



BEHIND THE WHEEL

THE KING'S DAUGHTERS DINNER WAGON NEWSLETTER

ISSUE NUMBER 77

More than just a meal!

AUTUMN 2008

40th Anniversary: Memories from our Beginnings

(by Fairlie Sills, former volunteer)

At this 40th Anniversary of the King's Daughters Dinner Wagon, I have many memories:

I drove the very first week (a Wednesday, I think). Grace H. was scheduled for the route but an emergency arose and I was called in. I continued delivering for 33 years, first as a driver and, when my husband Herb retired and became involved, as his helper until failing breath and several falls on slippery driveways convinced my daughters to urge me to give it up.

I remember—it must have been that first summer when the Donald Street School was closed for holidays—Mrs. M., wife of the superintendent of the King's Daughters Apartment building and a former cook at the Grace Hospital, prepared the meals in the kitchen at the apartment building.

Shortly after, when visiting my brother in Richmond, B.C., I had an opportunity to go out on a MOW route there—in the pouring rain. As I recall the program was the responsibility of the VON and we recorded each recipient's health condition on the back of the list. I think I remember that the meals came from the same place as the air force meals. There were several centres where volunteers partnered up—my brother's church was one of these.

A couple of years later, when Herb and I were visiting relatives in Australia, I took a day tour in Perth. At one of our bus stops there was a "Tag Day" for Meals on Wheels. When I expressed an interest, the lady offered to take me to their office, which I accepted. Suddenly I realized it was time for me to get back to the bus and I had no idea where it was! Much to the amusement of the other passengers, the police brought me back.



Herb and Fairlie Sills "immortalized" on our agency brochure

Photo: Linda Ball, The Ottawa Citizen

Another time, on an Elderhostel program at the Bermuda College, I had some free time and I went for a walk—I came to a church. Whenever I go by a church I always stop a minute so that when at last I'm carried in the Lord won't say "Who is it?"

I went in, and as I sat I could smell food, so I went to investigate and came upon a group of ladies in the kitchen preparing Meals on Wheels. I said if I got back to Bermuda I'd like to go out on a route. It happened two years later!

When Herb's choir—The Nepean Choir with Bernice B. and Barbara C.—toured Bermuda, their first concert was at that church. So I was able to go out the next day with a retired school principal who told me she was educated at Queen's University in Kingston and that she had been frightened by the snow before she got used to it. She had expected to be

able to walk on top and was frightened when she sank into it.

The ladies told me that they had purchased a piece of land and were putting up their own building with the stoves and fridges already on order. It must be well established by now.

Of course my most vivid experience was the day Herb fell on an icy driveway and broke his hip. The neighbours called 911 and covered him with a blanket while I worried about the meals still to be delivered, as I had never driven the car before. However Rosa Venuta, (former Manager of Volunteer Services), came and got the meals and I managed to get home safely, drove the car into the driveway, and phoned my daughter Margaret, saying, "Come and put your father's car in the garage."

This past winter with its heavy snow reminded me of our year of the big snow. On our delivery day only a few lanes and main streets had been ploughed and we trudged through the drifts from the nearest intersection in order to get the meals to the clients.

I miss being able to do something to help, I miss meeting the people. However, now we are immortalized with our picture on the MOW brochure. The picture was taken in the parking lot of 616 Kirkwood. The photographer helped me with my basket and insisted that it should be in the picture. I hope it inspires many more people to get involved in Meals on Wheels and share my passion for it!

40
YEARS

Welcome!

Volunteers joining Meals on Meals since April 2008 are:

Lynn Allan
Guylaine Bérubé
Alex Birea
Pierre Bourgeois
Terry Buist
Chris Bulger
Ken Caverley
Meredith Crew
Rubeena Damry
Denis Deschenes
Hussein Diya
Joel Freeman
Diane Green
Marcia Hammersby
Patricia Hemlin
Anne Hoyle
Caroline Kirk
Vida Kudzma
Ernie Laporte
Alexandra MacEachern
Jacqueline Martineau
Ryan McBride
Renate Mowat
Eleanor Parlee
Louise Prévost
Pauline Raby
Nikki Reklitis
Beverley Richer
J.C. Savard
Vinod Sharma
Sylvie Shyba
Carole Smith
Sharon Storie
Julie Thériault
Audrey Whyte
Jennifer Williams
Caroline Workman

Welcome
to the
Neighborhood

Calling all Volunteers

All Meals on Wheels volunteers are invited to attend our Annual Volunteer Reception, which will take place on Wednesday, November 5th from 2 to 4 p.m. at the St. Elias Centre, 750 Ridgewood Avenue. This event is planned in appreciation of all our wonderful dedicated Meals on Wheels volunteers. It will also be an opportunity to celebrate the 40-year anniversary of the King's Daughters Dinner Wagon. Yes, time does fly. Please mark this date on your calendar.



