



BEHIND THE WHEEL

THE KING'S DAUGHTERS DINNER WAGON NEWSLETTER

ISSUE NUMBER 80

More than just a meal!

SPRING 2010

Meals on Wheels Behind the Scenes....

Most Meals on Wheels volunteers are out on the route delivering meals to clients but there are also other volunteer roles that are critical to the smooth operation of the service we provide in our community. Volunteers play an integral role at all levels of our operation.

Meet our behind the scenes volunteers dedicated to supporting us in a variety of ways....

Prior to 1991 delivery volunteers use to collect the client fees on a weekly basis. Gradually we switched over to a monthly billing system. Since then we've been lucky to have the continued support of a great team of volunteers who come in to assist with the billing and other mailouts as needed. Many thanks to Betty-Anne Ellis, Theresa & Kenny Grolway, Muriel Sprenger, and Eleanor MacLeod. While helping with these tasks this group also enjoys fellowship, tea and even a few laughs. (Sadly Betty-Anne passed away unexpectedly in late February. We miss her very much.)

The first delivery of frozen meals was made on April 25, 1991. In addition to needing many volunteers to deliver these meals they must also be unpacked and sorted into the appropriate routes. Curtis Duquette has been volunteering with Meals on Wheels for almost 4 years. He comes to the office once a week on Mondays to help sort these frozen packages for delivery to clients in the west end of Ottawa. Sorting sometimes as many as 100 packages and arranging them into routes takes a great deal of organization and attention to detail. Curtis is dedicated in getting the job done just right. Also sorting the frozen packages are Beverly Sawchuk & Chloé Renaud. They arrive every Wednesday to sort the frozen



*Billing Volunteers Theresa Grolway, Muriel Sprenger, Kenny Grolway and Betty-Anne Ellis
Photo: B. St-Cyr*

packages for delivery to clients in the east of Ottawa. Beverly has been a Meals on Wheels volunteer for 3 years. In addition to helping to sort the frozen meals she also delivers a weekly frozen route. Chloé came to us more recently helping with sorting the frozen food, and other tasks around the office, as part of a requirement for a course at the University of Ottawa. After reaching the number of volunteer hours required, she decided to continue with her volunteer work and we are pleased to have her continued support

These extra volunteer hands are always appreciated in the office with any number of the on-going tasks that keep things rolling at Meals on Wheels.... Thank you!

Facebook Page Coming Soon

Word of mouth has always been one of the most important means of recruiting new volunteers and sharing the important mission of the Meals on Wheels service in the community. Social media internet sites, like Facebook and Twitter, are key peer to peer pathways that work as word of mouth for the 21st century

More and more often, non-profits are using social media sites, like Facebook, as very effective networking tools to create awareness and connect with their community. These media sites can be a place to inspire conversations about an organization's mission and programs.

Meals on Wheels will be creating a Facebook Fan Page in the near future. This will be accessible to all on the internet, regardless of whether you have a Facebook account.

Simply type in "Meals on Wheels/La Popote roulante Facebook" in your web browser and you will find our Fan Page. You will also be able to link to it from our website.

If you do have a Facebook account, and become a "fan" of our page, you'll be able to post comments on our wall. We look forward to forming new connections and friendships as well as sharing with those already part of the Meals on Wheels community. We encourage you to visit our page and participate by sending us your comments and sharing your experiences as a Meals on Wheels volunteer or client.

This page will be a great place for Meals on Wheels to promote upcoming events as well as share information, stories and photos. We look forward to having you visit us there!

Welcome to our Team!

Volunteers joining Meals on Wheels since fall 2009 are:

Hend Abdel Sattar
Daniel Akat
Jennifer Anderson
Amy Bal
Phyllis Bloch
Cleo Bradley
Ann Cooper
Isabelle Daly
Julie Denoix
Pauline Dupont
Jason Eastman
Erica Feininger
Pamela Facette
Philip Harrold
Jennifer Gallant
Jagmit Gill
Jennifer Hall
Nettie Jolley
Chris Jones
Sue Kellison
Rosemary Knes
Carolle Knight
Danik Lafrance
Thu Le
Justin L'Espérance
Katherine Liston
Patty Mitchelmore
Chantal Masheka Narugeta
Judith McBride
William McBride
In-Leng Ng
Amy Potter
Véronique Proulx
Tongyin Qin
Chloé Renaud
Barrie Smith
Pam Smith
Micah Solomon
Kim Truong
Martin Ulrich
Luc Van der Leeden
Zelena Van der Leeden
Neil Vaz
Louis Wagner
Aleksandra Walsh
Ken Watson
Andrea Werlen

Volunteer Notes:

- Please let Terry or Jill know if you notice that your 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's very important that the delivery bags and coolers be in good condition. 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're happy to mail them to you or you can pick them up at the office.
- When on delivery, it's 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!
- Our annual Volunteer Development Day will be held in May again this year. Information on this day will soon be available to all of our volunteers. This day is always very informative and also a great networking opportunity!

