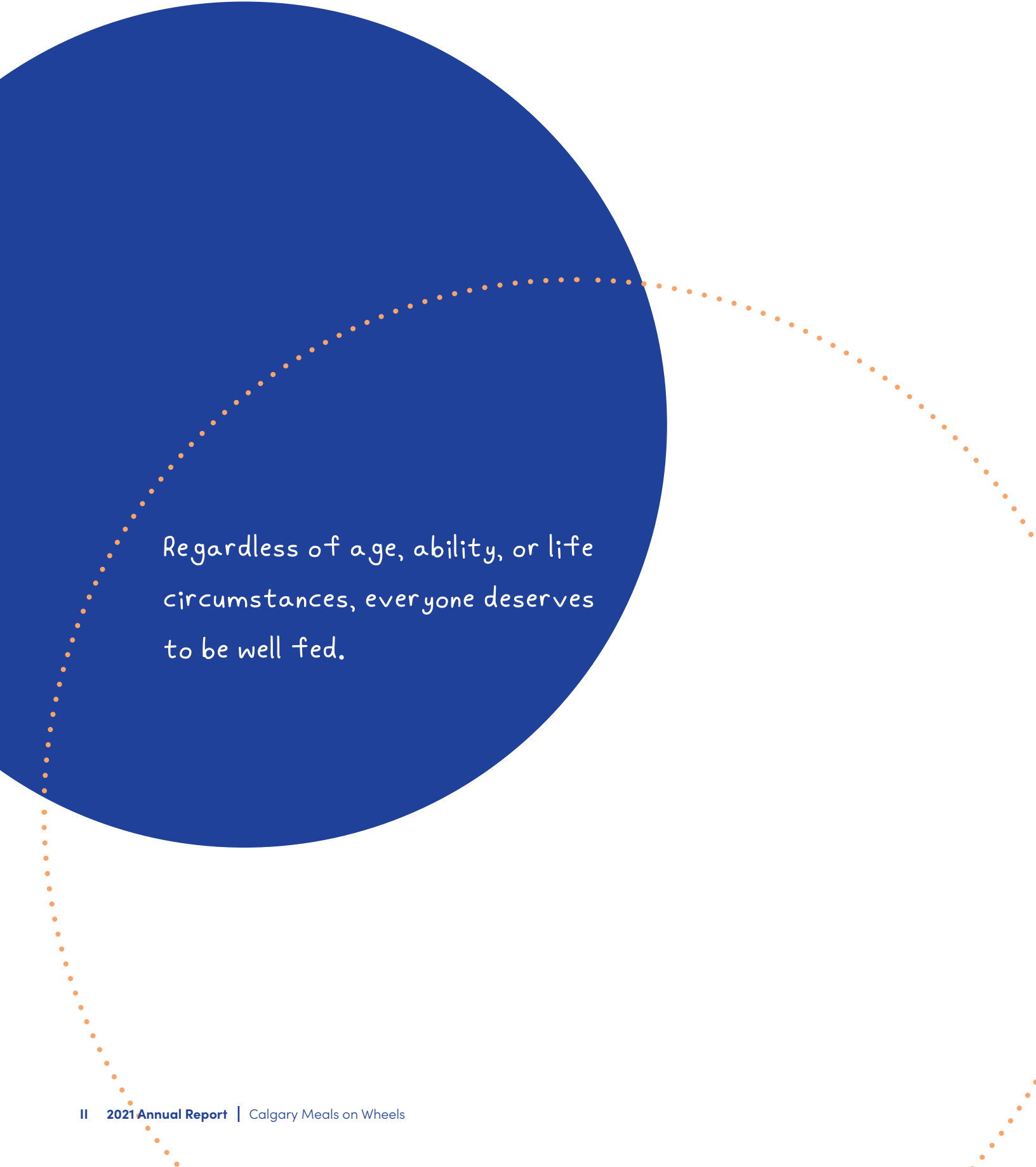


Calgary
Meals
on **Wheels**

Annual Report
2021



Regardless of age, ability, or life
circumstances, everyone deserves
to be well fed.

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Calgary

Jyoti Gondek, Mayor

I am pleased to extend warm congratulations on behalf of City Council to all at Meals on Wheels as you celebrate another remarkable year of service in our communities.

