

A New Look for Meals on Wheels



We're very pleased to introduce our new banner. It's the fruit of many discussions dating back several years. First a little bit of background. For some time now, our organization has been referred to alternatively as either The King's Daughters Dinner Wagon or Meals on Wheels-Ottawa and this dual identity has made brand identification difficult for us. Our designation as a French Language Services provider in 1994 compounded our difficulties since we then also had to adopt a French language equivalent to our name.

At the time of our founding in 1968, it was understood that the trademark name Meals on Wheels could not be used to identify our new organization. Thus was born The King's Daughters Dinner Wagon named in honour of our founders at the Ottawa City Union of The King's Daughters and Sons who not only started the service but also kept it going for many years without any government support at all! Since the very start way back then, The King's Daughters and Sons have maintained their involvement, even acting as our (very friendly) landlord until Oct. 2009 when we moved from The King's Daughters and Sons Building at 790 Bronson to our new space within The Good Companions building. Today, they continue to provide both delivery and Board volunteers and remain one of our key supporters. They have been and continue to be our best friends.

Now, about the banner itself. We

changed our brand name to Meals on Wheels/La Popote roulante with the word Ottawa below the name denoting the community where we provide service. The text reflects the bilingual nature of our organization and, in the spirit of continuity, we kept both the colour purple and the stylized wheel/plate that were key components of our former logo. The rich history of support from The King's Daughters and Sons is also recognized in the bottom part of our banner.

We're very excited with this look and will be phasing in the new banner and logo over the next few months. Soon, you'll see them appear on our letterhead, on our business cards, on our website, on Twitter and Facebook, and in a variety of other places.

Many thanks to graphic designer Catherine Bedall for her donation of time and talent. Thank you also to the members of our Board who served on the branding ad hoc committee last summer.

Baudouin St-Cyr
Executive Director

Gala Dinner and Dance - May 6th

Madat Kara and his Fundraising Team are organizing a gala dinner and dance to be held at St. Elias Centre on May 6th. The evening will feature a full 5-course dinner, the Elvis Shawn Berry Show, and the music of the AM/FM Band, as well as a silent auction, free parking, and a cash bar. Join us for an evening of fun and dance. Tickets are \$100 per person (or a table of 8 for \$800) and are available by calling Madat Kara at 613-720-4646 or the Meals on Wheels office at 613-233-2424. More information is also available on our website at www.mealsonwheels-ottawa.org. As usual, all proceeds will go to support Meals on Wheels in providing nutritious meals and personal contact to our clients in the Ottawa area. Raising funds in this manner allows us to limit fee increases for our clients. Please help us serve our community by joining us on May 6th.

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Welcome to our Team!

Volunteers joining Meals on Wheels since Fall 2010 are:

Abdulrasaq Ahmed
Gerald Buchanan
Angela Burton
Oscar Calle
Hana Cammy
Ruth Coulton
Gerald Davis
Pat Dupuis
William Dupuis
Dorothy Ellis-Kruger
Lucia Fehr
Harry Fitzsimmons
Matt Foster
Mike Fry
Quiller Graham
Rachel Hebert
Alfred Huber
Bente Jorgensen
Suzanne Labrie
Vivien Lo
Victor Ly
Karen Martz
Garry McCaffrey
Heather McCormack
Joan McCoy
Virginia Miller
Hieu Nguyen
Alex Noppen
Mary Romhild
Dee Rizewiski
Wendy Siurna
Terry Spence
Sheila Steeves
Julia Taylor
Marlene Turner
Martine Vaillancourt
Lisa Wilson
Jim Wilson
Lily Xiang

A special welcome goes out to new Corporate Delivery Teams from:

Capital Benefits Financial Group Inc.
Rojer Lajoie - Team Leader

Revera Inc.
Loreto Lamb-Team Leader

A New Look for Our Volunteer Reception

The 2010 reception was held on the evening of November 10th at The Good Companions Centre, which of course is now the location of the Meals on Wheels offices. This was not only a new venue for the reception but a new time as well. Thank you to Claire Fitzpatrick, Helen Groh, Keenan Wellar, and Algonquin College Event Management Students Jocelyn Burns, Melissa Goldmintz, Susan Hellyer, Emma Lees, and Marlee McElligott who served on the reception committee.

We'd also like to thank Board Member Jacques Bédard who served as Master of Ceremonies, The Good Companions kitchen manager Frank Bowie, pianist Eric Vincent-Patry, photographer David Haggarty, and everyone in attendance for contributing to the success of this event! Meals on Wheels is pleased to have this opportunity to show our appreciation to our volunteers who really are the heart of this organization. Thank you also to Keenan Wellar whose slideshow presentation really captured this. We hope to see all of you at the 2011 reception!

