



BEHIND THE WHEEL

THE KING'S DAUGHTERS DINNER WAGON NEWSLETTER

ISSUE NUMBER 76

More than just a meal!

SPRING 2008

Meals on Wheels Celebrates 40 years!

Meals on Wheels, also known as The King's Daughters Dinner Wagon, was founded in 1968 by the Ottawa City Union of The King's Daughters and Sons. Its beginnings go back to a talk on the meals on wheels system in Britain given to the Centennial Circle of the Ottawa City Union by Miss Marjory Bradford on February 14, 1967.

Led by Evelyn Sparks, Phyllis Lyon, Gwen Richards, and many other members of the City Union, these women set out to provide a Meals on Wheels service to people who needed a hot meal and a friendly face at the door. During the first week of operation there were 29 meals served to 15 people at a cost of 75 cents per meal. The volunteers picked up these meals from the kitchen at the Adult Training Centre on Donald Street and charcoal briquets, in the "Hotlock" boxes, were used to keep the meals hot during delivery. The founders had no way of knowing how large the operation would become but by the end of that first year a total of 874 meals had been served to 89 people.

In the early years all staff were volunteers, and all were women. The money came from the City Union of The King's Daughters and Sons, fundraising tea and coffee parties, client donations, memorial gifts, and a donation from the festival of Christmas Carols. It was not until 1972 that the Dinner Wagon received a grant from the Ontario Ministry of Community and Social Services. Today, Meals on Wheels still receives financial support from the Government of Ontario's Ministry of Long Term Care through the Champlain Local Health

40 YEARS

Integration Network, and from the City of Ottawa.

Last year, a total of 59,260 hot meals and 40,242 frozen meals were served to 1,146 clients with the help of 558 volunteers. Volunteers pick up their meals from 11 different kitchens located in all areas of the city. Frozen meals are prepared from our frozen food supplier, Private Recipes and, of course, we also have Chinese/Asian hot meals prepared by Chef Dom Lian at the Glebe Centre.

We couldn't have made it to 40 years without all our volunteers and partners. Thank you for helping us deliver... More Than Just a Meal!

Did you know that...

- In the Fall of 1968, Island Lodge (now Garry J. Armstrong Centre) offered to provide 24 meals each day and now has the distinction of being the longest serving meal provider.
- The first Meals on Wheels newsletter was published in 1984.
- Meals on Wheels moved to its

present location, at 790 Bronson, on July 24th, 1987.

- Client fees were collected by the volunteers until 1991 when the clients were gradually switched over to a system of monthly billing rather than weekly payments.
- The first delivery of frozen meals was made on April 25th, 1991.

Chinese/Asian Meals Available in Centretown

Chef Dom Lian has been preparing Chinese/Asian Meals on Wheels for us from the Glebe Centre kitchen since May 2002. These meals are highly appreciated by the clients and are available to anyone living in the delivery area if requested. Why not consider having a Chinese/Asian meal once per week as a change of pace. If you live in the Centretown area, please call Maria at 613-233-2424 for more information.

Aging in Place Project

Meals on Wheels is a partner in the new Aging in Place program funded by the Champlain Local Health Integration Network. The purpose of the project is to provide enhanced health and community support services in five selected buildings in Ottawa in order to help eligible residents maintain their health while reducing reliance on more expensive medical care such as emergency departments. Other partners in the project are Ottawa West Community Support, Ottawa Community Support Coalition, the Champlain Community Care Access Centre, Ottawa Community Housing, Centre de Service Guigues, The Good Companions, and The Glebe Centre's Abbotsford House. Meals on Wheels delivers food to all five buildings. Plans are underway to add a further four buildings in the near future and we are looking forward to serving them as well.

Mums Fundraiser

Thank you to all those who supported our Fall mums campaign. 578 plants were delivered and \$5,312 raised thanks to our many volunteers. Once again, it was a pleasure working with the Rotary clubs of West Ottawa and Ottawa-Stittsville, Mothers Against Drunk Driving and Engineers without Borders in this project.

This year, we also tried something different. We set up at Alcatel-Lucent over a 2-day period so that staff working there could purchase flowers to take home when travelling to their out of town families for Thanksgiving. Thanks to Alcatel-Lucent for collaborating with us in this new initiative. Thank you also to Terri Morgan and members of our Board Fundraising committee who were on site selling mums plants two days at the beginning of October.