Meals on Wheels plays a vital role in the well-being and quality of life of many Calgarians. 2021 marked an outstanding and record-breaking year, with nearly one million meals prepared, delivered, and enjoyed! This is a stellar achievement to be celebrated and recognized for making a true difference to so many individuals and their families.

It is my honour to acknowledge and pay tribute to the ideals and values upheld by Meals on Wheels. I join all Calgarians in thanking you for your tireless work that continues to enhance the lives of our neighbors and friends.

Jyoti Gondek
Mayor
City of Calgary



MESSAGE FROM THE PREMIER OF ALBERTA

On behalf of the Government of Alberta, it is my pleasure to send greetings to Calgary Meals on Wheels' board, staff and volunteers as you look back on 2021.

The past two years have been incredibly challenging for many people in our province. I'm grateful that Calgary Meals on Wheels was able to produce almost one million healthy, nutritious and affordable meals for vulnerable Albertans last year alone. Meeting this record-setting need is a testament to the hard work and commitment of your organization's board of directors, staff, volunteers, community partners and donors.

Every day tens of thousands of Albertans give their time, treasure and talent to helping those most in need. Our "get 'er done" spirit means that we volunteer more hours and contribute more to charities than Canadians in any other province do. Charities and non-profit groups like yours help to coordinate these efforts, and they help make Alberta a more compassionate society.

Thank you for your tremendous efforts to meet unprecedented demands last year, and for your ongoing dedication to serving Albertans. As you reflect on 2021, I hope you will be encouraged by your achievements and inspired by the lives you have touched.

A handwritten signature in blue ink that reads "Jason Kenney".

Hon Jason Kenney, Premier of Alberta



WE ARE CALGARY MEALS ON WHEELS

| Our Mission

To build a stronger, caring community, Calgary Meals on Wheels promotes health and independence by providing quality, nutritious and affordable meals to people in need of our services.

| Our Vision

Offer nutrition and caring support to Calgarians.

| What We Believe

Everyone deserves to be well-fed.

Regardless of age, ability, or life-circumstances, we all have something to offer the world. It may be as simple as a smile, or it may be a testament to the courage everyday living requires – whatever shape our gifts take, they exist within all of us to share. At Calgary Meals on Wheels, we give the comfort of healthy, nutritious meals to anyone who needs it, so they can continue giving themselves to the world. What we aim to offer our clients is far more than full stomachs, we want to offer them the chance to be the heroes of their own stories.

| What We Do

When you've got a lot on your plate, let us do the cooking.

We all travel through life under different circumstances. For some of us, the road is smooth and then suddenly becomes rocky, for some of us trying times are stamped on the horizon. The truth is no matter what path we travel we will all experience periods of struggle. But we do not have to do battle alone. Whether it's an injury, illness, disability, the loss of a loved one, divorce or simply the natural slowing that comes with age, at some point all lives will be touched by adversity. In those moments, Calgary Meals on Wheels exists to provide the comfort of healthy nutritious meals. We will all face challenging times, but we don't have to do it on an empty stomach.

| Membership

The Members of Calgary Meals on Wheels elect the Board of Directors responsible for the policies and stewardship of the organization. Membership is open to individuals and groups who wish to support the mission of Calgary Meals on Wheels. The annual Membership fee is \$5.00 for individuals and \$10.00 for groups.

Members are entitled to attend the Annual General Meeting; those holding a Membership at the end of the fiscal year for which the Meeting is being held are eligible to vote. Volunteers are automatically eligible for membership in our society but participation is not mandatory.



BOARD OF DIRECTORS

2021

Tim Gillespie
Chair

Scott Calver
Vice-Chair

Gordon Kyle
Treasurer

Carolyn Hewitt
Secretary

Jim Brown
Past Chair

Heather Truber
Director

Brad Wennerstrom
Director

Mohamed Teja
Director

Scott Sangster
Director

John Pieri
Director

Joel Dryden
Director

Carole Perkins
Director



BOARD COMMITTEES

2021

Finance & Audit

Governance

Market Development



A letter from the Board Chair

Tim Gillespie

2021 was another very busy year for Calgary Meals on Wheels. Our employees and volunteers again answered the call for assistance in our community caused by the continuing pandemic.

We produced and delivered over 990,000 meals to Calgarians in need. A record number for our organization.

Through the generous support of our many donors, we were able to financially manage this demand and keep our quality meals at a consistent low cost.

