

Edmonton

MEALS ON WHEELS

2018
annual
REPORT



Edmonton
meals
on wheels
feeding body and soul®



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To our donors and
supporters, we thank you!

Edmonton Meals on Wheels is a not-for-profit organization that relies on volunteers to provide nutritious meals and related programs which promote health, well-being, and independence for our clients.



Our presence in the community is made possible through funding from all levels of government, including the City of Edmonton's Community Investment Operating Grant, Family and Community Support Services, Alberta Culture and Employment, and Social Development Canada. Equally important is the generous and ongoing financial support from our donors and supporters. It's your generosity that ensures healthy, homemade meals and groceries are delivered to those who can no longer safely cook or shop for themselves. Through your donations, you are providing the gift of health and independence.

Thank you!

THE BOARD OF DIRECTORS

Edmonton Meals on Wheels 2018

Linda Chow-Turner
PRESIDENT

Michael Kirk
VICE PRESIDENT

Shannon Troke
TREASURER

Rob Christie
SECRETARY

Vince Campbell
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DIRECTOR

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DIRECTOR

Sandra Hildebrand
DIRECTOR

Dave Muncro
DIRECTOR

Pieter Lambooy
DIRECTOR

Glenn Quinn
DIRECTOR

Dan Campbell
DIRECTOR



1,242 Number of
total volunteers

70% of clients are over
70 years of age

27 Average number of
Volunteer Delivery Drivers
needed per day



an introduction from
Minister Sigurdson

A MESSAGE FROM THE GOVERNMENT OF ALBERTA

On behalf of the Government of Alberta, it is my pleasure to again recognize and say thank you to Edmonton Meals on Wheels for its service to so many Edmontonians and for its contribution to our community. I am so proud to support the work of this remarkable group of people.

It has been my privilege to volunteer for Meals on Wheels and this opportunity has helped me learn more about this fine organization, its dedicated staff and drivers. Delivering nutritious meals to people who may not be able to shop or prepare food is a great service to many individuals. The welcome smile at the door is a wonderful reward for a simple volunteer task.

It is so nice to share a conversation with the person who greets you at the door. This type of interaction raises spirits and helps to reduce feelings of social isolation. Many Meals on Wheels clients say the service improves their health, makes them feel more safe and secure and enables them to remain in their homes.

I want to thank Edmonton Meals on Wheels for feeding bodies and souls in our city since 1969. The work done by Meals on Wheels is very important to the health and well-being of seniors and others in our city. Thank you to Edmonton Meals on Wheels staff, donors and volunteers.

Lori Sigurdson
Minister of Seniors and Housing

February 2019



OFFICE OF THE COUNCILLORS

2nd FLOOR, CITY HALL
1 SIR WINSTON CHURCHILL SQUARE
EDMONTON, ALBERTA T5J 2R7

PHONE: 780.496.8110
FAX: 780.496.8113

I would like to express my gratitude for the incredible services Meals on Wheels provides. As the Council Representative for the Seniors Initiative, I have seen the value in providing Seniors the opportunity to stay in their homes as long as they wish. Nutritious meals are an essential component of staying independent and active in their community, and for some this can be a challenge.

In my time as Ward 1 Councillor, I've seen the positive impact this organization has had in our community by providing not only delicious healthy meals, but also a friendly connection in what can sometimes be a lonely living situation. Many clients and volunteers look forward to delivery day as an opportunity to develop long-lasting friendships between community members.

For this and countless other reasons, we can see that Meals on Wheels offers more than just food for vulnerable people in our community, they provide an essential service that is critical to the health and well-being of Edmontonians. I will take this opportunity to thank all of the volunteers who make this work possible and want to express my continued support of the remarkable work you do to make this city a safe and healthy place to live.



Andrew Knack
Edmonton City Councillor
Ward 1

In the past year I have had the pleasure of going out to make deliveries with Meals on Wheels. The difference it makes in the lives of our citizens is remarkable and humbling. In my work on City Council in Urban Isolation, Poverty Reduction, and the Food and Agri-business Initiatives, I am pleased to note the many positive ways Meals on Wheels contributes to those efforts and the general well-being of our communities.

I was raised with the ethic that our Elders and Seniors are the keys to a healthy and strong culture. To serve and provide the generation that built the world we have inherited is one of the best things we can do and I am glad this organization has taken up that mantle and wears it so well.

I want to express my sincere gratitude to all the staff and volunteers who work to ensure independence, vibrancy and health through your good efforts.

