

## 21.13. Burnaby Meals on Wheels Society



### COMMUNITY GRANT APPLICATION

#### SECTION A: APPLICANT INFORMATION

1. ORGANIZATION NAME Burnaby Meals on Wheels Society		
2. ORGANIZATION STREET ADDRESS 2055 Rosser Avenue		
3. WEBSITE (IF APPLICABLE) www.burnabymeals.ca		
4. GRANT APPLICATION MAIN CONTACT PERSON		
NAME Alex Munroe	PHONE (604) 292-3904	EMAIL alex@burnabymeals.ca
5. ALTERNATIVE CONTACT PERSON		
NAME Cindylee Wagar	PHONE (604) 292-3905	EMAIL accounting@bbyeservices.ca
6. APPLICANT TYPE		
<input type="radio"/> LOCAL REGISTERED NON-PROFIT SOCIETY	SOCIETY NO	DATE OF INCORPORATION
<input checked="" type="radio"/> REGISTERED CHARITY	CHARITABLE NO 10681 9345 RR0001 (Society #S0030421)	
<input type="radio"/> NATIONAL/INTERNATIONAL NON-PROFIT OPERATING LOCALLY	SOCIETY NO	DATE OF INCORPORATION
<input type="radio"/> SPORT OR RECREATION ORGANIZATION		
<input type="radio"/> OTHER	SPECIFY	

#### SECTION B: GRANT INFORMATION

1. ARE YOU? <input type="radio"/> New Applicant <input checked="" type="radio"/> Returning Applicant	
2. SELECT THE KIND OF COMMUNITY GRANT YOU ARE APPLYING FOR: <input type="radio"/> General Grant (Operating) <input checked="" type="radio"/> General Grant (Programming) <input type="radio"/> Recreational Sport Grant <input type="radio"/> Fee Waiver	
3. AMOUNT YOU ARE REQUESTING: \$ 9,000.00 <input type="checkbox"/> In-Kind (check if applicable)	
4. TOTAL COST OF THE PROJECT/EVENT/PROGRAM ETC. \$ 229,700.00	
5. IF YOU ARE A RETURNING APPLICANT AND ARE REQUESTING AN INCREASE OVER YOUR LAST YEAR GRANT AMOUNT AWARDED. PLEASE PROVIDE A RATIONALE FOR THE INCREASE. N/A	

6. IF YOU ARE APPLYING FOR A GENERAL OPERATING GRANT, DESCRIBE HOW THIS GRANT WILL BE USED TO OFFSET COSTS INCURRED TO OPERATE THE ORGANIZATION. PLEASE DETAIL THE NATURE OF OPERATING EXPENSES (SALARY, LEASE, UTILITIES, ETC.) AND SPECIFY THE TIME PERIOD DURING WHICH THE GRANT WILL BE USED.

N/A

7. IF APPLYING FOR AN **OPERATING GRANT**: DESCRIBE HOW THE ORGANIZATION BENEFITS RESIDENTS OF BURNABY AND APPROXIMATELY HOW MANY BURNABY RESIDENTS BENEFIT FROM THE ORGANIZATION'S INITIATIVES ON AN ANNUAL BASIS?

IF APPLYING FOR A **PROGRAM GRANT**: DESCRIBE HOW THIS PROJECT/EVENT/PROGRAM WILL BENEFIT RESIDENTS OF BURNABY (WHO WILL BENEFIT). HOW MANY BURNABY RESIDENTS WILL BE INVOLVED WITH OR BENEFIT FROM THE PROGRAM?"

Community Benefit: Our meal service ensures the elderly and physically challenged receive the nutrition they need to maintain their health and live independently in their own home. The program also ensures chronically ill people, such as cancer patients, are receiving the nutrition they need to regain their health and new mothers can receive nutritious meals while allowing them to focus on caring for their new baby.

Burnaby Meals on Wheels delivered 13,005 meals to 175 clients in 2020 through their Home Delivery Program.

