

Behind The Wheel

MORE THAN JUST A MEAL!

Issue #98

December 2018

We Appreciate your Feedback!

We would like to thank our 2018 summer student, Diane Dieujuste, for compiling the results of this year's annual Client Survey. A total of 538 surveys were sent out to clients and 163 were returned for a response rate of 30%.

The satisfaction with our services remains high with the majority of respondents rating the meals and services good and very good. We thank everyone who participated as the data provides us with quality information about the state of our program. The majority of our clientele are very satisfied; however, as always, there is room for improvement. Feel free to call us at our office as we continue to welcome comments and suggestions!

Winter Meal Deliveries

During the winter season, our dedicated team of Meals on Wheels volunteers make every effort to ensure that services are uninterrupted and our clients receive their meals. In some cases, we may not always be able to reach everyone. Please have non-perishable items on hand in case of emergencies.

Suggested items are:

- Canned goods (fish, fruits, vegetables, soups)
- Snacks such as granola bars, peanut butter, and crackers
- Drinking water
- Dried fruits and nuts
- Dry cereals

Here are some of the key points:

Services:

- **100%** report that the services in French are "very good" or "good"
- **99%** would recommend our services to a friend
- **98%** report that our volunteers are friendly
- **98%** report that the services "very much" and "somewhat" allow clients to remain in their own homes

Meals:

- Clients report our meals as affordable:

Hot (**94%**)

Frozen - Apetito (**95%**)

Frozen - TimeSaver (**91%**)

- Over **90%** of clients from each respective kitchen report that the meal sizes are "always" or "most of the time" meeting expectations
- **86%** report that their nutrition has "very much" or "somewhat" improved since receiving our services

IMPORTANT DATES:

DECEMBER 25: CHRISTMAS DAY

- NO REGULAR DELIVERIES
- CHRISTMAS MEAL AVAILABLE UPON REQUEST

DECEMBER 26: BOXING DAY

- NO MEALS

JANUARY 1: NEW YEAR'S DAY

- NO MEALS

FEBRUARY 18: FAMILY DAY

- MEALS AS USUAL

Special Christmas Meal

As offered in previous years, there will be a special Christmas meal delivered at lunchtime on December 25th. The meal will be prepared by the kitchen of The Newport Restaurant. Thanks to donations received from many partners, and with the kind support of Moe Atallah and the Elvis Sighting Society, we will once again be able to offer this meal **free of charge** to our clients. Additional partnerships will allow us to add various Christmas goodies along with the meal. To register to receive this meal, please contact our office by December 20th.

Frozen Food Orders over the Holiday Season

With the holiday season upon us, we would like to remind clients that their schedule for ordering frozen meals in December is changed to accommodate supplier closures and statutory holidays.

Tuesday Deliveries:

- No delivery on December 25th
- Please consider ordering extra meals for delivery December 18th (order by 10 a.m. December 11th, as usual)
- No delivery on January 1st. We will be delivering frozen meals on *Wednesday*, January 2nd instead. Please place your order for this date by 10 a.m. Monday, December 24th
- Deliveries will resume a normal schedule as of January 8th

Friday Deliveries:

- No delivery on December 28th
- Please consider ordering extra meals for delivery on December 21st (order by 10 a.m. December 14th, as usual)
- Deliveries will resume a normal schedule as of January 4th