Join us on June 5, 2010

The "Walk of Ages" is an opportunity for the community to join in raising funds for The Good Companions Centre and its partnering organizations. As part of the Equals Partners Program, Meals on Wheels receives 50% of any money raised by the Meals on Wheels participants. The date this year is Saturday June 5th in the morning. Participants will meet at The Good Companions Centre at 670 Albert St.; go for a pleasant walk along the Ottawa River Parkway then return to the Centre for breakfast, entertainment and prizes. There will be a "Walk of Ages BBQ Lunch Launch" on Friday May 7th at 1 p.m. Tickets are \$8.00 and the deadline

for ticket purchase is May 5th.

Pledge forms and additional information are available at our office. We hope you will join us for these events!

Client Notes: Food Preference Challenges

Recently, the number of diet preference requests have increased quite a bit which is creating problems for our eight provider kitchens whose staff strive to provide varied and healthy meals at a reasonable price. Having an overly large number of preferences to deal with has led to the providers finding it difficult to prepare meals that will suit all clients.

As things stand, the kitchens take measures to deal with requests related to allergies and special diets (diabetic, minced, or no added salt), but can't guarantee they can accommodate personal food preferences (ie. if a client dislikes lasagna or meatloaf). Also, they generally can't substitute items – the meals come with a soup, entrée, fruit, and dessert. Some dietary needs such as a preference for bananas rather than other fruits are taken into account, but again are not guaranteed. We understand that this is somewhat restrictive and for clients who may have many intolerances or preferences, we suggest our frozen meal program be considered as an alternative. This program offers a menu that allows clients to pick and choose nutritious and delicious meals that can be prepared in the microwave or oven in minutes. Please contact our office for more information about this program.

Delivering into Client Hands

Over the years, some clients have come to expect that our volunteers will leave their meal for them if they are not home to receive it. This has created a problem of double messaging to the volunteers who are trained to do a security check and call in when clients are not home. The end result being that we're often not

advised of clients who are not answering at the door. This is problematic in that we are losing the security check aspect which is an essential part of our service. Of course, leaving meals at the door also leads to the concern that they may spoil since they won't be eaten or refrigerated promptly. Thus, if a client can't be home for the hot meal delivery, we suggest the delivery be cancelled in advance, that an arrangement be made with us to have the meal delivered to a neighbour, or that consideration be given to having other food on hand to assist in such situations. Thank you for your understanding and cooperation..

Kitchen Profile - The Good Companions

Our transition into our new office at The Good Companions Centre is finally complete and along the way we've discovered hidden perks about working together with our largest kitchen.

Director of Food Services and Head Chef Frank Bowie and his staff (Eva, Miranda, Aaron, Pat, and Connie) provide not only 500-600 weekly meals for their own daily luncheon service but also 400 weekly meals for 8 out of our 23 daily routes.

Over the three years that Frank has been with The Good Companions Centre, he has seen the kitchen and catering department undergo tremendous growth, not only with their Meal on Wheels collaboration but also with their special holiday meals. This past holiday season the kitchen prepared many Christmas dinners including one exclusively for our clients (see picture) and a Christmas Day brunch. Most recently the kitchen created a community-partnered Chinese New Year lunch and will be hosting an upcoming Easter brunch on Thursday April 1st, 2010.

Frank takes pride in the fact that his kitchen strives to make heart-healthy meals the standard. The kitchen works on a three-month menu cycle ensuring plenty of variety. They prepare fresh soups from scratch daily, use low sodium



*Frank Bowie, Food Services Manager at The Good Companions
Photo B. St-Cyr*

options when possible and never serve anything fried.

