



2019-2020 Annual Report

Caring volunteers providing good food and social support for over 50 years.



East York Meals on Wheels

Good Food and Social Support Through Caring Volunteers

Executive Director's Message

The year began like any other with few significant changes in the operations of the agency. Again there was no increase in our funding from the Province for the ninth year! Staff changes were minimal, with the exception of Meals on Wheels Coordinator Amber Wollen's departure on parental leave and the fortuitous return of Canny Wu to fill her spot.

Of course, the latter part of the year turned everything on its head. We all learned to appreciate and value the firm foundation on which this agency is built and the team spirit that drives it forward. The COVID-19 pandemic brought out the best in our volunteers, staff, clients and our community. We had to quickly learn to adapt and overcome, and despite the initial stress, I can say that we weathered the storm well, and will continue to do so.

This will be my last message to you. I am retiring after thirty years at East York Meals on Wheels, although these are certainly not the circumstances under which I had planned to retire! My time here has taught me much, enriched my life, and given me a sense of accomplishment and satisfaction. To the multitude of directors, volunteers, staff, clients and colleagues who have played a role in my tenure, I thank you. I know you will provide the same encouragement and support to my successor, Adriano Murarotto, that you have given to me. Keep doing what we have always done — working together as a team, always putting those we serve first, and keeping the 'human' in this human service endeavour.

Anne MacNeill, Executive Director



A Word from our new Executive Director

Thank you to everyone for the warm welcome! I am so proud to be here and feel absolutely honored to work alongside this highly dedicated, mission driven team of both staff and volunteers. Here at East York Meals on Wheels we place a high value on keeping focused on the changing needs of our clients. We also believe that progress is impossible without change. As such, we hope that you enjoy the small adaptations that we have already made, and are equally excited for the innovation that awaits us all along the new horizon. Together as a community, anything is achievable. Many thanks to all our stakeholders for your continued support and simply for being a part of our journey here at East York Meals on Wheels!

- Adriano Murarotto, MSW RSW



2019-2020

BOARD OF DIRECTORS 2019-2020

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

Now retired. Donald previously worked at the Power Workers' Union, the Ontario Centre for Engineering and Public Policy, the University of Ontario Institute of Technology and York University.

Earl Saltzman, Vice President

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.

Thomas Moores, Secretary-Treasurer

An accountant and auditor with KPMG LLP, Thomas is a graduate of Wilfred Laurier University and has volunteered with Me to We, and Habitat for Humanity.

Stacy Beach

A graduate of McMaster and the Schulich School of Business (MBA), Stacy is the Director of Loyalty and Rewards for Royal Bank. She also volunteers with Bankers without Borders.

Michelle Broom

A dietitian, Michelle is President of the Ontario Produce Marketing Association. She was previously the General and Nutrition Manager of the Grains and Legumes Nutrition Council in Australia.

*** resigned during the year**

Melissa Chan

Melissa is the Executive Director of the Multinational Association of Supportive Care in Cancer. She is a graduate of the University of Toronto and McMaster University.

Tameeza Dhanani

A graduate of Brock University (MBA), Tameeza works in the Strategic Policy and Planning division of the City of Toronto. She volunteers at Denlow Public School, and the Aga Khan Foundation.

Anne Erickson *

Anne retired from her position as Resource Development Manager and Major Gifts Officer for the United Way of Greater Toronto for in 2015.

Vashni Naidoo *

Educated at the University of South Africa and McMaster University, Vashi is the owner of The Business Bloodhound, a forensic and investigative accounting firm.

