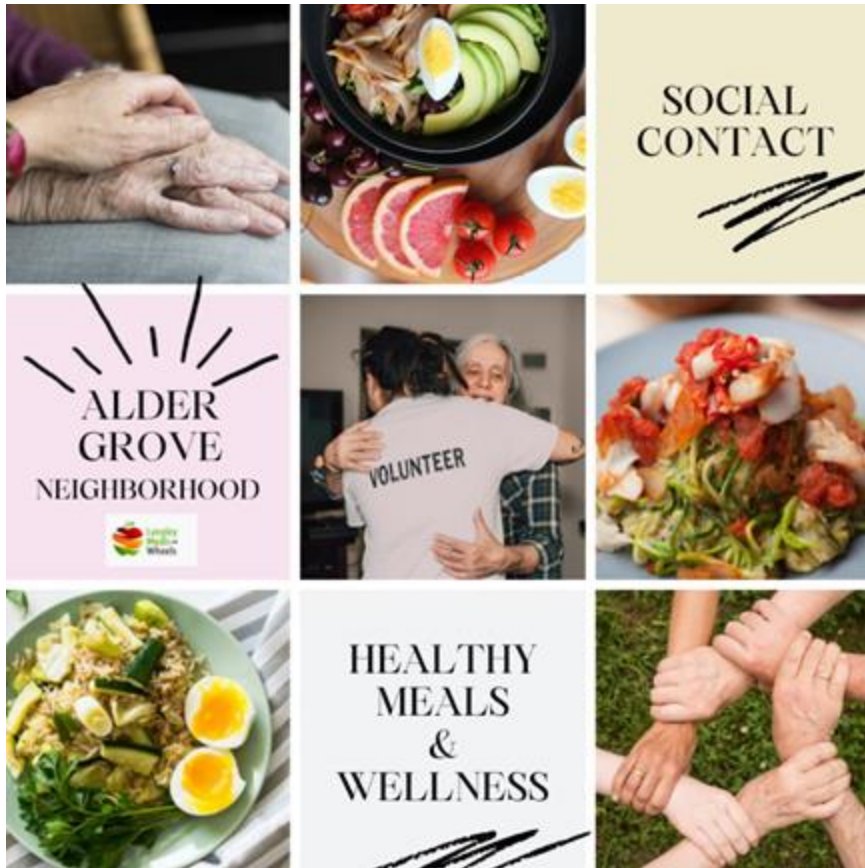


# LANGLEY MEALS ON WHEELS



## ANNUAL Report 2020 - 2021



### Vision

A Community where no one is hungry or alone

### Mission

Delivering services to our community for all to be fed, connected, and supported

# LMOW BOARD OF DIRECTORS 2020-2021

Langley Meals on Wheels is guided by the following group of volunteer board members



Board Chair  
Sean Barber



Vice Chair  
Kathy Reddington



Treasurer  
Brent Mitchler



Secretary  
Paul Crump



Director  
Gordon Barber



Director  
Terry Hughes



Director  
Amanda Laboucane



We would like to thank  
Gordon Barber for his  
3 years of service on the  
LMOW Board of Directors

## Our Values

Compassionate Collaborative

Community-centered Integrity Innovation

# LETTER FROM THE BOARD CHAIR

I am thankful for another excellent year for Langley Meals on Wheels. This has been an amazing year of opportunity and growth. The Aldergrove food hub is an amazing opportunity for Langley Meals on Wheels to not only grow, but branch out into new and interesting opportunities and to provide higher quality and more varied food to our clients.

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 continued to grow to serve more meals 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. These relationships have provided us with opportunities such as additional funding to serve our clients and the creation of the food hub. 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. I am sure with the addition of our new kitchen and chef for the upcoming year we will be better able to meet this goal than ever.

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



# LETTER FROM THE EXECUTIVE DIRECTOR

## ***An outstanding team, in extraordinary times***

The title was chosen because the work done at LMOW, all of it, is the work of a team.

We are proud of the accomplishments we made during a devastating pandemic. Through it all, we continued our long-standing reputation of always delivering and never turning away someone in need of a meal. As the number of requests for meals increased, we were able to accommodate each one. This would not have been possible without the support of our passionate and committed volunteers, community partners and donors. I am extremely grateful to every one of you for the compassion and talent that you donate to LMOW. You help us work to reach our vision of a community where no one is hungry or isolated.

