



Calgarians deserve to be fed.

Food insecurity is a critical social issue impacting health, academic and economical potential.

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Calgary
Mayor Jyoti Gondek

A MESSAGE FROM MAYOR GONDEK

On behalf of my Council colleagues, thank you to Meals on Wheels for another outstanding year of community work, providing the comfort of healthy, nutritious meals to Calgarians in need.

The delivery of a thoughtfully prepared meal is a true gift to someone whose life circumstances have quickly and unexpectedly changed. Meals on Wheels is there, not only preparing and delivering packaged meals, but also taking a moment for compassionate conversation, providing reassurance when needed the most. Meals on Wheels has successfully captured the spirit of feeding heart, mind, body and soul and continues to make a difference in the lives of so many Calgarians and their families.

Thank you to the many Meals on Wheels staff and volunteers for your commitment and care in our communities. Congratulations on setting yet another record, with an incredible 1,096,026 meals received and enjoyed across Calgary in 2022. Once again, you've raised the bar!

Sincerely,

Jyoti Gondek
Mayor of Calgary

April 14th, 2023

To whom it may concern,

The Calgary Board of Education would like to recognize our partnership with Calgary Meals on Wheels and thank them for preparing and delivering nutritious meals for our students. Research clearly shows that good nutrition supports students' thinking skills, behaviour and health, all factors that affect academic performance.

The CBE recognizes that Calgarians are struggling to put food on the table due to high prices, and that the impact of this disproportionately affects low-income families. Calgary Meals on Wheels rose to meet the demand from the community with over 1 million nutritious meals delivered in 2022. Their Hot Soup and School Nutrition programs supported approximately 700,000 meals around the city.

School administrators and teachers at our partner schools see the difference the meals make in lives of the students and take comfort in knowing that the children have received at least one nutritious meal that day. With food insecurity becoming a growing concern in our city, it is vital to have organizations like Calgary Meals on Wheels striving to provide access to proper nutrition to all in need.

On behalf of the CBE, we thank you for the work that you do, and the meals that you provide which continue to enhance the lives of our students.

Regards,



Deborah Clare
Nutrition Program Coordinator
School Improvement

WE ARE CALGARY MEALS ON WHEELS

| Our Vision

We exist to eliminate food insecurity throughout Calgary.

| Our Mission

We deliver nutritious, reliable, and accessible food to Calgarians through an engaged network of employees, volunteers, and donors.

| 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. Volunteers and staff are automatically eligible for membership in our society but participation is not mandatory.

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.

BOARD OF DIRECTORS

2022

Tim Gillespie
Chair

Mohamed Teja
Vice-Chair

Gordon Kyle
Treasurer

Carolyn Hewitt
Secretary

Brad Wennerstrom
Director

Heather Truber
Director

Lesley Bolster
Director

Claudia Ling
Director

Scott Sangster
Director

John Pieri
Director

Ilir Kuqi
Director

Christie Phelan
Director

Tori Romano
Director

BOARD COMMITTEES

2022

Finance & Audit

Governance

Market Development

A letter from the Board Chair

Tim Gillespie

2022 was a year of change and growth for Meals on Wheels. Our long time CEO, Janice Curtis, announced her retirement, which resulted in the Board of Directors embarking on a search for a new full-time executive to fill the CEO role. After an exhaustive search, we were pleased to announce that Esther Elder would join Meals on Wheels as our new CEO. We will miss Janice immensely and are extremely confident Esther is the right leader to grow the organization.

On the growth side, our staff and volunteers together surpassed 1 million meals provided to Calgarians in need of our support. This is an incredible milestone, only made possible by the dedicated team of folks that work hard everyday in our facility and delivery channels.

Fundraising was also an important area of growth for the organization. In an effort to maintain our meal prices, in the face of rising prices, the Meals on Wheels team was successful in reviving many initiatives that had suffered from the COVID downturn. To mention a few, YYC Hot Chocolate Festival and Pizza Festival both made strong comebacks.

We remain committed to growing our impact on ending food insecurity in Calgary and supporting our clients through daily contact and delivery of much needed nutritional meal choices.

I remain profoundly proud of all the people who work and volunteer at Meals on Wheels on the execution of our mission. Together we can help to end hunger.

I would also like to express our sincere thank you to our donors, community, and government partners. Without their support, 1 million meals delivered would not be possible.

On behalf of the Board of Directors, thank you to all.

The logo for Calgary Meals on Wheels is displayed on a white sign mounted on a building. The word "Calgary" is in a smaller, orange font above "Meals on Wheels", which is in a larger, blue font. The "o" in "on" is stylized as a wheel. The background of the page features a blue sky with white clouds and green leaves in the foreground.

