



Meals on Wheels / La Popote roulante Ottawa

# Behind The Wheel

MORE THAN JUST A MEAL!

Issue #104

September 2020

## Annual General Meeting

Unfortunately our Annual General Meeting, usually held in June, was postponed due to the COVID-19 pandemic. We have since rescheduled the meeting and wish to extend an invitation to our clients. The meeting will be held on Wednesday, September 30th via Zoom, an online teleconferencing program. If you, or someone you know have access to a computer and an internet connection and would like to join us from the comfort of your own home, please contact Kate Uffen, our Project Coordinator, at [kate@mealsonwheels-ottawa.org](mailto:kate@mealsonwheels-ottawa.org) or 613-233-2424 for the meeting link. Our Annual Report for the 2019-2020 fiscal year will also be available at the end of September on our website.



## REMINDER: Frozen Deadlines

If you live West of the Rideau Canal, deliveries occur on Tuesdays. If you live East of the Rideau Canal, deliveries occur on Fridays. Due to the current pandemic, all frozen meal deliveries are between 10am and 2pm. The deadline to place orders is one week in advance (Tuesdays or Fridays at 10am respectively). If the delivery date and/or time does not work for your schedule, you can always call our office and arrange to pick your meals up. Orders can be placed over the phone with a team member, online through our website, or by emailing us at [service@mealsonwheels-ottawa.org](mailto:service@mealsonwheels-ottawa.org). If you are not calling during office hours, you can leave a voicemail on our Frozen Meal Inbox (ext. 3227).

## Refer a Friend

Do you know someone who would benefit from Meals on Wheels? Feel free to provide them with our contact information or call our office to arrange for us to contact them. We are available to provide them information by phone or email, as well as send an information package by mail. Alternatively, if you are looking to gift meals, you can contact us about Gift Certificates.

### PHYSICAL DISTANCING

*For the protection of both clients and volunteers, please respect physical distancing when possible. When it is not possible, please wear a non-medical mask. If you have questions or concerns, contact our office at [service@mealsonwheels-ottawa.org](mailto:service@mealsonwheels-ottawa.org) or 613-233-2424. Thank you!*

## REMINDER: Cancellations

If you are not going to be home for a meal delivery, whether it be for frozen or hot meals, please contact our office in advance. Due to food safety policies, our volunteers are not able to leave meals at clients' homes unattended.

- If a client has not rescheduled a delivery of frozen meals and we are not able to reach them, volunteers are instructed to bring packages back to the office until we can reach the client and arrange an alternate delivery or pickup time.
- If a client has not cancelled a hot meal delivery, they are charged for the meal and volunteers are instructed to give the meal to another client on their route in need. Cancellations should be made prior to 9am on the date of delivery so that staff can contact the kitchen in time.

## Masks and Fans Available

Throughout the COVID-19 pandemic, Meals on Wheels Ottawa has been fortunate to have had several donations of stand-up fans and cloth masks for clients. Should you be in need of a fan for your home, or a cloth mask to wear during delivery time, please contact our office at 613-233-2424. We would be happy to arrange a delivery for you.

### IMPORTANT DATES

- October 12: Thanksgiving Monday  
- No meals
- November 11: Remembrance Day  
- Meals as usual



Above: Diane Naika Dieujuste, Meals on Wheels Ottawa's COVID Response Meal Coordinator, with a donated pedestal fan.