During fiscal year 2020 we increased our daily production from 2,000 meals a month to 3000 and onboarded 469 clients from the City and Township of Langley. LMOW Kitchen produced 3582 meals, led by volunteer Lesley Wells and a dedicated team of kitchen helpers. We delivered 1560 community outreach meals at no cost. Our Annual Report tells a story of success because of the unwavering support and commitment from you, our volunteers, community partners and our donors who stood with us, and helped carry us forward.

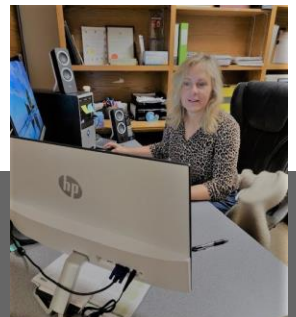
In addition to the support of you, our volunteers, and our donors, the efforts of our professional team of our Board of Directors has guided and supported. In the first month of the pandemic, we faced a record 47% increase in demand for services. More demand means more meals, more volunteers, more safety checks, and more programs to combat social isolation. Our team of passionate staff and volunteers worked tirelessly to fill this need and innovated our processes to keep our clients safe, supported, and connected during this difficult time.

We continue to plan for growth and sustainability as we stand on this strong foundation that you helped us build. We are excited to present this success story that paves the way for the future we are building together. The Aldergrove Community Station House is the next step to wrapping care around our community and helping us fulfill our mission and vision.

Know that we celebrate all of you and thank you for being part of LMOW family.

With MUCH gratitude and appreciation,

Shannon Woykin, Executive Director



Shannon Woykin – Executive Director  
Barb Stack – Program Manager  
Susana Tiplady – Program Coordinator  
Pam Rush – Meal Program Assistant  
Brent Matthews – Head Chef



## LMOW Programs

- Meal Delivery Program
- LMOW Frozen Meal Program
- Meal Subsidy Program
- Home from the Hospital
- Food and Friends
- Healthy Living Bag
- Outreach Program
- Wellness Check ins
- Medwatch Program
- Aldergrove Community Station House
- Volunteer Program



## PROGRAM REPORTS

### MEAL PROGRAM

**33,586 Meals**  
to the community!

The core of Langley Meals on Wheels has always been the meal program.

This year we found our meal service needs hugely impacted by the onset of COVID19. Serving **33,586 meals** throughout our community was a **14%** increase over the previous year!



In 2020, with **our own volunteer run kitchen**, we were able to further expand our reach to meet growing needs. We started a new **frozen meal program**.

With **food recovery**, we were able to serve an **additional 3,582 meals**

In partnership with **Sources** and **Southridge Church**, our kitchen lead Lesley Wells and a team of creative LMOW volunteers produced low cost/high impact frozen meals offered to those most in need during this challenging time.

### OUTREACH MEAL PROGRAMS



LMOW strives to support those with higher needs through additional outreach programs.

**Meal Subsidy Program** – financial assistance

**Meal Outreach** -feeding our most vulnerable

**Home From The Hospital Program** -

5 free meals referral at discharge from LMH

LMOW meal programs were supported by sales from our social enterprise - **Boutique Finds Thrift Store** along with **Donors, Partners and Sponsors**

- **Boutique Finds sales of \$12,347** helped to support maintaining low-cost, nutritious meals for all our programs (only operational for 9 months)

### Food & Friends

Although the regular LMOW Food & Friends luncheons were not operational due to covid restrictions, we continued to connect by Zoom when possible.



#### Food & Friends at the Farm - Ask an Expert Series- Zoom

COVID 101  
Immunizations  
Anxiety Supports for Seniors  
Mindfulness  
Kinesiologist- Staying active at home  
How can your Pharmacists help

### Healthy Living Bag



Unfortunately, due to COVID restrictions we had to put the Healthy Living Bag on hold. We were able to restart the program May 2021.

**\$5.00 a bag** in partnership with Ralph's and the City of Langley the first Tuesday of the month.

#### MedWatch Program

Langley Meals on Wheels to continue to support and promote the Medwatch program for the better health of our clients. This is a partnership between Township and City Firefighters and the Division of Family Practice.