Justin Safayeni

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

Honourary Life Member

Alan Redway

Director Emeritus

Carl Peterson

STAFF 2019-2020

Anne MacNeill (to June 2020)
Executive Director

Adriano Murarotto, MSW, RSW
Executive Director (from June 2020)

Mary Skwarek
Diners Club Coordinator

Leslie Smith, RSW
Client Services Coordinator

Mark Trusz (to March 2020)
Administrative Assistant

Miguel Fernandez (from July 2020)
Administrative Assistant

Amber Wollen
Meals on Wheels Coordinator

Canny Wu (to August 2020)
Acting Meals on Wheels Coordinator

Jasmine Dennis, Tuesday Sandiland
(to July 2019)

Lisa Mingay, Rosemary Scott
(from August 2019)
Sunday Coordinators

Jana Chvatal
Contract Bookkeeper

**“VOLUNTEERS DO
NOT NECESSARILY
HAVE THE TIME;
THEY HAVE THE
HEART.”**

-Elizabeth Andrew

East York Meals on Wheels

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

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

OUR VOLUNTEERS

The driving force behind East York Meals on Wheels

Colleen Acton	Indira Geer	Paul Mahant	Midge Sandiland
Sarfraz Akhtar	Clifford Glover	Jacob Mahoney	Barry Schneider
Garland Anthony	Jill Godin	Connie Malong	Rosemary Scott
Imran Aslam	Renée Godin	Donna McCarthy	Lisa Sepp-Wilson
Stacy Beach	Valerie Gouthro	Alex McDonald	Durr-e Shahwar
Stephane Beaulieu	Jenny Govier	Tim McDonald	Arjun Sharma
Jo-Anne Beer	Roberta Gray	Kathy McLay	Nancy Sherwin
Ross Beer	Geoff Hall	Peter McMurtry	Linda Sinclair
Ron Blais	Marion Hamilton	Heather McNair-Huckle	Ashley Smith
Margot Bolin	John Harper	Alex Mejia	Shawn Spencer
Michelle Broom	Ilsa Hoben	Eamonn Merek	Hasan Tiftikci
Darlene Brown	Robert Hough	Irene Miao-Glass	Huseyin Tiftikci
Anne Cairney	Colleen Imrie	Mary Jane Mingay	Colleen Todd
Catherine Cassidy	Angela Inniss	Alyssa Mitchell	David Topp
Ian Cassidy	John Irvine	Thomas Moores	Ryan Tudor-Roberts
Alison Chambers	Anne Jack	Sohaib Naeem	Peter Turley
Melissa Chin	Bushra Khoja	Vashni Naidoo	Marg Underhill
William Chow	Marianne Knight	Steve O'Connor	Mamta Verma
Suzanne Christie	Cindy Knoll	Joanne Pais	Sanjay Verma
Andrea Corlett	Velma Ko	Corinne Papania	Donald Wallace
Riley Corlett	Jill Krupa	Rick Pike	Andrea Walsh
Cheryl Dan	Deborah Lace-Kelly	David Pitt	Michael Whitney
Lilly Delic	Harry LaPlante	Tamara Pompey	Gill Willcox
Tameeza Dhanani	Helen Linzer	Lilly Prussky	Derek Withers
Jan Frans Donker	John Litwin	Brian Roach	Hannah Withers
Anne Erickson	Edelgard Mahant	Laurie Ross	Janet Wood
Emily Field	Parkash Mahant	Justin Safeyeni	Erik Wright
		Earl Saltzman	Collin Young

Team Foresters



A corporate team from Foresters supports the Meals on Wheels program.

Shellian Baptiste
Donald Bensley
Clint Cluster
Indira George
Jessica George

Shellian Baptiste
Donald Bensley
Clint Cluster
Indira George
Jessica George
Deepali Hedge
Jodi Johnson
Vabeez Master
Natalie Richards
Stephanie Sidey
Skantha Sivakadachaiyar
Stephanie Zlateskit



Services 2019-2020

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

We were delighted to see the total number of volunteers increase in 2020. This is due in part to the influx of new volunteers we received in March, when the need for volunteers increased dramatically due to the pandemic.

The number of Meals on Wheels clients remained steady, while the number of meals served decreased slightly. The level of financial assistance requested by and provided to clients remained at a high level. Again this year we were able to hold fee increases to clients to 1.5%.

We were fortunate to have a local business fill our Christmas gift bags with treats of all kinds to give to clients. We thank this anonymous donor for their generosity.

