

For *all the lives we protect.*

2019 Annual Report



**For
Life**

MedicAlert 2019 Annual Report



Contents

Message from the Chair of the Board of Directors, and the President	Page 4
Board of Directors	Page 5
Management	Page 5
Summarized Financial Statements	Page 6
Report of the Independent Auditor on the Summary Financial Statements	A
Summary statement of financial position	B
Summary statement of operations and changes in net assets	C
Note to the summary financial statements	D

Letter from the Chair

In 2019, MedicAlert Foundation Canada continued its transformational journey, embarking on several foundational projects that will pave the way for a vibrant, modern, and sustainable organization. Our goal is to ensure that the connection we make between Canadians and first responders during a time of need not only remains solid, but also evolves to reflect the needs of our subscribers and our partners for years to come.

Our Board of Directors green-lit a substantial digital transformation project that will occur in several phases over the next two years. This project represents an important investment in our infrastructure modernization and is designed to improve our current and future subscribers experience. It will also improve the speed of access first responders have to the critical health information they need to effectively respond in a health emergency while adding additional layers of protection for the data we manage on behalf of our subscribers. Digital transformation will also be of significant benefit for our staff, providing them with more powerful tools to better support our subscribers and our partners.

MedicAlert also underwent a substantial restructuring in order to prepare for the future. Two principle divisions were created. Growth, Strategy and Operations brought together our fundraising, marketing, contact centre, and partnerships portfolios for greater synthesis and synergy. Corporate Services united the finance, human resources and technology functions of our operation and added a new area of legal and compliance which is an emerging focus for the charitable sector. We brought in a seasoned executive from the health sector to lead Growth, Strategy and Operations, and plan to recruit a highly-respected executive from the public sector in early 2020 to lead the Corporate Services Team. With this restructuring and hires, the Board has confidence in the promise of our future course.

This year was also the first year of our new strategic plan. The pillars of our plan are simple, yet powerful:

- To protect more Canadians
- To increase our charitable impact
- To maintain financial stability

As we look forward, we know 2020 will be a building year for MedicAlert. In 2019 we laid the foundation for our future direction and the modernization of our nearly 60-year-old organization. We are excited about what lies ahead as we redefine ourselves to ensure our place in the ever-evolving landscape of the Canadian healthcare system. We hope you'll join us.

Sincerely,

Douglas Craig
Chair, Board of Directors



2019 Board of Directors

MedicAlert Foundation Canada is governed by a volunteer Board of Directors with representation from across Canada.

DIRECTORS & OFFICERS

Douglas Craig, Chair (Alberta)

Dr. Blair Bigham (MD), Vice Chair (Ontario)

Dr. Catherine Boivie (PhD), Chair, Governance and Nominating Committee (British Columbia)

Alex MacBeath, Chair, Finance and Audit Committee (Prince Edward Island)

Isabelle Oliva, Chair, Human Resources Committee (Quebec)

Françoise Faverjon-Fortin, CEO, Corporate Secretary ex-officio

Dr. Lisa Chillingworth-Watson (PhD) (Ontario)

Danny Lew (Quebec)

Leslie Quinton (Quebec)

Ruth Ramsden-Wood (Alberta)

Sara Jane Snook (Nova Scotia)

Salimah Walji-Shivji (Alberta)

Management

EXECUTIVE

Françoise Faverjon-Fortin, CEO

Leslie McGill, Senior Vice President Growth & Strategy

Summary financial statements of Canadian MedicAlert Foundation Incorporated

December 31, 2019

Report of the Independent Auditor on the Summary Financial Statements	A
Summary statement of financial position	B
Summary statement of operations and changes in net assets	C
Note to the summary financial statements	D

Report of the Independent Auditor on the Summary Financial Statements

To the Members of
Canadian MedicAlert Foundation Incorporated

Opinion

The summary financial statements, which comprise the summary statement of financial position as at December 31, 2019, and the summary statement of operations and changes in net assets for the year then ended, and related notes, are derived from the audited financial statements of Canadian MedicAlert Foundation Incorporated (the "Organization") for the year ended December 31, 2019.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements, in accordance with the basis described in the note to the summary financial statements.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the Organization's audited financial statements and the auditor's report thereon.

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated April 4, 2020.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the summary financial statements in accordance with the basis described in the note to the summary financial statements.

Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, Engagements to Report on Summary Financial Statements.



Chartered Professional Accountants
Licensed Public Accountants
April 4, 2020

Canadian MedicAlert Foundation Incorporated
Summary statement of financial position

As at December 31, 2019
(In thousands of dollars)

	2019	2018
	\$	\$
Assets		
Current assets		
Cash and investments	8,107	7,457
Other current assets	423	444
	8,530	7,901
Capital assets	257	364
	8,787	8,265
Liabilities		
Current liabilities	4,309	4,506
Deferred revenue	1,488	1,604
	5,797	6,110
Net assets	2,990	2,155
	8,787	8,265

The accompanying note is an integral part of the summary financial statements.

Approved by the Board


_____, Director


_____, Director

Canadian MedicAlert Foundation Incorporated
Summary statement of operations and changes in net assets

Year ended December 31, 2019
(In thousands of dollars)

	2019	2018
	\$	\$
Revenue		
Membership fees	5,499	5,953
Product sales	2,166	2,513
Grant revenue "No Child Without"	76	106
Donations	904	896
Other revenue	13	45
	8,658	9,513
Expenses		
Membership services and education	3,115	3,281
Marketing and communications	1,521	1,922
Governance and administration	1,843	1,764
Cost of product sales	1,491	1,893
"No Child Without" program	76	106
Fundraising	244	269
License fees	215	250
	8,505	9,485
Excess of revenue over expenses before the undernoted item	153	28
Other income (expense)	682	(129)
Excess (deficiency) of revenue over expenses	835	(101)
Net assets, beginning of year	2,155	2,256
Net assets, end of year	2,990	2,155

The accompanying note is an integral part of the summary financial statements.

Canadian MedicAlert Foundation Incorporated

Note to the summary financial statements

December 31, 2019

Basis of the summary financial statements

The criteria applied by management in the preparation of these summary financial statements are as follows:

- (a) The information in the summary financial statements is in agreement with the related information in the audited financial statements;
- (b) A summary statement of cash flows has not been presented, as the relevant information can be obtained from the audited financial statements; and

The audited financial statements may be obtained from Canadian MedicAlert Foundation Incorporated.