Terry Moxness – Manager of Volunteer Services

Jill Dodd – Coordinator of Volunteers

“I really noticed above all else that everyone was talking with each other much more than I can recall at previous events. Despite all the bells and whistles that surround banquets, people walking away feeling like they are a part of something is the most important thing.” -Keenan Wellar

Congratulation to the 2010 Award Recipients:

500 Hours

Jacques Bédard, Barry Craven, Nancy Craven, Stephanie Dumas, Pat Francis, Diane Green, Ashad Jiwa, Warren Maybee, Gina McAlear, Wayne McAlear, Jack McKnight, Mary Okopna, Madeleine Power, Clifford Power, Dave Rupar, Beverley Sawchuk

1000 Hours

Jackie Abbinett, Art Cauty, Helen Colville, Christine Dawson, Helen Groh, Margot Hall, Barb Leduc, Eleanor McLeod, Jean Meldrum, Terri Morgan, Maroun Rehayem, Lionel Wagner

1500 Hours

Scott Brown, Gerry Dagenais, Francoise Malboeuf, Winnie Ng, Joanne O'Byrne

2000 Hours

Lillian Barraud, Sophia Morrison, Olive Newman



Back row (left to right): Clifford Power, Art Cauty, Lionel Wagner, Dave Rupar, Jackie Abbinett, Gerry Dagenais, Barry Craven

3rd row (left to right): Ashad Jiwa, Jean Meldrum, Sophia Morrison, Barb Leduc, Winnie Ng, Terri Morgan, Olive Newman, Anne Welsh, Maroun Rehayem

2nd row (left to right): Madat Kara, Carol Waters, Madeleine Power, Helen Groh, Lillian Barraud, Nancy Craven, Beverly Sawchuk, Pat Francis

Front row (left to right): Christine Dawson, Francoise Malboeuf, Eleanor McLeod, Muriel Sprenger, Margaret Baxter, Herb Sills

Photo: Dave Haggarty

2500 Hours

Margaret Baxter, Madat Kara,
Christine Richter, Anne Welsh

25 years

Naomi Kuhn, Audrey McAllum,
Carol Waters

The Benefit of Helping Those in Need

This fall, the staff of Capital Benefit Financial chose Meals on Wheels as a worthwhile activity whereby each would give of himself/herself to a meaningful segment of their community – those who because of chronic or temporary illness, are confined to their homes and have limited ability to prepare adequate meals for themselves.

What a simple but gratifying act – delivering a nutritious, well-balanced dinner to someone in need! All are strangers at first, but not for long. The hearts of all involved, givers and receivers are uplifted and warmed. The positive energy radiated is felt by all and generates a desire to do perhaps even more.

Then this Christmas! Knowing that Christmas day itself can be especially difficult and lonely for the “house-bound”, and assuming that fewer volunteers would be available, I truly wanted to spend a moment with these charming but not at all strange “strangers”. I only wished to spread a little sunshine but those I visited put quite a few rays of light into my life too.

I offer congratulations and a sincere thank you to all those who work steadfastly behind the scenes, to assure the continuity and excellent quality of this service. Thank you to all those who enthusiastically and perhaps even joyfully prepared the lovely Christmas dinner and thoughtful gifts. I am proud to be part of your team.

Roger Lajoie
Marketing Director
Capital Benefit Financial Group Inc.



Back row (left to right) Roger Lajoie, Leo Grace, Karen Swolfs, Marc Lajoie

Front row (left to right) Jennifer Williams, Linda Denis, Janet Borzecki, Patrick Taylor

Photo: Roger Lajoie

Barbara Mackey: A Client Profile

Growing up on a farm in Southern Ontario, client Barbara Mackey has an appreciation for the ingredients that go into a balanced Meals on Wheels meal. She recalls milking cows, and helping with her family’s gardening. Now, at nearly 92, Mrs. Mackey says sometimes she just doesn’t have the energy to cook. She relies on us to bring her a hot entrée, soup, dessert, and fruit six days per week.

“It means I don’t have to do the shopping and the planning for meals, which is, at this point, beyond me,” she said. “I rely on your service to give me a good, balanced, and nourishing diet that covers all the principal food groups.” While she loves chicken and fish, her favourite Meals on Wheels meal is the ham and vegetable quiche.

Mrs. Mackey appreciates our volunteers, and describes them as courteous individuals. The day her photograph was taken was a very sad day as her beloved cat, Sweetie, had recently passed away. However, she feels that our volunteer’s visit made the difficult time more bearable for her.

