



BEHIND THE WHEEL

THE KING'S DAUGHTERS DINNER WAGON NEWSLETTER

ISSUE NUMBER 81

More than just a meal!

AUTUMN 2010

Lee Halverson –Profile of a Volunteer

It's only 9 am on Thursday morning. The staff of Meals on Wheels has been filing in for the past while, prepared for another busy day. Sitting in his car, engrossed in a book, is Lee Halverson. He is not due to deliver his route for a couple of hours but the Meals on Wheels parking lot is as good a place as any to find a quiet place to study after dropping his kids off at camp.

Despite a busy life of work, school, and family, Lee knows the importance of contributing to his community. He has entered his fourth year of being a Meals on Wheels volunteer, taking the odd break for exam time and even to go overseas.

Lee is recently home from a tour in Afghanistan where he was a fitness consultant and technician. Even so far from home, Lee's spirit of volunteerism was at work, and he gave his time 5-7 times a week at the Multi-National Hospital in Kandahar. Here he had the responsibility of rehabilitating injured or wounded soldiers and locals. He considers it a privilege to have had the opportunity to work with the men and women of the armed forces and the brave Canadians he met there have a special place in his heart. As difficult as the work was, it was the people who made his job so much easier. His goal is to have a career in policing and he hopes to wear the uniform in his hometown of Ottawa. He would love nothing more than to eventually return overseas to mentor the Afghanistan National Army and Police. Lee is currently back at school finishing a degree in General Science and has even begun lessons in Mandarin.

Being a people person is what attracted Lee to Meals on Wheels. The weekly interaction he has with the clients on his route is what makes this a meaningful and important job that he is happy to take on every week. He looks forward to seeing the



Volunteer Lee Halverson waits in the kitchen at The Good Companions while kitchen staff Aaron Brown finishes serving the meals.

Photo: Bau St-Cyr

clients and enjoys his visit with one special client in particular: "She reminds me of my grandmother. I always enjoy seeing her and shooting the breeze and just making sure she is all right... Everyone is always so grateful and even people who see me passing by in the hallway commend me and Meals on Wheels for the service we provide helping those who need it most. It is the least I can do for my community and frankly not that difficult to do but incredibly rewarding."

"I remember some time ago delivering a meal to a high-rise with 26 floors near the canal. It was during the winter and a storm had knocked out the power and, needless to say, the elevators. After a long climb up the stairs, my client, who lived on the 24th floor, was very surprised to see me. She couldn't believe I had walked up that many flights to bring her a meal. I would only hope that, if I were in the same situation, someone would do the same for me. I would not hesitate to do it again."

Volunteering has even become a family affair for Lee. He and his wife, Genevieve, recently celebrated 11 years of marriage and have two children, Simon, who is eight, and Leah, who is six. "Simon has helped me on a few occasions deliver meals this past summer and had a blast doing it. He's asked me when we will be able to do it again."

Lee Halverson is a great example of the many possibilities in being a Meals on Wheels volunteer. With the flexibility of being able to volunteer as a family or adjust your volunteer schedule to accommodate class schedules, summers away at the cottage, or winters down south, it's a perfect opportunity for busy people like Lee.

Thank you Lee for all the wonderful work you do for Meals on Wheels.

Welcome to our Team!

Volunteers joining Meals on Wheels since spring 2010 are:

Andrea Bacsfalusi
Cibalonza Balezi Conso
Susan Baxter
Wendy Bird-Routliffe
Alexander Bontes
Ann Bronicki
Jeff Collin
Marc Fernandez
Keith Gallagher
Louise Gallagher
Carlos Gallas
Yvonne Gomez
Sora Han
Irene Isoke
Haben Kalaty
George Kerr
Taewan Kim
Beverley Kirkpatrick
Jason Lallier
James McGraw
Ann Midgley
Ian Midgley
Neil Miles
Ruth Morin
Bruce Muisse
Daniel Muller
Roshan Najmi
Phuong Nguyen
Grace Nkwentifor
Steve Parman
Anne Marie Revie
Shaka Sagour
Elliot Sherman
Blake Sloan
Carol Truong
Kim Truong
Clarisse Uwujinema
Dragos Vlasceanu

Volunteer Notes:

Guidelines to follow when a client is not at home for delivery:

- Do not leave a meal at the door because it is important that food be consumed or properly stored within a short time frame.
- Do not leave a meal with a neighbour unless it is indicated on the route sheet or you are instructed to do so by MOW staff. Leave the meal with a neighbour if the client has left a note instructing you to do so, but please call the office to inform the MOW staff.
- Inform MOW staff if a client has left a note about leaving a meal at the door. We will then follow up with the client in regards to the proper procedure to follow if they will not be home over the lunch hour.

