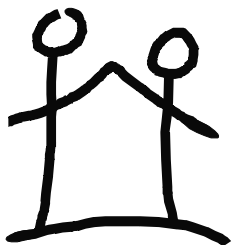


# Report to the Community

## 2016 - 2017

*Good food, social support, caring volunteers*



# East York Meals on Wheels

## *East York Meals on Wheels*

*...providing services people need to remain in their own homes.*

*...helping people lead more independent and fulfilling lives by providing good food and social support.*



## President's Message

As Canada celebrates the 150<sup>th</sup> anniversary of Confederation, East York Meals on Wheels reached its 48<sup>th</sup> anniversary this year. Year in, year out, our volunteers make a real difference in the lives of our clients. In our quiet way, EYMOW still provides that valuable human touch with a visit to the door, a friendly voice checking in and real people answering our phones.

The major work of the Board this past year has been to implement the recommendations of a marketing report we commissioned last year from the pro bono Endeavour Volunteer Consulting for Non-Profits. Over a six-month engagement, a team of eight young professionals worked with members of the Board to assess our marketing efforts and to conduct a detailed analysis of tactics and messaging.

The Board has participated in the revamping of our brochure and its enhanced distribution across our catchment area including high-rise buildings, libraries and hospitals. Some directors have canvassed targeted neighbourhoods to alert residents to our services and to encourage potential client referrals. We have also submitted a major application to the Trillium Foundation for one-time funds to support our marketing efforts and we have made plans to redo the agency website.

The Board continued to emphasize fundraising and many directors participated in the Toronto Challenge, a city-sponsored family run/walk to raise funds for non-profit organizations that are improving the quality of life for seniors in our community.

Sadly, long-time Board member and Vice President, Wendy Hillier, stepped down from the Board during the year. Wendy served on the Board for many years and her wise counsel and boundless energy will be sorely missed. We received a number of applications for the Board vacancies and have managed to recruit three excellent new directors during the year.

On behalf the Board, I would like to acknowledge our most valuable resource: our volunteers. My sincere thanks go out to each and every volunteer who contributed his or her time and skills to EYMOW this year. We simply couldn't have done it without you.

I would like to thank all the directors, our staff and our Executive Director, Anne MacNeill, for their tireless efforts.



Donald Wallace, President

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## Executive Director's Message

Finding a good food source, one that is able to meet all our needs, is a challenge, and is perhaps the single most significant factor impacting our day-to-day operations. Our food source affects everything we do, from database maintenance to staff scheduling to volunteer assignments. Most importantly, it directly impacts our clients. We needed a new food source this year. We negotiated successfully with Bridgepoint Health and began purchasing meals from them at the beginning of the year. They have demonstrated a level of cooperation second to none and we are very fortunate that they are such a willing partner. My thanks to staff for working to make the change relatively seamless for our clients.

Midge Sandiland's departure this year was a real shake-up for all of us, especially for staff and Diners Club clients. The end of a twenty-four year association required adjustment! By the end of the year, our new Coordinator, Suzanne Christie, had made her mark on the programme and established herself as a member of the EYMOW team.

This year marked the sixth year of flat-lined funding from the Local Health Integration Network. With rising costs, and cost-saving opportunities exhausted, we are increasingly dependent on our donors for the funds necessary to do our work. In February, when we anticipated a year-end deficit, we appealed to our clients, volunteers and donors and were astonished and gratified at the response. This one small appeal resulted in almost \$5000 in donations. I doubt there are many charities that can boast such a generous and committed base. Thank you.

As always, I am grateful to a supportive Board of Directors and an excellent staff. You make my job easier!



Anne MacNeill, Executive Director

## Board of Directors 2016-2017

East York Meals on Wheels is governed by a volunteer Board of Directors. They represent the community and are responsible for all agency activities.

### **Donald Wallace, President**

Donald has recently retired. During his career, he worked at the *Power Workers' Union*, the *Ontario Centre for Engineering and Public Policy*, the *University of Ontario Institute of Technology* and *York University*.