Mrs. Mackey became a client with us after experiencing decreased mobility. Currently, she is transitioning from using a walker to an electric wheelchair, arranged through her case manager at the Community Care Access Centre (CCAC) in Ottawa with a subsidy through the Ontario Assistive Devices Program (ADP).

In addition to CCAC support, Mrs. Mackey also has cleaning services and foot care through one of our collaborators – the Aging in Place program (AIP). This program supports the residents of her seniors’ apartment building, as well as 10 other Ottawa Community Housing seniors’ complexes throughout the

city. Coordinated through Ottawa West Community Support and the CCAC, one of the primary goals of AIP is to put in place the support seniors need to remain in their own homes. Meals on Wheels is one of their key community partners.

Mrs. Mackey is grateful for the community services she receives, stating “I’m not afraid to live life, and I hope I continue to live it with dignity.”

Pamela Beauchamp
Client Coordinator



From left to right: Barbara Mackey, Keith Neuman

Photo: Joan Campbell

On the Route

“There have been special clients over the years and it always amazes me how well you can get to know someone with only a couple of minutes of conversation a week.

People sometimes ask me why I continue to deliver meals after about 30 years but I tell them ‘I can’t stop!’ No matter what the weather or how I might be feeling when I wake up on Monday mornings, without fail I feel recharged when I’ve finished my weekly meal delivery. I enjoy the stimulation of meeting old friends, finding new ones, and learning about common grounds of interest” – Margaret

“The thing that I have noticed is that many people are fully dressed to receive us... we may be the only person they see that day, but they usually always meet us at the door, dressed as if they were meeting someone special. Often women have their makeup on. I think receiving our company for even a few minutes makes them feel like dressing for the occasion!” –Pauline

Volunteer Notes

The City of Ottawa has established a Volunteer Parking Program. This program provides temporary parking permits to volunteers who carry out deliveries and services on behalf of qualified local non-profit agencies.

Drivers registered with the program and who display their valid VPP permit in their vehicle, will be allowed to park in “No Parking” and “Loading” zones, for up to 15 minutes to make deliveries.

Please speak to Jill or Terry if you wish to learn more about the application process.

From our Clients...

“All the volunteers are kind and wonderful...the meals have improved greatly lately. Thank you.” –Elsie

“All people who organize and deliver meals are the best people in the world. I speak from the days I delivered.” – Milton

“My mother has Alzheimer’s disease and was having increasing difficulty heating up the Meals on Wheels for supper. We hired a caregiver to come in for a couple of hours in the late afternoon. Initially the caregiver heated up the Meals on Wheels as my mother had done before. Then the caregiver suggested that she cook supper for my mother. We stopped the Meals on Wheels and my mother had home-cooked meals. She was very happy but something was missing. One day she said, “Those people that come. Where are they?” She had a lot of trouble finding the right words. After some probing I figured out that she meant the Meals on Wheels volunteers who came to the door at lunch time. She missed them. The caregiver accepted with grace that my mother preferred the Meals on Wheels to a home-cooked dinner.” –Jo

“I am grateful to have been able to secure your service for my 89 –almost 90 –year old mother. She is still in her own apartment and is legally blind and has other health concerns. I was run off my feet and a wreck worrying about her well-being. We have been using Meals on Wheels for the past 2 years and at least I know she is getting food four times a week, which means I am not running around like a nut making sure she is fed. My mom says the delivery people are always friendly and kind. Thank you for the service you provide.” –Cecilea

“There was a volunteer who delivered my frozen meals on Fridays. He had to stop volunteering about a year ago due to his own health problems. He always had time for a chat and was very personable.” –Thomas

“Myrna had a small stroke so she is not able to write to you but would like to let you know that she is very pleased and appreciative of the service. Thank you on her behalf.” –Eva

MOW Newsletter Going Green

Behind the Wheel is published twice yearly. Submissions of ideas, articles, and news items of interest are welcome and encouraged. Please send your ideas or submissions via mail, fax, or e-mail.

Behind the Wheel will now be available to be sent by e-mail to those who request it. Please help us to reduce costs and waste by choosing this greener option. Visit our website and go to “Join our mailing list” We encourage you to share your newsletter with friends and family. Simply click on “forward to a friend” at the bottom of the page when you receive your newsletter via e-mail. Friends and family can also sign up to our mailing list via our website



*Another successful Mums Fundraiser was held last October. Dave Rugar preparing for delivery.
Photo: Renée Langille*

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