Staffing Update

We're pleased to introduce Terry Moxness as our new Volunteer Manager. Terry started with us in mid-October and, after a brief transition with long-time staff member Pauline Uston, has been managing the volunteer department since then. We're thankful to our volunteers for having provided her with such a warm welcome. It's good to have you with us Terry.

A new Receptionist position has been created. We're in the process of hiring a permanent staff person for this position. The Receptionist will be the first person to answer phones so all clients and volunteers will have an opportunity to talk to her/him. We're also upgrading our phone system by adding voice mail boxes for each staff. During regular business hours, however, we will continue to answer the phone in person.



*New Volunteer Manager Terry Moxness
(Photo credit: B. St-Cyr)*

Canadiens vs. Senators Fundraiser

This year again, Real Estate agent Madat Kara activated his fundraising team in support of Meals on Wheels. This year's hockey event saw us renting "The Ledge Carvery and Bar" at Scotiabank Place for the April 1st game between the surging Montreal Canadiens and the perennially solid Sens. Madat has already raised \$130,000 for our organization and is still going strong. In addition to the hockey game, he is also organizing a golf tournament in Hammond on August 7th. If anyone wants to join us

for an afternoon of golf and an evening of fun, please contact Baudouin at 613-233-2424.

Support for Meal Subsidies

As you may know, our Client Coordinator Mindy Robineau, 26, passed away in the Fall of 2006 after a short battle with cancer. To honour her memory, our Board of Directors created the Mindy Robineau Memorial Fund. This Fund is used to support meal subsidies to help us ensure nobody goes without food for lack of financial resources. This Fund needs to be replenished every year and we are always looking for contributions. Please help us if you can by making a designated contribution to the Fund! A charitable receipt will be issued for the full amount donated.

Christmas Day Meal

The special Christmas meal was once again a success thanks to our various community partners. Special thanks to Moe Attalah from the Elvis Sighting Society for providing most of the food and cooking it in his kitchen at Donna's Express, Rick Smith from A&P Canada for the donation of 500 lbs of turkey, and the Ottawa Riverside Kiwanis Club for their annual donation of Christmas cake. Thank you also to Terry Moxness and Baudouin St-Cyr and the team of volunteers who came out on December 25th to coordinate and deliver this meal.

Volunteer Notes:

- When on delivery, it is important to respect any "Fire Route" signs. The Parking Authority will ticket cars, even those with "On Delivery" signs on the dashboard. The fine for parking in a fire route is \$100. Please be careful!
- Please let Terry or Peggy know if

you are noticing that the delivery route does not flow as well as it should. Your feedback will help ensure that the routes are set up in the best possible order for delivery.

- It is very important that the delivery bags and coolers be in good condition and we encourage you to inform the office should you be aware of any bags or coolers that need to be replaced.
- Please let us know if you need a new “On Delivery” sign, name tag, or extra mileage sheets. We are happy to mail them to you or you can pick them up at the office.

November 14th

Volunteer Reception:

We recognized and thanked our 558 volunteers at our annual Volunteer Reception held at St. Elias Centre. One of the highlights of the afternoon was the introduction of a new pin to recognize volunteers that have been with us 25 years or more. The volunteers honoured were:

Marion Anderson, Sylvia Baenziger, Past President Margaret Baxter, Marion Gallagher, Past President Arnold Gamble, Joan Flynn, Theresa Grolway, Isabel Hale, Virginia Hill, Marjorie Johnston, Marion King, Kathleen Kurtz, Dorothy Larochelle, Past President Phyllis Lyon, Margaret McLure, David McLellan, Joan McLellan, Regina Medaglia, Verona Milner, Dorothy Newton, Irene Ogilvie, Rowena Pomeroy, Past President Gwen Richards, Christine Richter, Muriel Ryan, Fairlie Sills, Past President Evelyn Sparks, Muriel Sprenger, Marg Stethem, Joyce Taylor, Bing Thompson, Jean Tickner, Past President Liz Wilson, Nanette Whitman, Wilma Ward, Eileen Schultz, and Mireille Hallarn.

Congratulations!