A letter from the CEO

Esther Elder

I am deeply grateful for the opportunity to lead an organization that is serving such an important purpose, and proud of our dedicated staff and volunteers who work tirelessly to provide affordable and nutritious meals to Calgarians including seniors, who also look forward to the opportunity for social connection each time Meals on Wheels knocks on their door; children & youth in our school program, many of whom rely on this program to ensure adequate sustenance; and those who don't have the ability or capacity to prepare a healthy meal for themselves. I am also grateful for our partnership with Alberta Health Services (AHS) to provide meals to seniors who are recovering from surgery in the comfort of their home. When it comes to nutrition, our in-house dietitian works closely with our chefs to ensure our meals meet the nutritional requirements of all our clients.

It's no secret that many Calgarians struggle to put healthy food on the table due to increased prices, and that the fallout of rising food costs is much more severe for vulnerable and low-income individuals and families. Most recent statistics indicate that 12% of Calgary households are food-insecure and that 21% cannot afford healthy food, which is extremely concerning considering the myriad negative health outcomes associated with food insecurity.

Calgary Meals on Wheels is well positioned for the year ahead and remains unwavering in our commitment to address the significant increase in food insecurity for many of Calgary's most vulnerable citizens. We will continue to work together with our health care system, community partners and government so that no one worries about whether they have enough money to put healthy food on the table.

We extend our sincere gratitude to all our supporters, who share our belief that all Calgarians deserve to have access to affordable and nutritious meals. To our dedicated Board of Directors, I am immensely grateful for your expertise, guidance and leadership.

OUR IMPACT - 2022



650,631
Student Meals



202,767
*Our Chef's Daily Special Meals
(chilled + subsidized meals)*



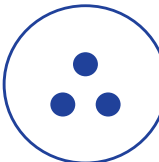
80,485
Hot Soup Program (no-cost)



66,599
Group Meals

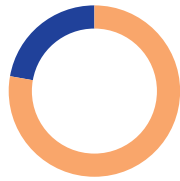


54,390
*My Choice Menu Meals
(a la carte frozen entrees)*



17,690
Miscellaneous Meals
Includes staff & volunteer food & surplus donated to the Calgary Youth Centre

OUR IMPACT - 2022



80%

of our home-delivery clients are 65+



61%

of our home-delivery clients live alone



41%

of our clients receive special diets



66%

of those supported are children and youth through our school programs - 700,000 meals

Highlights

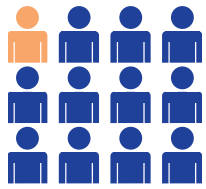
- 98% of our clients would recommend our service to a friend or neighbour.
- 95% of our clients feel our service helps them remain independent in their home & community.
- 45% increase in referrals from Alberta Health Services for our Going Home Program, which supports patients being discharged from hospital with data demonstrating a significant reduction in readmissions.
- We integrated a new database module to reduce data entry time for our My Choice Menu.
- On Our Chef's Daily Special subsidized meal program, the most common meal service schedule is 7 days/week.

2022 was a year of long-awaited revival and reconnection. We're thrilled to welcome back paused partnerships including the City of Calgary / United Way Flower Day, Calgary Fire Department Home Safety Inspections, and flower donations from Florist Supply Ltd, which volunteers turn into dozens of beautiful bouquets for clients each week, who greatly appreciate these more than a meal initiatives.

Despite sharp increases in costs for gas and groceries, we were proud to stave off fee increases for our most financially vulnerable clients with no increases on our sliding fee scale in 2022.

VOLUNTEER PROGRAM

Our volunteers are critical to our operations as they ensure meals are delivered to every corner of the city and provide social connection for our clients.



374

Active Volunteers



37,435

Volunteer Hours
Donated



207

Christmas gifts delivered



3,879

Greeting cards delivered



558

Placemats delivered



3,971

Masks delivered



4,228

Sanitizers delivered



Highlights

- 44% of our active volunteers joined us in the past three years during the pandemic and its aftershocks.
- 33 volunteers have been volunteering with us for 20+ years!
- 46% of our volunteers are 65+
- 97% of our volunteers were satisfied with their volunteer experience
- In addition, to help offset expenses at the pump for our volunteers, we increased our Gas Rebate Program allowance.



