enjoys the food "I feel like I'm eating in a Parisian restaurant". Another client told a driver "if you didn't show up I'd probably forget to eat."

Financial Report Year ended March 31, 2019: Was reviewed by Melanie Jones, Nicholson and Beaumont Chartered Professional Accountants. Meals on Wheels ended the year with a net surplus of \$28,374 which is an increase of \$15, 093 over 2018.

Approval of the Financial Report and appointment of Nicholson and Beaumont as auditors for 2019-2020: Moved by Dave Blacklock (Tony Fitzgerald). Carried.

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: Presented by Joan McDaniel. Joan thanked all the volunteer drivers for their dedication to clients and filling in when needed as well as all the other volunteers with Wheels to Meals, helpers in the kitchen and the office. She thanked fellow board members for their dedication to the well-being of the organization and she acknowledged the work of two retiring board members Barb Fullerton and Ellen MacIntosh. Special thanks were extended to dedicated long-time staff Debbie Carpenter and Barb Brown.

The Treasurer's Report: Presented by Dave Blacklock. Dave mentioned that Meals on Wheels is a funded partner of the United Way and is grateful for the support provided by the Province of New Brunswick. He acknowledged the generous grant from the Windsor Foundation, part of which was used to purchase the new generator, which will ensure that meals can be prepared regardless of power outages. The fund-raising committee worked hard and exceeded its goal this year.

Fund Raising and Public Relations Committee Report: Presented by Vernon Boyer. Business of the Month campaign has succeeded in having a sponsor for every month of the year. Goals for next year include raising awareness of Meals on Wheels and recruiting volunteers.

Wheels to Meals: Presented by Jeff Deane. The initiative to hold the lunches on Tuesdays following a long weekend has been popular and will continue.

Document Committee Report: Presented by Jenn Thomas. The committee has completed its task in producing revised and updated Personnel Policies for the organization.

Executive Director's Report: Presented by Betty Daniels. Meals on Wheels is in a sound financial position. It was an honour to receive the Business Excellence Award from the Chamber of Commerce. High goals were set this year but the wonderful team of staff and volunteers were able to meet these goals.

Presentation: On behalf of the Board of Directors and hundreds of volunteers, Jeff thanked Joan for navigating Meals on Wheels through the many changes during the course of her term as President. Joan was presented with a gift and bouquet of flowers.

Nominating Committee Report: Presented by Dave Blacklock. Three new board members joined in September 2018. According to the bylaws, the election of new board members must be ratified at the next annual meeting. Ratify to accept Carol Morrison, Jennifer Thomas and Melissa Boyer as members of the Board of Directors of Meals on Wheels.

Motion to accept all of the reports: Moved by Barb Brown (Linda O'Brien). **Carried.**

Election of Officers: Dave Blacklock called for nominations from the floor 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: Jeff Deane
Vice-President: Charlotte Magasi
Treasurer: Dave Blacklock
Secretary: Carol Morrison
Fund Raising and Public Relations Committee: Vernon Boyer

Officers:
Frankie Ashfield
Melissa Boyer
Joan McDaniel
Tony Fitzgerald
Jennifer Thomas
Sharon Vickers

Motion to appoint current Board of Directors as above: Moved by Jennifer Thomas (Tony Fitzgerald) **Carried.**

Adjournment: Debbie Carpenter moved the meeting adjourn at 6:34 P.M

Refreshments provided by Ste. Anne's Court and social time were enjoyed after the meeting.
Respectfully submitted,
Charlotte Magasi

Executive Committee Report For Year Ending March 31, 2020

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; to help them in the enhancement of a healthy and independent lifestyle.

It has been an honour and a privilege to work with such a dedicated and hardworking group of volunteers and staff as the president of this worthy organization during this past fiscal year.

