



Annual Report 2010-2011

Our Vision

A community where more people are able to live independently in their own homes, thanks to partnerships with Meals on Wheels London.

Our Mission

Meals on Wheels London offers nutrition and transportation services to people with the character and desire to live full and independent lives in their own homes, despite the challenges of age and disability.

At the heart of the organization is a group of like-minded citizens dedicated to supporting this ideal.

Program

Welcome: Leigh Folliott, President & Board Chair

Remarks: Alan Johnston, Past President

Business:

Approval of June 24, 2010 Minutes

Receive 2010/2011 Annual Reports

Audited Financial Statements—Board Treasurer

Appointment of Auditors

Approval of the Actions of the 2010/2011 Board of Directors

Appointment of Lawyers

Recognize Outgoing Directors

Election & Introductions of New Board Members

Celebration of Employee Commitment

25 years: Pauline Schmidt

20 years: Sophia Heimpel

10 years: Laura Christie, Lenore McGuire

5 years: Peter Van Den Hogen

Closing remarks: Laurel Hevenor-Vallance, Executive Director

President's Report for 2010-2011

The year ended March 31, 2011 was one marked by a number of challenges and accomplishments for Meals on Wheels London. Over the course of the year, we replaced the core of our information technology system with a new server provided by Protek. Protek also became our supplier of computer support for ongoing operations. While the transition to this critical new resource took somewhat longer than we had initially envisioned, I can now report to you that the new system is running smoothly and we have a solid platform to work from for the next several years. We received grants from the Province in the amount of \$35,000 to cover the capital cost of this investment.

Also during the year, we moved the accounting system to a new software suite know as Great Plains. This package which was provided to us at minimal cost through the Ministry of Health replaced a basic system and has the flexibility and capacity to handle our growth for the foreseeable future. In addition the software integrates with the Ministry's reporting package. Like the move to the new computer system, this process was not as smooth as we had hoped. However we met the challenges of the transition and are now successfully running the new software.

The financial position of the organization remained very strong over the year. To take advantage of our liquid position and to provide for both the existing needs and for the future growth we see for the organization, the Board has made a strategic decision to investigate the possibility of acquiring a building that will be the future home of Meals on Wheels London. We intend to invest roughly half of our available free funds in this asset. Over the next several months an ad hoc committee will work through a defined process to identify and acquire a new home for Meals on Wheels London. We are excited about this challenge and recognize that there will be much work to be done over the next year to accomplish the acquisition and relocation.

In February 2011, a number of Board members attended a celebration of Chinese Lunar New Year at the London Convention Centre. We were the charity of choice of the Chinese Canadian National Council the host of the event and they raised \$8,000 through the event which was gratefully received by Meals on Wheels London. Special thanks to returning Board member Ginny Poon for linking the two organizations.

Completing their terms as Board members this year are three people whose council and wisdom I have enjoyed over my time with the Board. Ted Williams, Sherene Davidson and Alan Johnston will all be sorely missed. I have encouraged each of these people to consider coming back to the Board at a future date. Also retiring this year following 25 years of service will be our Accountant Pauline Schmidt. She too will be greatly missed.

In closing, I would like to thank our 355 volunteers who do such an outstanding job in enriching the lives of thousands of seniors, without you we could not fulfill our mission of offering nutrition and transportation services to people with the character and desire to live full and independent lives in their own homes.

Leigh Folliott
President and Board Chair

Executive Director's Report for 2010-2011

After 42 years, Meals on Wheels London continues to grow and evolve to offer seniors and adults with disabilities the basic services required to maintain their independence. Listening to our clients must be a priority if we want to make a meaningful difference in their ability to remain independent. Each year clients have an opportunity to complete a satisfaction survey and tell us how we are doing. 97.5% of our transportation clients are satisfied or very satisfied with the service and 90% of our meal clients feel the same. That means there is still room for improvement.

Highlights of 2010 – 2011

- 355 Volunteers continue to be the driving force behind the organization
- Expanded program brochures from English, Spanish, Polish and French to also include Arabic
- New meal depot established at 1111 Elias St.
- Implemented a new referral process with the Community Care Access Centre
- Mayor Fontana participated in the Mayors for Meals campaign
- A Memorial Rock at Byron United Church was dedicated to Dr. Earl Russell, founder of Meals on Wheels London
- Extreme snow fall resulted in a 3 day closure that tested our contingency plans and our ability to meet client needs under adverse conditions.
- Chinese Canadian National Council invited us to be part of the Chinese Lunar New Year celebration; part of the proceeds were donated to Meals on Wheels London.
- Received One Time Funding from the SW LHIN to purchase IT equipment, industrial microwaves, update computer software and provide training to staff
- For the second year Meals on Wheels received a \$5000 donation from the Lawson Foundation
- Celebrated our most successful Walk for Wheels to date

What's ahead? There is growing acknowledgement of the role Community Support Services play in our health care system. A new provincial common assessment tool will be implemented over the next 2 years. The gathering of information from this tool will be fed into one system allowing agencies to view current data about their clients. The new system will record the variety of services a client is receiving that enables their ability to remain at home.