If you are looking for a meaningful volunteer opportunity we would love to hear from you volunteerintake@mealsonwheels.com

**“Fridays are the best day
of my week, I always get
as much as I give.”**

- Calgary Meals on Wheels Volunteer



COMMUNITY ENGAGEMENT

2022

Operational Funding



- 56% Meal Fees
- 30% Fundraising
- 14% Major Grants

Donations By Source



- 11% Campaigns
- 28.3% Foundations
- 11% Events
- 10% Corporations
- 28% Individual donors

Event Funds Raised



- 41% Hot Chocolate Fest
- 18% Time for Turkeys
- 1% Summer Scoop Fest
- 13% Cookie Kitchen
- 7% Pizza Fest
- 20% Birdies for Kids

Once again in 2022 we were humbled by the generosity of our community during another challenging year. As the need for our service continues to grow coupled with the prevalence of food insecurity in Canada, in combination with record inflation, so does the need for funding to meet that need. The success of our fundraising activities, as a result of the generosity of our supporters, is crucial to our ability to keep our meal fees low and accessible to anyone who needs our service. 2023 will see the Philanthropy department re-envision some classic CMOW events and even pilot one or two new ones.

COMMUNITY ENGAGEMENT

2022

Highlights

- We became a member of Will Power, a national public education campaign designed to inspire Canadians to think differently about leaving a charitable gift in their will.(www.willpower.ca)
- We were very pleased to again be a benefiting charity in the Shaw Charity Classic Golf Tournament, Birdies for Kids, and ran the most successful campaign yet, raising over \$30,000 for our free elementary school lunch program, Hot Soup.
- We welcomed Qualico Communities as a matching donor for our new fall Thanks for Giving campaign.
- We piloted YYC Summer Scoop Fest, a week-long event all about ice cream, and it was a huge success. Look for this event to become a standing feature of the Canada Day long weekend.

2022 saw our events return to normal operation for the first time since the Covid pandemic began, and we were thrilled with the enthusiastic response from the community. Each event exceeded expectations and performed better than the previous year. With events bringing in a total of \$190,000 in support of our mission – a \$50,000 increase from 2021!



YYC Hot Chocolate Fest

2022 was the 11th year running for this iconic event, and it was bigger and better than ever! While some Covid restrictions were still in place in February, our 91 participating local businesses were eager to create new signature hot chocolates, and Calgarians were keen to try out the variety of tasty beverages on offer. Nearly 63,000 cups of hot chocolate were enjoyed!

YYC Summer Scoop Fest

After the idea was brought to us by one of our Hot Chocolate Fest vendors, we thought “sure, let’s try it out”! And thus, Scoop Fest was born. A pilot project with 6 participating local businesses. In similar fashion to our other “fests”, Calgarians had a week to try 6 unique ice cream treat creations - and they loved it! 1,850 “scoops” were sold.



YYC Pizza Fest

Re-branded and refreshed, Pizza Fest doubled in size in 2022. A new name, new logo, 7 days longer, and twice the vendors all added up to more than double the success of previous Pizza Weeks. With new sponsor Skip the Dishes on board, 60 vendors sold 2,900 pizzas.



Time for Turkeys

We were thrilled to again partner with Calgary Co-op and Shine FM to make Time for Turkeys a success! Calgarians donated at the till and the Co-op Cares Foundation provided an additional

- \$10,000 donation to make this Thanksgiving classic a huge success.

Cookie Kitchen

This six week event hosted by Southcentre Mall was back in full-force with no restrictions. Kids of all ages enjoyed decorating (and then eating) delicious cookies made by Bakeri by Jess, and all for a good cause!



YEAR IN REVIEW TREASURY

Gordon Kyle *Treasurer*

The December 31, 2022 audited financial statements of Calgary Meals on Wheels are presented below.

Revenue increased mainly due to more meals being provided, a new benchmark of 1,000,000 meals. While operational fundraising was up, it was more than offset by a decrease in grants and donations, trending back to pre-pandemic funding models. Operating expenses increased with inflation, soaring grocery prices, packaging and fuel costs.

By targeting purchasing strategies and continuing with excellent business relationships, the cost of sales held at 61%, similar to previous years.

CMOW remains debt-free and maintains a capital reserve fund to support facility and equipment repairs and improvements. Our financial stability allows us to continue the fight against food insecurity in Calgary. We thank all our volunteers, employees, supporters and donors for their continued commitment and generosity.