In January of 2020, we worked on ensuring that our Meals on Wheels volunteers are trained to comply with the customer service standards of the Accessibility for Ontarians with Disabilities Act.

We welcomed Canny Wu back as Acting Meals on Wheels Coordinator when Amber Wollen went on parental leave in July. Needless to say, the Meals on Wheels program was significantly impacted by the COVID-19 pandemic in March.

Many veteran volunteers felt the need to stay home, and many new volunteers and clients came on board. We instituted many precautions and changed most of our procedures to ensure that we were able to continue service delivery safely.



We appreciate the cooperation of clients, client families, volunteers and suppliers during this extremely stressful time.

For Diners Club, we had a number of venue changes. Our visits to Stan Wadlow Centre and East York Acres came to an end due to declining client interest. We were happy to return to The Millwood in April and Eggsmart in August. Furthermore, in response to client requests, we sometimes hosted luncheons on a Wednesday.

Visits to Leaside United Church were irregular due to the ongoing renovations at that location. In February, we were pleased to add The Halibut House to our roster of Diners Club locations. In February we ran our Friendship Month promotional event, offering lunch free of charge to clients and their guests who are new to Diners Club.

In March, Diners Club events came to an abrupt stop due to Ontario COVID-19 restrictions. The loss of socialization has been hard on our clients and we have tried to stay connected with them as best we can. At the present time, all Diners Club luncheons are suspended until we can safely resume. Despite the unexpected closure, we are pleased that the number of clients served increased by 23% and meals served increased by 11%.

The Telephone Reassurance team gave thousands of hours supporting our clients who are a part of the Telephone Reassurance program. Both the number of clients and volunteers increased significantly this year.

We continued work on increasing our social media presence through our website and on Facebook and Twitter this year and we are happy to report that traffic has increased on all platforms.



“If our hopes of building a better and safer world are to become more than wishful thinking, we will need the engagement of volunteers more than ever.”

Kofi Annan

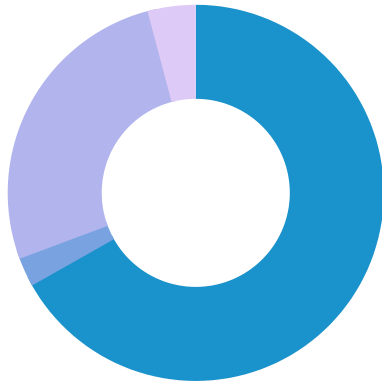
LEVELS OF SERVICE

MEALS ON WHEELS

Frozen Soups, Breakfasts & Desserts
4.1%

Frozen Meals
26.6%

Chinese Meals
2.5%



Hot Meals
66.8%

Hot Meals: **17,101**

Chinese Meals: **640**

Frozen Meals: **6,800**

Frozen Soups, Breakfasts & Desserts : **1,058**



206
CLIENTS



4,275
VOLUNTEER
HOURS



459
HOME VISITS
BY STAFF



98
VOLUNTEERS

DINERS CLUB



69
CLIENTS



22
VOLUNTEERS



431
VOLUNTEER
HOURS



92
LUNCHEONS



1,154
MEALS

TELEPHONE REASSURANCE



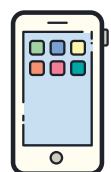
17
CLIENTS



9
VOLUNTEERS



1,243
VOLUNTEER
HOURS



2,486
CONTACTS

DONORS

2019-2020

**A generous and caring
community supports our
services**

\$2,500—\$49,999

Anonymous donors
Estate of Edrienne Gale

\$1,000 - \$2,499

Anonymous donors
Rachel Adams
Marilyn Carruthers
Ken Meader
Alan Redway
Scotiabank
Donald Wallace

\$250 - \$499

Anonymous donors
Jo-Anne Beer
Michelle Broom
Darlene Brown
Susan Cuming
Larry & Ann Dunlop
Cindy Knoll
Velma Ko
Lynne Laframboise
Mary Jane Mingay
Thomas Moores
Nixon Poole Lackie LLP
Earl Saltzman
Anne Washington