## VOLUNTEER DELIVERY PROGRAM

Langley Meals on Wheels has been delivering food in the Langley's for the past **42** years. Volunteers **pack and seal** the meals daily to prepare for the **delivery drivers**.



Delivering approximately **150** meals per day



Some volunteers have been **delivering for LMOW** for many years, often to the same clients every week. Part of the volunteers role is a **wellness check** -They will usually notice changes in a client's physical or mental health, social needs or home environment before anyone else.

**74** current active volunteer drivers

Often the volunteer driver is the only in person contact clients see, as so many are living alone and/or isolated. LMOW trained Volunteers regularly do a **safety check** with clients acting as the community eyes and ears, an important part of our service.

Total **52,207 KM's** driven

During COVID local Langley firefighters from the City and Township stepped up to drive routes for us, as many of our volunteer drivers did not feel safe to continue.



With increased public awareness, so many others in the community have stepped up to drive for LMOW!

We love our driving team from Rotary Sunrise and the Rotary Club of Aldergrove. They are our ray of sunshine ☀️



Our caring and compassionate volunteer group has grown and includes local business , Rotarians, Firefighters, students, retired health professionals, community members, seniors, and pastors.



## VOLUNTEERS

Delivering approximately **150** meals per day



## THANK YOU FOR YOUR SERVICE LMOW KITCHEN VOLUNTEERS



**Lesley** and her **amazing team** of volunteers truly care about preparing home style meals for our clients. For over a year this hard working team cooked up a storm every week. In addition, **Joyce** - sweet as she is, has worked hard baking desserts both regular and low sugar.



## PROGRAM REPORTS

### Boutique Finds - Social Enterprise

Since the store opened in December 2015 Boutique Finds sales reached over **\$75,000**

These funds have helped subsidize over **\$25,000 Meals**

Our unique Ladies thrift boutique brought over **75 volunteers** together

Boutique Finds brought **Point of Sale** technology to LMOW



**Meals on Wheels** would like to say a heartfelt thank you to all the volunteers, patrons, donors, and community partners, that have supported our **Boutique Finds thrift store** for over 5 years.

Since opening December 2015, the store has been **100% volunteer run**, allowing proceeds from the sales to go directly to the meal subsidy program, helping to feed more of those in need.



We are beyond sad to see our store close, but as our lease expired and Langley City restrictions limit additional thrift stores, we were unable to reopen in Langley City



*A special thank you to all the hardworking talented volunteers that put their heart and soul into the store, making it a truly unique thrift store shopping experience.*





## PROGRAM REPORTS

### Volunteer Program

We can't thank our volunteers enough for all they do for Langley Meals On Wheels. Our programs and services would not operate without their hard work and dedication. You light up our day everyday - you are the heart of the organization. **Thank you!!!!**



## ALDERGROVE COMMUNITY STATION HOUSE

### What's New...

LMOW is opening the Aldergrove Neighbourhood Hub. This is a partnership between Langley Meals on Wheels, local food organizations and community partners including; not for profit agencies, Township of Langley, Langley School District and Fraser Health Authority.

The Aldergrove Neighbourhood House incorporates the Community Food Centre model and a Neighborhood House model under one roof offering ~services for families, children, youth and seniors.

We will be providing access to healthy food supports, meal programs and connections to resources in a welcoming place. Our Aldergrove locations will provide a much-needed space for the community to come together.



## Neighbourhood House

How we can improve the overall health of our community



[LMOW.CA/NEIGHBOURHOODHOUSE.HTML](http://LMOW.CA/NEIGHBOURHOODHOUSE.HTML)

# TREASURER'S REPORT-BRENT MITCHLER

FY2021 was another successful year of growth for our core programs. We have successfully met the increased demand for our existing services in the community, which we feel was at least in part attributable to the COVID-19 pandemic. We continue to invest in our staff, volunteers, and equipment for the benefit of our clients.

Certain amounts that are reported in expenses without our financial statements relate to our direct and indirect costs of providing meals to our clients. These expenses include a portion of staff wages and benefits, rent for additional kitchen space, and a contracted chef to provide training to our volunteers. No amount has been represented in our financial statements for volunteer hours worked, or for food that we received through food recovery programs at no expense.