These are some of the highlights of a very busy and challenging year:

- We took part in the “Age Friendly Fredericton” symposium on Understanding Senior Isolation and Loneliness in September and continue to be involved in ongoing activities.
- The MOW kitchen has ramped up to 7 days a week and is producing around 125 meals daily.
- Betty and I met with MLA David Coon and Minister Shepard in an attempt to increase the government subsidy for social service client meals as a result of the cancellation of a \$10,000 grant. We have not been successful, yet.
- The Volunteer Recruitment Committee, under the leadership of Joan McDaniel, developed a very successful Volunteer Recruitment Strategy that has resulted in a significant increase in much needed volunteers.
- The committee also conducted a Volunteer Survey that indicated the volunteers are very much enjoying their efforts and find the feedback very rewarding.
- The Adopt a Route Program continues to grow and evolve. It is hoped that more businesses, organizations and groups will take up the challenge.
- A wonderful Volunteer Social was held at our “new” facilities in December. It was a great way for volunteers to meet and to show our appreciation for their efforts.
- We held a Board Planning Session in October in which we identified 3 priority areas: Volunteer Recruitment, Building Capability and Capacity, and Building Relationships. Our strengths, limitations and opportunities were also identified. Our organization’s Strategic Action Plan was reviewed and updated.
- An Employee Benefits package has been approved to provide more support for our staff.
- The Wheels to Meals program continued to provide a wonderful meal, great entertainment and social interaction on a weekly basis. Unfortunately, the program had to cease operations in February due the present crisis. We hope the continue the program in some fashion in the future,
- As a result of the pandemic, a COVID-19 Action Plan has been developed and is continuously updated and refined thanks to Betty’s hard work and attention.

- The hiring of our new kitchen manager, Karrie Bedford, has been a great addition to our team. She will work closely with the kitchen staff and the administrative team to keep it operating as efficiently as possible.
- Kudos to Dave and Barb for keeping us on a strong financial framework despite having to cancel some of our regular fundraising efforts.
- A special thanks to our exceptional Executive Director Betty Daniels. She is the glue that has kept the association thriving despite the challenges of past and current times.
- We passed the milestone of delivering almost 70,000 meals during the last year! Quite a milestone.

Thank you to our many volunteers, dedicated staff, and board members for not only allowing us to survive these challenging times, but to continue to grow and meet the demands of our mandate. A special thank you to Frankie Ashfield for her contributions to the Board.

Respectfully submitted,
Jeff Deane, President

Treasurer's Annual Report for Year Ending March 31, 2020

The year ending March 31, 2020 has been another significant year in the growth and development of Meals on Wheels of Fredericton.

This past fiscal year was the first full in our new home, complete with offices and kitchen. It has been a year of new experiences, new employees, new team building and continuing sound financial management.

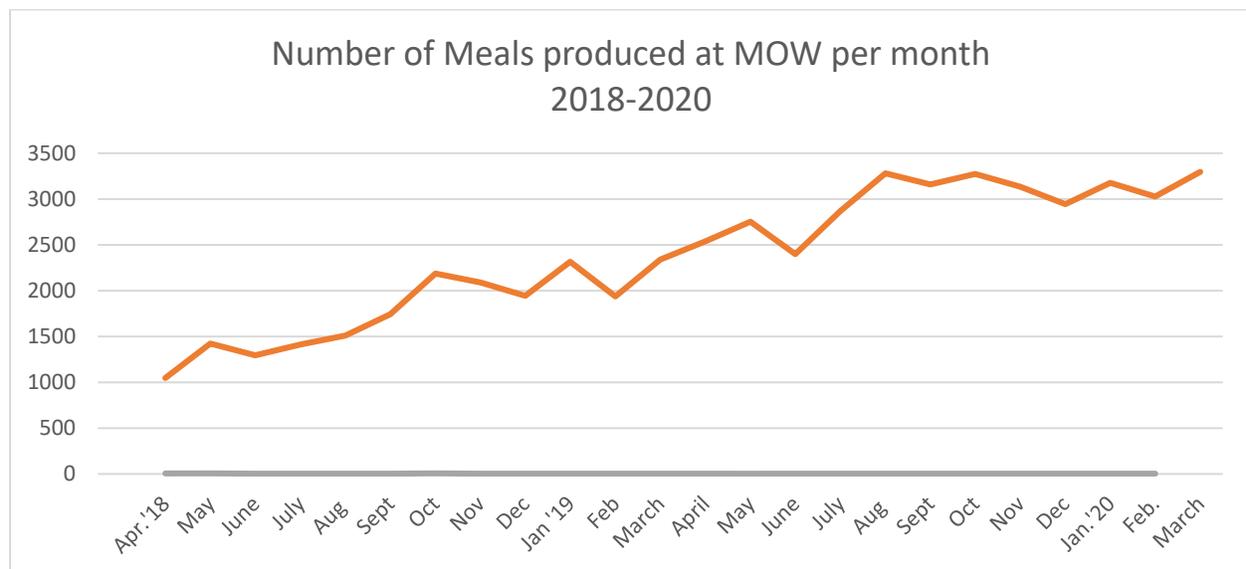
Despite the misgivings that were voiced going into this past year, we completed the year with a surplus of some \$21,000 rather than the projected budget deficit of \$3,500, we delivered more meals than were projected, 69,962 versus 66,000, and we continued to transition to our goal of self-sufficiency, currently supplying more than half the total required meals from our kitchen.