Applicants for **General Operating Grants** are not required to complete sections C, D, and E (marked with an asterisk \*)

## SECTION C: THE PROJECT/EVENT/PROGRAM\*

1. NAME OF THE PROJECT/EVENT/PROGRAM

Burnaby Meals on Wheels

2. PROJECT/EVENT/PROGRAM LOCATION (PHYSICAL STREET ADDRESS OR EVENT LOCATION)

2055 Rosser Avenue

3. PROJECT/EVENT/PROGRAM START DATE

2021-01-01

4. PROJECT/EVENT/PROGRAM END DATE

2021-12-31

## SECTION D: PURPOSE OF BENEFIT\*

1. DESCRIBE THE PURPOSE OR GOAL OF THE PROJECT/EVENT/PROGRAM

Burnaby Meals on Wheels promotes health and independence by providing nutritious, local and affordable food to people who – for physical, mental health, social or economic reasons – are unable to meet their dietary needs. Our clients experience improved health since our meals are prepared with the help of a nutritionist, and are low in sodium and fat. Not only is the well-being of our clients enhanced, but their families receive peace of mind knowing that their relative(s) are having nutritious food delivered to them by a caring volunteer.

2. DESCRIBE THE PROJECT/EVENT/PROGRAM AND THE ACTIVITIES

The Meals on Wheels Home Delivery Program requires a range of activities for client and meal management including publicity, fundraising, volunteer management, and community engagement. Activities related to client and meal management include a) marketing the meal program, b) registering clients for the program, c) developing meal plans that meet the nutritional needs of our clients, and d) continually communicating with clients, volunteers, and our meal providers to ensure that meals are meeting the clients' needs.

3. DESCRIBE HOW THE PROJECT/EVENT/PROGRAM ALIGNS WITH ONE OR MORE OF THE FOLLOWING ([OFFICIAL COMMUNITY PLAN](#), [SOCIAL SUSTAINABILITY STRATEGY](#), [ECONOMIC DEVELOPMENT STRATEGY](#), [ENVIRONMENTAL SUSTAINABILITY STRATEGY](#)):

Over the years, we continue to make considerable improvements to our program and our business model to ensure sustainability. We have carefully controlled our operational costs to maximize efficiency and reduce waste. Our goal is to improve the quality of life for those in our community who aren't able to meet their nutritional needs, regardless of their age, ability, ethnicity, gender, religion or sexual orientation. Through the support of grants and volunteer contributions we are able to keep our program affordable. Moreover, when funding is sufficient, we provide a meal cost subsidy for low-income clients, so that our meal service is open to those with lower income. Along with traditional Western-style meals, we also offer meals in keeping with diabetic diet restrictions as well as vegetarian and Asian meal options. Our carefully screened, well trained volunteer delivery drivers also provide a regular social connection with our clients.

4. IDENTIFY YOUR COMMUNITY PARTNERS OR STAKEHOLDERS – YOU MAY ALSO INCLUDE LETTERS OF SUPPORT FOR YOUR PROJECT/EVENT/PROGRAM FROM THESE GROUPS AS PART OF THE APPLICATION.

We are pleased to receive community support and financial contributions from the Province of BC, Parkland, the Fraser Health Authority, and generous community members. Individual donors have also donated their Save-On-More reward points to us. Mava Foods provides nutritious western meals as a community service and charges us for the cost of the food only. The SUCCESS Multi-level Care Society provides Chinese meals at cost, as does Simply Foods who provide us with authentic Asian meals. In the past year, we have had over 60 volunteers donate their time, community spirit, and the use of their vehicles throughout the year.

5. IF THE AMOUNT REQUESTED FROM THE CITY OF BURNABY IS NOT FULLY GRANTED, WHAT WOULD YOU DO TO MAKE UP THE DIFFERENCE AND/OR HOW WOULD YOU PROCEED DIFFERENTLY?

We would seek individual and/or corporate donations.