The scale of the COVID-19 impact was on full display, with many of our clients cut off and isolated from friends and family. On many occasions, our volunteers were often the only contact with them, and this remains an important part of our purpose.

I am very proud of our employees and volunteers and profoundly thankful for the generous support of our donors and community partners. With them, we were able to provide timely support to our community.

On behalf of the Board of Directors and our Management team, Thank you!

A letter from the Executive Director

Janice Curtis

We have all experienced the impacts that food security, poverty, isolation, and loneliness have on vulnerable Calgarians. Throughout 2021, we continued to address social issues that have been heightened during the pandemic with the support of each of you

Without our volunteers we could not exist. In bitter cold, freezing rain, heavy snow, impassible roads and warm sunny days, our tireless volunteers continue to work and ask for nothing in return. Thank you.

Our staff deeply care about our clients and our closely knit community of volunteers. Despite the challenges of 2021, our staff have gone beyond expectations and together this mighty team drives onward contributing so much to our success and without them we would not be able to maintain our services. Thank you.

Our diverse community supporters and donors are so appreciated! You have stepped up and provided so much to our organization. Calgary Meals on Wheels will continue to transform your resources to address social issues every day, one meal at a time. Thank you.

Our dedicated Board of Directors are a passionate and skilled team of professionals. They guide our future and ensure we continue on the right path. Through this challenging time, we are grateful for their knowledge and assistance. I wish to personally thank our Board for everything they have done for Calgary Meals on Wheels.

This past year, despite the many challenges presented by the pandemic, Calgary Meals on Wheels has been unwavering in addressing the significant increase in food insecurity, isolation, loneliness, and poverty for many of Calgary's most vulnerable citizens.

Calgary Meals on Wheels has emerged even stronger than ever due to the support of our volunteers, a mighty team of staff, and a passionate Board of Directors. They have demonstrated grit, resilience, and resourcefulness.

Thank you for supporting Calgary Meals on Wheels, we greatly appreciate your generosity, your partnership, and your friendship.

YEAR IN REVIEW PRODUCTION

Department Highlights

- When the world was ending due to COVID-19 we kept going and took on clients from other facilities, while making connections with other not-for-profit organizations.
- Although we had a lot of our own problems over the last year, rarely were any issues passed onto our clients.
- With cost of goods rising, we haven't raised any of our prices.
- We made almost a million meals.

2021 has been a challenging year in the production department. From the continuation of COVID-19 health issues to supply chain problems, the year has been a challenge to keep meal production running smoothly. Price increases across the board on all grocery and dry good supplies has also added additional stress to our processes. That said, we are very proud of the team because rarely was an issue or problem passed onto a client; problems were solved and fixed quickly and to the best of our abilities. We are proud to say that despite all the challenges we faced during 2021, we produced almost 1 million meals for the year.

Statistics from 2021

996,047

Total meals produced



226,340
Our Chef's Daily
Special Meals



60,300
Hot Soup Program



545,989
Student Programs



70,044
Group Meals



69,274
My Choice Menu Meals



24,100
Miscellaneous Meals



YEAR IN REVIEW OPERATIONS



Department Highlights

- Addition of 1 full-time driver and 1 casual driver to help provide more consistent delivery
- 3 extra delivery routes have been added to help with the increase in demand
- Successfully covered gaps in volunteer deliveries brought on by COVID-19
- 4 delivery vans retired from the fleet

As everyone slowly adapted to living with the pandemic, and the waves of cases came and went, the operations department saw record demand for delivery throughout the year. With the addition of 2 casual drivers joining the team, one of which later became a full-time driver, the operations department was able to efficiently prepare for the surge in demand in 2021. Additionally, staff drivers were able to make extra deliveries to cover for volunteers absent due to the ongoing pandemic. Overall, 2021 was a successful year in operations, with an improved delivery capacity to meet the increase in demand.



10
Staff Drivers

5
Community
Depots

12
Delivery Vans

YEAR IN REVIEW PROGRAMS

2021 was a year of impactful partnerships and purposeful connection. We completed our Going Home Program pilot project demonstrating how complimentary home-delivered meals can facilitate food security for seniors retuning home from hospital and potentially reduce hospital re-admission. With additional funding opportunities, we were able to broaden and continue this program and partnership with Alberta Health Services.