### **Neil Gray, Vice President**

Neil holds a Bachelor of Commerce from Ryerson University and is the Senior Manager at *Western Union Business Solutions*.

### **Wendy Hillier, Vice President \***

Having worked for many years as an executive in the financial sector, Wendy is now focussing her energy on the growth and expansion of a company she co-created six years ago.

### **Sukhanpreet Dhanotta, Secretary-Treasurer**

Sukhanpreet is an audit manager and senior accountant at KPMG. She is a graduate of York University and also volunteers with SPRINT and Project Winter Survival.

### **Joanne Hamill \***

Educated at the University of Western Ontario and Ryerson University, Joanne retired from her position at the City of Toronto, City Manager's office in 2010.

### **David Hillar \***

David is a University of Toronto Commerce graduate with skills in marketing, strategy and business planning. He is the head of Marketing for *Vicinity* - a division of Rogers.

### **Justin Safayeni**

Justin is an associate at Stockwoods, LLP, practicing litigation with a focus on constitutional law. He teaches Canadian Administrative Law at Osgoode.

### **Earl Saltzman**

Before retiring, Earl worked creating commercial computer systems. Since then, he has volunteered as a high school math tutor and as a direct service volunteer at EYMOW.

### **Rabeya Sultana**

Rabeya is a Toronto Public Health nurse, who currently works in the Early Years, Healthy Families directorate. She was educated at York and Trent Universities.

Ex-Officio  
Janet Davis

Honourary Life Members  
Edna Beange  
Alan Redway  
Director Emeritus  
Carl Peterson

*\*resigned during the year*

## Staff 2016-2017

Anne MacNeill  
Executive Director

Suzanne Christie  
(from September 2016)

Midge Sandiland  
(to August 2016)  
Diners Club Coordinators

Leslie Smith  
Client Services Coordinator

Carly Quintero  
Tuesday Sandiland  
Sunday Coordinators

Mark Trusz  
Administrative Assistant

Amber Wollen  
Meals on Wheels Coordinator  
Contract Position, Bookkeeper  
Karen Walton

# Volunteers 2016-2017

## *The driving force behind East York Meals on Wheels*

Daud Abdulrahman  
 Sarfraz Akhtar  
 Cyndi Barron  
 Jo-Anne Beer  
 Ron Blais  
 Margot Bolin  
 Darlene Brown  
 Shehryar Butt  
 Anne Cairney  
 Jak Cameron  
 Velma Carroll  
 Alison Chambers  
 Cheryl Dan  
 Ceshela Joy Dan-Razack  
 Emy Darragh  
 Monica Delic  
 Sukhanpreet Dhanotta  
 Richard Dymond  
 Shirley Eades  
 Katrina Easton  
 Phil Elston  
 John Erwin

Nilgun Eser  
 Cathy Gibson-Gates  
 Kevin Giraldo  
 Jill Godin  
 Renée Godin  
 Stanley Golden  
 Neil Gray  
 Roberta Gray  
 Adam Gross  
 Grace Gross  
 Geoff Hall  
 Joanne Hamill  
 Marion Hamilton  
 Sharon Hannon  
 Dave Hillar  
 Wendy Hillier  
 Ilsa Hoben  
 Imelda Huitema  
 Angela Inness  
 John Irvine  
 Anne Jack  
 Linda Johnson

Lynn Johnston  
 Keiko Junge  
 Manfred Junge  
 Aysun Karasikli  
 Almas Karmali  
 Naila Kassam  
 Marianne Knight  
 Cindy Knoll  
 Velma Ko  
 Harry LaPlante  
 Taylor Leduc  
 Helen Linzer  
 John Litwin  
 Edelgard Mahant  
 Parkash Mahant  
 Paul Mahant  
 Janet Marshall  
 John Marshall  
 Donna McCarthy  
 Tim McDonald  
 Shirley McLeod  
 Peter McMurtry  
 Heather McNair-Huckle  
 Ryan McNeil  
 Rosie Mecca-Lancaster  
 Alex Mejia  
 Irene Miao-Glass  
 Margo Mingay  
 Mary Jane Mingay  
 Mira Mitrovic  
 Steve O'Connor  
 Michael Oliveira  
 Corinne Papania