Hockey Night in Canada

Madat Kara and his fundraising team are busy arranging another "Hockey Night in Canada". The game will take place on November 11th and feature the Ottawa Senators and the Vancouver Canucks. This will be a great opportunity to see Canadian 2010 Olympic goaltender Roberto Luongo and his team face off against our Sens. This year again, we were able to obtain seats in our own private box in the Ledge Carvery and Bar which is located behind one of the nets at ScotiaBank Place. The sightlines are excellent and \$85 per tickets buys a seat at the game complete with a sandwich dinner served in the box. This is wonderful value and 100% of the proceeds (minus expenses with no administration charges!) go to our organization. Thank you for your continuing support Madat.

June 2010 Walk of Ages

Thank you to everyone who joined us for the Walk of Ages organized by The Good Companions Centre on June 5th. As part of the Equal Partners Program, Meals on Wheels receives 50% of any money raised by Meals on Wheels participants. The amount raised this year is \$838.50.

Corporate Volunteers Critical to our Success

Corporate or employer-supported volunteerism refers to a range of ways that corporations encourage and enable employees to volunteer in their communities. Meals on Wheels is very fortunate to have three Ottawa companies actively involved in the delivery of services.

Enbridge Gas Distribution initiated the first corporate delivery team in 1996. And still today, on any given Friday, two Enbridge staff can be seen leaving the Garry J. Armstrong Home to deliver meals on what is known as the Island Lodge Central route. Team leader Natalie Armstrong says, "People in other departments have gotten to know each other better in an informal atmosphere which has only strengthened their working partnerships... all the while having fun and doing something positive for the community."

MBNA Canada began a relationship with Meals on Wheels in 1998 and today has the largest meal delivery team. The people of MBNA are currently committed to 13 routes every month. The delivery routes are filled using a network of six team captains and over 100 volunteers within the company. MBNA also plays a part in fundraising events, such as the Thanksgiving Mums campaign and the "Hockey Night in Canada" fundraisers.

Since 1998, Madat Kara of Prudential Town Realty Inc. has been a volunteer with Meals on Wheels. Madat has delivered meals with a member of his staff on most Fridays for over 10 years.

He has also taken on a fundraising role, organizing large-scale functions, which have contributed greatly to the program. These events have included golf tournaments, Senator's hockey games, and boat cruises.

A corporate team from Great West Life delivered meals from June 2008 until the summer of 2010. We want to take this opportunity to thank them for their support of Meals on Wheels.

As you can see, the Corporate Volunteer Program offers a unique opportunity for companies and individual employees to help deliver Meals on Wheels during the lunch hour. Please contact our office if you are aware of any company who might be interested in forming a corporate team.

Food Safety Reminders

Age brings experience and wisdom. Age also increases the risk of food-borne illness. Everyone's health is different, including our ability to fight off disease. As we age, our immune systems weaken and our ability to fight illness is not as strong or efficient. Stomach acid decreases, which hinders the reduction of bacteria in our intestinal tracts. Our ability to detect food spoilage may diminish due to sensory losses, such as sight, smell, and taste. In addition, chronic illnesses such as diabetes, cancer and kidney disease increase the risk of acquiring food-borne illness.

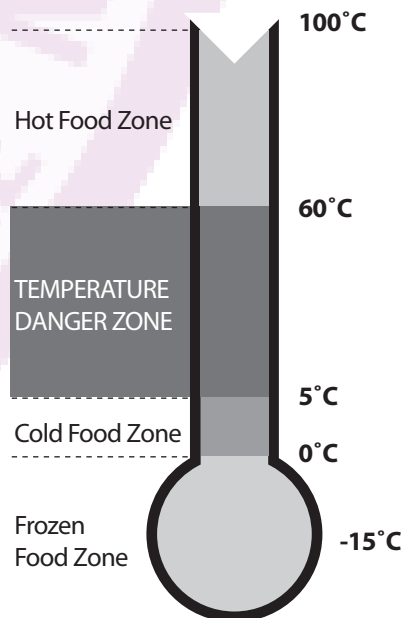
In general, food-borne illness is not long lasting, but in some cases it can be severe and even deadly. People with weakened immune systems are more susceptible to severe bouts of food-borne illness. This happens when a person eats food contaminated with microscopic, disease-causing organisms, such as bacteria, viruses, and parasites. Most common symptoms may include stomach cramps, nausea, vomiting, diarrhoea, headache, and fever, and can occur several hours or several days after eating contaminated food. The good news is that it can be prevented.

