

# ANNUAL REPORT



**MEALS ON WHEELS**  
(S U D B U R Y)

***Celebrating***  
**50**  
**YEARS**

*Good Food Heals,  
Good Friends Help*

**2021 - 2022**

# EXECUTIVE DIRECTOR'S REPORT

In November of 2021 Meals On Wheels (Sudbury) marked 50 years serving the Greater Sudbury Community! We have reflected on how far our agency has come in 50 years. To mark this incredible milestone MPP Jamie West presented our agency with a Certificate of Recognition from the Provincial Parliament. Because in-person celebrations were still not viable due to the pandemic, we opted to host a "Party for Two" fundraiser, our first ever of this kind. This proved such a success, raising \$15 000 in a few weeks time, that planning is underway for this year's event. We continually



expand and grow from the pilot project of three months, five clients and meals prepared externally. We have seen our client base grow to over 600 clients and regularly surpass over 35 000 meals annually. Additional programs such as the Grocery Program and producing our own Hot Meal Replacements began in this past year. The Ontario Trillium Foundation brought this dream into reality with \$150 000 in funding to ensure we could purchase the necessary equipment and partially renovate our kitchen to produce these meals.

The focus this year was to ensure the Hot Meal Replacement (HMR) Program, more commonly known as our frozen meals went from dream to reality. We had some anticipated delays due to the global shipping issues faced by all organizations but prior to this fiscal year ending, our first HMRs were delivered to our clients. This coming year we will be in full scale production of our HMRs and building our inventory base to support this program. We look forward to growing this program in the coming year.

I am extremely proud of how Meals On Wheels (Sudbury) responded locally to the COVID-19 pandemic, ensuring our most vulnerable adults in our community were safe and fed. With another successful year we delivered 45,999 meals to 541 clients. 35, 685 were hot meals and 10 314 meals were hot meal replacements. This is an increase of 37% from 2019 prior to the pandemic. There were also 764 deliveries for groceries to clients. It is evident when looking at these numbers, the vital role that food plays and how Meals On Wheels (Sudbury) plays a significant part in this role to ensure food security to our clients.

Our staffs resilience to continue with the ongoing challenges of the COVID-19 pandemic to adapt and support our clients to ensure meals and groceries were received did not go unnoticed. We have an incredible administration team that ensure deliveries run smoothly, clients are registered and assessed, and volunteers are onboarded. We are fortunate to have amazing Transportation Clerks to assist with delivery of meals and groceries. The road conditions, the continual adaptations to ensure safe meal delivery does not stop these individuals from showing up

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# EXECUTIVE DIRECTOR'S REPORT

every day to complete their assigned routes. Our kitchen staff cannot go unmentioned as without their devotion to ensuring our kitchen runs smoothly without interruption daily, our clients would not receive the nutritious, hot, quality meals produced.

We want to thank our exceptionally dedicated volunteers who have continued to be resilient over the last few years with so much change. Our volunteers are the reason for our success as they deliver food, friendship and the winning smiles (even through the masks) and for this we cannot measure the impact these deliveries have on our clients. Our volunteers are always there for our clients and our staff. We truly appreciate your hard work and commitment to Meals On Wheels. Driving 90 630 kms this past year an increase of 118% since 2019, clearly outlining the number of routes has expanded in the past two years to accommodate the growing need for those facing food insecurity. A special thank you to our Board of Directors for your leadership and advocacy in our community. You continue to help make us stronger. Thank you for your belief in me as the ED to continue to expand and grow our organization.

We are also grateful for the financial assistance Meals On Wheels (Sudbury) has received this past fiscal year. Thank you to our funders at Ontario Health, the government of Canada for our grocery program (transferred from the Ontario Community Support Association), the United Way Centraide North East, the Sudbury Food Bank, the J.C. MacIsaac Foundation, the Ontario Trillium Foundation, and the numerous individual donors. Your continued support allows us to provide the quality meals we do to our clients.

As the Executive Director, I am humbled by the dedication of such a small group of people to ensure our services are nothing but exemplary. I am incredibly proud to be a part of this team and look forward to the opportunities of 2022-23!

*Shannon Ketchakaw*  
Executive Director

# HOT MEALS PROGRAM



Our Hot Meals Program runs Monday to Friday where nutritious meals are prepared in-house and volunteers deliver them from 10:30-1:00 pm daily to our clients in the Greater Sudbury community.