Khalid Parmasad  
 Colleen Peacock  
 Sabrina Philips  
 Scott Philips  
 Rick Pike  
 Yasmin Pirbhai  
 David Pitt  
 Eric Robinson  
 Justin Safeyeni  
 Earl Saltzman  
 Midge Sandiland  
 Barry Schneider  
 Rona Segall  
 Durr-e Shahwar  
 Ali Shirazi  
 Linda Sinclair  
 Donna Sitter  
 Shawn Spencer  
 Ruby Stanley  
 Rabeya Sultana  
 Ashley Tidy  
 Colleen Todd  
 Peter Turley  
 Marg Underhill  
 Donald Wallace  
 Geraldine Watson  
 Sara Wedemire  
 Derek Withers  
 Amber Wollen  
 Michael Wollen  
 Paul Wollen  
 Janet Wood  
 Dale Woolner



***Two corporate teams support the Meals on Wheels programme***

***Team Foresters***

Rohan Bennett  
 Donald Bensley  
 Clint Cluster  
 Indira George  
 Jessica George

Deepali Hegde  
 Suzette Manhertz  
 Natalie Richards  
 Kristine Sheffield  
 Stephanie Sidey

***Team Tremco***

Ram Bala  
 Henry Dos Reis  
 Ravi Sean Lakhani  
 Adrian Lemos  
 Tom Leone

Andrea Paris  
 Randy Penney  
 Kevin Riddell  
 Greg Smith  
 Jim Winn

***Thank you!***



## Services 2016-2017

*Good food and social support maintain health and enhance well-being.*

### Levels of Service 2016-2017

#### Meals on Wheels

17,665 hot meals  
301 Chinese meals  
6,202 frozen meals  
2,408 frozen soups  
breakfasts & desserts  
617 containers of milk  
226 clients  
97 volunteers  
4,086 volunteer hours  
465 home visits by staff

#### Telephone Reassurance

3,361 contacts  
15 clients  
9 volunteers  
1,681 volunteer hours

#### Diners Club

1,056 meals  
91 clients  
88 luncheons  
44 volunteers  
595 volunteer hours

#### Volunteers

131 volunteers  
Total volunteer hours  
6,731

There was a major change in the Meals on Wheels programme this year, when we acquired a new supplier of hot meals. The change was necessary because of the temporary closure of the kitchen at True Davidson Acres Home for the Aged, due to renovations. We explored a number of food source options and determined that Bridgepoint Health was the best choice because of their proximity, pricing and capacity. We made the switch in April 2016, and happily, the transition was relatively smooth.



One of the key benefits of the change was its impact on our fee

schedule. The price of meals from Bridgepoint is significantly less than that charged by our former supplier and so we were able to avoid a price increase at April 1st, 2016. As of June 1st, we were able to reduce the fee to clients by 4%. The savings allowed us to avoid a price increase to clients at April 1, 2017.

Bridgepoint offers an extended menu cycle which provides greater variety for our clients. They also offer Chinese meals and in September we added those to our service offerings.

*(Continued from page 6)*

Our experience of working with Bridgepoint over the year has been extremely positive. Together, we have “tweaked” the menu in response to client requests and we continue to work on food variety and quality.



A significant shift occurred in the Diners Club programme this year. After 24 years with East York Meals on Wheels - 21 of them spent coordinating the Diners Club programme - Midge Sandiland resigned at the end of August. While it took time to adjust to a Diners Club without Midge, we are happy to report that the programme continued to operate smoothly, under the guidance of Suzanne Christie.