Calgary Meals on Wheels Statement of Cash Flows

For the Year Ended December 31, 2022

	2022	2021
Cash provided by (used for) the following activities		
Operating		
Excess of revenue over expenses	117,775	230,440
Amortization	343,964	338,459
Gain on disposal of property and equipment	(5,000)	(28,261)
	456,739	540,638
Net change in non-cash working capital (Note 13)	174,847	(390,362)
Net cash flows from operating activities	631,586	150,276
Investing		
Purchase of property and equipment	(87,805)	(120,526)
Proceeds on disposal of property and equipment	5,000	48,950
Net cash flows used in investing activities	(82,805)	(71,576)
Increase in cash	548,781	78,700
Cash, beginning of year	2,225,062	2,146,362
Cash, end of year	2,773,843	2,225,062
Cash is comprised of:		
Cash	1,275,349	964,583
Restricted cash	1,498,494	1,260,479
	2,773,843	2,225,062

Calgary Meals on Wheels

Statement of Financial Position

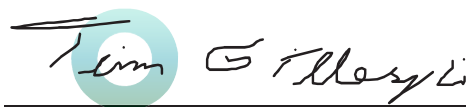
As at December 31, 2022

	Operating Fund	Capital Restricted Fund	2022	2021
Assets				
Current				
Cash and cash equivalents	1,107,300	168,049	1,275,349	964,583
Restricted cash (Note 4)	738,396	760,098	1,498,494	1,260,479
Accounts receivable	134,264	-	134,264	233,950
Goods and Services Tax receivable	10,730	1,626	12,356	10,201
Accrued revenue	36,351	-	36,351	22,425
Inventory (Note 5)	184,873	-	184,873	194,612
Prepaid expenses and deposits	13,520	-	13,520	6,810
Interfund receivable	-	15,533	15,533	
	2,225,434	945,306	3,170,740	2,693,060
Property and equipment (Note 6)	-	7,566,233	7,566,233	7,821,879
Intangible assets (Note 7)	-	448	448	961
	2,225,434	8,511,987	10,737,421	10,515,900
Liabilities				
Current				
Accounts payable and accruals	293,443	-	293,443	147,332
Deferred contributions (Note 8)	110,142	-	110,142	168,040
Interfund payable	15,533	-	15,533	
	419,118	-	419,118	315,372
Net Assets				
Restricted (Note 9)	125,463	945,306	1,070,769	1,089,836
Investment in property and equipment and intangible assets	-	7,566,681	7,566,681	7,822,840
Unrestricted	1,680,853	-	1,680,853	1,287,852
	1,806,316	8,511,987	10,318,303	10,200,528
	2,225,434	8,511,987	10,737,421	10,515,900

Approved by the Board of Directors



Gordon Kyle, Board Treasurer



Tim Gillespie, Board Chair

Calgary Meals on Wheels

Statement of Operations

As at December 31, 2022

	Operating Fund	Capital Restricted Fund	2022	2021
Revenue				
Client meals	1,397,360	-	1,397,360	1,175,957
Group meals	1,557,462	-	1,557,462	1,253,832
Meal fees	2,954,822	-	2,954,822	2,429,789
Operational fundraising	1,581,818	-	1,581,818	1,197,293
Major grants (Note 10)	752,854	-	752,854	874,441
COVID-19 grants/donations (Note 11)	-	-	-	546,401
Donations	-	45,000	45,000	28,600
Delivery fees	20,540	-	20,540	19,796
Miscellaneous	783	-	783	10,465
	5,310,817	45,000	5,355,817	5,106,785
Expenses				
Salaries and benefits	2,322,367	-	2,322,367	2,307,635
Production groceries and packaging (Note 5)	1,879,591	-	1,879,591	1,594,416
Facility and equipment	376,994	-	376,994	378,325
Administrative	166,312	-	166,312	130,729
Professional fees	72,884	-	72,884	24,819
Volunteer	56,074	-	56,074	53,419
Bank charges and interest	40,119	-	40,119	27,904
Philanthropy	14,062	-	14,062	19,529
Marketing	4,955	-	4,955	7,789
Consulting	1,323	-	1,323	21,681
Full Client Support and Going Home Programs	-	-	-	22,014
	4,934,681	-	4,934,681	4,588,260
Excess of revenue over expenses before other items	376,136	45,000	421,136	518,525
Other items				
Interest income	16,865	18,738	35,603	22,113
Gain on disposal of property and equipment	-	5,000	5,000	28,261
Amortization	-	(343,964)	(343,964)	(338,459)
	16,865	(320,226)	(303,361)	(288,085)
Excess (deficiency) of revenue over expenses	393,001	(275,226)	117,775	230,440

Calgary Meals on Wheels

Statement of Changes in Net Assets

As at December 31, 2022

	Operating Fund	Capital Restricted Fund	Investment in Property and Equipment	2022	2021
Net assets, beginning of the year	1,413,315	964,373	7,822,840	10,200,528	9,970,088
Excess (deficiency) of revenue over expenses	393,001	63,738	(338,964)	117,775	230,440
Property and equipment and intangible asset additions, net of disposals	-	(82,805)	82,805	-	-
Net assets, end of year	1,806,316	945,306	7,566,681	10,318,303	10,200,528



2022 Annual Report

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