You make this a better world and better city to call home.

Yours is a legacy of which to be truly proud.



Aaron Paquette
Edmonton City Councillor
Ward 4

2018 was another stellar year of preparing, packaging, and delivering meals and groceries, building connections, and experiencing many positive program enhancements and outcomes. This was only made possible because of you, our volunteers, funders, donors, and supporters!

We are grateful for our partnership with the City of Edmonton – recognizing the value and importance of our work and our people. In addition to our FCSS funding, City Council approved one-time funding of \$250,000 that allowed us to move ahead with our planned initiatives. Most notably, we expanded our production hours, engaged new volunteers who are not available during the day, hired additional staff, and began exploring different technologies that will help us improve efficiencies. Many of our city councillors visited Meals on Wheels during the year to experience first-hand the impact their support had on the community and homebound seniors.

Our services and your dedication to our mission greatly contribute to the social fabric of our city. Your involvement and caring attitudes help address social issues such as food insecurity, poverty, isolation, and loneliness. As well, your dedication and daily visits help homebound individuals maintain independence, health, and safety. This past year, 92 per cent of our clients reported that they are more “socially connected” with others because of our volunteer visits. And 96 per cent of clients reported that Meals on Wheels made them feel more independent than before. You make a difference! A community is successful when people have the opportunity to be engaged and live healthy and independent lives. At Edmonton Meals on Wheels, we are fortunate to have amazing staff, volunteers, and the support of our funders, donors, and partners. Together, we continue to keep the wheels turning and help vulnerable and homebound Edmontonians.



Liz Tondou
Executive Director
Edmonton Meals on Wheels



Edmonton Meals on Wheels (EMOW) is more than affordable nutritious meals. It's about volunteers, staff, community partners including service clubs, foundations, and corporations working together so that seniors can be as independent as possible. It's about good relationships and staying socially connected with others. It's about clients being able to stay at home and feeling safe. It is about nourishment for the body, mind and soul.

2018 has been a record year at EMOW, including our volunteers making Christmas come alive for 95 clients by delivering meals on Christmas Day – the highest number of clients served on December 25 to date.

Community gardeners donated a record 5,500+ pounds of produce for Grow-A-Row. We also improved our food and service quality for our clients by changing our product line to chilled meals.

“ God bless Meals on Wheels.
You are saving lives. She
was on death's door. I have
my sister back. Thank you!

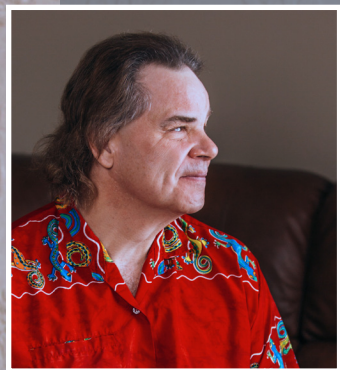
– sister of client, Bonnie

” We've had a couple of
changes this year to the Board.

We said goodbye to Dave Munro, a long serving board member. He brought his financial and business acumen and his passion for community service to our team. We will miss him but wish him well in his retirement! In addition, I am delighted to share that Dan Campbell has joined our board. He brings with him significant experience in community connections, technology and innovation and a great sense of humour. The rest of the board members actively advocate for, and volunteer with, EMOW. I am privileged to serve with: Sven Anders, Vince Campbell, Rob Christie, Sandra Hildebrand, Pieter Lambooy, Glenn Quinn, and Cal Wrathall. On behalf of the Board of Directors, many thanks to Liz Tondou and the rest of the staff for an amazing year. They are a resourceful, creative and high-performing team committed to achieving EMOW's mission. Their efforts are the reason we are able to make a difference for our clients' body, mind and soul.



Linda Chow-Turner
Board President
Edmonton Meals on Wheels



introducing KEITH

How Edmonton Meals on Wheels helps Keith remain independent

How would you cope with being visually impaired and navigating daily life? How would you cook your meals? Get to the grocery store? Stay connected to people? These are the everyday struggles that face Keith.

Even though he is blind, Keith lives a pretty independent life. He lives alone in his north Edmonton bungalow, and gets around with the help of his guide dog, Newberg. Keith's an active guy, with a lot of interests. He enjoys swimming, reading, and is really tech savvy. He's also a musician and has been playing the drums since middle school.

While Keith works hard at staying active and getting out, he admits that it's the basic tasks that he struggles with. For him, Edmonton Meals on Wheels has become the foundation of his health. He says, "to have that reassurance, that I have something to fill the belly every day of the week. This has changed my life."