Our goal is always to please our clients and so, we change Diners Club locations in response to their feedback. We eliminated the “no reservation required” luncheon at East York Acres in September, and in March, we paid our last visit to The Millwood. In January, we established a new lunch location - Topham Corner Café and Diner - which quickly became one of the most popular Diners Club spots.

The Telephone Reassurance programme was stable this year, and we continued to link volunteers with isolated clients and monitor those relationships. Benefits accrue to both clients and volunteers in this small but important programme and staff provide support if and when concerns arise.

Our services and administration depend on the contributions of volunteers. The number of volunteers declined slightly this year, but there was little impact on operations. This is largely due to the fact that 10% of our



volunteers do multiple jobs and/or double duty. Indeed, just 8% of our volunteers gave more than 38% of the total volunteer hours contributed. Finally, it is worth noting that in addition to their gifts of time, 45% of our volunteers are also donors and together their gifts account for 25% of this year’s total donations.

## Donors 2016-2017

*A generous and caring community supports our services.*

### **\$2,500 and above**

Ritchie Miyashita

### **\$1,000 – \$2,499**

Anonymous donors

Rachel Adams

Marilyn Carruthers

Joe Giles

Ken Meader

Alan Redway

Donald Wallace

### **\$500 – \$999**

Anonymous donors

Jean Ballinger

Wendy Hillier

Humphrey Funeral Home

Linda Javorski

Patrick Jordan

Cindy Knoll

Velma Ko

Joel Planert

### **\$250 - \$499**

Anonymous donors

Jo-Anne Beer

Darlene Brown

Susan Cuming

Siobhan Dooley

Larry & Ann Dunlop

Stan Flemming

Douglas Gardner

Neil Gray

Jason Jarrett

Mary Jane Mingay

Alice Nowaczyk

Mildred Powell

Earl Saltzman

Tricia Tanton

Sara Wedemire

### **Up to \$249**

Anonymous donors

Martha Adair

Carolyn Adams

Jackie Aherne

Barbara Alfred

Susan Allair

Luisa Amaral

Doris Andrusco

Raymond Asselstine

Bernice Bacon

Estafania Bafunno

Karen Bartlett

Daphne Battiste

Rohan Bennett

Donald Bensley

Vera Bigall

Doris Bird

Gertrude Birkman

Don Blair

Sandra Bogdon

Wendy Bornstein

Tatiana Bouts

Nancy Boyle

Shirley Brennick

Anne Brown

Susan Alice Brown

Anne Cairney

Anne Cameron

Elizabeth Campbell

Elmer Campbell

Nancy Capper

Velma Carroll

Maxine Cashore

Alison Chambers

Kathy Chambers

Frederick Clark

Cathy Clarke

Clint Cluster

Carolyn Cooper

Jaloo Cooper

Robert Creighton

Nora Curran

Nancy Dafnos

Marlene Dankiw-Bath

Ceshela Dan-Razack

Shirley Davis

Mary Anne Degilio

Monica Delic

Jeff Densham

Hans Doring

Jane Dover

Majda Drinnan

Audrey Duff

Harold Duncan

Richard Dymond

Shirley Eades

Sadie Earley

Katrina Easton

Margaret Esse

Jaqueline Flinker

Barbara Foster

Joyce Frost

Karen Garscadden

Jim Garvie

Jessica George

Dan Goldberg

Stanley Golden

Phyllis Goodhew

Grace Gross

Brigitte Hafiz

Geoff Hall

Marion Hamilton

Judy Handspiker

Joan Harrison

Carol Herd

Del Hersey

Bernard Hillar

Dave Hillar

Susan Hillar

Krista Hille

Ilse Hoben

Donna Hutchinson

Richard Ilomaki

Angela Inniss

John Irvine

Anne Jack

Chuljoo Jeon

Linda Johnson

Lynn Johnston

Cheryl Julian

Lorraine Kaake

Jean Kallmeyer

Carol Kaltenbock

Aysun Karasikli

Judith Kicinski

Debra King

Helen Kinnear

Marianne Knight

George Knott