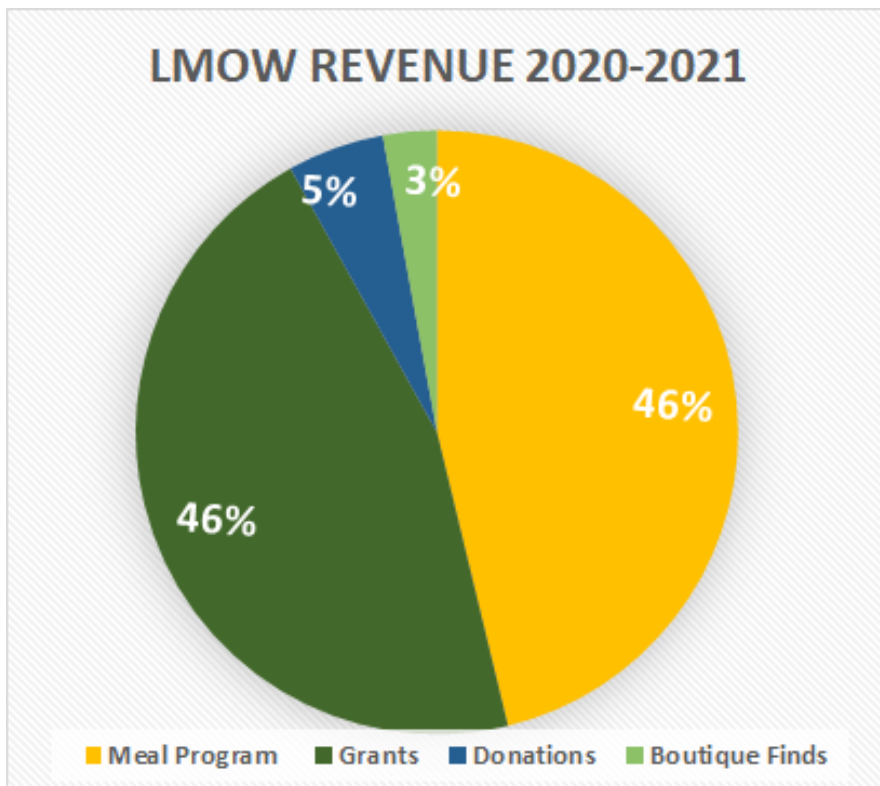
We saw a significant increase during the year in the amount of donations and community grants for various programs and equipment, including a new vehicle, as well as special funding towards a neighbourhood house in Aldergrove that we expect to open in Fall 2021. Thank you for your continued support.



Our new delivery van was made possible by grant funding from the United Way







	2021	2020
<b>Meal Program Revenue</b>	<b>\$197,094</b>	<b>\$162,664</b>
•Increase <b>26%</b>		
<b>Meal Subsidy Funding</b>	<b>\$15,475</b>	<b>\$12,357</b>
•Increase <b>25%</b>		
<b>Donations</b>	<b>\$22,170</b>	<b>\$33,638</b>
•Target donations for Neighbourhood House project		
<b>Ongoing Grant Funding</b>		
•BC Gaming Grant	<b>\$93,500</b>	<b>\$82,667</b>
secured increase in funding		
•Community Grant	<b>\$23,293</b>	<b>\$23,293</b>
<b>Social Enterprise</b>	<b>\$13,250</b>	<b>\$20,273</b>
•open 9 months with shorter hours due to COVID		

## Partners - Donors - Sponsors

### Meal Program partners/funders

BC Gaming  
Fraser Health Authority  
Salvation Army Gateway of Hope



Better World Software  
City of Langley  
Encompass  
First West Foundation/Envision Financial  
Jewish Community Foundation  
Langley Kinsmen  
LEPS  
LSCA  
New Horizons  
Rotary Clubs of Langley  
Sources  
Stepping Stone  
Township Of Langley Firefighters Charity  
Township of Langley  
United Way

We sincerely appreciate all support that helps Langley Meals on Wheels continue with our Mission!

There has been many anonymous donations as well as from individuals in our community. We could not provide this service without you!