Home Support Service agencies are working together to identify ways to streamline and improve efficiencies in our delivery of services that could better meet client needs. Ongoing financial pressures and growing demands for service across the area require creative solutions and the destruction of old boundaries and mind sets.

It is a busy time, a scary time and an exciting time to be part of the health care system.

Laurel Hevenor Vallance, Executive Director



Promotion booth at "The Great Community Health Tune Up" at Western Fair in April. Our booth is set up at many locations throughout the year hoping to recruit volunteers or connect with individuals and families who may need our services.



North London Kiwanis Event: Mrs. Earthy (pictured right) presented Alan Johnston (centre) the Douglas Earthy Community Award. Laurel Hevenor Vallance (left) accepted a donation of \$2500 in honour of Alan's community work with Meals on Wheels London.



Best Buy Appreciation: Staff enjoyed Meals on Wheels London's strawberry shortcake from frozen meal supplier appetito in May. Best Buy employees donated their "change" for several weeks and donated proceeds to Walk for Wheels.



Don McIntyre and Judy Stein, employees of Goodwill Industries accepted a Corporate Award of Appreciation at the 2010 Annual General Meeting. Goodwill staff have been volunteering to deliver meals since 2000.



Enjoying good conversation and great food at the "Chocolate Café", a volunteer appreciation event held in May. Pictured left to right: transportation volunteer Alberto Frijia, staff Christine Poier, meal delivery volunteer Sue Dean.



Garden established in celebration of Byron United Church's 150th anniversary. Meals on Wheels contributed a garden plaque and stone in recognition of Dr. Earl Russell's community work as founder of Meals on Wheels London.



Official Olympic Torch Bearer Carol Wilkinson stands with volunteers at the Olympic Volunteer event in October.



Laurel Hevenor Vallance accepts 100 hand made placemats donated by the London Friendship Quilters' Guild in December. Placemats and meals were distributed to clients at Christmas.



Funds raised at Chinese New Year Celebration: Chinese Canadian National Council presents a cheque for \$8000.



Volunteers from the "20 and Over Club" (includes those who have been active with Meals on Wheels London for 20 or more years) making the first lap, along with Volunteer Manager Laura Christie at the Annual Walk for Wheels event at the Convent Garden Market.



Volunteer Richard Lawrence & Mayor Joe Fontana delivering on National "Mayors for Meals" day in March. This is a national campaign to raise awareness of senior needs.



Daily, fresh meals provided by The Little Red Roaster.
Weekly, frozen meals provided by apetito.





Meals on Wheels

London

Board of Directors 2010-2011

President	Leigh Folllott
Vice-President	Kevin Barry
Past President	Alan B. Johnston
Treasurer	Christian Bullas
Secretary	Janet Groen
Executive Member	Sherene Davidson

Board Members

Eric Beriault	Sarah Burner
Samira El-Hindi	Mark Okonski
Ron Olson	Ginny Poon
Dean Radloff	Gail Stark
Ted Williams	

Full Time Office Staff

Executive Director	Laurel Hevenor-Vallance
Quality Manager	Debbie Meagher
Volunteer Manager	Laura Christie
Development Manager	Christine Poier
Support Services Coordinator	Jo-Anne Doxtator
Transportation Coordinator	Abbey Nuhn
Intake Coordinator	Rachel Hudson
Administrative Assistant	Karen Yeo

Part Time Office Staff

Accountant	Pauline Schmidt
PSW Coordinator	Kristi Phillips
Client Program Assistant	Annie May Cruickshank
Walk for Wheels Coordinator	Lenore McGuire

Depot Coordinators

Sophia Heimpel	Mary Storey
Margaret Davies	Katherine Clark
Viola Byron	Lenore McGuire
Peter Vanden Hogen	Susan Dean
Anne Baverstock	

Van Drivers

Lenore McGuire	Wayne Smith
----------------	-------------