## SECTION E: EVENT OUTCOMES\*

1. HOW WILL YOU KNOW IF YOUR PROJECT/EVENT/PROGRAM REACHED ITS GOALS? (FOR EXAMPLE, A GOAL OF ENGAGING YOUTH IN ENVIRONMENTAL ACTIVITIES MIGHT INCLUDE REACHING A SET TARGET OF YOUTH PARTICIPANTS)

This past year, COVID-19 has created even more isolation and anxiety for seniors and others who, for varied reasons, are unable to prepare nutritious meals for themselves at home. When health and safety issues arising from the pandemic closed down many services in March 2020, we didn't miss a beat and continued to deliver hot and frozen meals to those in need. We immediately implemented all necessary precautions recommended by our Provincial Health Officer to keep our clients and volunteers safe. This included required PPE for all volunteers as well as a new, contactless food delivery method. We brought on additional volunteers, many new clients, and a further meal provider in order to accommodate an even broader range of meals and to increase our capacity to support our community. We proudly provided 13,005 meals to 175 clients in 2020 and expect to not only meet but exceed these numbers in 2021.

2. WHAT DATA AND FEEDBACK DO YOU COLLECT FROM YOUR AUDIENCE/PARTICIPANTS? HOW DO YOU EVALUATE YOUR PROGRAMS AND SERVICES?

We always welcome feedback from our clients and pass along any comments regarding the meals to our food service providers. We also send out an annual survey to our clients asking about the quality of the meals, as well as requesting feedback regarding our volunteers and administrative staff. We received an overwhelmingly positive response from our clients about our program in our most recent survey.



Applicants for **Recreational Sport Grants** are not required to complete sections F, and H (marked by two asterisks \*\*).

## SECTION F: LONG TERM VIABILITY\*\*

**ATTENTION:** The grant program is intended to support new organizations and encourage organizational self sufficiency, while creating a framework of financial sustainability rather than using City resources as an indefinite funding source. It is requested that your organization develop a diverse funding income base and seek alternative methods for self-sufficiency to ensure your organization's long-term operational sustainability.

1. WHAT ARE YOUR SOURCES OF REVENUE? WHAT PERCENTAGE OF TOTAL REVENUE DO THEY EACH REPRESENT?					
SOURCE OF REVENUE	% OF TOTAL REVENUE PREVIOUS YEAR		% OF TOTAL REVENUE CURRENT YEAR		
EARNED REVENUE (ALL TICKET SALES, REGISTRATION FEES, MEMBERSHIPS, ETC....)	51		56		
GRANTS (ALL FEDERAL, PROVINCIAL, MUNICIPAL, FOUNDATION AND GAMING GRANTS)	41		36		
DONATIONS AND SPONSORSHIPS (CASH)	8		3		
DONATIONS AND SPONSORSHIPS (IN-KIND)	0		0		
ALL DONATIONS (CASH/IN-KIND) PROVIDED BY THE CITY OF BURNABY	0		4		

2. WHAT OTHER SOURCES OF FUNDING ARE YOU CURRENTLY PURSUING? DOES THE ORGANIZATION HAVE A PLAN FOR DIVERSIFICATION AND INCREASE OF REVENUE OVER THE LONGER TERM? IF YES, PLEASE PROVIDE A COPY OF THE PLAN OR DESCRIBE THE PRIMARY OBJECTIVES AND STRATEGIES.

While we have had considerable success to date, we are developing an approach to further our fundraising efforts in order to diversify our income sources, increase awareness, and create sustainability. We are leveraging our networks to expand our resources and connections, and we are pursuing more third party fundraising opportunities. We are promoting brand recognition so that our society is quickly associated with the valuable services and resources we provide.

3. PLEASE IDENTIFY THE CASH VALUE (\$) OF ALL CITY OF BURNABY CONTRIBUTIONS YOUR ORGANIZATION/PROGRAM/EVENT HAS RECEIVED FROM THE CITY OF BURNABY OVER THE PAST THREE (3) YEARS. ADDITIONALLY, PLEASE INDICATE ANY OTHER CITY OF BURNABY GRANT OPPORTUNITIES YOU WILL BE PURSUING IN THE CURRENT YEAR. FAILURE TO IDENTIFY CITY OF BURNABY CONTRIBUTIONS MAY AFFECT YOUR ELIGIBILITY FOR GRANTS IN THE PRESENT YEAR AND IN THE FUTURE.