In isolating times, building community connection was more important than ever. Amazing

community groups and initiatives brought our clients extra cheer throughout the year, and our clients were very appreciative of the cards, gifts, supplies, and gestures. Our compassionate volunteers also adjusted to facilitate as much safe connection as possible during meal delivery. We know how meaningful a distanced chat at the doorway can be.

Thank you to both our volunteers and clients for another year of kindness and understanding.

Client Service Highlights

- 193 clients ordered from more than one of our home-delivered meal programs.
- 78 days is the average length service on Our Chef's Daily Special, which equates to 11-26 weeks depending on delivery schedule. Our longest-standing client first used our service more than 35 years ago!
- Our most popular item on the My Choice Menu was the Roast Beef, and classic Chicken Noodle was the most ordered soup. Clients loved the new pulled pork sandwich added to the menu!
- Thanks to COVID-19 funding from the Government of Alberta, we offered temporary 30-50% discounts on our core programs to help with the prolonged financial strain of the pandemic.



78%

of our clients are 65+



66%

of our clients live alone

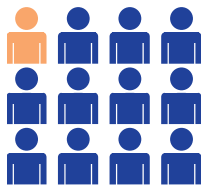


44%

of our clients receive special diets

Volunteer Highlights

- Our youngest volunteer was 14 and eldest was 88!
- 98% of our volunteers were satisfied with their volunteer experience.
- Our average volunteer helps out twice a month. A dozen super enthusiastic folks help us an average of twice a week!
- To resolve meal delivery issues promptly, we set-up a "hotline" for volunteers to call. All Programs staff were cross-trained and are able to help when those calls come in.
- With in-person gatherings on hold, we connected with our volunteers through visits to the depots and tokens of our appreciation, like warm mittens in winter and cookies in the summer.



379

Active Volunteers



42,181

Hours Donated



331

Christmas gifts delivered



2,777

Greeting cards made



201

Placemats delivered



1,504

Masks delivered



1,055

Sanitizers delivered



YEAR IN REVIEW PHILANTHROPY

Statistically, it is shown that demand for services have increased, giving has declined and the propensity to give or the ability to give has also decreased in the last year within the philanthropy scene. With that in mind Calgary Meals on Wheels was able to still exceed expectations in funds raised. This is thanks to our amazing donors who believe in our mission and vision, ensuring every Calgarian deserves to be well-fed. Our approach in requesting for more multi-year commitments from corporations, like

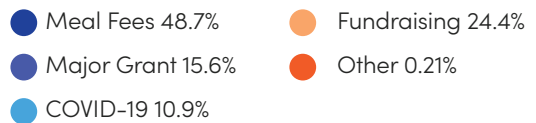
Qualico Communities, and foundations, have been successful. These multi-year commitments aid in our forecasting and sustainability.

In 2021, we have designed a sponsorship program for our Home Meal Delivery Program and created a more robust program for our signature events, YYC Hot Chocolate Fest and YYC Pizza Fest. The focus will be on what is most important to the sponsor for benefits. The program will be rolled out in 2022.

Department Highlights

- Cookie Kitchen in partnership with Southcentre Mall was revitalized, even with COVID protocols, this event was the most successful Christmas cookie decorating fundraiser thus far.
- Welcomed Graham Construction in becoming our matching donor for Giving Tuesday.
- Rebranded YYC Hot Chocolate Fest and pursuing the trademark of this event along with YYC Pizza Fest.

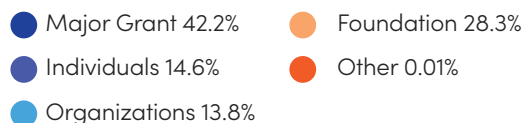
Operating Funding



2021 Fundraising Goal
\$945,480

2021 Funds Raised
\$1,196,978

Donations By Source





Calgary
Meals
on Wheels

To our donors & partners

It never ceases to amaze us how generous and thoughtful Calgarians are. With the challenges of COVID-19 still present in 2021, our volunteers, community partners and donors continue to understand the importance of keeping Calgarians well-fed with nutritious and affordable meals. We are extremely fortunate we have such a charitable city and thank all our new and recurring donors and partners who ensured our programs continue to address the increased demand of meals produced in 2021.

EVENT HIGHLIGHTS

2021

2021 was our first year going through every one of our annual events with pandemic restrictions. Although it was a challenge to adapt the events to new restrictions, we were able to achieve another successful year of fundraising through our events. This year also marked the return of our Holiday Cookie Kitchen fundraiser, and marks the 10 year anniversary of YYC Hot Chocolate Fest. Both of which had one of their most successful year yet. In the end, we raised more than 130,000 dollars through these events.