Hot  
Meals  
Served

**35685**



Clients  
Supported

**641**



Delivery  
Routes

**3213**



KM  
Driven

**90630**



## Client Story

“Thank you so much for the wonderful service and meals you provided during my post-op period. My husband and I were impressed with the quality, efficiency and care shown.

Please pay a special thank you to the Lively volunteer drivers and all those others involved in the background from us. The main drivers we had were a couple, and then a few times, a young man.”

Sincerely,  
Elin

# PRESIDENT REPORT



In my first year as Chair, I am proud to see how our community of volunteers, staff and advocates has come together to maintain such a strong and vibrant organization. In our 50<sup>th</sup> year of operation, the health challenges of 2021-2022 reinforced our purpose in the community and the need that Meals on Wheels (Sudbury) fills. Thanks to the dedication of a committed Board of Directors, a strong Executive Director, and diligent staff, donors and volunteers, everyday cheerful smiles are delivered along with safe, friendly visits and healthy food. These clients are 'delivered' the knowledge that someone cares. I can't wait to see what innovations 2022-2023 brings, but I am confident we will thrive.

Thank you for the opportunity to be your Chair.

*Tammy Cran*

Chair, Board of Directors

**Volunteer Gail Vehkala and Receptionist  
Donna Landry on Volunteer Appreciation  
Week 2022.**

**Our first in-house appreciation in 3 years!**



# HOT MEAL REPLACEMENTS (HMR)

**Our HMRs, more commonly known as frozen meals have moved from an external vendor to being prepared in our own kitchen this past year! We are now making flash frozen meals and building our inventory for our clients. This program allows clients to order meals for supper, the weekend or holidays when the agency is closed. These meals are still distributed in a two-week cycle.**

I learned about Meals on Wheels when I was employed by the Ministry of Health. They were one of my programs that I financed. Less than a year after I retired, I realized I needed to find a place to do some volunteer work. Meals on Wheels came to mind immediately. I came in for an interview and started in May of 2008. It has been and continues to be a very good experience. I have met some wonderful people over the years and made new friends. It only takes a few hours each week and each delivery can have new rewards. My thinking is that someday I may need a M-W volunteer to come to my door and hand me over a delicious hot meal. It is my way of giving back to the community.

Thank you,  
Lynn Bolton

## Volunteer Story



**10314**

**Frozen  
Meals  
Served**



**48**

**Total  
Volunteers**



**5787**

**Volunteer  
Hours**



**Volunteer Kay getting ready  
for one of her many shifts**



# HOME OF OUR OWN CATERING



home of our own  
**catering**

Our catering division continues to do great work for our community.

This division prepares the meals for our MOW clients Monday to Friday.

Home of Our Own Catering (HOOO) is contracted to provide meals to Day Care Centres, Adult Day Programs and other services in our community 365 days a year.

Some services only require lunch whereas others have lunch and dinner provided. We have recently expanded to include Vegan meal contracts with great success. We still do small scale catering and hope to resume on a larger scale in the coming year.



**5**

**Ongoing  
Contracts**



**47246**

**Total  
Meals  
Served**

**For further information please call  
705-525-4554 ext 203.**



**Executive Director showing off the new  
freezer purchased with Ontario Trillium  
Foundation Funding to support our own  
Hot Meal Replacement Program**

# GROCERY PROGRAM



This program allows eligible persons in the community to call or email in their grocery order. We work with local grocers to ensure orders can be completed and the orders can be charged to Meals On Wheels. Our dedicated volunteers attend these stores and complete the grocery order, delivering to our clients, all in our new format of contactless service. Over the past year we have provided 764 deliveries within our community and look forward to continuing the grocery service for our most vulnerable populations.



## Client story

“Once again, I want to thank MOW for their grocery delivery service. This is a lifeline! I had lung surgery, so I have difficulties breathing. Going to the store for groceries was an arduous task for me. Now with Covid-19 and the variants, it would be dangerous for me to go grocery shopping!

The MOW meals are delicious, but I've had to cancel because I'm on a restricted sodium diet and the meals are too salty for me. I will miss the best soups and tea biscuits!

Your staff is great! It's a pleasure to deal with Donna, Paul, Jonah, and Tammi (she's phenomenal!).