### Community Support

Church in the Valley  
Cora Langley  
Cruise Ship Centres  
Langley Volunteer Bureau  
Living Waters Church  
London Drugs  
No Frills  
Safeway – Langley Crossing  
Save On Foods  
Southridge Church  
Telus  
Well Seasoned

## Sponsors

Aldergrove Credit Union • Better World Software • Bria Communities •  
Chartwell Langley Gardens • Church in the Valley • Coast Capital Savings • KPU •  
Langley Advance Times • Langley City Fire • Langley Division of Family Practice •  
Langley Environmental Protection Society • Langley Seniors Action Table •  
Langley Seniors Resources Society • Ralph's Market • Seniors Village Retirement  
Concepts •

**LANGLEY MEALS ON WHEELS SERVICES SOCIETY**  
**Statement of Financial Position As**  
**at March 31, 2021**  
*(Unaudited - See Notice To Reader)*

	2021	2020
<b>ASSETS</b>		
<b>CURRENT</b>		
Cash (Note 2)	\$ 287,438	\$ 165,705
Accounts receivable	22,038	17,377
Inventory	-	139
Goods and services tax recoverable	5,037	1,298
Prepaid expenses	720	703
	<b>315,233</b>	<b>185,222</b>
<b>EQUIPMENT (Note 3)</b>	<b>41,049</b>	<b>13,393</b>
	<b>\$ 356,282</b>	<b>\$ 198,615</b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT</b>		
Accounts payable	\$ 23,217	\$ 24,997
Wages payable	2,584	2,130
Deferred revenue	209,434	77,916
	<b>235,235</b>	<b>105,043</b>
<b>NET ASSETS</b>	<b>121,047</b>	<b>93,572</b>
	<b>\$ 356,282</b>	<b>\$ 198,615</b>

**LANGLEY MEALS ON WHEELS SERVICES SOCIETY**  
**Statement of Revenues and Expenditures For**  
**the Year Ended March 31, 2021** (Unaudited - See  
*Notice To Reader*)

	2021	2020
<b>REVENUE</b>		
Meal delivery services	\$ 197,094	\$ 162,664
Boutique sales	12,290	20,466
	<b>209,384</b>	<b>183,130</b>
<b>DIRECT COSTS</b>		
Meal purchases	126,309	112,254
Driver subsidy	10,648	19,171
Meal subsidy	15,475	12,357
Packaging	14,419	15,800
	<b>166,851</b>	<b>159,582</b>
<b>GROSS PROFIT</b>	<b>42,533</b>	<b>23,548</b>
<b>EXPENSES</b>		
Advertising and promotion	1,109	4,767
Amortization	14,690	10,402
Bad debts	840	958
Board and staff development	409	1,572
Insurance	1,984	1,790
Interest and bank charges	1,758	675
Office and miscellaneous	23,625	10,494
Professional fees	9,906	14,921
Rent and occupancy costs	28,000	23,487
Repairs and maintenance	787	1,151
Salaries and wages	113,600	85,781
Subcontracts	19,396	14,894
Telephone	2,370	1,581
Utilities	1,216	1,471
Vehicle	4,134	2,787
	<b>223,824</b>	<b>176,731</b>
<b>EXCESS OF EXPENSES OVER REVENUES BEFORE OTHER INCOME</b>	<b>(181,291)</b>	<b>(153,183)</b>
<b>OTHER INCOME</b>		
Donations	22,170	33,638
Grants	194,957	105,960
Interest income	485	84
Loss on disposal of asset	(8,846)	-
	<b>208,766</b>	<b>139,682</b>
<b>EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES</b>	<b>\$ 27,475</b>	<b>\$ (13,501)</b>

The accompanying notes are an integral part of these financial statements.

LANGLEY MEALS ON WHEELS SERVICES SOCIETY

Statement of Changes in Net Assets

For the Year Ended March 31, 2021

(Unaudited - See Notice To Reader)

	2021	2020
NET ASSETS - BEGINNING OF YEAR	\$ 93,572	\$ 107,073
Excess of revenue over expenses	27,475	(13,501)
NET ASSETS - END OF YEAR	\$ 121,047	\$ 93,572

The accompanying notes are an integral part of these financial statements.