

ANNUAL REPORT 2019-2020



Letter from the Board Chair

I am thankful for another excellent year for Langley Meals on Wheels. Each year our organization gets a little better and we at Langley Meals on Wheels get a little better. While it has been a tough year, with Covid-19, Langley Meals on Wheels has continued to grow and thrive while serving those in our community who are hungry and in need. Langley Meals on Wheels' success can be attributed to the hard work of our staff and executive director, the dedication of our volunteers and the efforts of our board of directors. I would like to thank everyone who has contributed to Langley Meals on Wheels' success this year. It is thanks to all of you that we have been able to do so much and help so many.

This year Langley Meals on Wheels has grown to serve more meals, more quickly than I could ever have imagined, while connecting so many who are isolated and in need. We have continued to build strong relationships in the community, which has resulted in us better being able to serve new and existing clients. We continue to strive to provide the highest quality food, that is as healthy as possible, while making sure that those who need it, can afford it and that those who cannot afford it have as much assistance as possible.

Langley Meals on Wheels will continue to strive and grow so that we can continue to feed those who need our services and so that we can serve those who we have not yet reached. We will continue to look for new and innovative ways to improve our service, while maintaining the high quality that we already expect of ourselves.

Once again, I would like to thank everyone who has lent their efforts to assisting Langley Meals on Wheels. Our organization runs on the backs of amazing people and it will continue to run long into the future helping all those in our community that are hungry and in need.

Sincerely,

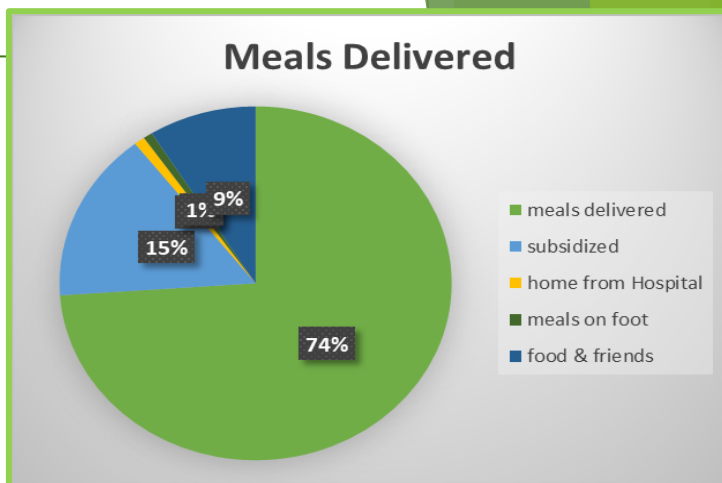
Sean Barber, Board Chair



Program Reports

Meal Program

Meals Served	29,364
Subsidized Meals	6,178
Home From the Hospital	353
Meals on Foot	300



Total Meals increased by 19% over previous year

Food & Friends Program

Total Meals Served 3,530
5 Locations

Up 19%
From
Previous Year



Social Network for Seniors

Friendly & inclusive - nutritious meal - speakers Entertainment
Community Connection

Home From The Hospital

353 Meals 70 Patients

Up 84% from Previous Year



2nd year of new program developed by LMOW

2019-2020 Supported by Langley Memorial Hospital Foundation

Program Reports

Boutique Finds

Total Sales \$21,767

Over 1430 Meals subsidized last year

25 volunteers - 7488 hours

Social Enterprise 100% volunteer run

Provided over 3900 Meals since program started Dec 2015

Volunteer Program

85 volunteers



9,448 Volunteer Hours

Total value \$140,000, if all hours paid minimum wage

Total distance driven 52,000. KM's

Driving force behind all our LMOW programs

Meals Delivered



Finance

** Year Ending March 31, 2020

	2020	2019
Meal Program Revenue	\$155,587	\$115,282
Meal Program Costs		
Meal Purchases	\$105,864	\$77,827
Driver Subsidy	\$19,171	\$10,696
Meal Subsidy	\$12,357	
Packaging	\$15,800	\$10,228
Total Meal Program Costs	\$153,192	\$98,751
Meal Program Gross Profit	\$2,395	\$16,531
	2%	14%
Expenses		
Advertising and promotion	\$4,767	\$5,261
Amortization	\$1,556	\$2,219
Amortization - Restricted - App	\$8,846	
Bad Debt	\$958	\$719
Board and staff development	\$1,572	\$864
Insurance	\$1,790	\$1,546
Interest and bank charges	\$675	\$259
Office and miscellaneous	\$10,413	\$7,297
Professional fees	\$14,921	\$5,252
Rent and occupancy costs	\$9,957	\$9,714
Repairs and maintenance	\$1,151	\$171
Salaries and wages	\$85,781	\$88,473
Subcontracts	\$209	\$1,035
Subcontracts - Restricted	\$14,685	
Telephone	\$2,285	\$3,337
Vehicle	\$2,787	\$3,419
Total Expenses	\$162,353	\$129,566
Other Income		
Boutique (net of expenses)	\$6,087	\$7,128
Donations	\$10,371	\$6,272
Donations - Driver Subsidies	\$10,327	
Fundraising (net of expenses)	\$13,090	\$1,812
Gaming	\$82,668	\$80,500
Grants and sundry	\$23,377	\$26,847
Healthy Living (net of expenses)	\$537	
Total Other Income	\$146,457	\$122,559
Revenue over Expenses	(\$13,501)	\$9,524