\$137,115 Fund Raised



- Hot Chocolate 44.2%
- Time for Turkey 24.8%
- Summer Cooler 4.6%
- Cookie Kitchen 14.6%
- Pizza Week 3.7%
- Birdies for Kids 8.1%



YYC Hot Chocolate Fest

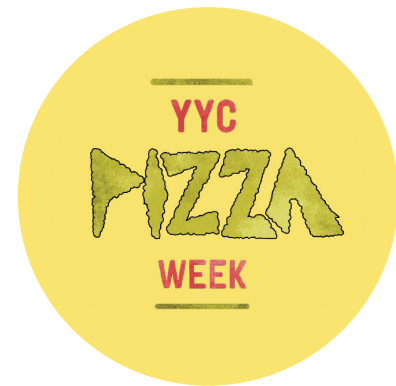
2021 Marked the 10 year anniversary of YYC Hot Chocolate Fest. To celebrate the occasion, we created a special 10 year anniversary logo along side some limited edition toques. Additionally, 2021 was also one of our most successful years yet. With more than 7,000 people downloading the app, 2021 saw the biggest jump in public participation thus far. Over 55,509 cups of Hot Chocolate was enjoyed during the event, helping us raise just over \$60,000; a new record for the event.





Cookie Kitchen

Our holiday Cookie Kitchen event in partnership with Southcentre Mall made a comeback in 2021 with a bang. The Cookie Kitchen booth was completely remodeled for the year, and included a themed decoration station. To help prevent the spread of COVID-19 this was also the first year donations could be made through a QR code. Through these efforts 2021 became the most successful Cookie Kitchen yet.



YYC Pizza Week

YYC Pizza Week had another successful year in 2021. The ten day event saw 30 unique restaurants compete to see who had the Best Thin Crust, Best Thick Crust and Out-of-The-Box creations.

2021 was also the last year of YYC Pizza Week. After seeing growth of this event over the years, we decided to expand upon this event for 2022, and laid the foundation work to re-brand the event into YYC Pizza Fest for next year.



YEAR IN REVIEW TREASURY

Gordon Kyle *Treasurer*

The 2021 operating profit was \$406,235 compared to an operating profit of \$496,077 in the previous year. Operating revenue decreased by \$422,000 primarily due to a reduction in grants and donations related to the pandemic which were extremely high in 2020. Expenses declined by \$325,000 compared to the previous year largely due to a reduction in grocery and packaging costs of \$265,000 as Cost of Sales trended downward during the year. This will likely reverse in 2022 as economic conditions are driving food and fuel costs higher.

CMOW continues to enjoy a strong cash and financial position, remains debt-free, and maintains a capital reserve fund at the discretion of the Board which will support facility and equipment repairs, improvements and growth. The unparalleled modern-day crisis of the pandemic highlighted how important the services of CMOW are to our clients of all ages and circumstances in Calgary. We thank all of our volunteers, employees, supporters and donors for continuing the fight against food insecurity in our city.

Calgary Meals on Wheels

Statement of Cash Flows

For the Year Ended December 31, 2021

	2021	2020
Cash provided by (used for) the following activities		
Operating		
Excess of revenue over expenses	230,440	152,043
Amortization	338,459	391,735
Gain on disposal of property and equipment	(28,261)	-
	540,638	543,778
Net change in non-cash working capital (Note 13)	(390,362)	568,515
Net cash flows from operating activities	150,276	1,112,293
Investing		
Purchase of property and equipment	(120,526)	(185,151)
Proceeds on disposal of property and equipment	48,950	-
Net cash flows used in investing activities	(71,576)	(185,151)
Increase in cash	78,700	927,142
Cash, beginning of year	2,146,362	1,219,220
Cash, end of year	2,225,062	2,146,362
Cash is comprised of:		
Cash	964,583	1,237,027
Restricted cash	1,260,479	909,335
	2,225,062	2,146,362