We continue to be most grateful and appreciative of not only driver support but the financial support we receive from the Fredericton community. We are a funded partner of the United Way of Central New Brunswick. We receive support from so many businesses and individuals who believe in what we do and how we do it. As a result, our fund raising committee exceeded their budget goal of \$50,000 by more than 60%, thereby providing the flexibility to our management team to replace some aging equipment and to invest in new equipment needed to expand our capacity.

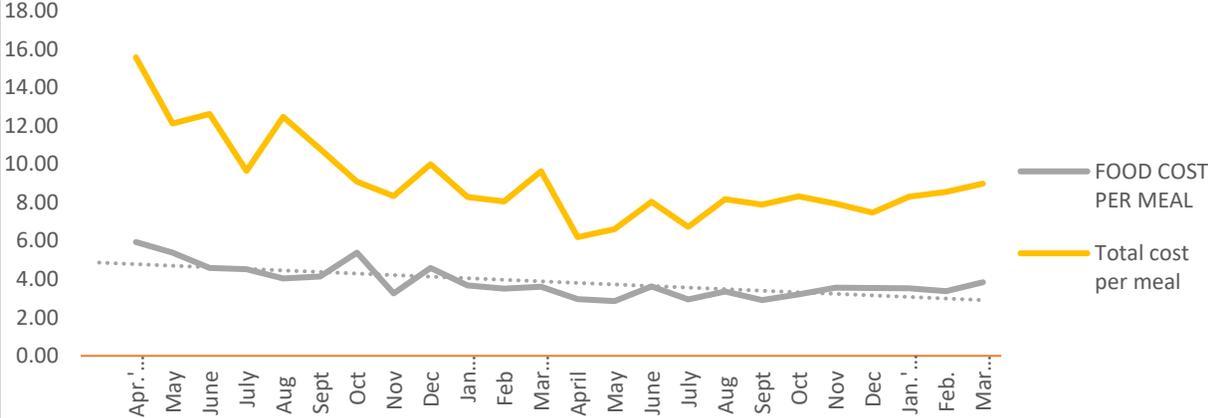
The demand for our product continues to grow but we believe at a bit slower pace than recent years. We have set an expectation of delivering 72,000 meals, a 3% increase over the past year deliveries with an ever increasing share of those meals coming from our kitchen.

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

Below are two graphs featuring trends in our experience for 2019-2020.



Total and Food Costs/meal at MOW 2018-2020



Fund Raising and Public Relations Report for Year Ending March 31, 2020

Our committee once again had a very busy year with a number of events scheduled. We were able to raise just over \$85,000 from corporate and individual donations along with our fund raising events. We had some very generous donors this last year which makes this all possible. Joan formed a separate committee to look after recruiting which left us free to concentrate on fund raising and public relations.

We continued with the Business of the Month campaign and were able to raise almost \$8000 from the support of local businesses. We are currently in a holding pattern with this event due to the COVID-19 situation and reduced contact with businesses but we had businesses sponsoring us for every month during our last fiscal year. This will be continued after the summer.

Our Dolan's Pub silent auction was held and generated just over \$4700. That is down from previous years but conditions on the night of the event were not ideal and in addition it was in the midst of a historic flood when much of the city was closed down. This event will be repeated again when current conditions change but we will have to look for a replacement of this event for next year.

After a summer break the letter campaign began and we cannot thank UPS employees enough for their assistance in stuffing envelopes for us on their breaks. Without their support this event would not be possible. This year we had record breaking numbers and raised over \$33000 in donations from the local community, once again thanks to UPS.

On December 10th we had a "Christmas Volunteer Open House" at MOW Lunch box. This was a drop in event with wine and hor d'oeuvres served. This gave us an opportunity to showcase the new kitchen. We invited all of our volunteers as well as sponsors for "Business of the Month" and some local dignitaries. The event was very well attended.

Our Pizza Night was held in January and was very well attended. This year we raised just over \$900.