	3 YEARS AGO	2 YEARS AGO	1 YEAR AGO	CURRENT YEAR	
				AWARDED	REQUESTED
GRANT - CASH	\$ 9,000.00	\$ 9,000.00			\$ 9,000.00
GRANT - IN-KIND					
PERMISSIVE TAX EXEMPTION	\$ 3,401.58	\$ 3,147.27	\$ 6,116.00	\$ 6,300.00	
LEASE GRANT	\$ 5,315.99	\$ 5,431.56	\$ 5,796.30	\$ 5,913.06	
OTHER					

4. DESCRIBE THE TOP 3 GOALS FOR THE ORGANIZATION IN THE CURRENT YEAR.

GOAL 1  
Continue to provide exemplary critical services to those in need throughout Burnaby.

DESCRIPTION

Despite the challenges we are all facing due to the COVID-19 pandemic, we are committed now, more than ever, to support those in the community who need us most. Burnaby Meals on Wheels adheres to all safety protocols as outlined in WorkSafe BC. At the beginning of every shift each volunteer completes a COVID questionnaire and has their temperature checked prior to delivering meals. We provide PPE for our volunteers, and physical distancing is maintained at all times. Volunteers perform a contactless delivery of meals to all clients (each client is instructed to leave a receptacle outside their door and meals are deposited into these containers). That said, the social contact that our clients experience when their meals are delivered remains an important element of this program therefore the volunteers knock and wait for the clients to come to the door so that they can engage in a bit of physically distanced socializing, and the volunteers can check on the well being of each client.

## GOAL 2

Expansion of services and menu items.

## DESCRIPTION

While we have had considerable success to date, in order to respond to demand we have recently expanded our services to include an additional meal provider that enables us to bring Asian menu options and a large variety of new meals to our clients. We continue to survey our clients to ensure their needs are being met with the variety and quality of food that we provide. We are looking to further expand our menu with additional meal options this year.

## GOAL 3

Strategic planning.

## DESCRIPTION

We are developing a vision for success and priorities as part of our strategic plan. Burnaby Meals on Wheels is committed to promoting health and independence by providing nutritious meals to seniors, individuals with physical challenges, and those who for various reasons are unable to meet their dietary needs. We have short-term goals in place to address the changing needs of the community, and to accommodate the health and safety requirements due to the pandemic. We are continually seeking ways to expand our meal options as well as the scope of service that we provide. Our forward-looking plan will provide us with a clear focus and strategic direction in the years ahead.

## 5. PLEASE COMPLETE THE FOLLOWING

	PREVIOUS YEAR	CURRENT YEAR
NUMBER OF VOLUNTEERS (INCLUDING BOARD)	54	68
VOLUNTEER HOURS PER YEAR	3,318	2,775
NUMBER OF VOTING MEMBERS	61	70

6. HOW DOES YOUR ORGANIZATION WORK TO ENSURE THAT PROGRAMS AND SERVICES ARE ACCESSIBLE AND INCLUSIVE FOR ANYONE WHO HAS AN INTEREST REGARDLESS OF AGE, ABILITY, ORIENTATION, ETHNIC/CULTURAL BACKGROUND, SOCIO-ECONOMIC STATUS? PLEASE SHARE EXAMPLES AND SUCCESS STORIES OF INCLUSIVITY AND DIVERSITY WITHIN YOUR ORGANIZATION AND PROGRAMMING.

Our goal is to improve the quality of life for those in our community who aren't able to meet their nutritional needs, regardless of their age, ability, ethnicity, gender, religion or sexual orientation. We welcome staff members and volunteers who represent our diverse community in Burnaby and many are multilingual. Our volunteers deliver meals chosen from diverse menu options that appeal to individuals from different cultures and with varied dietary needs, including minced food for those who have trouble chewing or swallowing. During the meal delivery, our volunteers interact with clients of varying ages and backgrounds. Some of our clients are visually impaired, others speak little English, some have severe mobility issues, and yet others are juggling caregiving for both elderly relatives and youngsters. Along with delivering meals to those in need, the volunteers express to us how much they enjoy the valuable connection they have with the clients in their community.

