

Behind The Wheel



MORE THAN JUST A MEAL!

Issue #95

February 2018

Message from the Bookkeeper



Photo: Derna Lisi (Bookkeeper)

By: Jessica Neil

Hello from the Meals on Wheels bookkeeper. I'm happy to reach out to you today to talk about our pre-authorized payment options which may be a great help to many of you. Have you ever accidentally forgotten to pay a bill on time? Are you ever worried that your cheque won't get to us in time through Canada Post? Is managing monthly bill payments a dreaded time of month? Our preauthorized payment option may be the solution you need.

You only need to provide your payment information once, then each month your payment will automatically be processed through your bank or credit card. All payment information you give us is password protected and encrypted to ensure it is completely secured.

Preauthorized payments can be made by credit card (Visa or MasterCard) or direct bank account withdrawal. Credit card payments are processed within the first week of the month, and pre-authorized bank withdrawals are automatically deducted on the second Monday of the month in which the invoice is due. Direct withdrawal payments will be delayed until the next day (Tuesday) in the case that the Monday is a holiday.

In both cases, we will still send you an invoice marked "paid" for your records, which shows the amount paid with an itemized list of deliveries. As you can see, preauthorized payments are an easy way to manage your Meals on Wheels account.

As always, you can still choose to pay by:

- 1) Cheque or money order payable to "The King's Daughters Dinner Wagon", "Meals on Wheels (Ottawa)" or "La Popote roulante (Ottawa)". We cannot accept post-dated cheques, and cheques returned to us as NSF (non-sufficient funds) will be subject to an NSF fee of \$15.00.
- 2) Cash by coming into our office

situated at 670 Albert Street, floor 2A.

3) Credit card (Visa or MasterCard) over the phone.

Just a reminder that the volunteers that deliver your meals CANNOT accept payments.

As a charity we rely on client fees to keep our service running. The terms for payment are 15 days net. If your payment is not received in a timely manner and your account becomes overdue, it may (continued on pg. 2)

Notes:

FEBRUARY 19 FAMILY DAY

- MEALS AS USUAL

MARCH 30 GOOD FRIDAY

- NO MEALS

APRIL 2 EASTER MONDAY

- MEALS AS USUAL

Reminders:

- MEALS CANNOT BE LEFT AT THE DOOR FOR ANY REASON! PLEASE CALL US IF YOU NEED TO MAKE ALTERNATE DELIVERY ARRANGEMENTS.
- DURING WINTER STORMS WE MAY NOT ALWAYS BE ABLE TO DELIVER. PLEASE HAVE NON PERISHABLE FOOD IN STOCK AT ALL TIMES.
- PLEASE BE SURE TO KEEP YOUR WALKWAY AND STEPS CLEARED TO HELP KEEP OUR VOLUNTEERS SAFE!

MORE THAN JUST A MEAL!

(continued from pg. 1) result in a stop of service until your account is paid in full. We regret any inconvenience this may cause. Preauthorized payment can help ensure this never happens.

Please contact our office at 613-233-2424 and I would be happy to set up preauthorized payments, or answer any questions you may have.

– Derna Lisi (Bookkeeper)

Staff Directory:

Executive Director:
Baudouin St-Cyr

Manager of Volunteer
Services: Jill Dodd

Client Coordinator:
Gabrielle Béland Mainguy

Coordinator of Volunteers:
Jena Davarajah

Projects Coordinator:
Jessica Neil

Bookkeeper: Derna Lisi

Saturday Coordinator:
Monique Rochon

Another Successful Annual Christmas Meal Delivery



Photo: From left to right: Moe Atallah (The Newport Restaurant Owner), Bau St-Cyr (Executive Director), MPP Yasir Naqvi (Meals on Wheels volunteer).

Our annual Christmas meal delivery was a success again this year thanks to everyone who stepped forward to volunteer their time, make a donation, or help provide gifts for the clients. This year we delivered 114 Christmas dinners with the help of 49 volunteers, and the amazing kitchen staff at The Newport Restaurant in collaboration with the Elvis Sighting Society. An extra special thank you to Moe and Jessica Atallah from The Newport Restaurant for donating the use of the restaurant facility and staff, and to all who contributed to the day's event. We couldn't have done it without you.

Snow Removal with the Snow Go Program

If you are finding it difficult to keep up with snow removal this winter, the Snow Go program may be just what you need. Coordinated by the City of Ottawa community support services organizations, the program can help connect you with an independent contractor to assist with snow and ice removal.

Seniors with lower income or disabilities may qualify for a rate reduction through Snow Go Assist. For more information about either program, or to find a provider in your area, please call 3-1-1 or visit <https://ottawa.ca/en/residents/older-adults/help-around-home>.