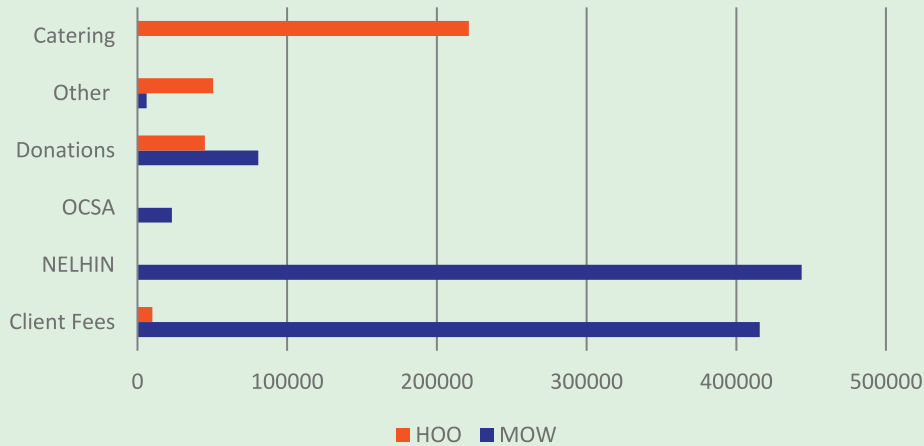
Once again, I thank MOW for keeping me safe!

Take care!!”

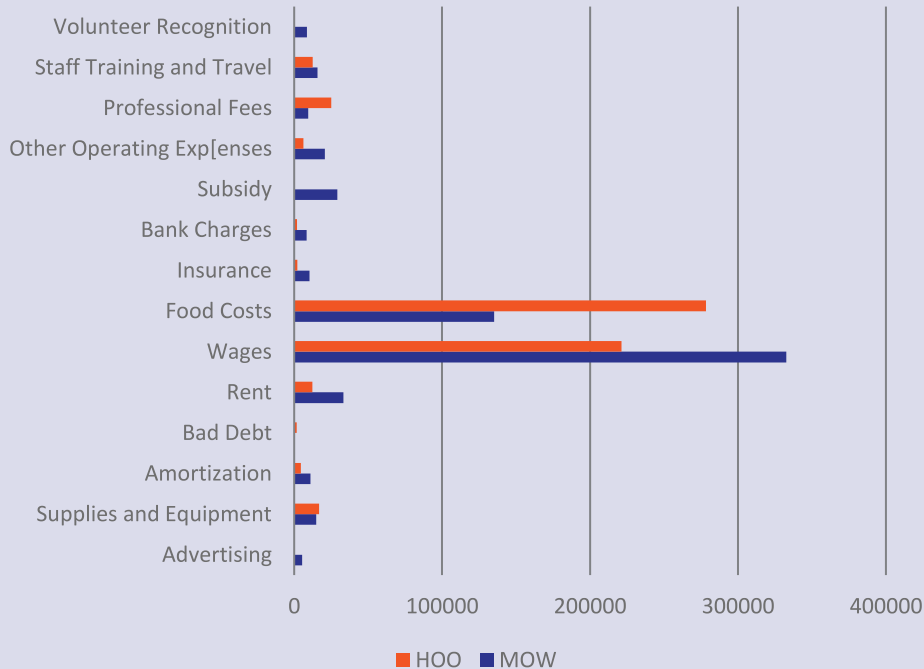
- Jeanie

# FINANCIAL REPORT

## Revenue



## Expenses



For more detailed  
financial reports please visit  
**[sudburymeals.org](http://sudburymeals.org)**



**Barb Kiley receiving her Civic Award from the City of Greater Sudbury for 2020 (celebrations this year in person) for her dedication to MOW with Volunteer Coordinator Kim Agostinucci.**