The Honourable Jim Watson, Minister of Municipal Affairs and Housing, was our Master of Ceremonies at our 40th Anniversary Celebration on April 14th, 2008. Here Minister Watson presents our first volunteer Billie Mallocho a certificate recognizing her 40 years of service. This event was made possible by our kind sponsors TD Canada Trust, MBNA-Canada and Enbridge Gas Distribution who hosted the event.

Photo: Joseph Nassif, Très Chique Production

Golf in Hammond

We had a very successful Golf Tournament on August 7th with over 80 participants teeing off at the Hammond Golf and Country Club for an afternoon of golf and an evening of good food, fun, and fundraising. Through entrance fees for the tournament, we raised about \$8000. Many thanks to Madat Kara and his team for coming through for us once again.



Christmas Meal: Invitation to Clients

Every year a group of volunteers brightens up the lives of our clients by delivering a Christmas meal to approximately 100 individuals who are spending Christmas day on their own. This meal is sponsored by the Newport Restaurant, The Elvis Sighting Society, A&P Canada, and The Riverside Kiwanis Club of Ottawa. Home Instead is also joining us as a new corporate partner this year.

This special meal will be provided once again free of charge. Clients can call Pam at 613-233-2424 if you would like to be added to our list of deliveries. Volunteers, please call Terry at the same phone number if you would like to participate in this Christmas day activity!

June 7th Walk of Ages

The annual Walk of Ages, organized by The Good Companions Centre, was a great success once again this year! Meals on Wheels is happy to be involved as a partner in this event.

Staff and volunteers who attended were blessed with a beautiful sunny day for a lovely walk along the Ottawa River. A delicious breakfast, was prepared by the kitchen staff at Good Companions Centre and a live jazz band provided entertainment.

Thank you to all who participated. In total, \$1,235.25 was raised for Meals on Wheels! This money will go towards keeping the cost of meals down for our clients.

Spring Volunteer Training

(by Margaret Baxter, Volunteer)

Those in attendance at the Volunteer Professional Development Day on May 29, 2008, learned a lot about our volunteers' valuable role in the community—not only delivering meals but enhancing the lives of our clients through friendly visits.

Our first guest, Officer Nathan Hoedeman of the Ottawa Police Services, recognized our value as front-line communicators and encouraged us to call the Meals on Wheels office if we ever have concerns about a client's safety. In fact, he reassured the group that it is never a waste of time to call 911 if a client is in distress.

During the lunch break, we also had a chance to do some networking with other volunteers. This is always interesting when we spend most of the time working alone or in teams of two.

Our second guest, Public Health Nurse Myriam Jamault, spoke to us about the many health issues encountered by our vulnerable clients. There are services in place to deal with all these problems and she also encouraged us to report our concerns to the Meals on Wheels office.

At the end of the day it was apparent that we are doing much more than, "just delivering a meal." We are an important link between our clients and community services.

Annual Client Survey

The 2008 Meals on Wheels Client Survey presents information concerning the services of the King's Daughters Dinner Wagon, the quality of the supplier kitchens, and the needs of the clients. Conducted annually, it serves two purposes: it measures and verifies client satisfaction and it determines any changes that need to be implemented. A total of 397 surveys were sent out. There were 183 responses received and utilized for the report, rendering a satisfactory response rate of 48 percent. Overall, our clients are very satisfied with the quality

of the meals but our frozen food offering tends to score a little higher than our hot meals.

Kitchen Visits and QA

Our top priority this year will focus on quality assurance and our hot meal program. During the summer, Sue Flockton, Chair of our Supplier's Liaison Committee, Pamela Beauchamp, Client Coordinator, and Baudouin St-Cyr, our Executive Director, met with most of our 10 supplier kitchens to discuss how to maintain and increase the quality of our hot food program.



*As part of our meetings with staff at our supplier kitchen, we also got a tour of each kitchen. Pictured here is the kitchen at Riverpark Place
Photo: B. St-Cyr*

All steps in our quality management program are slated to be reviewed over the next few months as we work on improving our client survey and feedback process as well as our complaints/compliments tracking.