Up to \$249

Anonymous donors
Barbara Alfred
Linda Anderson
Meiko Ando
Garland Anthony
Wendy Arnold
Christine Arthurs
Andre Bastel

Stephane Beaulieu
Benevity Community
Impact Fund
Donald Bensley
Olive Bensley
Jane Blackstone
Margot Bolin
Amos Boratto
Wendy Bornstein
Tatiana Bouts
Anne Brown
Kathy Brown
Susan Alice Brown
Bruce Bryden
Donald Burton
Anne Cairney
Dani Campbell
Elizabeth Campbell
Jesus Carnero
Catherine Cassidy
Rob Centa
Alison Chambers
Judy Chang
Clint Cluster
Carolyn Cooper
Jaloo Cooper
Andrea Corlett
Stephanie Corlett
Marion Cornell
Nita Costa
Nancy Dafnos
Marlene Dankiw-Bath
Todd Davidson
Shirley Davis
Lilly Delic
Jeff Densham
Jan Frans Donker
Siobhan Dooley
Harold Duncan
Alison Earl
Bill Elliott
Margaret Esse
Emily Field
Pat Flaherty
Pat Fleischmann
Murial Ford

Joyce Frost
Nancy Fullerton
Jan Garvey
Jim Garvie
Jessica George
Clifford Glover
Phyllis Goodhew
Jenny Govier
Joanna Grace
Pauline Granton
Earl Gray
Geoff Hall
Marion Hamilton
Farida Hassan
Nicole Hay
Kyla Hewson
Robert Hough
Colleen Imrie
Angela Inniss
John Irvine
Anne Jack
Karen Jean
Linda Johnson
Cheryl Julian
Lorraine Kaake
Joan Keill
Horst Keissling
Bushra Khoja
Debbie King
Marianne Knight
Stacey Krossey
Jill Krupa
Krisen Kuppusamy
Deborah Lace-Kelly
Sajjad Lakhani
Laura Lane
Paul Le Vay
Janice Leet
Hsia Ling
Helen Linzer
Maureen Lynch
Jocelyn MacDonald
Elizabeth MacMillan
Anne MacNeill
Carol MacWilliams
Nisha Madtha

Jacob Mahoney
Janet Marshall
Kye Marshall
Meda Marshall
Vabeez Master
Lynda McCormick
Tim McDonald
Keir McKenzie
Kathy McLay
Janet McLean
Elaine McLeod
Heather McNair-
Huckle
Alex Mejia
Lorraine Michael
Judith Miles
Alyssa Mitchell
Leslie Moore
Linda Moore
Louise Morley
Ephry Mudryk
Ed Murl
Vashni Naidoo
Elizabeth Neeson
Teresita Ng
Nancy Nourse
Alice Nowaczyk
Steve O'Connor
Joanne Pais
Tae Mee Park
Verna Pearce
Mary Perdue
Michele Petick
David Pitt
Susan Power
Jan Raeburn
Sara Rego
Luisa Ritacca
Joan Rodriguez
Vicky Rogers
Lillian Rowe
Rahman Salehi
Midge Sandiland
Barry Schneider
Rosemary Scott
Arjun Sharma

...

Bruce Shepherd
Nancy Sherwin
Linda Sinclair
Skantha Sivakadachaiyar
Mary Skwarek
John Smith
Leslie Smith
Thelma Smith
Shawn Spencer
Raymond Stonall
Laura Sullivan
Yingjie Sun
Grace Tanaka
TD Bank Financial Group
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Hassan Tiftikci
Huseyin Tiftikci
Joan Tilt
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Mark Trusz
Ryan Tudor-Roberts
Brendan van Neijenhuis
Sanjay Verma
Marie Vinnels
Emma Walker
Andrea Walsh
John Watson
Ruth Weert
June Weind
Jennifer Welsh
Patricia Wetzel
Lillian Williams
Ben Williston
Derek Withers
Amber Wollen
Janet Wood
Joan Woodward
Canny Wu
Collin Young
Stephanie Zlateski

We appreciate the support of our colleagues and friends!