Keith had known about Edmonton Meals on Wheels for decades. Despite living alone, and having trouble safely cooking for himself, he'd never considered signing up to receive meal deliveries. It wasn't until his mother, Barbara, signed up to receive Meals on Wheels, that he considered the service for himself. He now receives meal deliveries five times a week. "This is simply amazing. I've been missing out for all these years."

Keith is the first to point out the social benefits he gets from the meal deliveries. The daily visits with the Volunteer Delivery Drivers and speaking on the phone to Meals on Wheels staff, provide a huge social benefit for him.



“It's like a whole new community for me. The volunteers, the staff... it really is quite a dramatic shift in my life.”

- KEITH



77%

of clients
live alone

96%

of clients report that
Meals on Wheels
makes them feel
more independent

87%

of clients that
are over
60 years of age

52,629

Total number of
volunteer hours

93%

of clients report
that Meals on Wheels
helps them to **stay in their
home and feel safer**

highlights

2018 was a year of big changes and exciting moments at Edmonton Meals on Wheels. From advancements in the kitchen to surprise delivery guests, it was a year for the books! Let's take a look back at some special highlights:



Thanks to a one-time grant from the City of Edmonton, we have been able to extend kitchen hours, utilizing our kitchen space to its full extent. Having the ability to cook and prepare for extra hours in the evening has been vital in supporting the switch to chilled meals. It has also opened the doors to helping more clients and has made room for several more volunteer positions.



We would like to congratulate former Board member and current volunteer, Bill Chrapko, on receiving the Minister's Senior Service Award, this past year. This impressive honor recognizes Albertans that make a difference in the lives of seniors and their communities. Bill served on our Board of Directors for 27 years and continues to help us with meal deliveries.



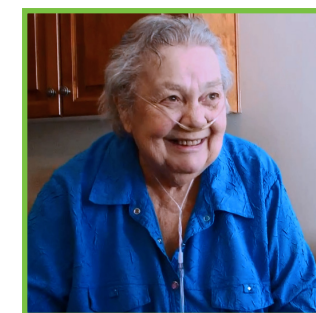
Spring 2018 brought many new faces to our team. On May 20th, we launched our first ever #30in30 campaign in which the goal was to add 30 new volunteers to our regular schedule in 30 days. Surpassing the original goal, 36 new volunteers joined the Meals on Wheels team.



Over 5,500 pounds of produce was donated to this year's Grow-A-Row program! The benefits of over five thousand pounds of garden fresh veggies? The two-fold advantages include reduced kitchen costs as well as an even better menu for our clients to enjoy.



More use of programs means a growing staff! This year, we introduced new roles to the Meals on Wheels culinary team, as well as a Store to Door coordinator position. This means that low-income clients who depend on grocery shopping services now have a dedicated person to assist them in the setup of the program, while the kitchen roles help with the new extended kitchen hours.



Climbing up to about 60%, 2018 has seen the highest number of clients needing extra help in the form of meal subsidy rates. To be able to provide this extra assistance for clients in need, fundraising efforts have gone into overdrive. We are happy to say that with two tiers of meal subsidy rates, low-income, homebound Edmontonians have received the help that they need.



Thanks to our Chef's Choice Frozen Meal program and the help of surrounding communities, more people than ever have access to healthy meals. In 2018, Gibbons and Yellowhead County all came on board as 'outlets' that serve our tasty frozen meals. This means that people in these communities now have access to our homemade, healthy, portion-controlled entrees, as well as our soups and sweets.



Ever since we met her on a cloudy Friday, we can't believe how much we love the rain. In late April, right before Edmonton Meals on Wheels' 49th anniversary, singer Chantal Kreviazuk joined the team to see what Meals on Wheels is all about. She sang, shared stories, and delivered meals to some of our most isolated clients, leaving each one of them smiling ear to ear.

63% of clients are on the subsidy program

redefining the NORM

Volunteer Delivery Driver Norm explains the impact of his volunteer role

In the fall of 2016, I received a call from [daughter] Nikki, asking if I would be interested in helping her out with delivering meals for Meals on Wheels. I immediately said yes. It gave us an opportunity to spend some quality time and share something together. The experience was the most fun I had in a long time. We shared a lot of laughs trying to navigate our way around the area we were assigned. At the end, we both agreed that this was something new to both of us and had enjoyed doing it.