Our proximity to the kitchen allows us to hand deliver the route sheets to the kitchen each day. Prior to delivery, each meal is cross checked by one of the kitchen volunteers to ensure that clients who require special diets receive them. Our staff members, Terry & Jill, then greet every team of volunteers who come to pick up the routes and send them on their way with healthy, hot meals to deliver to our clients.

As you can see, we're enjoying our close working relationship with The Good Companions Centre and look forward to celebrating their 55th Anniversary this fall.

Meals on 2 Wheels update....

Louis Wagner has been delivering meals by bicycle since October 31st every week on Saturday from The Glebe Center. Louis works as a bicycle courier and was an ideal candidate for our first Meals on Wheels bicycle delivery volunteer.

"After I started doing bike courier work last year I became interested in other ways to do some environmentally friendly work when I was approached

by someone who suggested I contact Meals on Wheels about delivering. Since then it's been an opportunity to help people that are in my neighbourhood and it's made me feel more at home. I like knowing that someone is depending on me and to be greeted every week. I look forward to every Saturday I deliver, and it helps me get up moving and seize the day!"

Louis has been dedicated in getting these meals delivered regardless of the winter weather. As spring approaches, we will be expanding this program and getting more people out delivering by bicycle with this healthy and green delivery option.

Please contact Jill or Terry if you are interested in becoming involved.

The Ottawa Meals on Wheels Network

For many years now, we've had the privilege of leading the Ottawa Meals on Wheels Network which is comprised of the Meals providers in West and East Ottawa, the former wards of Osgoode and Rideau, Jewish Family Services as well as ourselves. The group meets three times per year.

The Network provides a forum where representatives from each agency get to know staff from other programs and share challenges and solutions. It's also a forum where collaborations are planned and implemented. Over the last few years, we've had discussions on a range of issues from sharing best practices to pandemic planning to joint marketing efforts. We also monitor service offerings closely as we try to make sure that quality and fee level are as consistent as possible across the City.

The Ottawa Meals on Wheels Network. Informational, collaborative and, ultimately, a key component in ensuring continued quality in programming across the City.

Volunteer Reception Another Success!

Wednesday November 4th was the date of the 2009 Volunteer Reception which was held once again at the St. Elias Centre at 750 Ridgewood Avenue. Event's Manager Zare Kesyan and his staff always provide us with a perfect set up and lovely refreshments for this event. The theme this year was Alice in Wonderland's Mad Hatter tea party and the committee had great fun with invitations, costumes and decor! Kimothy Walker of CJOH-TV graciously accepted to be the MC for the second year in a row. Thank you Kimothy for always knowing what to say to make our volunteers feel valued and appreciated! It has been a pleasure having you as our MC. Thank you also to the Grey Jazz Combo for providing us with such lovely music!

Congratulations to the 2009 award recipients:

500 hours:

Claire Barr
Jean Claude Baril
Claire Fitzpatrick
Allan Van Dyk
Pam Young
Gerry Zypchen

1000 hours:

Phil Campbell
Joan Glynn
Lorne King
Martin Morgan
Karen Zypchen

1500 hours:

Lise Robertson
Terry Robertson

2000 hours:

John Searle
Jim Whitridge

2500 hours:

Frans Olberg
Herb Sills

25 years:
Aileen Lucas
Lila McLeave
Olive Newman
Herb Sills

Thank you to the reception committee members for their commitment in the planning of this event: Jill Dodd, Claire Fitzpatrick, Helen Groh, Lynne Langille, Terry Moxness, Keenan Wellar. In addition there were three students from the Algonquin College's Event Management Program: Carmen Luis Molina-Johansen, Christina Nunes and Christina Richard.

arranging to obtain gifts for every client. The Ottawa Riverside Kiwanis Club once again donated Christmas cake. We also received hand made party favours from staff at MBNA-Canada and the 131st Ottawa Girl Guides. Great effort everyone.



*Louis Wagner preparing to deliver Meals on Wheels
Photo: Louis Wagner*

Christmas at Meals on Wheels

We want to express our heartfelt appreciation to our partners who helped make this year's Christmas meal another success with over 105 free meals delivered on December 25th. First, special thanks to Moe Attalah from the Elvis Sighting Society for his ongoing support preparing and packaging the meals. Thanks also to Home Instead Senior Care for



*Staff and Board members at the annual Board-staff Christmas luncheon
December 16, 2009*

Photo: B. St-Cyr

*Design courtesy of
Enbridge Gas Distribution*

Printing courtesy of



MBNA Canada