Thank you also to Tina Moledina for being MC for this event and thanks



A number of the recipients of the 25-year pin. (photo credit: Ed Lachance)



Madat Kara from Prudential Maximum Realty and Bruce Sergeant from Scotiabank present the 2006-07 fundraising cheque to Board President Karen Zypchen (Photo credit: Ed Lachance)

to our organizing committee led by Volunteer Coordinator Peggy Winstan. Please join us for our special 40th anniversary Reception next November. Details on the event plus an invitation will be in the Fall 08 issue of this newsletter

Walk of Ages Fundraiser-June 7th, 2008

The “Walk of Ages” is an opportunity for the community to join in raising funds for The Good Companions Seniors’ Centre and its partnering organizations. Participants will spend a pleasant morning strolling along the Ottawa River Parkway in support of active independent living. The “Walk of Ages” will start at The Good Companions, 670 Albert Street, at 8:15 a.m. and run until 12 noon. Breakfast and entertainment, including prizes, will be provided

for all. As part of the Equal Partners Program, Meals on Wheels will receive 50% of any money raised by the Meals on Wheels participants. Pledge forms are available at the Meals on Wheels office at 790 Bronson Avenue. Please let Terry or Peggy know if you plan on participating so we can all walk together!

Volunteer Recruitment:

We appreciate your help!!

Do you have a friend or family member who might be interested in joining Meals on Wheels?

Do you work for an organization that might be interested in setting up a corporate delivery team? It’s a great team building exercise and an opportunity to get to know some of your colleagues better.

Do you know of or belong to an organization that might be interested in having someone come to speak

about Meals on Wheels?

Do you know of a bulletin or newsletter that might be interested in an article from Meals on Wheels?

Do you know of a bulletin board that Meals on Wheels could place a poster on?

Please let us know!

Client Notes:

Remember to always keep some extra food on hand in case Meals on Wheels is unable to deliver because of bad weather or other difficult situations. We rarely cancel delivery but it can happen!

We collect grocery receipts from Roger's Independent store (Bank and Alta Vista) to assist with our fundraising efforts. If you shop there and can part with your grocery bill, we can put it to good use. Please contact us for more information or just send us your receipts.

Muriel Sprenger: Volunteer Profile

In celebration of our 40th anniversary we would like to acknowledge the long-term commitment and dedication of one of our volunteers. Volunteers are the heart of the organization.

Muriel Sprenger was born in Brandon, Manitoba, and has lived in Ottawa since 1972. She first heard about Meals on Wheels at a meeting of her local church group in the Fall of 1981. The guest speaker that day was Phyllis Lyon who served as President of our Board from August 1980 until June 1985. Muriel has always been someone who enjoys being active and is people oriented. Meals on Wheels



Board member Donna Crabtree and long-time volunteer Muriel Sprenger (Photo credit: B. St-Cyr)

appealed to her right away. She started volunteering once a month early in 1982. It was not long before Muriel was volunteering twice a month, then once a week. For well over 10 years now Muriel has been serving two hot meal routes every week.

Muriel has many memories of the early days. She remembers when there were no computers and everything was done on the typewriter. The route sheets were then hand delivered to the kitchens. As a Monday volunteer, Muriel was expected to collect money from the clients and then bring it in to the office. She would then help out at the office. One of her jobs was to flatten and recycle the metal food containers which, at that time, were collected by the volunteers. She recalls how everyone called her "Stomper."

Muriel recalls having to deal with some emergencies. One day she discovered a client who had hit his head on the stove and was lying unconscious on the floor. She quickly called 911 to get help. Muriel also remembers notifying the office after discovering that a client's furnace was not working properly.

Today, after 25 years and over 2,500 hours of service, Muriel is quick to say, "I have gained as much as I have given." She has found the work to be very gratifying along with the many friendships she has made along the way. Thank you Muriel!

Volunteer Professional Development Day

Date: *Thursday May 29th, 2008*

Time: *10:00 a.m. – 2:00 p.m.*

Location: *The Good Companions Centre
670 Albert Street (west of Bronson)*

Timetable:

10:00–10:30 *Welcome and Registration*

10:30–11:45 *Officer Nathan Hoedeman of the Ottawa Police Force will be speaking about safety in the community and in the home. He will focus on tips for volunteers while working in the community. Find out what you can do to ensure your own safety and the safety of your clients.*

11:45–1:00 *Lunch and Networking*

1:00–2:00 *Public Health Nurse, Myriam Jamault, from the Ottawa Public Health Unit is our second speaker. She will guide volunteers on how to identify and help isolated seniors at risk. One of the objectives is to train volunteers to identify certain risk factors when serving the elderly.*

This day is a great opportunity to gain knowledge, ask questions, share ideas, and network with your fellow volunteers! We will also be enjoying a nice lunch prepared for us by The Good Companions Centre.

Please call Terry or Peggy to register for this event. If you are scheduled to work on this day and would like to attend, they can make arrangements to find a replacement for you. Deadline for registration is May 20th and the day is entirely paid for by Meals on Wheels.

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