During the winter of 2016, I began as a regular [volunteer] on Fridays with the same route. I began to slowly start building a rapport with my clients. I had found what had been missing in my life. I was building trust and friendship with my clients on my route. As well they were helping me to understand what it was like to be a volunteer. I realized that if I was having a bad week for whatever reason, I knew that Fridays would always be good; I would see my "friends". I would get a chance to talk and see how their week had been. For some, I would be the only person they would see all day. If some of my friends were feeling under the weather, I would listen. I tried my best to at least get a smile before I left and tell them I would see them next week.

Since I became a regular volunteer at Meals on Wheels, it has made me have a different outlook on life. I never hold back in telling my friends and people that I meet that I volunteer at Meals on Wheels and the difference it has made in my personal life. It has given me some sense that I'm doing something good and worthwhile for my community. You can donate all the money you want, but if you don't get out there to see and feel the difference you can make, you're missing out.



130,760

Total number of
kilometres driven providing
Meals on Wheels's services

26,016

Number of hours spent
**delivering meals and
groceries** by volunteers

95

Holiday dinners
delivered on
Christmas Day

2,121

Total number
of **evening
deliveries completed**

“Christmas 2018 will be a time at Meals on Wheels I will never forget. After spending Christmas morning with my family, I set out to deliver meals. WOW! I never expected to feel the range of emotions I did. Because I had more time to do my deliveries this day, I was able to talk and spend more time with my clients. That day cemented what Christmas really meant to me. I had lost that feeling for so many years.”

- NORM





treasurer's report

DECEMBER 31, 2018

March 20, 2019

To: The Members, Edmonton Meals on Wheels

The board of directors is pleased to present, for your approval, the financial statements of the organization for the year ended December 31, 2018. The audit report, similar to previous years, affirms that we are following Canadian accounting standards for not-for-profit organizations in an appropriate manner.

For the first time in several years, we had an overall deficiency of \$152,284 which is a significant decrease from the previous year's surplus of \$8,691. One reason for the deficiency was the fourth quarter decline in the investment market as there was a write-down in market value of \$87,011 for the year on marketable securities. Even though there was a decline in investment value on the financial statements, the market value of our investments continues to be greater than the cost. We continue to follow a conservative approach to protect the value of this asset.

The deficiency from operations was \$65,273 compared to \$40,019 in the previous year. This can be mainly attributed to increasing food supply costs without corresponding increases in meal prices. Although meal revenue is up, this is due to increased volume as the organization has not increased meal prices for a significant number of years and continues to support the subsidized meal program. Other operational cost increases were offset by new grant funding that was secured at the beginning of the year. This highlights the importance of the continued support of our donors and funders.

Our balance sheet at December 31, 2018 indicates that we are in a good financial position. The board has increased internally restricted funds from \$1,500,000 to \$1,700,000. The board has also reviewed the reserve fund policy and has specifically allocated funds for future operations and for future capital projects.

We still face difficult times. The changing economy and political environment continue to present significant challenges. As before, we are still well positioned to deliver the programs to those in need. Thank you to all the volunteers and staff for their support and effort to make this happen. Thank you.

Shannon Troke, CPA CA
Board Treasurer
Edmonton Meals on Wheels



189,201 Total number of meals produced | **763** Average number of meals produced per day | **18** Number of locations where Chef's Choice® Frozen Meals are served

a major CHANGE

June marked a monumental shift for Edmonton Meals on Wheels. Since 1969, we have been serving up hot meals for clients in need. Through careful planning and conversations with clients, other Meals on Wheels organizations, and more, we were able to determine that chilled meals were the way of the future. Being able to pack in an even better taste, more nutrients, and tastier texture are all just added bonuses to the switch. Because of this change, we have been able to help more isolated Edmontonians than ever before.

43,709 Number of sandwiches produced | **MEATLOAF** Most popular meal on the Chef's Choice® Frozen Meals menu | **165,970** Number of desserts produced