The four main prevention steps are to Clean, Separate, Cook, and Chill food properly. Here at Meals on Wheels, we take care of the first three steps, but keeping the food safe after the meals have



*MOW volunteers honoured at the June 3, 2010 Ontario Volunteers Services Award dinner. From left to right: Herb Sills, Art Cauty, Matthew Spencer, The Honourable Dr. Eric Hoskins Ontario Minister of Citizenship and Immigration, Gerry Dagenais, Phil Campbell, Frans Olberg
Photo Bernhard Olberg*

been delivered is just as important. At room temperature, bacteria in food can double every 20 minutes. Freezing foods or storing them at cold temperatures will not kill bacteria, but it will prevent most types from multiplying. It is essential to refrigerate or freeze perishable foods, prepared food, and leftovers within two hours. Discard food left at room temperature longer than two hours, this includes food left in the car and food left on the counter. Make sure that the refrigerator is set to 4°C or colder to keep food out of the Danger Zone (between 4°C and 60°C). The fewer bacteria, the less likely you will become ill. Just remember – when in doubt, throw it out!



Annual Client Survey

Many thanks to our summer student Courtney Potterton for pulling together the 2010 Client Survey. In total, 436 surveys were sent to our clients at the beginning of July with 195 returned for an excellent return rate of 44.7%. The survey results are still in the process of being analysed by staff and Board members but here are key highlights: 98% would recommend the service to a friend, 91% find the hot meals affordable and 95% find the frozen meals affordable, 84% say the portions are big enough, 93% of francophone respondents deem the service in French to be adequate. Satisfaction with the service remains high with the overwhelming majority of respondents scoring the meals average above average and excellent. Thank you to everyone who participated. With the data split out amongst our provider kitchens, it provides us with invaluable information about the state of our program and will be of immense assistance planning required adjustments.

MOW Now on Facebook and Twitter

Meals on Wheels has been on Facebook since the beginning of the summer and we've gotten good feedback and had lots of fun creating our page. We have posted many great photos of volunteers and events. Don't forget to go have a look. You can find us at www.facebook.com/mealsonwheelsottawa or by clicking on the Facebook widget on the homepage of our website. We look forward to interacting here with volunteers and the community. We'd love to hear your thought about your experiences on delivery. Please share your stories with us.

We also created a Twitter page at the beginning of September. The page can be found at www.twitter.com/MOWOttawa. This is still a work in

progress but tweets including links and photos are posted on a regular basis. This page is also linked to a significant number of Meals on Wheels providers around the world and is thus connecting us with a large network of programs around the globe.

Many thanks to Volunteer Coordinator Jill Dodd for getting us started in the wonderful realm of social media.

Janet Holdaway - Using Poetry to Express Appreciation

For as long as we've been delivering meals to our client Janet Holdaway, she has been busy penning poetry to express her appreciation of our organization. We look forward to reading these cheerful poems every few months.

"I have been with Meals on Wheels for almost 15 years now. I am eternally grateful for the volunteers that come to my door almost every day," Janet said. "The volunteers who come to my door are always gracious and I look forward to seeing them."

"The volunteers bring joy to me," she said. "Not only do they give me delicious meals, it also helps to keep me on my diabetic diet."

Below is a poem she has written and shared with us as an expression of gratitude for our service.

Joy (Dreamers) by Janet Holdaway

Joy lifts the soul
From the depths of the spirit
Bringing us to places
We've never been
Weaving and knitting
Our faces into a smile
Then spurning us on

To fulfill out deep-felt wishes
How joyous it is
To grin at the moon
or whistle on a blade of grass
Joy is forever with those
Who dream
And dreams are forever
Filled with joy

Did you Know?

Every weekday, 46 volunteers pick up hot meals at 8 different kitchens throughout Ottawa and deliver 200 meals divided into 23 separate routes. There are also 8 Saturday routes plus our 6 Tuesday and 6 Friday frozen food routes. It takes a lot of comings and goings to deliver over 115,000 meals per year to our clients!



*Member of Provincial Parliament Yasir Naqvi and volunteer Dave Haggarty pick up meals prior to delivery.
Photo: Bau St-Cyr*



*MOW Board at their September 11, 2010 Strategic Planning Retreat. From left to right in the back: David Gray, Claire Fitzpatrick, Stuart McLeod, Bill Logan, George Hermanson, Eleanor McLay and Jacques Bédard. In front: Maroun Rehayem, David Brearley, Donna Crabtree, Carol Waters, Sue Flockton, Charlotte Davidson.
Photo: Bau St-Cyr*

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