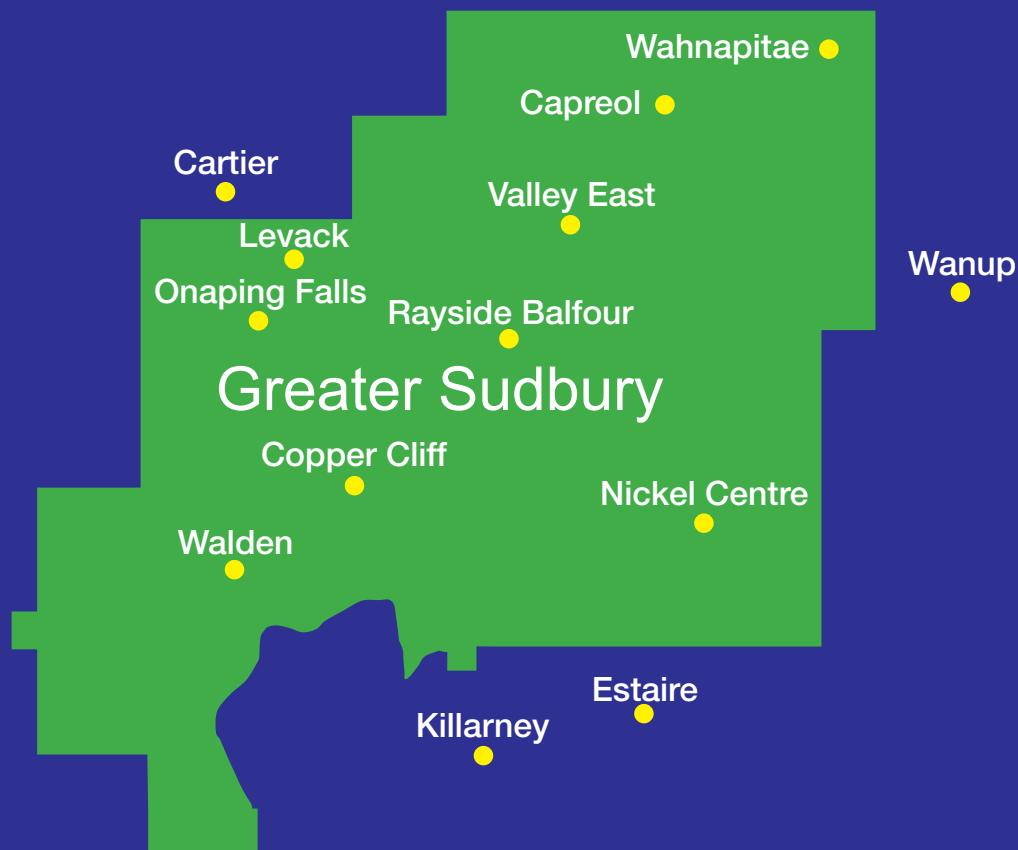
**MEALS ON WHEELS**  
(S U D B U R Y)

# SERVICE AREA



## Meals On Wheels Sudbury Proudly Serves

Greater Sudbury, Valley East, Walden, Onaping Falls, Copper Cliff,  
Nickel Centre, Capreol, Rayside Balfour, Killarney, Cartier, Wanup,  
Levack, Wahnapiatae, and Estaire.



## MISSION STATEMENT

Meals on Wheels is a community focused organization embracing volunteerism in the provision of nutritious meals and services.

## VISION

A community where all people have access to nutritious meals.

## OUR VALUES



### COLLABORATION

We are committed to working with others to build a healthy community.



### PEOPLE

We are committed to supporting the collective value of our clients, volunteers and staff.



### WELLNESS

We are committed to pursuing individual and community health and well being.



### SUSTAINABILITY

We are committed to pursuing and maintaining an adaptable and accountable organization.

# OUR TEAM

## BOARD OF DIRECTORS

Tammy Gran	President
Tiffany Cecchetto	Vice President
Martin St Jacques	Past President
Corissa Van de Weghe	Treasurer
Julie Lacroix	Director
Jordan Nixon	Director
Keeley O'Neill	Director
Kailey Taylor	Director

## STAFF

Shannon Ketchabaw	Executive Director
Tammi Lear	Manager of Operations
Crystal Ayers	Kitchen Supervisor
Paul Courville	Client Coordinator
Donna Landry	Receptionist
Jonah D'Angelo	Volunteer Coordinator
Kim Agostinucci	Programs Assistant
Marie Anne Ayers	Lead Cook
Erik Heikkila	Kitchen Helper
Nicole Schmidt	Kitchen Helper
Chris Ritch	Kitchen Helper
James Nguyen	Kitchen Helper
Tammy Martel	Transportation Clerk
Will Spratt	Transportation Clerk
Blair Labrecque	Transportation Clerk





# MEALS ON WHEELS

(S U D B U R Y)

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**Ontario  
Health**



**United Way  
Centraide**  
North East Ontario  
Nord-est de l'Ontario



Ontario  
Trillium  
Foundation



Fondation  
Trillium  
de l'Ontario

An agency of the Government of Ontario  
Un organisme du gouvernement de l'Ontario

**OCSA**  
Ontario Community  
Support Association  
United in our commitment to care

# sudburymeals.org