I just want to give a special thank you to some of our donors, these numbers are included in my summary under individual and corporate donations. One of our volunteers Jocelyn Pike is also a UPS employee and UPS sponsored a campaign to donate \$10000 US to the charity of the employees choice. Jocelyn won this and chose MOW as the recipient of this donation. We received a total of \$12781.59, thank you Jocelyn and UPS. The Fredericton Community Foundation donated \$2700, the Nasis Y Service club donated \$3393.60 which allowed us to purchase new delivery bags.

Fund Raising Grants and Donations

Canada Helps Online	\$ 7602.81
United Way(out of Province)	\$ 1631.87
Corporate/Individual donations	\$29869.29
Letter Campaign	\$33125.00
Business of the Month	\$ 7970.00
Pizza Night	\$ 927.50
Dolan's Silent Auction	\$ 4718.65
Total	\$85845.12

Wheels to Meals Report for Year Ending March 31, 2020

This program continued throughout last Spring and ramped up again in September. The response has been very positive with weekly client numbers averaging 50. The main portions of the meal are transported from our kitchen to the St. Mary's Anglican Church Hall, on the northside. Volunteers cook the vegetables and prepare the meals. The Fredericton Lioness volunteers set up the settings, serve and cleanup. Great entertainment is provided and seniors enjoy the social interaction.

Unfortunately, the current health crisis forced us to discontinue the program in February. We are hopeful to resume the program, in some form, as soon as it is possible. Thanks again to the dedicated and committed volunteers and staff who have made this worthwhile program continue. Thanks also the St. Mary's Anglican Church hall for providing the venue.

Submitted,

Jeff Deane

Document Committee Annual Report for Year Ending March 31, 2020

This Committee was charged with the responsibility of reviewing and updating the Respectful Workplace Policy of Meals on Wheels of Fredericton Inc. as we are required to have a policy in place for compliance with WorkSafe requirements. The Committee was chaired by Jennifer Thomas and included Betty Daniels, Joan McDaniel, Jeff Deane, Tony Fitzgerald and Jennifer Thomas.

Jennifer and Betty (members of the committee) met a number of times to draft the policy, it was then reviewed by the other committee members by email to finalize the final document to be used for our Respectful Workplace Policy and the committee has essentially completed its task as of this Annual Meeting. The result has been a Respectful Workplace Policy.

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

Volunteer Recruitment Committee Annual Report for Year Ending March 31, 2020

The search for volunteers has always been a constant with Meals on Wheels, as it is with most non-profit groups, and with the growth of the organization in recent years the need has become more pressing. In June of last year, the Board of Directors decided to focus on this priority by creating a volunteer recruitment committee. The committee, consisting of three volunteers and two staff members was formed in the summer and began meeting in August.

Included in the initiatives undertaken by the committee this year were:

- 1) The creation of a Recruitment Strategy which has provided a focus for our activities.
- 2) The completion of a volunteer survey which has helped us better understand the profiles and motivation of our current volunteers, and provided us with valuable material to be used in promotion, as well as insights into how best to spread the word.
- 3) The updating of our promotion materials and the production of new pamphlets for distribution.
- 4) Increased media presence.
- 5) The creation of the Invite-a-Friend Programme, whereby current volunteer drivers were encouraged to bring a friend along on their delivery routes to introduce them to the joys of volunteering.

Plans were also underway for a weekend promotion event at the Fredericton Direct Charge Co-op, as well as participation in several other community promotion events, but these were interrupted by the onset of the pandemic emergency.

As a result of our efforts, we were able to see a modest increase in our volunteer numbers, with approximately 20 new recruits added prior to March. As the province shut down due to the COVID-19 outbreak, we were faced with a new problem – the loss of many current volunteers due to health concerns. Appeals for help were sent out via social media, CBC and the Gleaner, and the response was remarkable. Over a hundred people expressed interest, eventually leading to the addition of more than fifty “COVID-19 volunteers” into the system. Some of these volunteers have since had to leave to return to work, but many have stayed on.

In the coming year, we expect to continue to feel the effects of the pandemic, and will have to be ready to adapt to a constantly evolving situation. A challenge, but one we feel we can meet.

Respectfully submitted,
Joan McDaniel, Chair

Executive Director's Annual Report for Year Ending March 31, 2020

This year marks the 53rd 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, 2019 – 2020 showed another increase in need for our meals. We have continued to see growth and change in our organization, completing the year in a sound financial position. This is due in very large part to the generosity and commitment of a large number of individuals and community organizations.