32nd Toronto Girl Guides
apetito
Bridgepoint Health
Eggsmart, 312 O'Connor Drive
Epicure Catering
Halibut House, 3003 Danforth Ave.
Leaside United Church
Longo's, 93 Laird Drive
The Millwood
Northlea United Church
Renewed Computer Technology
Rise and Dine, 2714 St. Clair Ave. East
Alfia Chan, Service Canada
Spectrum Health Care
Stan Wadlow Senior Action Centre
St. Clair O'Connor Community
Swiss Chalet, 1400 O'Connor Drive
Toronto Community Housing
Toronto Police Communications, D Platoon
Turning Pointe Academy of Dance
Volunteer Centre of Toronto
Watts Restaurant

Thank you to our funders

Toronto Central Local Health Integration Network
City of Toronto
Community Service Partnerships Program

**TORONTO
CHALLENGE**
5K RUN • 5K WALK • 1K WALK

Team EYMOW raised more than \$7000 in the 2019 Toronto Challenge. Our sincere thanks to all our participants and supporters.

Photographs in this report were taken by Mark Trusz.

Financial Statements 2019 - 2020




Note: The following is a summary of our Balance Sheet and Income Statement for the year ended March 31, 2020. Our full audited financial statements are available on our website or in our office.

Summarized Statement of Financial Position, March 31, 2020

	2020	2019
ASSETS		
CURRENT	\$	\$
Cash	34,734	8,014
Short-Term Investments	183,093	277,512
Accounts Receivable	15,674	14,445
Prepaid Expenses and HST recoverable	6,539	8,325
	240,037	308,296
LONG-TERM INVESTMENTS	434,249	342,372
CAPITAL ASSETS	20,112	22,627
	694,398	673,295
LIABILITIES & FUND BALANCES		
CURRENT		
Accounts payable and other liabilities	44,158	11,404
FUND BALANCES		
Operating	131,552	124,877
Equipment replacement reserve	8,558	15,302
Memorial	510,130	521,712
	650,240	661,891
	694,398	673,295

Summarized Statement of Income & Expenditures & Fund Balances, for the year ended March 31, 2020

	OPERATING	EQUIPMENT REPLACEMENT	MEMORIAL	2020 TOTAL	2019 TOTAL
	\$	\$	\$	\$	\$
REVENUE					
Government grants	306,200	----	----	306,200	305,565
Program Fees	156,032	----	----	156,032	152,679
Donations	42,221	----	----	42,221	52,637
Bequests	----	----	8,646	8,646	99,005
Investment income	2,586	317	10,805	13,708	8,940
Unrealized gain (loss) on investments	(3,150)	(386)	(13,159)	(16,695)	(3,937)
Miscellaneous	----	----	----	----	96
	503,889	(69)	6,292	510,112	614,985
EXPENSES					
Salaries and benefits	285,267	----	----	285,267	281,871
Food	140,909	----	----	140,909	140,994
Occupancy	32,757	----	----	32,757	31,724
Other expenditures	49,551	----	----	49,551	50,289
Travel	13,279	----	----	13,279	10,872
	521,763	----	----	521,763	515,750
EXCESS INCOME (EXPENDITURE)					
BEFORE INTER-FUND TRANSFERS	(17,874)	(69)	6,292	(11,651)	99,235
Inter-fund transfers	24,549	(6,675)	(17,874)	----	----
CHANGE IN FUND BALANCE FOR YEAR	6,675	(6,744)	(11,582)	(11,651)	99,235
FUND BALANCE - beginning	124,877	15,302	521,712	661,891	562,656
FUND BALANCE - ending	131,552	8,558	510,130	650,240	661,891



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 250 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.

East York Meals on Wheels
2 Thorncliffe Park Drive, Unit 52
Toronto, Ontario
M4H 1H2
phone: 416 424-3322
fax: 416 424-4627
www.eastyorkmealsonwheels.org
e-mail: info@eastyorkmealsonwheels.org

Charitable Number: 12913 9366 RR0001