**SECTION G: INSURANCE AND ACKNOWLEDGEMENT\***

1. DOES YOUR ORGANIZATION HAVE GENERAL LIABILITY INSURANCE?

☒ Yes☐ No

2. IF YES, WHAT COVERAGE?

Commercial Liability Insurance, and Directors and Officers Liability Insurance.

3. IF AWARDED A GRANT, HOW WILL YOUR ORGANIZATION ACKNOWLEDGE THE CONTRIBUTION FROM THE CITY OF BURNABY?

The City of Burnaby's support of Burnaby Meals on Wheels would be profiled through recognition on our website, in promotional material, at our AGM and other public events, on social media, in press releases, and other media activity in brochures and posters.



## SECTION H: OPERATING BUDGET FOR ORGANIZATION or PROJECT/EVENT/PROGRAM\*\*

1. PLEASE IDENTIFY IF YOU ARE PROVIDING INFORMATION FOR THE ENTIRE ORGANIZATION OR A SPECIFIC PROJECT/EVENT/PROGRAM

☒ Organization ☐ Project/Event/Program

2. FOR THE FISCAL YEAR

2021

3. MONTH FISCAL YEAR BEGINS

January 1, 2021

REVENUES	PRIOR YEAR ACTUAL	CURRENT YEAR BUDGET	CURRENT YEAR CONFIRMED? Y/N	BRIEF DESCRIPTIONS/COMMENTS (TYPE OF GRANT AND FUNDING PERIOD)
FEDERAL GOVERNMENT (SPECIFY)				
1				
2				
3				
PROVINCIAL GOVERNMENT (SPECIFY)				
1 Community Gaming Grant	62000	62000	Y	Gaming Jan 1/21 - Dec 31/21
2 Fraser Health Grant	21116	21120	Y	FHA Apr 1/21 - Mar 31/22
3				
LOCAL GOVERNMENT (SPECIFY)				
1 City of Burnaby		9000	N	Jan 1/21 - Dec 31/21
2				
3				
SPONSORSHIP (SPECIFY)				
1 Blavatsky Lodge	7000	5000	N	
2 RBC Social Impact Hub	2500		N	
3 Other	1190		N	
EARNED REVENUE				
1 Program Meals	102496	130000	N	
2				
3				
FUNDRAISING (NET REVENUE)				
INDIVIDUAL DONATIONS	4954	3000	N	
IN-KIND SOURCES				
INVESTMENT INCOME	56			
OTHER SOURCES (SPECIFY)				
1				
2				
3				
<b>TOTAL REVENUE</b>	<b>201312</b>	<b>230120</b>		

## COMMUNITY GRANT APPLICATION

EXPENDITURES	PRIOR YEAR ACTUAL	CURRENT YEAR BUDGET	BRIEF DESCRIPTIONS/ COMMENTS (TYPE OF GRANT AND FUNDING PERIOD)
TOTAL COMPENSATION EXPENSE	78224	79800	
OFFICE SUPPLIES & EXPENSES	17715	20000	
PROGRAM & EVENT SUPPLIES	87077	107500	
ADVERTISING & PROMOTION	870	1000	
TRAVEL & VEHICLES EXPENSES	6189	7200	
INTEREST AND BANK CHARGES	1585	2000	
LICENCES, MEMBERSHIPS, & DUES	159	200	
OCCUPANCY COSTS	5941	7000	
PROFESSIONAL & CONSULTING FEES	2516	4000	
CAPITAL PURCHASES & IMPROVEMENTS			
AMORTIZATION OF CAPITALIZED ASSETS	980	1000	
DONATION, GRANTS, & SCHOLARSHIP EXPENSE AS PART OF CHARITABLE ACTIVITIES			
EDUCATION AND TRAINING FOR STAFF & VOLUNTEERS			
CITY SERVICES EXPENSES (SPECIFY)			
1			
2			
3			
OTHER EXPENSES (SPECIFY)			
1			
2			
3			
4			
5			
<b>TOTAL EXPENDITURES</b>	<b>201256</b>	<b>229700</b>	
<b>CURRENT SURPLUS (DEFICIT)</b>	<b>56</b>	<b>420</b>	