



Meals on Wheels / La Popote roulante Ottawa

# Behind The Wheel

MORE THAN JUST A MEAL!

Issue #101

November 2019

## Annual Client Survey

We would like to thank our returning summer student, Diane Dieujuste, for compiling the results of this year's annual Client Survey. The 2019 Meals on Wheels Client Survey allowed our clients to provide feedback and to share their satisfaction on the services that are provided by our organization. A total of 151 surveys were received rendering the overall response rate to 30%. The results of the survey show that our organization has a large impact on clients in the community.

"The meals are good nutrition and help me keep my diabetes under control. The portion sizes help me the most. I can cook for myself but I lack knowledge on nutrition. I have seen a dietician in the past and she helped me with that. She recommended Meals on Wheels"

– Meals on Wheels Client

### Key impacts of our services:

- The number one reason for clients to use our services is due to limited mobility/poor health (40%).
- 96% of clients find our meals affordable.
- Nearly 92% of clients feel that Meals on Wheels deliveries allow them to stay living in their own homes.
- Over 78% of clients feel more secure and less isolated due to volunteer check-ins.
- Over 77% of clients have had their nutritional status improve due to using Meals on Wheels.
- Only 24% of clients find that they can prepare their own meals when they do not receive Meals on Wheels.

"I'm so happy to receive Meals on Wheels and find it makes a big difference in my life"

– Meals on Wheels Client

Although this year's survey has been completed, we continue to rely on feedback on how our services are helping and where they need improvement. If you have a comment, please reach out to us and let us know!

Call our office at 613-233-2424 or email us at [service@mealsonwheels-ottawa.org](mailto:service@mealsonwheels-ottawa.org).

"I am always happy to meet the volunteers. They always greet you with a smile and are punctual and polite. They make my day! I truly appreciate the work they are doing"

– Meals on Wheels Client

## New Online Ordering Portal

**Have you visited our website lately?** If you have, you may have seen a green "Order Here" button on the right-hand side of our main page. Clicking this button will allow you to order our services online at your convenience. The most frequently ordered service through this portal has been frozen meals, although we also have the option to register as a client or volunteer. The introduction of this portal now means that clients can order meals on our website, over the phone, and by email at [service@mealsonwheels-ottawa.org](mailto:service@mealsonwheels-ottawa.org).

Order Here

Through our two frozen portals, *Apetito Orders* and *TimeSaver Orders*, meals are sorted by type and can easily be selected.



Above: MOW volunteer Tim Brown with packages of frozen meals

There is also a description of items which allows you to see what sides comes with your tasty main dish! Before submitting, the portals calculate your total which will allow you to see how much your order costs and, where applicable, how much you are saving with package deals!

If you have any questions about ordering hot or frozen meals, you can call our office and speak with Gabrielle or Kate in the client department and they would be happy to help you!

### IMPORTANT DATES

- November 11: Remembrance Day
  - Meals as usual
- December 25: Christmas Day
  - No regular meal deliveries
  - Christmas meal (*upon request*)
- December 26: Boxing Day
  - No meals
- January 1: New Year's Day
  - No meals
- February 18: Family Day
  - Meals as usual

## Nutri-eScreen

**Are you eating well? Dieticians of Canada has released an online *Eating Habits Survey*.** This survey was released to help older adults find out how they are doing and if they are choosing foods that help them stay healthy and active. The survey takes about 10 minutes and only has 14 short questions. A couple of benefits that you'll receive from answering this survey are learning how your health is impacted by what you're eating and whether you're making good food choices. You will be able to see where you can improve to increase the quality of your food intake and find suggestions on how to improve your eating habits. Visit [www.nutritionscreen.ca/escreen/](http://www.nutritionscreen.ca/escreen/) today!



## New Method of Payment

### You asked, we answered!

E-Transfers are now available for bill payments. Payments should be sent to [payments@mealsonwheels-ottawa.org](mailto:payments@mealsonwheels-ottawa.org). As of August 2019, we now have the following methods of payment:

- Cash (at office only)
  - Cheque\*
  - Credit Card (Visa or Master Card)
  - Money Order
  - Automatic Withdrawal
  - E-Transfer
- \*Post-dated cheques are **not** accepted

Please note that our volunteers are **not** allowed to accept payment in any form. Should you have any questions about setting up payments, please contact our Bookkeeper, Derna Lisi, at 613-233-2424 ext. 3226.

## Apetito Menu Changes

Changes are happening to Apetito's frozen meals menu in November 2019. Some items are being discontinued and new items are being introduced.

### New Items:

- 12176 Scrambled Eggs & Home Fries
- 12175 Chicken with Tangy BBQ Sauce
- 12173 Apple Braised Pork
- 12018 Tuna Pasta Casserole

### Discontinued Items:

- 12152 Vegetable & Lentil Pot Pie
- 12156 Coconut Lime Chicken
- 12149 Ham & Broccoli Casserole
- 12162 Creamed Salmon Supreme



Our Frozen Meal Program menus will be updated by November 15<sup>th</sup> and new versions will be sent out with deliveries on November 15<sup>th</sup> and 19<sup>th</sup>. If you are not receiving a delivery on either of those dates, or if you're interested in joining our frozen meal program, please contact our office to request a copy!

## Christmas Meal

As offered in previous years, there will be a special Christmas meal delivered at lunchtime on December 25<sup>th</sup>. 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 Jessica and 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 20<sup>th</sup>.



Above: Ottawa philanthropist Moe Atallah, owner of the Newport Restaurant and Founder of the Elvis Sighting Society

Left: MOW Staff and volunteers. From top left to bottom right: Brian Robertson (MOW volunteer), Jill Daigle (Manager of Volunteer Services and Acting Executive Director), Katlyn Lecompte (Project Coordinator), Michael Smith-Uffen (MOW volunteer), Jena Davarajah (former Coordinator of Volunteers), Gabrielle Béland-Mainguy (Client Coordinator), Monique Rochon (Saturday Coordinator)