5,591 Total pounds of produce donated through Grow-A-Row | **47%** of Meals on Wheels clients are over 80 years of age | **836** Number of Store to Door® shops completed

summary financial statements

EDMONTON MEALS on WHEELS

Summarized Statement of Financial Position as at December 31		
	2018	2017
ASSETS		
Cash and cash equivalents	\$ 131,573	\$ 91,830
Accounts receivable, inventories and prepaid expenses	125,588	117,214
Investments	1,902,577	2,046,121
Capital assets	638,071	653,049
	<u>\$ 2,797,809</u>	<u>\$ 2,908,214</u>
LIABILITIES		
Accounts payable and accruals	\$ 65,318	\$ 72,609
Deferred revenue	155,530	88,242
Deferred contributions related to capital assets	108,381	126,499
	<u>329,229</u>	<u>287,350</u>
NET ASSETS		
Invested in capital assets	529,690	526,550
Internally restricted	1,700,000	1,500,000
Unrestricted	238,890	594,314
	<u>2,468,580</u>	<u>2,620,864</u>
	<u>\$ 2,797,809</u>	<u>\$ 2,908,214</u>

Summarized Statement of Operations Year ended December 31		
	2018	2017
REVENUE		
Meal fees	\$ 945,456	\$ 923,573
Donations, casino and other fundraising	372,669	382,176
City of Edmonton FCSS grants	294,840	294,840
Grants, interest and other (1)	287,734	97,641
	<u>1,900,699</u>	<u>1,698,230</u>
EXPENSES		
Salaries and employee benefits	1,009,926	873,236
Food supplies	403,143	366,279
Administration and other expenses (2)	373,991	323,202
Kitchen and program supplies	153,286	139,029
Repairs and maintenance	25,626	36,503
	<u>1,965,972</u>	<u>1,738,249</u>
DEFICIENCY OF REVENUES BEFORE OTHER ITEM	<u>(65,273)</u>	<u>(40,019)</u>
OTHER INCOME (EXPENSE)		
Unrealized gain (loss) on long-term portfolio investments	(87,011)	48,710
	<u>(87,011)</u>	<u>48,710</u>
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	<u>\$ (152,284)</u>	<u>\$ 8,691</u>

(1) Includes amortization of capital contributions of \$18,118 (2017 - \$67,710);

(2) Includes amortization of \$52,979 (2017 - \$58,395)

Summarized Statement of Cash Flows Year ended December 31

	2018	2017
CASH FLOWS FROM OPERATING, FINANCING AND INVESTING ACTIVITIES		
Excess (deficiencies) of revenue over expenses	\$ (152,284)	\$ 8,691
Amortization and change in unrealized gains/losses	139,990	9,685
Change in non-cash working capital items	51,622	(16,569)
Purchase of capital assets	(38,000)	(47,669)
Withdrawal of investments	100,000	-
Other items	(61,585)	(36,116)
	<u>39,743</u>	<u>(81,978)</u>
NET INCREASE (DECREASE) IN CASH	<u>\$ 39,743</u>	<u>\$ (81,978)</u>

Note 1: These summary financial statements reflect, with certain lines and numbers aggregated, the main classifications of assets, liabilities, operating results and cash flows presented in the audited financial statements but exclude all note disclosure required under Canadian accounting standards for not-for-profit organizations.

Note 2: The organization's auditors, Crowe MacKay LLP, completed their audit on February 27, 2019 and provided their opinion thereon. For complete financial statements, including notes, contact the organization at 780 429 2020.



supporters

Portuguese Canadian Cultural Society of Edmonton
Edmonton Civic Employees Charitable Association Fund

Gateway Casino & Entertainment Limited
Canadian Western Bank

CanadaHelps.org
Federated Co-operatives Limited
Civic Service Union 52

REALTORS Community Foundation
Quadra Chemicals Ltd.
Allard Foundation

ATCO Gas Employees Participating in Communities
Craft Beer Market Restaurant & Bar
Edmonton Community Foundation
Inter Pipeline Ltd.
Sherwood Buick GMC
Local Union 488
Canadian Bridge Federation Inc. Charitable Foundation
Duncan Craig LLP
Witten LLP
TELUS, Edmonton Community Board
Roy Financial Services Inc.
One Properties Limited Partnership
Habitat Studio & Workshop Ltd.
Gateway Mechanical Services
Butler Family Foundation
Associated Canadian Travellers (Edmonton) Club
Alberta Health Services

Albert's Restaurants Ltd.
Benevity Community Impact Giving
United Way of the Alberta Capital Region
Sobeys Inc.
Protostatix Engineering Consultants Inc.
Pringle Chivers Sparks Teskey
Maunder McNeil Foundation Inc.
Lehigh Inland Cement Ltd.
Korea Veterans Association Unit #21
Jatec Electrical Ltd. – James Allen
Foster Park Baskett Insurance Ltd.
Equipment Sales & Services Ltd.
Edmonton Southgate Lions Club
Chrisen Realty Corporation Ltd.
CWB Wealth Management
Alberta Treasury Branches
Alberta Blue Cross

Moksha Yoga Edmonton South Ltd.
Private Giving Foundation
Moksha Yoga Edmonton Inc.
United Way of Greater Toronto

Rotary Club of Edmonton Mayfield
Nalco Canada ULC
Melcor Developments Ltd.
Interworks Contracting Ltd.