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 63,704 to 69,962 at year end March 31, 2020 (10% increase). The following is a summary of the numbers of meals provided for clients in various categories the past two fiscal years.

Referral Source	2018/19	2019/20	Net change
Private Pay	16,470	17,375	+ 905
DSD	41,547	47,086	+ 5,539
Extra Mural	17	0	- 17
St. Mary's Health	4,135	4,587	+ 452
DVA	1,489	873	-616
Free Meals	46	41	-5
Totals:	63,704	69,962	6,258

Meals were purchased from the Chalmers Hospital at a cost of \$6.45 (no increase from previous year) and from York Care Centre at a cost of \$6.55 (\$ 0.15) (increase from previous year). Meals were also produced at the Meals on Wheels kitchen, starting the fiscal year producing approximately 670 meals per week, and ending the fiscal year averaging 775 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. Our cost ranged from a low of \$ 6.20 to a high of \$ 9.00.

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 also very fortunate to have Deloitte IT professionals help us with updating our website.

3) Fundraising and Grants:

A number of fundraising events took place throughout the past year, although some had to be cancelled. The details of these events are covered in the annual report of the Fund

Raising Committee. In addition to providing much appreciated revenue, these events, as well as our Business of the Month initiative provided excellent awareness of our organization in the public.

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 \$ 21,503 for our Meals on Wheels program, no specific amount for Wheels to Meals, and the donor option resulted in \$ 1,885.08 for a total of \$ 23,388.00.

Government funding: Since 2009 we have received an annual grant of \$10,000.00 from the government of New Brunswick and in recent years this has been channeled through the Wellness division of Social Development (DSD). We were advised early in this fiscal year that changes would be made to the Department of Social Development, that the Wellness division would no longer exist and that after this fiscal year we would no longer receive this grant. Our MLA, David Coon, was successful in arranging a meeting for us with the Minister of Social Development. While the department was sympathetic to our situation, they were unable to approve a grant at this time due to significant budget cuts at the department level. Our request for a slight increase in the amount they pay for each meal for our clients subsidized through the department was also denied. We were encouraged to try again next year for this increase, and we will be doing so early in 2021.

Fredericton Community Foundation: We were very pleased to receive a grant of \$2,700. We were aware that our Microsoft software had to be upgraded no later than December 2019, and that several of our computers were unable to handle this new operating system. These funds allowed us to upgrade 2 of our computers, purchase a new laptop, and acquire the software upgrade required to continue to function efficiently.

Fredericton Coop Community Fund: We once again received a very generous grant of \$ 10,000 from the Community Fund (received in April 2020) to assist with our program operations, as well as with additional capacity building in our new kitchen. This fund has provided us grants every year for the last five years, and we greatly appreciate their ongoing support.

Windsor Foundation: The mandate of the Windsor Foundation is to support youth and seniors' initiatives in the Maritimes. We are most grateful to have received a generous grant in December 2018 which was to be allocated over 3 years. This was the second year of this grant funding, and we are extremely grateful for this support. We purchased our generator which had been approved from funds from this grant in the previous fiscal year.

4) Meals on Wheels Kitchen:

This fiscal year represented the first 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:

- Hiring of additional staff including three part time cooks

- In July 2019 we began to include meal production on weekends, and additional staffing has been needed to meet this changing demand
- We were very fortunate to receive funding for two summer students to help with our increased workload, and Grace and Drew were wonderful additions to our team. We were very pleased that Drew continued on a part time basis with us throughout this year, and Grace has helped us on several occasions as well on a volunteer basis
- With the generous support of a former volunteer, Jocelyn Pike, who was awarded a UPS volunteer grant that she could donate to an organization of her choice (and she chose us), we were able to purchase a new 8 burner propane stove which has been extremely helpful as our meal production increased. We were also able to acquire a blast freezer, a number of small items including proper storage bins and stainless steel pots and pans
- During the Planning session of the Board of Directors in October 2019, decisions were made to renew our lease for our kitchen facility for another 3 years (effective May 2020), to continue to increase the number of meals being produced in our kitchen, and to hire a Food Services Manager (effective March 2020).
- At the end of the fiscal year (mid-March 2020), we faced the beginning of the COVID-19 pandemic. A comprehensive action plan was developed to ensure we were complying with the guidelines being presented by the office of the Province's Chief Medical Officer.