Daniel Ko

Russell Ko

Valerie Ko

Virginia Ko

Michael Kolos

Rob Koppel

Doug Krist

Mark Kruk

Elizabeth Kun

Jessica Kun

Taylor Leduc

Janice Leet

Doreen Leitch

John Ligoure

Hsia Ling

Helen Linzer

Jean MacDonald

Margaret MacDonald

Jeanne Mack

Yvonne Mackay

Anne MacNeill

Carol MacWilliams

Bruce Margles

Janet Marshall

Elizabeth Martell

Billie Jean McAfee

Jeanne McAfee

Ian McAndrew

Tim McDonald

Elaine McLeod

Sharon McMahan

Norma McMinn

Peter McMurtry

Heather McNair-Huckle

Susan McQueen

Alex Mejia

Lorraine Michael

Mary Michelis

Judith Miles

Mark Milner

Margo Mingay

Wendy Mok

Sheila Molyneux

Linda Moore

Sebastiana Morana

Leonard Morley

Heather Msi

Teri Murphy

Brenda Mutch

Anna Navratil


Karen Nguyen

Emma Niedzwiecki



Nancy Nourse	Christel Rollpiller	Sylvia Stewart	John Watson
Steve O'Connor	Lillian Rowe	Holly Sullivan	Jennifer Welsh
Michael Oliveira	Harminder Saini	Ta-Sung Sun	Lillian Williams
Isabel Orellana	Stanley Saltmarsh	Vera Szoke	Lois Williamson
Corinne Papania	Midge Sandiland	Melissa Tai	Wendy Williamson
Kathleen Parker	Wayne Schmidt	Grace Tanaka	Jenna Willis
Jane Parsons	Barry Schneider	TD Bank Group	Derek Withers
Despina Paunovich	Rona Segall	Wilma Thorpe	Amber Wollen
Lori Pink	Kristine Sheffield	Freda Trattner	Paul Wollen
Wilma Pollock	Hallace Sheridan	Joanne Triebe	Bill Wong
Carly Quintero	Ali Shirazi	Mark Trusz	Janet Wood
Beulah Rivers	Linda Sinclair	Richard Trzaskaz	Dale Woolner
Kathy Roberts	Jill Spencer	Margaret Underhill	Laura Yuen
Eric Robinson	Shawn Spencer	Marie Vinnels	
Helga Rogers	Brenda Spurrell	Karen Walton	
Vicky Rogers	Judy Steip	Anne Washington	

Photographs in this report were taken by Mark Trusz.

	<p>Team EYMOW raised more than \$6000 in the 2016 Toronto Challenge. Our sincere thanks to all our participants and supporters.</p>
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**Thank you to our funders**

Toronto Central Local Health Integration Network

City of Toronto

Community Service Partnerships Programme

**We appreciate the support of our colleagues and friends**

- |                                  |  |
|----------------------------------|--|
| 128th Toronto Brownies           | Swiss Chalet, 1400 O'Connor Drive            |
| <i>apetito</i>                   | The Millwood                                 |
| Bridgepoint Health               | Topham Corner Café and Diner                 |
| Epicure Catering                 | Toronto Central Community Care Access Centre |
| Golden Griddle, 146 Laird Drive  | Toronto Community Housing                    |
| Spectrum Health Care             | Toronto Police Communications, D Platoon     |
| Marion E. Raycheba               | True Davidson Acres Home for the Aged        |
| Stan Wadlow Senior Action Centre | Volunteer Centre of Toronto                  |
| St. Clair O'Connor Community     |  |

## Auditors' Report on Summarized Financial Statements

To the Members of East York Meals on Wheels

The accompanying summarized statements of financial position, operations and changes in net assets are derived from the complete financial statements of East York Meals on Wheels (the entity), as at March 31, 2017 and for the year then ended.

The fair summarization of the complete financial statements is the responsibility of management. Our responsibility, in accordance with Canadian generally accepted audit standards, is to report on the summarized financial statements.