Calgary Meals on Wheels
Statement of Financial Position
As at December 31, 2021

	Operating Fund	Capital Restricted Fund	2021	2020
Assets				
Current				
Cash and cash equivalents	742,908	221,675	964,583	1,237,027
Restricted cash (Note 5)	519,026	741,453	1,260,479	909,335
Accounts receivable	233,950	-	233,950	112,948
Goods and Services Tax receivable	8,956	1,245	10,201	12,777
Accrued revenue	22,425	-	22,425	54,772
Inventory (Note 6)	194,612	-	194,612	149,390
Prepaid expenses and deposits	6,810	-	6,810	17,145
Interfund receivable	-	-	-	14,556
	1,728,687	964,373	2,693,060	2,507,950
Property and equipment (Note 7)	-	7,821,879	7,821,879	8,059,988
Intangible assets (Note 8)	-	961	961	1,474
	1,728,687	8,787,213	10,515,900	10,569,412
Liabilities				
Current				
Accounts payable and accruals	147,332	-	147,332	200,815
Deferred contributions (Note 9)	168,040	-	168,040	383,953
Interfund payable	-	-	-	14,556
	315,372	-	315,372	599,324
Net Assets				
Restricted (Note 10)	125,463	964,373	1,089,836	527,009
Investment in property and equipment and intangible assets	-	7,822,840	7,822,840	8,061,462
Unrestricted	1,287,852	-	1,287,852	1,381,617
	1,413,315	8,787,213	10,200,528	9,970,088
	1,728,687	8,787,213	10,515,900	10,569,412

Approved by the Board of Directors



Gordon Kyle, Board Treasurer



Tim Gillespie, Board Chair

Calgary Meals on Wheels

Statement of Operations

For the Year Ended December 31, 2021

	Operating Fund	Capital Restricted Fund	2021	2020
Revenue				
Client meals	1,175,957	-	1,175,957	1,145,820
Group meals	1,253,832	-	1,253,832	971,724
Meal fees	2,429,789	-	2,429,789	2,117,544
Operational fundraising	1,197,293	-	1,197,293	1,444,210
Major grants (Note 11)	777,854	96,587	874,441	811,163
COVID-19 grants/donations (Note 12)	546,401	-	546,401	1,016,293
Donations	-	28,600	28,600	44,900
Delivery fees	19,796	-	19,796	14,090
Miscellaneous	10,465	-	10,465	-
	4,981,598	125,187	5,106,785	5,448,200
Expenses				
Salaries and benefits	2,307,635	-	2,307,635	2,352,706
Production groceries and packaging	1,594,416	-	1,594,416	1,859,991
Facility and equipment	378,325	-	378,325	348,848
Administrative	130,729	-	130,729	112,481
Volunteer	53,419	-	53,419	54,372
Bank and interest	27,892	12	27,904	26,550
Professional fees	24,819	-	24,819	23,878
Full Client Support and Going Home Programs	22,014	-	22,014	85,338
Consulting	20,451	1,230	21,681	-
Philanthropy	19,529	-	19,529	20,266
Marketing	7,789	-	7,789	28,383
	4,587,018	1,242	4,588,260	4,912,813
Excess of revenue over expenses before other items	394,580	123,945	518,525	535,387
Other items				
Interest income	11,655	10,458	22,113	8,391
Gain on disposal of property and equipment	-	28,261	28,261	-
Amortization	-	(338,459)	(338,459)	(391,735)
	11,655	(299,740)	(288,085)	(383,344)
Excess (deficiency) of revenue over expenses	406,235	(175,795)	230,440	152,043

Calgary Meals on Wheels

Statement of Changes in Net Assets

For the Year Ended December 31, 2021

	Operating Fund	Capital Restricted Fund	Investment in Property and Equipment	2021	2020
Net assets, beginning of the year	1,507,080	401,546	8,061,462	9,970,088	9,818,045
Excess (deficiency) of revenue over expenses	406,235	134,403	(310,198)	230,440	152,043
Property and equipment and intangible asset additions, net of disposals	-	(71,576)	71,576	-	-
Interfund transfers	(500,000)	500,000	-	-	-
Net assets, end of year	1,413,315	964,373	7,822,840	10,200,528	9,970,088



Because of Calgary Meals on Wheels I am now eating a larger variety of food and more nutritious meals instead of eating something just to get by.

- Jerry

.....
Calgary Meals on Wheels plays a large role in keeping me alive and as healthy as I can be. I, for one, am very grateful that they are there.

- Helen



.....
During my recovery it was very difficult to bring home even a few items at a time. Calgary Meals on Wheels eliminated the need for me to bring home groceries.

- Linda



2021 Annual Report

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