5) Volunteers:

Meals on Wheels is very fortunate to have more than 350 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. This year we introduced a new committee to focus specifically on the recruitment, recognition and overall communication with our volunteers. Thank you to Joan McDaniel for taking the lead of this committee, and to the wonderful committee members she has recruited.

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 foundation on which our organization was built, and continues to function. We simply could not do what we do without this amazing group of people. As we ended this year in the initial stages of the COVID-19 pandemic, this became even clearer, if that was possible. I cannot find the words to express my feelings of appreciation for the outpouring of support and the commitment and dedication of our volunteers, including a number of community members who offered to help us during the COVID-19 crisis.

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 a year of transition from our now Past President, Joan McDaniel, to our new President, Jeff Deane, and the transition was seamless. As we faced the COVID-19 crisis I could not have asked for more encouragement and support. I know this was not what Jeff had expected in his first term as our President, but he has been an excellent leader in the midst of this unprecedented situation and I am so very grateful. Dave

Blacklock has continued to monitor our finances, and his reports have been excellent, complete with graphs that help us all see how things are going. The entire Board has been effective, excellent to work with, and truly engaged.

6) Staff:

I also wish to acknowledge the Meals on Wheels staff. I can say without hesitation that I work with an incredible and dedicated group of individuals. Our kitchen staff grew as our year progressed and we added additional routes and included weekends in our meal production schedule. Kathy continued to work as our lead in the kitchen and to welcome and train a number of new members to our team. The constant growth and change has been challenging, but this team has truly worked through it, finding solutions to every situation!

I remain so very appreciative of our administrative team. Sherri works very hard to ensure that our clients are well cared for keeping their menu choices straight, constantly making changes to daily requirements and weekly schedules, and communicating with so many clients and their families with respect and compassion. Debbie has maintained our very important volunteer schedule with constant changes, while communicating with our dedicated volunteers making each one know how important and truly appreciated they are. Barb has managed to keep our finances straight, our bills paid during this, our first full year in our new facility, making it seem as though it has always been this way! It has been more than challenging for her, and she has balanced all of that along with countless other tasks that go with an organization that experiences nonstop change.

At the beginning of March we welcomed Karrie Bedford, a registered dietitian, to assume the new position of Food Services Manager for our organization. This is a position we have known from the opening of our new kitchen we would need, and we were delighted to take this important step. While we had the best of intentions for a proper orientation period, working through what Karrie's role would include, and integrating this position into our operation, we faced the COVID-19 crisis in her second week of employment! She has been with us every step of this very difficult time, and we have been so fortunate to have her with us. The timing could not have been better for us – though I suspect it could have been so much better from Karrie's perspective! I look forward to working with her and I know she will continue to make a great contribution to Meals on Wheels of Fredericton. My intention is to reduce my hours of work, and while this has been delayed in the current situation, it is the plan as soon as it is feasible to do so.

We have achieved many of our goals in this past year, and have many plans for our future. We continue to see growth in the need for our service, and with this growth comes the need for additional volunteers, additional staffing, and ongoing community support. I do not have any doubt we will find the resources we need, and continue to serve our community as we have for the past 53 years.

On behalf of those we serve, particularly during these very challenging and difficult times, 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
Annual Report
June 2020**

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

Each of these individuals has indicated their willingness to stay on for another year. None seems adverse, however, to giving up their position, and we would be happy to entertain nominations from the floor. Charlotte, in particular, has suggested that she would be happy to give up the position of Vice President to someone eventually willing to move up to become President, a pattern of succession that is somewhat traditional.

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

Frankie Ashfield

Dave Blacklock

Melissa Boyer

Vernon Boyer

Jeff Deane

Tony Fitzgerald

Charlotte Magasi

Joan McDaniel

Carol Morrison

Jennifer Thomas

Sharon Vickers

We are sorry to announce that Frankie has decided to leave us this year after several years as a thoughtful and dedicated Director. We are very grateful for the contributions she has made during her term, and we wish her well. The other Directors have all indicated their willingness to return, but this must be confirmed with a vote of affirmation.

We also are happy to announce that three new individuals have been nominated and have indicated their willingness to join us as Directors. These three are **Valerie DeLong, Chuck Madott, and Ed McGoldrick**. All three have been very active volunteer drivers and have rich professional and volunteer backgrounds which will allow them to bring a wealth of experience to the table. I will be asking for your approval for the addition of these three candidates.

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: Jeff Deane

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