Gordon Food Service
Costco Wholesale Canada Ltd.
Lotus Painting Ltd.

EPCOR
Ironworkers Local 720
ATCO

J. Krysa
H. Blumentrath
A. & R. Karpluk
R. Boychuk
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T. Nartz
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B. & K. Bredo
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V. Vailant
T. & S. Radke
J. & K. Kassiri
L. Hooper
L. Harder
G. Fry
D. Demarco & K. Lucas

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L. & B. Dubrofsky
M. Pushalik
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D. Sjoberg
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D. Ramer
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V. Smyth
H. Mix
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G. Black
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J. Swersky
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L. Sheppard
K. Robinson
S. Roberts
I. Pia
B. Lauber
M. Koch
J. & A. Kinnear
S. Ming Hung Ho
W. Heise
M. Harvey
D. Harbinson
G. Fagnon
E. De Wynter
C. Anton

T. A. Ritchie
M. Dawson
D. Monchuk
A. Gregoire
B. Rainey
C. Meloche
T. Farrell
G. MacKinnon
J. Marr
S. Subbarao
R. Stanhope
B. Rowe
A. Rennie
P. Nelson
S. L. Lee
K. & J. Keylor
T. Kantor
I. Hutton
E. Hrabi
M. & G. Hinchey
T. & P. Hartnagel
D. Grinde
S. Greer
B. Deedrick
R. Connop
J. Cloran
B. & C. Bentley
M. Ball
J. Bachor

33,971

Number of
daily meals
subsidized

82

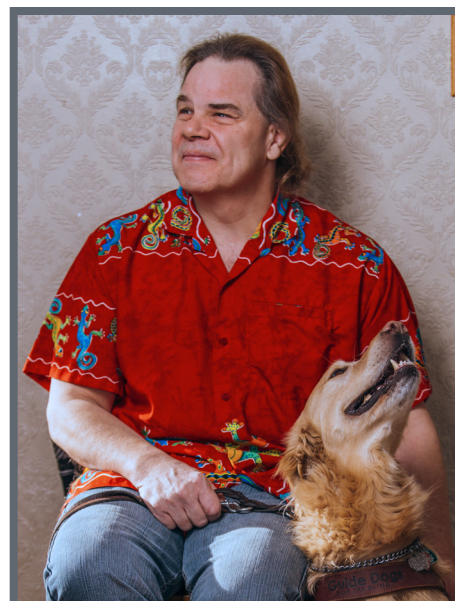
Number of corporate
groups who **volunteered**
in the kitchen

\$116,644

Dollar value of
subsidized meals

Adaptabilities
Alberta Health Services
Alberta Justice
Alternative Measures
Barrhead FCSS
Calder Senior Centre
Calvary Church
Centre for Autism
Chrysalis
Covenant Health
Edmonton First Mennonite Church
Edmonton Food Bank
Edmonton Journal
Edmonton Seniors Centre
Edmonton Seniors Coordinating Council
Elected Officials: City, Provincial, and Federal
Fine Option
Goodwill Alberta
Graham Construction
Griesbach Community Garden
Highlands Community Garden
Independent Advocacy
Information and Volunteer Centre Strathcona

Kal Tire
Mariam's Footsteps
Meals on Wheels of America
Mill Woods Seniors Activity Centre
MPAWS
North West Edmonton Seniors Society
Northern Alberta Institute of Technology
Oliver Chiropractic Wellness Clinic
Save On Foods (Jasper Ave)
Skills Society
South East Edmonton Seniors Activity Centre
St Albert Seniors Association
St. Andrews Church
Strathcona Seniors Centre
Swan Hills FCSS
Tzin Wine and Tapas
University of Alberta
VIA Rail
Westend Seniors Activity Centre
WestJet
Yellowhead Brewing Company
Yellowhead County FCSS



Edmonton Meals on Wheels

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e: emow@mealsonwheeledmonton.org



Visit us online for updates, news, and upcoming events at mealsonwheeledmonton.org

Sign up for our [e-newsletter](#) for updates, news, and upcoming events