In our opinion, the accompanying financial statements fairly summarize, in all material respects, the related complete financial statements in accordance with the criteria described in the Guidelines referred to above.

These summarized financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. Readers are cautioned that these statements may not be appropriate for their purposes. For more information on the entity's financial position, results of operations and cash flows, reference should be made to the related complete financial statements.

*Nelthorpe & Company*

Chartered Accountants  
Toronto, Canada  
May 24, 2017

### Summarized Statement of Financial Position, March 31, 2017

	2017	2016
<b>ASSETS</b>		
<b>CURRENT</b>	<b>\$</b>	<b>\$</b>
Cash	98,208	29,473
Short-Term Investments	18,005	83,755
Accounts Receivable	17,558	17,231
Prepaid Expenses and HST recoverable	5,378	6,014
	139,149	136,473
<b>LONG-TERM INVESTMENTS</b>	<b>341,437</b>	314,736
	<b>480,586</b>	451,209
<b>LIABILITIES &amp; FUND BALANCES</b>		
<b>CURRENT</b>		
Accounts Payable and Accrued	30,594	26,719
<b>FUND BALANCES</b>		
Operating	99,736	99,736
Equipment replacement reserve	39,041	36,459
Memorial	311,215	288,295
	449,992	424,490
	<b>480,586</b>	451,209

**Summarized Statement of Income & Expenditures & Fund Balances, for the year ended March 31, 2017**

	OPERATING	EQUIPMENT REPLACEMENT	MEMORIAL	2017 TOTAL	2016 TOTAL
	\$	\$	\$	\$	\$
<b>REVENUE</b>					
Government grants	304,415	-	-	304,415	303,820
Program Fees	160,713	-	-	150,997	160,713
Donations	32,873	-	-	32,873	34,167
Interest	3,115	1,139	9,005	13,259	8,443
Unrealized gain (loss) on investments	3,948	1,443	11,413	16,804	(12,319)
Miscellaneous	801	-	-	801	1,384
	498,638	2,582	20,418	519,149	496,208
<b>EXPENSES</b>					
Salaries and benefits	262,306	-	-	262,306	262,764
Food	138,923	-	-	138,923	161,578
Occupancy costs	32,916	-	-	32,916	30,464
Other expenditures	49,619	-	-	49,619	45,488
Transportation	9,883	-	-	9,883	9,865
	493,647	-	-	493,647	510,159
<b>EXCESS INCOME BEFORE EXTRAORDINARY ITEMS</b>	2,502	2,582	20,418	25,502	(13,951)
Provincial clawback of prior year surplus		-	-	-	(184)
Inter-fund transfers	(2,502)	-	2,502	-	
<b>EXCESS INCOME FOR YEAR</b>	-	2,582	22,920	25,502	(14,135)
Fund balances, beginning of year	99,736	36,459	288,295	424,490	438,625
<b>FUND BALANCES, END OF YEAR</b>	99,736	39,041	311,215	449,992	424,490

East York Meals on Wheels is a not-for-profit community service agency which provides good food and social support through caring volunteers to enhance the well-being of East York residents. Founded in 1969, the agency is funded by client fees, memberships, donations, bequests, the Toronto Central Local Health Integration Network and Toronto Community Services and is a registered charity. The agency is a member of Imagine Canada, the Ontario Community Support Association, and the Volunteer Centre of Toronto. Through the generosity of donors and volunteers, over 400 people living in East York benefit from our Meals on Wheels, Diners Club, and Telephone Reassurance services. We are grateful for the contributions of our friends, which help seniors, people with chronic illnesses and disabilities, and convalescents, to lead more independent and fulfilling lives.

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## **East York Meals on Wheels**

2 Thorncliffe Park Drive, Unit 52

Toronto, Ontario

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fax: 416 424-4627

[www.eastyorkmealsonwheels.org](http://www.eastyorkmealsonwheels.org)

e-mail: [info@eastyorkmealsonwheels.org](mailto:info@eastyorkmealsonwheels.org)

Charitable Number: 12913 9366 RR0001