Staffing Update

Since our last newsletter, we've said goodbye to Client Coordinator, Maria Pomares, who went on to a new job at the federal government. Our Saturday Coordinator, Sarah Bainbridge, also moved on to other pursuits. Last minute news: Volunteer Coordinator Peggy Winstan has also taken on a new position with another organization effective October 15, 2008. We wish them all the best and thank Maria, Sarah

and Peggy for their time with us.

Many of you already knew our new Client Coordinator, Pamela Beauchamp, before she started her new position in May, as she had been our Receptionist since January 2008. Our replacement as Saturday Coordinator is Nicole Rochefort. Nicole was also our summer student from May to September. The third hire we made in the spring is Renée Langille, who took over from Pamela as Receptionist. Welcome Pamela, Nicole, and Renée to your new positions at Meals on Wheels. We all welcome the new energy you bring to the organization!

Thoughts from a Volunteer

(by Frank Simpson, Volunteer)

My association with Meals on Wheels started here in Ottawa in the mid-1990s and continues to be a very rewarding experience every week. Nothing brings me greater pleasure than being able to provide previous generations with a hot meal and a social contact. The smiles on their faces, their pleasant attitudes, and their conversation make you wish you could stay longer. My own mother benefited from Meals on Wheels in the Niagara area and for that I am truly grateful. This volunteer activity gives back so much for the little time it takes of those who deliver. Nothing is more satisfying than giving back to those who gave to us.

Corporate Volunteerism

"We are very proud of the work our corporate delivery team provides in the community," says Will Akkermans, General Manager of Enbridge Gas Distribution. "Their good work speaks to all the excellent things about our community. People are willing to go that extra step to help one another." For more information on Corporate Volunteerism, please contact Volunteer Manager Terry Moxness at 613-233-2424.

Board Retirements

This summer, we said goodbye to four of our Board members. Jackie Maurais, who had been with us for two and a half years, left us in the winter to take on the Presidency of The Ottawa City Union of The King's Daughters and Sons, our founding organization. Blair Colquhoun had been with us for two years on a return stint after serving for four years previously. Blair was recently Chair of our Fundraising Committee and had been Treasurer and a member of our Executive during his first stint. The third member to retire was Christine Dawson. One of our former Executive Directors, Christine played a hugely important role on the Board from the moment she started in 2000. Scott Brown also retired, having been jack of all trades on our Board, assuming almost all positions on the Executive Committee at least once during his 9-year tenure. We are deeply indebted to all four for their hard work and many years of commitment to Meals on Wheels.

New members on the Board are Jeanne Robichaud, David Gray, Doreen Murthy, and Nancy Nicks. Nancy, our

former Treasurer, has returned to her old position after a hiatus of seven years. Welcome aboard all!

Volunteer Profile: Scott Brown

Scott Brown has been a volunteer driver with the King's Daughters Dinner Wagon/Meals on Wheels since 1998. He began with MOW just after returning from the Bahamas where he had worked for two and half years helping the government modernize their income tax system. He first heard about Meals on Wheels through long-time friend, Billie Malloch, who was involved in the first year of operations of The King's Daughters Dinner Wagon in Ottawa. Scott's wife, Anne, also volunteered for Meals on Wheels during their stay in the Bahamas. Scott was looking for way to help out during the 1998 ice storm and began delivering meals.

Since then Scott has been delivering meals on a weekly basis and has even picked up meals from all of the west-end pick up locations. Scott gets great satisfaction from being able to help people remain

independent in their homes. And of course, over the years, there have been occasions when he has had to do more than just deliver a meal. On one delivery, Scott called the paramedics for a client who needed to be hospitalized.

Scott has also served as a Meals on Wheels Board member from 1999 until this year. Over the years he held the positions of Secretary, Vice-president, and Treasurer (twice!).

Scott has been retired since 1995 after 33 years of working for the income tax department, both in London and Ottawa. He keeps very busy in his retirement and, when not delivering meals, can be found at the Make it Green Garden Centre. Scott has worked there since 1999 and says he enjoys selling, helping customers solve problems, and doing repairs. Scott and Anne have two grown daughters, one living in Stittsville and the other in Cobden. They also have four grandchildren.



President of The Ottawa City Union of The King's Daughters and Sons Jackie Maurais with Meals on Wheels President Charlotte Davidson

Photo: B. St-Cyr



Volunteer Scott Brown. Scott does it all, he even delivers Mums plants!

Photo: B. St-Cyr

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