Finance

** Year Ending March 31, 2020

	2020	2019
Assets		
Cash	\$165,705	\$164,425
Accounts receivable	\$17,377	\$11,799
Inventory	\$139	
Goods and services tax recoverable	\$1,298	\$1,924
Prepaid expenses	\$703	\$2,257
Equipment	\$13,393	\$5,179
Total Assets	\$198,615	\$185,584
Liabilities and Net Assets		
Accounts payable	\$24,996	\$7,919
Wages payable	\$2,130	\$2,248
Deferred grant income	\$77,916	\$68,343
Total Current Liabilities	\$105,042	\$78,510
Unrestricted net assets	\$89,065	\$84,874
Restricted fund	\$4,508	\$22,200
Total Net Assets	\$93,573	\$107,074

Treasurers Report

It was a successful year of growth in programs. What this means is we have increased our eyes and ears on isolated older adults living in our community.

Our fiscal year was a year of investment in staff, clients and volunteers. We entered a partnership with Better World Software Inc. and developed the 1st ever Canadian Meals on Wheels Delivery App. The development began June 2019 and went live during COVID 19; 2 weeks ahead of schedule.

We show a deficit of (\$13,501) this includes; Amortization of software over 2 years, change in accounting procedures, adjustment of GST, and year end adjustments from previous year.

Community Support



Funders



Donors

- Dave & Sharon Baldwin • Sharene Brown • Hans Coesel • Maggie Collett • William Good • Kelly Goto • Antoinette Guillo • Maryann Howard • Graeme Kennedy • Ron MacPherson • Tim Majors • Bruce Mavis • Jennifer Peles • Joyce Robinson • Judith Ruhland • Doreen Snopek • Orin Thomassen • Bryan Trattle • Bill & Marl Turner • Lorraine Vanderzwan • Leslie Wells • Ellen Wilson • Mabel Bonderove • Fred Stushinoff

Food and Friends

- Bella & Wren • Brookwood Seniors Centre • Cedarbrook Bakery • City of Langley • Flourishing Restaurant • Fort Langley Community Improvement Society • Fort Langley Pub & Grill • Fox & Hounds Pub • i.d. Salon • IGA • Lee's Market • Niche Boutique • Otter Co-op • Ricky's Grill • Walnut Grove St • George's Anglican Church • Sweet Grass Naturals

Sponsors

- Better World Software • Bria Communities • Chartwell Langley Gardens • Church in the Valley • Coast Capital Savings • Coffee News • CoWorks by Elevate • First West Foundations • Girl Guides - Fort Langley Girl Guides - Willoughby • KPU • Langley Advance Times • Langley City Fire • Langley Division of Family Practice • Langley Environmental Protection Society • Langley Seniors Action Table • Langley Seniors Resources Society • London Drugs • Ralph's Market • Seniors Village Retirement Concepts • TOL Firefighters Charity • What's On

Thank you

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Letter from the Executive Director

As I write this letter many of our daily lives are still deeply impacted by the effect of COVID 19. I want to thank our volunteers, staff, board of directors, donors, community partners and everyone that supported Langley Meals on Wheels during this difficult time. We still have a way to go but I know we can get through this, for together we deliver.

The pandemic will certainly be one of the most memorable events of the 2019/20 year, it was not the only one. We cannot forget that in September 2019 LMOWS celebrated its 40th anniversary! The celebration also included recognition of what I consider a true **superhero**, our **volunteers**! The people that commit to LMOWs and their community by giving their time, caring and compassionate quality, are the backbone of our society. Their strength and dedication were unsurpassed when they continued to volunteer and jeopardize their safety until we could find replacement volunteers. There are not **enough** words that **can express** just how much I appreciate **your kindness** and **generosity** to LMOWs and the community.

Looking forward to **2020-2021** appears both daunting and exciting. As an essential service provider, we will continue to respond to the realities of the current pandemic, looking for new ways to deliver even more to our clients, and the community. We will do so by continuing to build our partnerships, and by continuing to value and invest in the capacity of our people. It also means being innovative and modernizing our approaches to technology so we can continue to deliver in an efficient way.

All this would not be possible without you – our clients, our staff, our volunteers, our partners, our donor, and our funders. We thank you for your continuous generosity and ambitious collaboration that makes advancing our mission and vision possible.

Sincerely,
Shannon Woykin